

# Launch of Telehealth solution and Telehealthclinics.com.au

Telehealth solution enables remote support for patients of 1st Group's customers during the COVID-19 crisis

## Highlights:

- Launch of integrated, clinically validated, feature rich end-to-end encrypted Telehealth solution
- Launch of "Telehealthclinics.com.au" directory (the airbnb of Telehealth) powered by MyHealth1st
- Available to all 1st Group customers, now with over 11,000 sites and growing
- 1st has waived setup fees to assist with rapid adoption by customers through the COVID-19 crisis
- Importantly, the Telehealth solution provides a secure, encrypted end-to-end connection
- Creates additional revenue from our healthcare customers for each telehealth consult (usage fees)

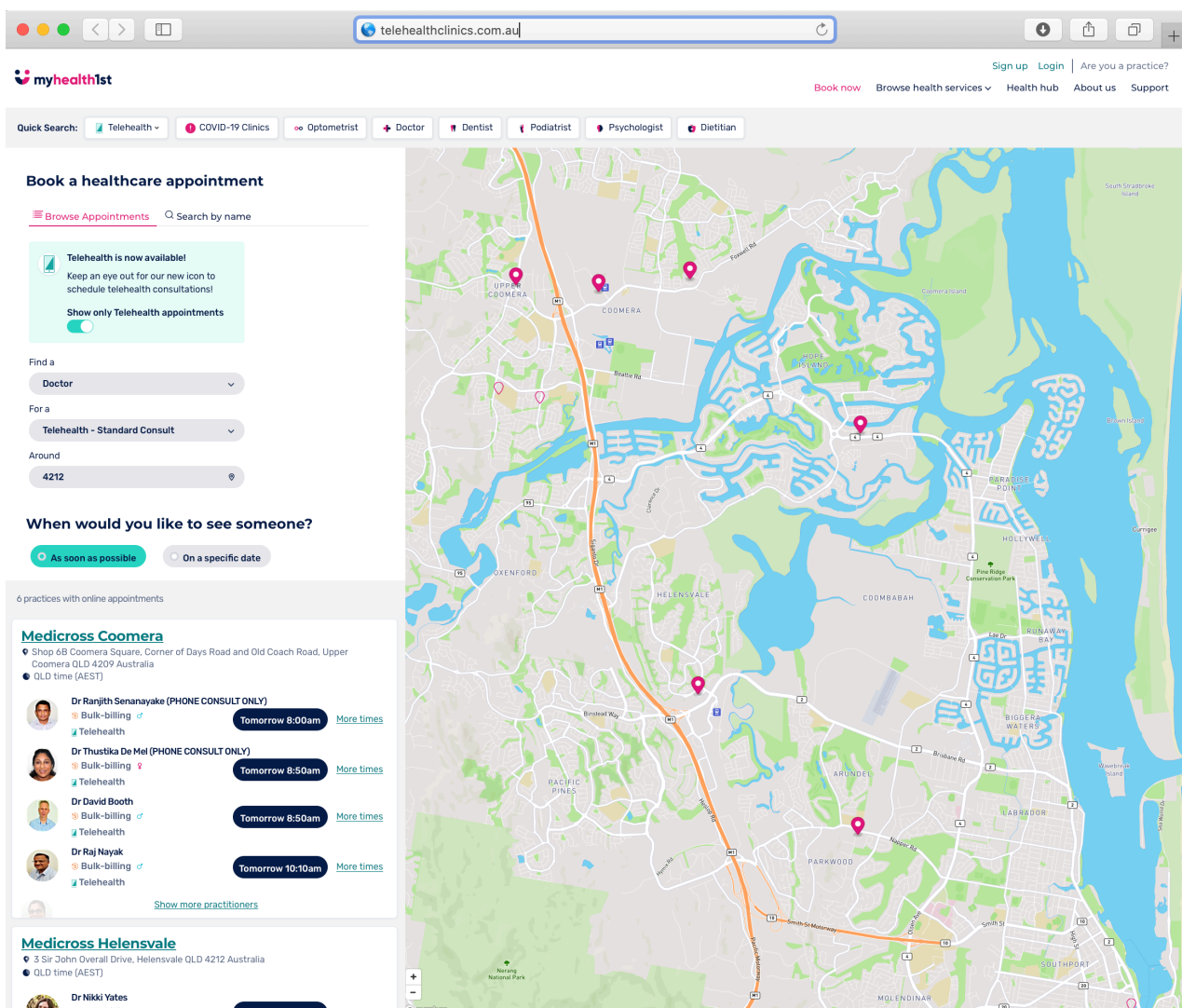
**1st Group Limited (ASX: 1ST)**, the Australian digital health group, has launched an integrated, clinically validated telehealth solution at the requests of its customers and in response to new Australian Government support for fighting COVID-19.

