

COVIU

The CoviU Difference

www.coviu.com

August 2018

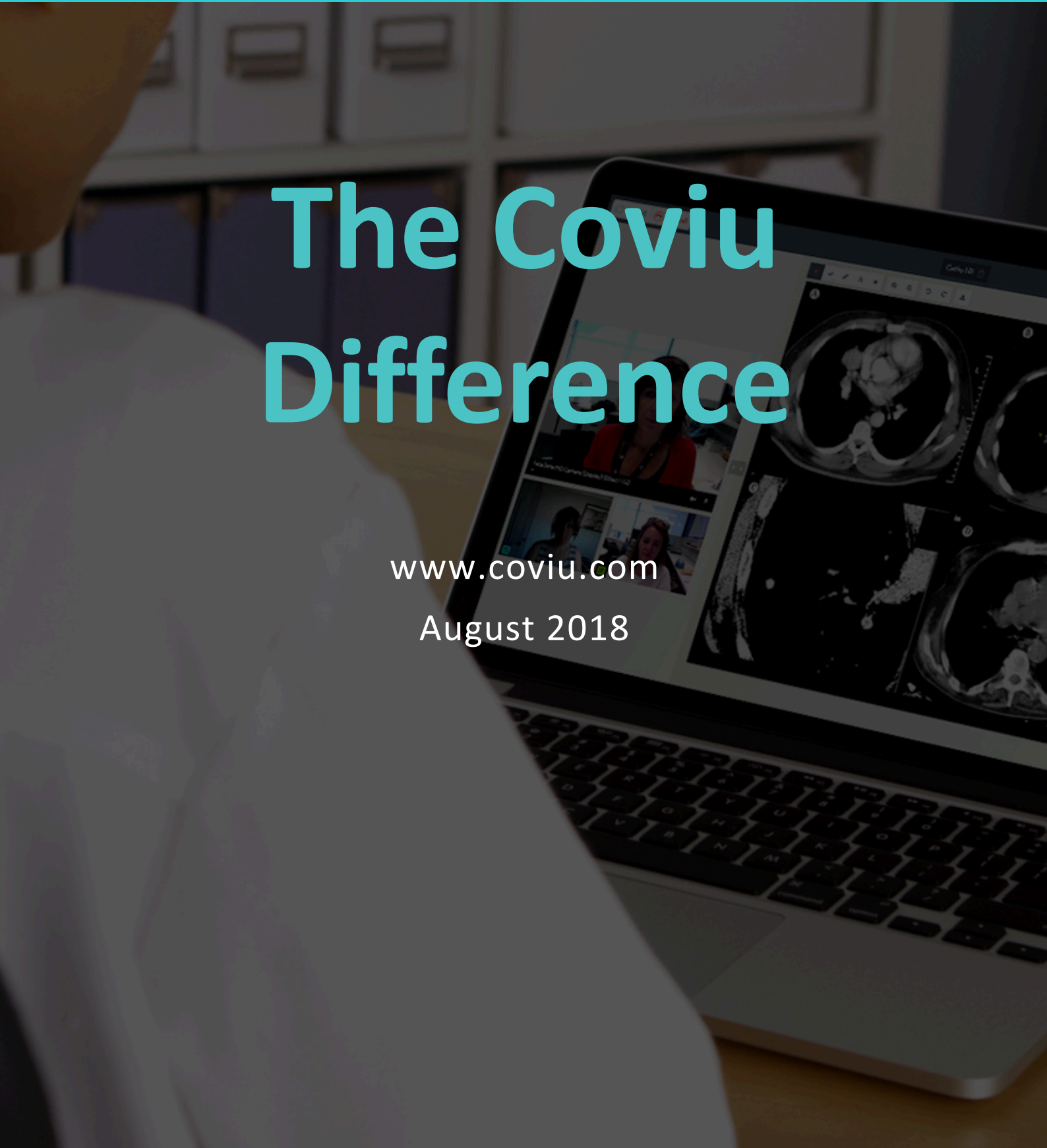


Table of Contents

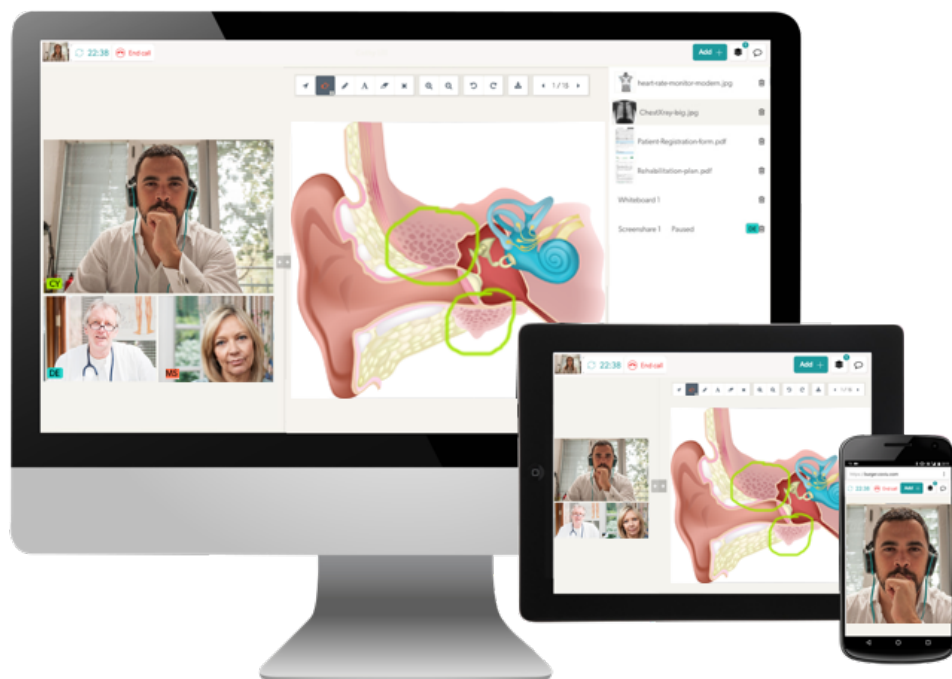
MISSION AND VISION	3
EVOLUTION OF HEALTHCARE	4
DESIGNED FOR HEALTHCARE	5
COVIU SECURITY	6
COVIU INTUITIVE INTERFACE	7
EASE OF ACCESS	8
HIGH-QUALITY & RELIABLE	9
PRO-INTEGRATION	10
WORLD-CLASS SUPPORT	11
VALIDATED CLINICAL TOOLS	12
SUCCESS	13

Mission and Vision

Coviu's mission is to make telehealth business as usual for patients and providers through an **effortless software experience**, through **world-class support**, and through **validated clinical tools**. Our software is secure, intuitive, easily-accessible, high-quality, reliable, and pro-integration.

Our vision is to ensure every patient has access to the best minds and tools in healthcare regardless of location.

Coviu is a spin-out of the CSIRO and proud to be built in Australia.



Evolution of Healthcare

Coviu offers a video consultation platform to help healthcare businesses evolve in the increasingly digital healthcare environment.

At a time where patient care is changing from clinician-centered to patient-centered, and where multidisciplinary holistic care is a requirement, the need for flexible communication is paramount. Our platform meets the increasing communication needs of this rapidly evolving digital health ecosystem.

Coviu brings the necessary workflows and tools into an online video call while satisfying regulatory requirements around security and privacy.

Our customers love us because of the simplicity and usability of our interface and integration with practice management and electronic medical records software – and our world-class support.

Coviu is now enabling the inclusion of artificial intelligence into the video call to help clinicians become more efficient, reduce their risk, and become even smarter.

