



Healthy People, Better Business

24/7 virtual healthcare for your business.



David Christiansen, Senior Business Development Manager
business@doctorsondemand.com.au • 0460 849 974 • doctorsondemand.com.au/corporate

At a Glance

600,000+

patients across Australia have trusted us since 2016

31+

languages available

150+

doctors representing a variety of specialties and backgrounds

6

virtual healthcare verticals



Summary

The Doctors on Demand platform gives patients direct access to a qualified practitioner, whenever they need them, wherever they are. This initiative is more than a healthcare solution; it's a strategic investment for your business, designed to streamline medical care, increase retention, and foster a healthier workforce.

- **Immediate Access to Quality Healthcare:** Consultations with Australian-registered doctors can be conducted seamlessly via a smart device, 24 hours a day, 7 days a week - integrating healthcare into the daily life of employees without disrupting work schedules. With a diverse doctor team offering services in over 31 languages, as well as allowing a choice of practitioner gender, we tailor healthcare experiences to the individual needs and backgrounds of your employees.
- **Cost-Effective Solution:** By reducing unnecessary absenteeism and streamlining administrative processes, Doctors on Demand represents a cost-effective healthcare solution. This efficiency translates into direct savings for your organisation, while also enhancing employee productivity and wellbeing.
- **National Reach with Local Impact:** Our proposal is not just to meet the immediate healthcare needs of your company but to provide a scalable solution that can be expanded Australia-wide if needed, and to ensure continuity of care to your employees over their entire tenure at the company.
- **Rapid Implementation, Long-Term Benefits:** We are ready to implement this service swiftly, ensuring that your employees can quickly reap the benefits.

Your biggest expectation of the Doctors on Demand service should be one of a healthier future for the company and your employees.



Doctors on Demand in the workplace means faster triage, reduced time away from work & faster return to work - reducing WH&S costs, and strengthening your employee value proposition at the same time.

David Christiansen



AS SEEN IN





Services

ONLINE DOCTORS

Employees don't need to lose hours out of the day to visit a doctor. Virtual health makes it easy to speak to a doctor, fast. Our doctors are available 24/7 on-demand, so employees can access their advice right when they need to. All our Doctors are Australian-registered and have a minimum 3 years registration with AHPRA.

MEDICAL CERTIFICATES

Medical certificates will be sent to the patient's email, and made available in their patient dashboard. There is also a built-in

feature that enables them to send their certificate straight to their employer. Our patient team can also provide verification of medical certificates if needed. This is a widely used service, with 58% of all business consults in FY2024 provided a digital medical certificate.

PRESCRIPTIONS

Access prescriptions the same day, to get back to work sooner. Patients can discuss new or repeat prescriptions with a doctor via video, and have them sent as an eScript for dispensing at pharmacies Australia-wide.

For repeat prescriptions, we offer shorter appointments at a lesser cost through our QuickScript service. 35% of business patients in FY2024 skipped the trip to request their medications.

REFERRALS

Patients can easily request a referral for specialists or allied health from anywhere. They can also view, download, and send their referral directly to their chosen specialist through their patient dashboard. Our Doctors issued referrals to 17% of business patients in FY2024, facilitating specialist support for a wide range of needs across Australia.

PATHOLOGY

Without needing to wait for office hours, quicker referral to pathology means patients can get tested sooner, leading to earlier diagnosis. Employees gain valuable insights into their health, empowering them to make informed decisions about their lifestyle and healthcare.

WEIGHT MANAGEMENT

A healthy weight has a large impact on overall wellbeing, and it also helps to prevent common comorbidities as well as reduce related hospital admissions, or surgeries. Our Doctors will undertake a comprehensive consultation which may include discussing

sleep, hormones, pre-existing physical or mental health conditions, family history, smoking status & lifestyle. Weight management under the supervision of a doctor will provide clinical guidance as well as lifestyle support.

MENTAL HEALTH

It's the law that a person conducting a business or undertaking must minimise or eliminate psychosocial risks in the workplace. Continue beyond the EAP by allowing your employees access to Mental Health trained doctors, who can consult with them on a Mental Health Treatment Plan. This will allow the patient to access Medicare rebates for up to 10 sessions with eligible mental health professionals - reducing their cost of treatment.

