Virtual Care
Transforming Healthcare Delivery
Our History

UAE’s IT Managed Services Leader

2005
Established as a JV with EDS

2009
First Tier 4 Data Center in the region

2014
100% Mubadala owned asset

2017
New leadership team with a new vision

2018
The defining year for Injazat
Two high impact PPP Digital Platforms

2019
Launched next generation of Digital services

Leading Digital Transformation Partner

Empowering Human Achievement
Virtual Care a Complex set of technologies

Virtual care is not simply a turnkey application, it’s a complex set of technologies that must work together seamlessly to deliver value.
Virtual care can materially advance strategic priorities and will be integral to any digital transformation journey.

Virtual care is increasingly being seen as an important technology to improve efficiency within the delivery of healthcare.

- **By 2022,** 20% of the population with chronic Dx will depend on virtual care.
- **By 2025,** 35% of all care will be delivered virtually.
- **By 2027,** Majority of interactions will be virtual or remote & majority of those will involve A.I. applications.

65%
Across the globe, government reform seeks to improve the reach, affordability, effectiveness and efficiency of care through digital transformation.

- Empower patients to manage their health
- Enable connected clinics
- Generate and integrate data to inform AI & predictive analytics
- Promote innovation & advancements in population health with healthcare stakeholders
- Provide one touch visibility for regulators

Leveraging Virtual care to:

- **E-Health**: Removes barriers to patients getting the right service at the right time
- **Access**: Creates new opportunities to monitor quality and promote providers with high ratings
- **Quality**: Reduces need for capital intensive physical assets, enhances physician productivity, and replaces or prevents more costly interventions
- **Financial Efficiency**: Enables earlier and more preventive interventions to promote wellness and limit disease
- **Public Health**: Creates new channels and tactics to monitor and prevent fraud and abuse
- **Governance**: Empower patients to manage their health, Enable connected clinics, Generate and integrate data to inform AI & predictive analytics, Promote innovation & advancements in population health with healthcare stakeholders, Provide one touch visibility for regulators
Emerging Challenge: Avoiding a Fragmented Consumer Experience

As part of the rush to respond to COVID-19, various institutions also brought solutions to the market, creating a proliferation of options that confuse the consumer.

**Fragmented**
With providers split across different access channels, it is difficult for all stakeholders to confidently and thoroughly search for care.

**Unreliable**
Virtual triage assistance varies in quality and availability, so consumers can’t always be sure they are signing up for the care they actually need.

**Inconsistent**
Some channels offer video consults while others offer phone consults. Each platform has a different way to find a doctor and set up an appointment, adding to the confusion.
The Solution: Virtual Care Platform (VCP)

The VCP should be an open but regulated platform that integrates with key healthcare stakeholders.

1. Unified & Consolidated Access To Care
2. Streamlined & Enhanced Patient Communications
3. Integrated Population Health Ecosystem
4. Seamless Health Data Integration
As a platform for innovation, the benefits of the VCP to these stakeholders will increase over time.

**CONSUMER BENEFITS**
- Seamless “one-stop-shop” experience with unparalleled access to care
- Increased transparency (e.g., ability to compare providers, care options, pricing)
- Tools to empower consumers and accelerate shift from sick-care to wellness & prevention
- Personalized services

**PROVIDER BENEFITS**
- Patient acquisition opportunities with unparalleled access to a large population
- Reduced administrative burden (e.g., upfront insurance verification, no duplicative work)
- Enhanced clinical information during each virtual encounter and no dual data input
- Improved revenue cycle due to real-time insurance verification and remuneration

**PAYOR BENEFITS**
- Opportunity to direct patients to higher-quality, lower-cost care
- Access to utilization data to inform better predictive analytics
- Overall reduction in total cost of care
Virtual Care  
Building on Others’ Success

Globally, health care systems have deployed virtual care solutions as a mechanism to improve patient health, enhance access to providers, and reduce overall healthcare expenditures.

**US VETERANS ADMINISTRATION**

**Mental Health Synchronous TeleMental Health**
- 40% decrease in acute psychiatric bed days of care
- 34% decrease in hospital admissions

**Remote Patient Monitoring**
- 53% decrease in acute hospital bed days of care
- 33% decrease in hospital admissions

**UK WHOLE SYSTEM DEMONSTRATION PROJECT**

**Remote Patient Monitoring**
- 15% reduction in ED visits events
- 20% reduction in emergency admissions
- 14% reduction in elective admissions
- 14% reduction in bed days
- 8% reduction in tariff costs
- 45% reduction in mortality rates

**Behavioral Health Virtual Visits**
- 31% reduction in all-cause hospital admissions
- 48% reduction in total hospital days
- Estimated inpatient savings of $864,000 in the 6-month follow-up period exceeded total program costs
- Lower levels of depression, anxiety, and stress

Sources:  
Aetna: https://www.scribd.com/document/52658263/Aetna Remote Behavioral Health Intervention to Improve Medical Outcomes and Reduce Costs
Guiding Principles to enable success...

**Universal Provider Participation**
Most providers who wish to offer virtual care must appear on the virtual platforms.

**Oversight & Control**
Need for regulatory oversight to actively manage costs and total cost of care.

**Certification**
To ensure quality and a well-regulated environment, authorities should certify all providers and virtual care delivery solutions.

**Data Collection & Integration**
Integration of consumer, clinical, and financial data will enable AI and predictive analytics to better manage population health and total cost of care.

**Designed with the Future in Mind**
A highly scalable platform, built with a modular structure to easily extend functionality (e.g., new chronic care management tools, connected devices) and expand its reach across geographies.

**Personalization**
A consumer-centric approach that puts the needs of the patient first and leverages data from broader health infrastructure.
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