Designed for Healthcare

Coviu has been co-designed with healthcare professionals to develop the exact features providers need to hold the best possible video consultations while making it easy for patients to book, attend, and pay. Features include:

- Professional virtual consultation rooms
- One dedicated consultation room per clinician
- Patient waiting room with music
- Online appointment bookings
- Online payments
- Custom branding
- Multi-peer calls with up to 12 users, great for multi-disciplinary meetings, group therapy, and training
- Sharing of photos, images, and PDF files
- Interactive whiteboard and annotation of shared resources
- Signing consent forms
- Filling out medical questionnaires
- Available in English, German, Chinese, Estonian, and French, with further languages possible

Coviu Security

Security has been at the forefront of Coviu's design from day one. Coviu is built in Australia by a team out of the CSIRO and adheres to Australian privacy and security requirements for healthcare. We use the latest codecs and encryption technology allowing us to use the public Internet for delivery of medical data.

- Servers run in Australia
- No patient data stored
- End-to-end encryption on all audio, video, and data streams
- Website security SHA-256 with RSA Encryption
- Video call encryption SRTP using DTLS v1.2 with SHA-256 and AES-128

Two-factor authentication and HIPPA compliance are actively in development.



Coviu Intuitive Interface

We are dedicated to making telehealth as effortless as possible. Thus, we've incorporated user experience into our core values, creating a clean, simple user interface for both providers and patients. Our customers consistently provide positive feedback about the simplicity and usability of our solution.

"The quality, clarity and consistency of Coviu as well as the ability to share documents enhances and helps us to 'humanise' the customer experience."

Andrew Mahony, MD, Ruralfit

"Coviu works brilliantly. Great picture quality."

Marcia Williamsz, Speech Pathologist, Westmead Children's Hospital

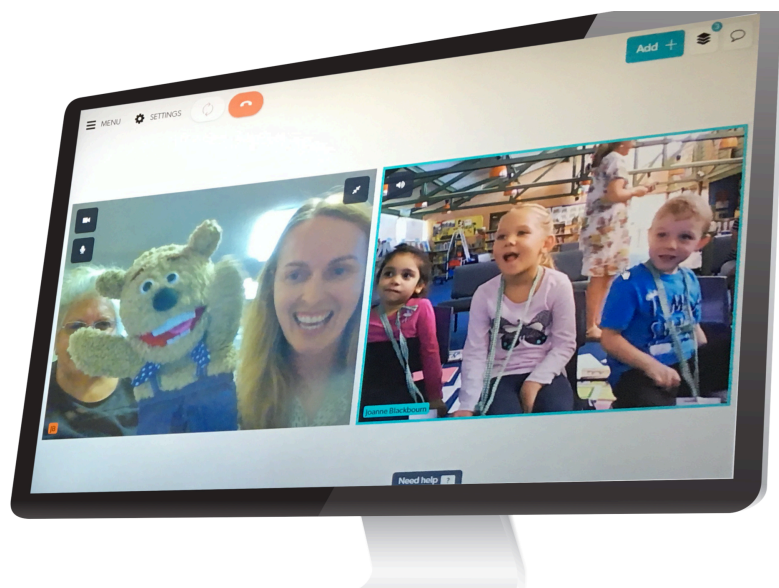
"I was very impressed with COVIU during our 'Remote Assessment' project. Your platform is outstanding." Kay

Micallef, Relieving Assistant Principal at NSW Centre for Effective Reading

Ease of Access

One click. That's our goal – to make telehealth consultations as easy as one click.

- Available via web browser
- Nothing to install – provider and patient enter via weblink and are connected in seconds
- Supports any iOS or Android device, including desktops, laptops, tablets, and phones
- No need for expensive, tele-health specific hardware
- For iOS we currently provide mobile - native use will be possible from Q4/2018.



High-Quality & Reliable

What good is technology if it doesn't work? We've done our homework and understand providers don't have time for fancy technology filled with bugs and overpromises. It just needs to work.

Coviu has been built to provide exceptional audio and video quality and to work in low bandwidth environments. Coviu will do everything it can to maintain a connection even when packet loss is present.