QUIT SMOKING

If smoking occurs in an enclosed workplace, it is in contravention of the Tobacco Products Regulation Act 1997. With 17% of Australians over the age of 14 either vaping or smoking, support in quitting smoking is critical. Patients can speak to one of our Doctors to discuss options to quit smoking, which may include prescribed smoking cessation products.

Industries

MINING, OIL & GAS

Our current clients in these critical industries trust us to provide care to a diverse range of employees across the country, as well as their families. Family unit care is fast becoming a differentiator for employers of choice. Moreover, being a listed organisation that adheres to strict Governance, Risk Management, and Compliance (GRC) principles we can demonstrate a shared commitment to operational excellence and trustworthiness.

FIFO

Our platform ensures that regardless of location or schedule, FIFO employees can access doctors right when they need to. This flexibility is crucial in the FIFO context, where work often disrupts traditional healthcare access, and where employees are often operating in a high-stakes environment.

INSURANCE

We understand the importance of timely medical care to prevent minor health issues from escalating into serious conditions. We are trusted by the largest insurers in Australia to provide personalised, clinically safe, and private healthcare to both domestic and international cohorts.

EDUCATION

When it comes to duty of care in an educational setting, think of telehealth as an extension of the existing onsite services. For boarding and school institutions, a staff nurse is common while a doctor will often attend on rotation. We can help to ensure students speak to a doctor without delay for acute care in between visits from their usual practitioner.

REMOTE WORKERS

Telehealth is especially important in sectors where operations can take place remotely - either online, or via satellite offices. Despite not being together in the same space, employees will stay connected and engaged to their employer via benefits. Doctors on Demand complements existing initiatives you may have like EAP services.

PHNs, LHNs, HHNs

When physical clinics are closed after hours, or when staffing is lower during the night, networks can access the Doctors on Demand platform to provide staffing supplementation to their operations. This is especially important in rural and remote areas that are experiencing local GP clinic closures, where ongoing and reliable access to primary and acute care is essential. It's our goal to provide cost-effective support to local care teams, ensuring continuity of care to their patients.

IMMEDIATE ACCESS TO HEALTHCARE

Streamline medical care, increase retention, and foster a healthier workforce.



✓ Mobile friendly

✓ Private & secure

✓ Convenient & Immediate



What We Treat

Our patients choose us for a wide variety of reasons, ranging from managing chronic conditions like diabetes and high blood pressure, to addressing specific concerns such as hair loss and acne. For general consults we allow patients to have a video call with a practitioner on demand by joining a queue for the next available doctor, or they can schedule their appointment at another time that suits them. Some of our specialised services are appointment only.

EVERYDAY CARE

- Digestion
- Inflammation & pain
- Hay fever & allergies
- Weight loss
- Fatigue
- and more

COLD & FLU

- Cough
- Sore throat
- Fever
- Nausea & vomiting
- COVID-19
- and more

MENTAL HEALTH

- Stress
- Anxiety
- Depression
- Insomnia
- Mental Health Treatment Plans
- and more

SEXUAL HEALTH

- Men's health
- Women's health
- Contraception & Fertility
- Discreet medicines
- UTI
- and more

SKIN & HAIR

- Acne
- Hair loss
- Gout
- Sunburn
- Eczema
- and more

PRESCRIPTION & REFERRAL

- Asthma
- Blood pressure
- Cholesterol
- Osteoporosis
- and more



Reminder



James, your doctor is now in your virtual waiting room.

Business Hours (8am - 6pm Monday to Friday).

After Hours (6pm - 8am AEST Monday to Friday, all day Saturday & Sunday, as well as National Public Holidays).

About Doctors on Demand

YOUR TEAM

Our highly-qualified leadership team is available to support your business every step of the way, ensuring you get the most out of the initiative.

OUR VALUES

We're Good Humans

We exhibit true authenticity and humility.

