Bending Cost in 1st Contact Healthcare Delivery
The leading private Medical Hotline Co. in the world*

Worldwide proven fact: Telehealth works and 2/3 tele-consults are solved right there and then.

Worldwide mobile phone penetration almost universal enabling a doctor in every cell.

MedicallHome 20 Y social/measurable historical impact: US$300 million savings for private subscribers (literally billions when extrapolated to any public health system).

**Reason why:**
- Convenience (24 x 7 x 365)
- Accessibility
- Certified Protocol Based Quality Care
- Efficient regardless of location
- Satisfactory Customer Experience
- Empowers the individual
- Affordable

**Conclusion:**
Improves the lives and well being of individuals & families.

*McKinsey & Company: Lessons from entrepreneurs around the world “Unlocking productivity through healthcare delivery innovations”*
Medicall Home at a Glance

**EXPERIENCE**
- 25+ years expertise in Contact Center Industry
- +7,000 CC Workstations

**REACH**
- The longest Nationwide Medical Network
- +10,000 Partners

**TECHNOLOGY**
- Proprietary Health Platform with latest CC Protocols
- 3 Next-Gen Tech Suites

**RESULTS**
- 2/3 of all first contact medical visits can be avoided by triage
- +10M Medical Calls Handled

**IMPACT**
- 20+ years providing 1st contact health solutions
- Millions of visits avoided (+US$300 MM in savings)

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**5 Million Users**

**Universal Access**

**5 Seconds Average Speed Answer**

**Quality**

**5 US$ Monthly Billed to Phone**

**Low Cost**

- 24/7 MD Hotline
- Wellness Program
- Ambulance
- Ophthalmo Program
- MD House Calls
- Dental Program
- Health Discounts Program
- Medical e-Profile
- Physician Referrals
- Life Insurance
- Health Care Network
- Health App
ConsejoSano is the first telehealth solution specifically designed to help U.S. Health Systems and Spanish speakers save money. It connects Hispanics to native Spanish speaking doctors, psychologists and nutritionists via their telephones or mobile app 24/7.
A Sleeping Giant: Demographic Necessity

- 54 million Hispanics in the U.S.
- Largest Spanish-speaking country
- 65% of Hispanics speak Spanish at home
- 22 million Hispanic employees; 12 million undocumented workers
- In 2050 the US will be the largest Spanish-speaking country in the world

17% of the total population in the U.S. is Hispanic but only 5% of doctors speak Spanish
The U.S. Healthcare system is not designed for Spanish speakers and it costs money and precious resources

* Dramatic **shortage of Spanish speaking** doctors and culturally tailored care.
* High cost of **unnecessary healthcare facility and emergency room visits**.
* **70% of Spanish speakers** seek alternative health solutions because existing health plans do not serve their needs.
* Hispanics are **1.9 times more likely to have diabetes** than whites and have a higher propensity for obesity.

*Sources: National Diabetes Information Clearinghouse (NDIC)*
Comprehensive Engagement at Lower Costs

**Increasing Engagement**
- Native Spanish-speaking doctors / remote prescription
- Convenient: private on patient’s own schedule
- Videos and tips

**Lowering Costs**
- General medicine
- Education & Navigation
- Nutrition & Diabetes Management
Reasons for last emergency room visit

- Seriousness of medical problem
- Only hospital could help
- Problem too serious for doctor’s office
- Health provider said to go
- Arrived by ambulance
- Lack of access to other providers
- Doctor’s offices not open
- No other place to go
- Emergency room is closest provider
- Most care is at emergency room

Source: CDC/NCHS, National Health Interview Survey
Benefits

- **Smart referrals**
  Direct to U.S. licensed Spanish speaking doctors when prescription needed. Direct to in-network providers when in person consult needed (ER bypass).

- **Equity and Engagement**
  Provides services to underserved Spanish speaking employees, increasing productivity and retention. Provides service regardless of individuals legal status.

- **Reduced absenteeism**
  Fewer doctor visits and time out of work.

- **Turn key**
  Stands alone or complements existing insurance and HR programs.

- **Cultural Fit**
  Higher trust with Hispanic, native Spanish speaking doctors leads to higher engagement rates.

- **Convenient**
  Callers connect instantly with doctors, 24/7, privately and on their schedule.

- **Quality**
  Experienced doctors support wide range of issues.

- **Value**
  Complements existing health insurance; addresses challenge of high deductible plans.

- **Education**
  Videos clarify insurance process and the U.S. health system.

- **Cost Savings**
  Reduce doctor and ER visits by solving +60% of concerns over the phone.
ConsejoSano = Cost Savings

- Fewer Unnecessary ER Visits
- Fewer Unnecessary Doctor Visits
- Redirecting ER visitors to Urgent Care
- Directing callers to in-network care
- Reduced absenteeism and turnover
- Manage chronic disease, such as diabetes and obesity

*RAND Corporation Study, Forbes

ROI = $1 to $3.80

Consejo Sano - Uniquely Positioned to Enable Proven and Immediate Cost Bending to the entire U.S. Health Payers System.

Public
- 17.1 million Hispanics covered by Medicaid
- 4.2 million Hispanics covered by Medicare
- 170,000 Hispanics in The U.S. Armed Forces
- 70,000 Hispanic Inmates in Federal Prisons
- Hundreds of thousands a year of “Inadequate Hispanic ER Visits” forcefully sponsored by States or Local Governments.

Private
- 10+ million hispanics with existing private insurance coverage (possible to lower siniestrality and treatment costs for HMO’s / Medical Insurance Companies)
- 22 million hispanic employees (possible to reduce corporate insurance premiums)

ALL PLAYERS INVOLVED BENEFIT!