- Runs on consumer devices that can provide an amazing level of quality with affordable video in HD and 4K quality and 48KHz audio.
- Uses the best audio codec available across the whole audio spectrum.
- Automatically adapts audio bitrate, bandwidth used, and frame size.
- Provides good resiliency for packet loss for audio.
- Runs on upload and download speeds as low as 350kbps.
- Automatically adapts the video quality when the bandwidth drops.

Pro-Integration

We are bucking the technology trend of wanting to own all your data because in healthcare more data silos just lead to worse quality care. CoviU is therefore pro-integration. We want software applications to talk and have built this ability into our product from the start. We pass appointments and patient data through CoviU to your business applications.

- We offer APIs and SDKs so other applications can be empowered with video consultations.
- Simplest video consult integration is via Web links: your CoviU consultation rooms are links that can be copied and stored in other applications
- Appointment bookings made on CoviU support the iCalendar standard and work in most calendaring applications
- Bookings can be made straight into practice management and electronic medical record software if they provide an API
- Current integrations with HealthKit, Nookal; major on-premise vendors in Australia are in development

World-Class Support

Fortunately, deployment of CoviU is very simple because it is a Web application and does not require ongoing, internal IT support. But we all need help sometimes. So we've made it part of our mission to provide world-class support available 24/7.

- Software updates are automatic and included
- 24/7 support is provided via online chat and email with an average response time of 20min
- For some plans, dedicated phone support lines and video support are available

“Thank you for always responding to my emails to support my use of your great Video conference facility.”
Marcia Williamsz, Speech Pathologist, Westmead Children’s Hospital

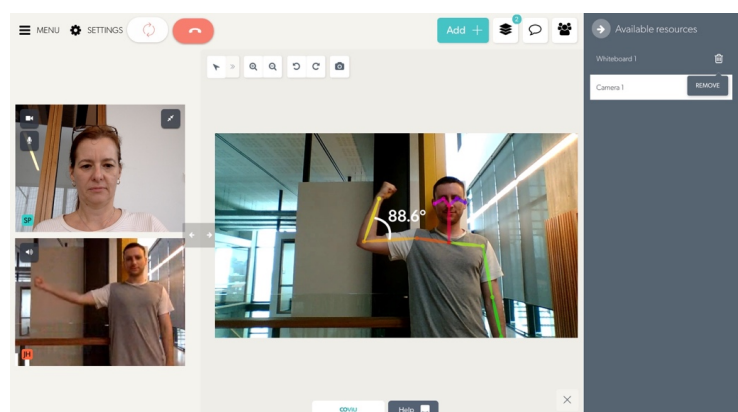
Validated Clinical Tools

We believe technology has the ability to make providers even smarter. We've already included custom features for medical specialisations, including:

- Drag-and-drop games for speech pathologists
- Sharing medical DICOM imaging
- Split screen dual camera displays
- Split screen resource comparison displays
- Live and secure large file transfer

But that's just the beginning. Research has shown that Pearson Standardised Tests provide comparable results in CoviU to in-person assessments.

CoviU also won the Sydney HealthHack 2017 with an artificial intelligence tool – a computer vision algorithm to calculate range-of-motion – helpful to physiotherapists and in sports medicine.



Many more tools are to come.

Success

Coviu customers have already had more than 25,000 video consultations on our platform with customers in more than 18 different countries. They've found patients are keen to make use of video consultations, since it saves them lengthy travel time, cost, and emotional hardship.

It turns out that video consultations provide a lower barrier to contacting your clinician than seeing them in-person, which is particularly good for those busy professionals who turn up too late with an advanced state of their illness. It also helps particularly well with mental illness since seeing your psychologist from the comfort of your home doesn't have the same stigma as seeing them in person.

If you'd like to join us in making telehealth business as usual, please contact us:

Dr Silvia Pfeiffer, CEO
Coviu Global Pty Ltd

Stone & Chalk, 11 York Street, Sydney, NSW 2000

0401-384041

silvia@coviu.com

www.coviu.com