We're Productive

We work hard in a productive and efficient way and are accountable to our commitments. We can change our priorities quickly to respond to changing business requirements.

We're Customer-Centric

We prioritise our patient's experience and seek feedback to constantly improve and refine their journey.

We Cultivate Innovation

We're curious, science-minded and research orientated. We display ingenuity and challenge the status quo. We don't just do things because that's how they have always been done.

We Strive for Excellence

We deliver excellence in products, customer service, clinical outcomes and everything we do. We are continuously striving to be better.

We Operate Ethically

We're compliant and ethical players in a highly regulated industry and don't take risks for short term gains. We're risk savvy and always mitigate large risks with creative but highly compliant solutions.



DR ANDREW GRIEVE

BM BCh (Oxon) MRCP
FACRRM
Chief Medical Officer



AMANDA YEATES

Head of Clinical
Governance and Risk



GAVIN WARD

Clinical Service Delivery
Manager



DAVID CHRISTIANSEN

Senior Business
Development Manager

Industry Leading Technology

PIONEERING TELEHEALTH NATIONWIDE

At Doctors on Demand, we are incredibly proud of the impact our innovative telehealth platform has made in improving access to quality healthcare for people across the country. Our mission to provide convenient, affordable, and reliable medical care through virtual consultations has been widely recognised by leading organisations and publications.

This initiative is more than a healthcare solution; it's a strategic investment designed to streamline medical care, increase retention, and foster a healthier workforce.

Governance, Risk & Compliance

As part of a listed organisation (ASX:VIT), you can be assured that we treat Governance, Risk & Compliance the way you would. As an endorsement, we are trusted by the largest insurers in Australia to provide personalised, clinically safe, and private healthcare. Our Clinical Advisory Group provide support and best practice advice, alongside our Chief Medical Officer. Our platform is optimised for Microsoft Azure and we undertake regular security compliance and conformance testing.



4.8/5

Average doctor
experience rating across
all our consults.



25-54

Our largest patient groups
are males and females in
this age bracket.



40%

Patients residing in a
regional area in Australia.

Product Features

Doctors on Demand is a Vitura Health (ASX:VIT) company that operates a leading digital platform to facilitate the treatment of patients by Australian registered healthcare practitioners via video conference. Telehealth services are available 24 hours a day, 365 days a year via our proprietary platform.

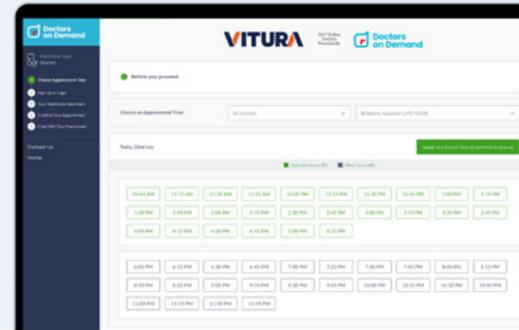
White Labelled Landing Page

We can customise a public landing page for your business, for a more seamless employee experience.



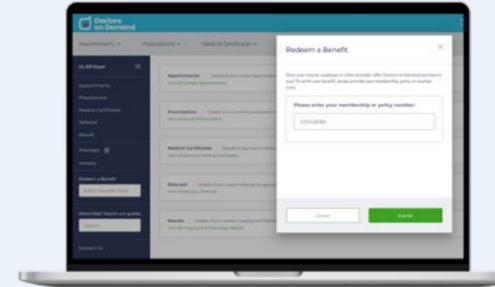
White Labelled Booking Page

You can also choose a customised booking flow, allowing co-branding as well as variable pricing against selected services types.



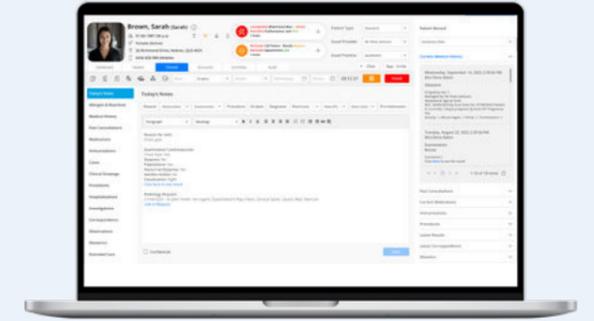
Direct Integration & User Validation

Direct integration with your intranet or other staff systems, or internet sites.



Secure PMS

Fully integrated with a secure cloud-based Patient Management System, MediRecords.



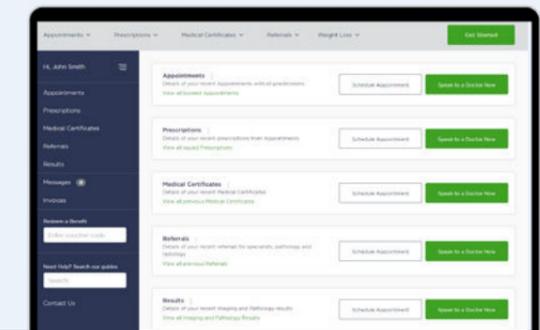
Real-time Private Consults

Hassle-free video integration, no software downloads needed.

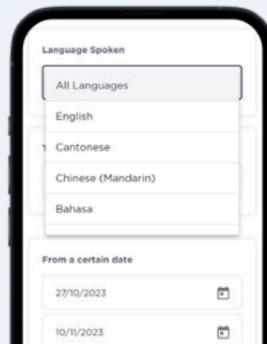


Patient Dashboard

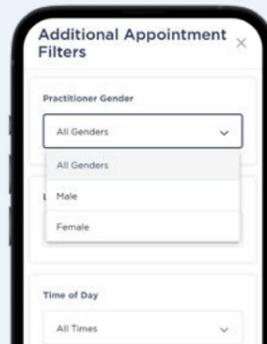
Simple & easy to use centralised dashboard for all patient bookings & documents.



Choice of Language

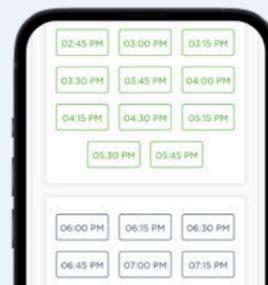


Choice of Gender



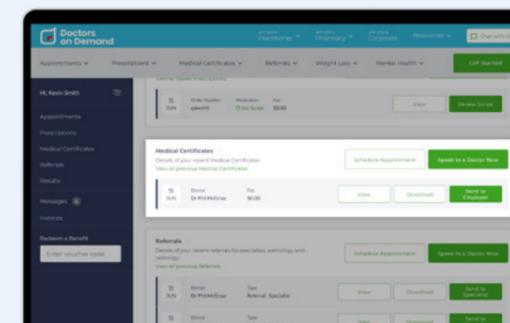
Around-the-Clock Care

On-demand or by appointment.



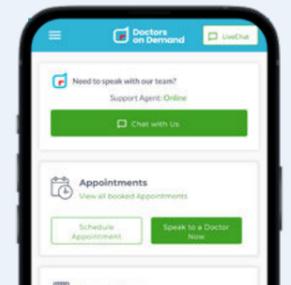
Direct to Employer Features

Additional features include emailing of documents, like medical certificates, direct to the patient's employer.



Available Anytime

Rebook at anytime, from anywhere.



Milestones

Step 1

FEEDBACK

Clarify any questions or concerns.

Step 2

MEETING

Let's discuss the next steps to move forward.

Step 3

SERVICE AGREEMENT

An agreement outlining the Doctors on Demand services to be executed.

Step 4

WHITE LABELS

White label web pages to be developed and agreed.

Step 5

GO LIVE

"Go Live" 30 days following agreement execution or earlier as agreed.

Step 6

START REFERRING

Employees can start utilising the services, and benefitting from immediate access to quality healthcare.

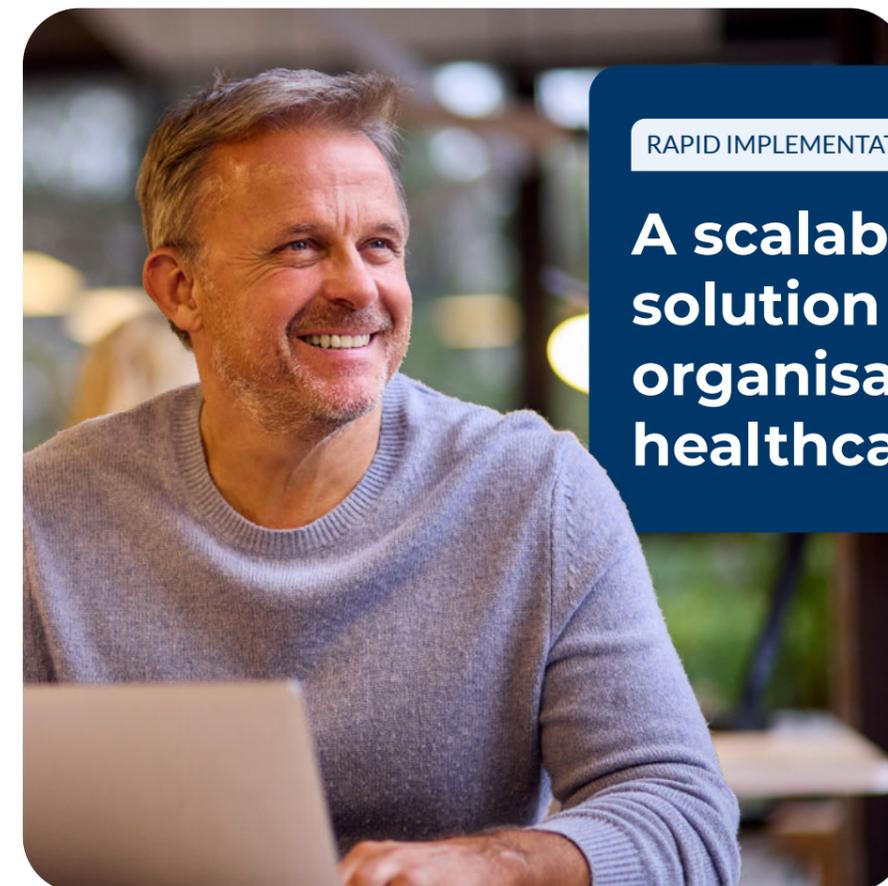
Other Deliverables As Agreed

COMMUNICATION PLAN

It's important that your employees know about the service and its benefits, and understand how to use it. We'll work with your team to develop a communications plan to onboard staff to the platform, and step them through its features. Over and above the white-labelled landing page, we can assist in the development of things like flyers, screensavers, emails, frequently asked questions, and intranet posts to aid in uptake. We can also facilitate a learning webinar for all staff, and their families if applicable.

MONTHLY USAGE REPORTING

We will provide monthly transaction and usage reports as standard. Further reporting can be discussed, mindful of privacy requirements for users.



RAPID IMPLEMENTATION, LONG-TERM BENEFITS

A scalable solution for your organisational healthcare needs.

What you need to know

Why would I choose Doctors on Demand over other health solutions, like an EAP for instance?

We are not an EAP; we are a comprehensive healthcare solution for virtual acute and primary care.

Our service is scalable, easy to use, provides quick access to care, and offers utilisation and progress data. We also offer a variety of care options and languages to meet everyone's needs.

While we can act as an extension of other health services that your organisation employs, such as an EAP, the nature of our service allows us to function on a greater scale to safeguard the well-being of your employees and their families.

Can you tailor the service?

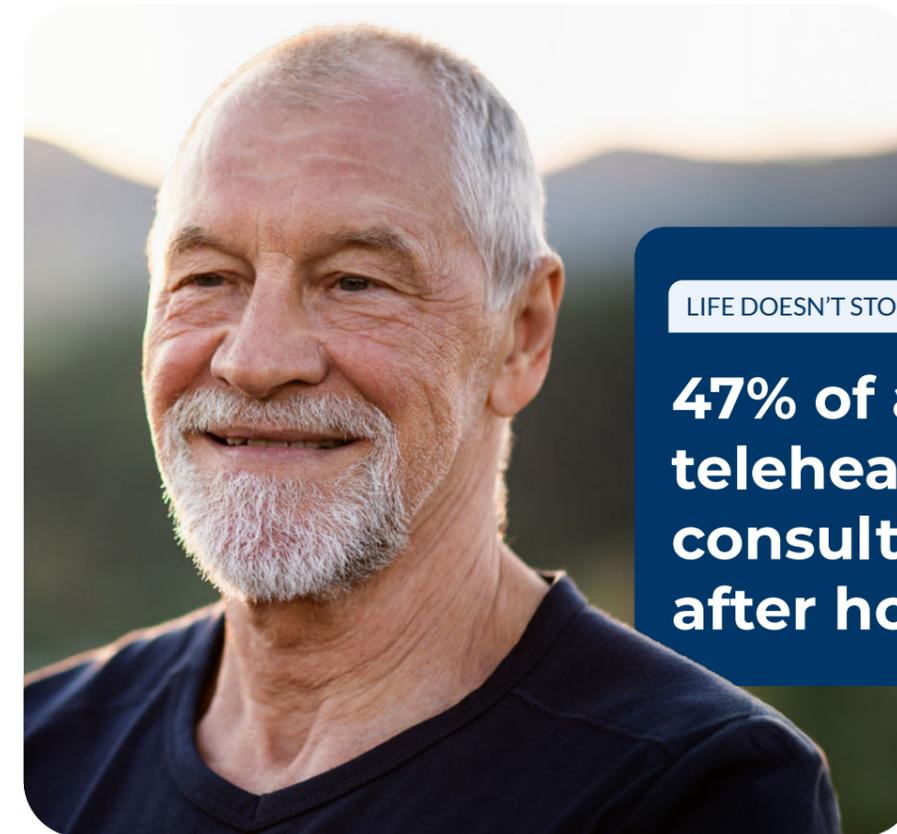
Yes. Employers can choose any or all consult verticals for their employees. This would require a white-label booking process. We can discuss this further based on your requirements and budget. Additionally, we can tailor pricing arrangements, the look and feel of the booking process, and employee communications. Reporting can also be customised to fit your executive reporting cycles and specifications.

Who pays – us or the employee?

This is completely up to you. There are a number of out-of-the-box payment options available, including provider pays, patient pays, or mixed billing. We can tailor pricing and billing to meet your needs.

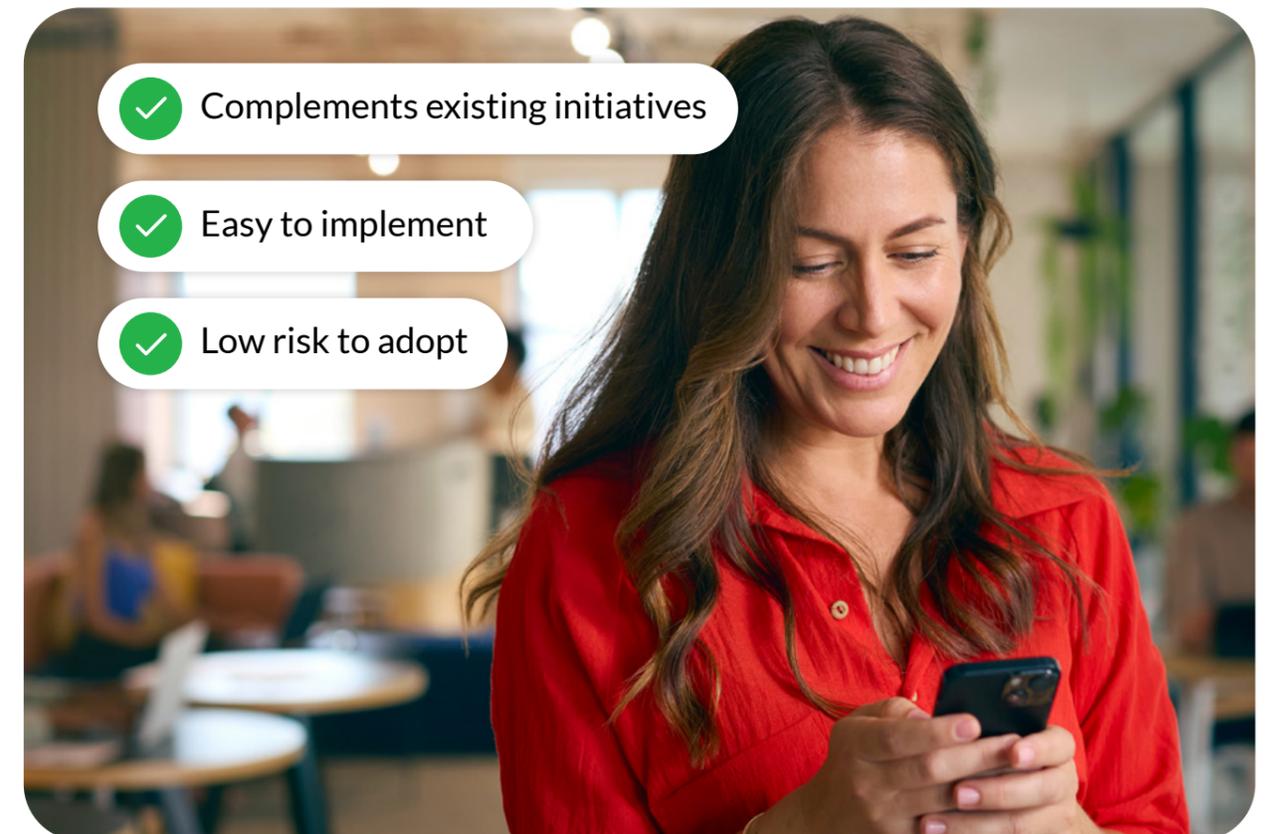
Is there a trial period?

Unfortunately, we are not able to offer a trial period of free use. However, we can review your services at regular intervals—3 months, 6 months, and so on—to ensure that the service is meeting your needs.



LIFE DOESN'T STOP BETWEEN 5PM AND 9AM

47% of all our telehealth consults occur after hours.



✓ Complements existing initiatives

✓ Easy to implement

✓ Low risk to adopt



JIM O.



This is a fantastic service for anyone who needs to see a doctor to treat their symptoms and values their time enough to not travel and sit in a waiting room for a 10 min consult with the same outcome. I last used DoD at 9pm after most clinics were closed... Outstanding service.



TANYA C.



Very convenient for us. My husband is a truck driver with crazy hours, being able to have access to this service is essential for us. Very thorough, with all due diligence. The convenience of getting an appointment as needed is excellent. For me, knowing he can get help, not just a quick script, is very important, thank you.



TRACEY W.

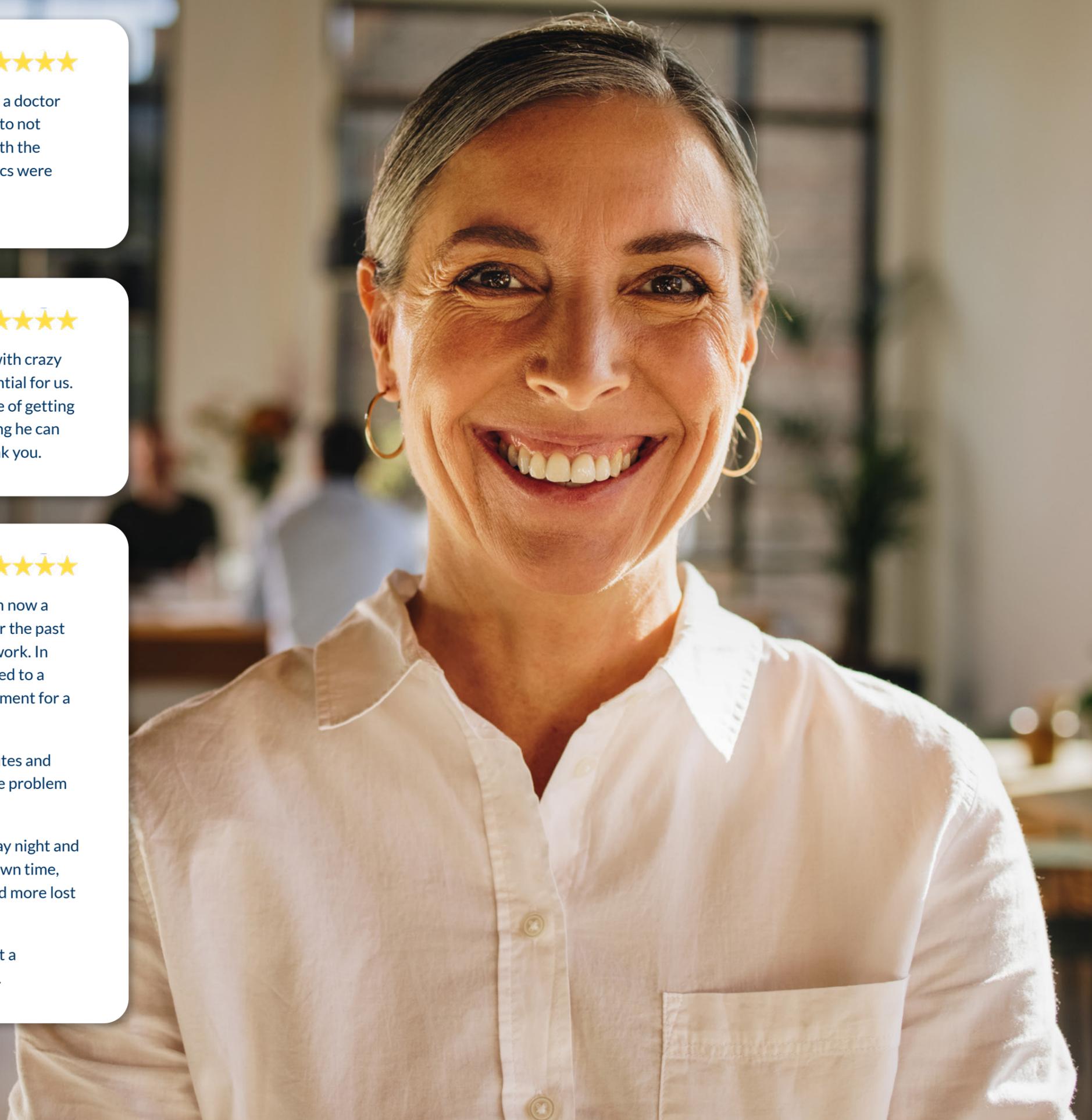


This was the first time I have used this service and I am now a fan. I had a medical issue which was getting worse over the past 3 months. I'd seen 2 GPs and the prescriptions didn't work. In fact my condition worsened so I was eventually referred to a specialist. I've been waiting for my specialist's appointment for a month while my condition got worse.

The online doctor nailed the diagnosis in about 5 minutes and prescribed the right treatment and medication and the problem was completely resolved in 2 days.

No waiting for appointments (I went online on a Sunday night and had an appointment in my own home), no travel, no down time, and now no need to see a specialist at a higher cost and more lost valuable time.

This ended up saving me time and money even without a Medicare rebate plus I am now finally well. Thank you.





Trusted 24/7 video healthcare consults for your employees.

Doctors on Demand has been leading innovation in Australian healthcare since 2016 by providing a way that everyone can access trusted and quality healthcare through video consults all day, every day. Our industry leadership has been recognised when we placed 28th in the Deloitte 2022 Tech Fast 50, 13th in the 2021 AFR Fast 100 and 6th in the 2021 Smart Company Smart 50.



✉ business@doctorsondemand.com.au



Copyright © Doctors on Demand 2024 | ABN 54 163 312 570
Doctors on Demand is part of Vitura Health (ASX: VIT).

Doctors on Demand acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Elders past and present.

[VISIT THE WEBSITE](#)