The Australian Government has significantly extended the scope of telehealth consults supported by Medicare. Eligible services now include all GP services and a range of healthcare consults by:

- medical specialists;
- nurse and mental health practitioners;
- assisting with chronic disease management;
- Aboriginal and Torres Strait Islander health assessments;
- people with eating disorders;
- pregnancy support counselling;
- patients in aged care facilities;
- children with autism; and
- after-hours consultations.

1st Group’s healthcare customers and their staff are the frontline in leading the fight against this pandemic. Services via telehealth are safe, effective and convenient and will limit unnecessary exposure of patients and health professionals to COVID-19, whenever treatment can be delivered by phone or videoconferencing.

1st Group Managing Director and Co-Founder, Klaus Bartosch, said, *“Our platform already supports our customers taking telehealth appointments with their current system (e.g. Skype) but many of these systems are not regarded as secure and are not customised for health consultations. 1st Group’s telehealth service allows our customers to use an end-to-end encrypted secure telehealth service that is fully integrated with our platforms and our customers’ practice management systems, simplifying the experience for our customers and their patients.”*



The new 1st Group telehealth product offers a range of rich, attractive features:

- ✓ A directory service, **TelehealthClinics.com.au** that is powered by MyHealth1st which provides a single website destination for consumers to find a broad range of healthcare practitioners offering telehealth consults and not only GP's;
- ✓ Telehealth appointments are integrated with the customers' practice management software systems making it a seamless and efficient experience;
- ✓ Consults are conducted via a platform which utilises the patient and practitioner's current device internet browsers as such no special app or software downloads are required;
- ✓ Supports up to 4 people in a single telehealth consult; for example, GP's, Optometrists and other practitioners who may want to include specialists and language interpreters in the telehealth consult along with patients for a 3 or 4-way video consult, if required;
- ✓ A virtual whiteboard which allows clinicians to use visual illustrations during consults;
- ✓ The ability to share documents during the consult like providing patients with copies of referral documentation, symptom or treatment information, e-Prescriptions etc.;
- ✓ 1st's Telehealth solution supplies Medicare details to the practitioner for payment processing in the first phase release which will be extended to offer full integrated payment processing shortly; and
- ✓ Telehealth appointments may also include COVID-19 sophisticated online patient risk screening.

Additional features are also under development and will be released in phases over the coming weeks.

1st Group estimates that prior to COVID-19 its customers had been conducting in excess of two million face to face appointments a month (booked online or by phone). It is difficult to predict the volume of Telehealth consults, either during COVID-19 or once things return to business as usual, but 1st believes growing consumer familiarity will make telehealth an accepted and popular method for undertaking all type of consults in Australia.

Telehealth has the potential to become an important new revenue stream for 1st Group over time. 1st Group will charge standard usage fees of \$5 per consult and is waiving setup fees to support rapid adoption by its customers during the COVID-19 crisis.

1st Group has worked diligently and urgently to innovate new functions and services in response to the needs generated by the pandemic, particularly through its site [COVID19clinics.com.au](https://COVID19clinics.com.au) which now offers:

- ✓ a single national directory listing all COVID-19 clinics and other MyHealth1st healthcare services operating during this crisis;
- ✓ sophisticated online COVID-19 patient risk screening;
- ✓ support for any telehealth solution a customer uses including MyHealth1st Telehealth; and

- ✓ 1st Group's fully integrated end-to-end encrypted telehealth service that is available to GP's, pharmacy, optometry, dental, psychology, specialists, allied services, hospitals, government and corporate clients as well as to non-healthcare customers on its GoBookings platform.

This announcement has been approved for release by the Board.

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### Further information

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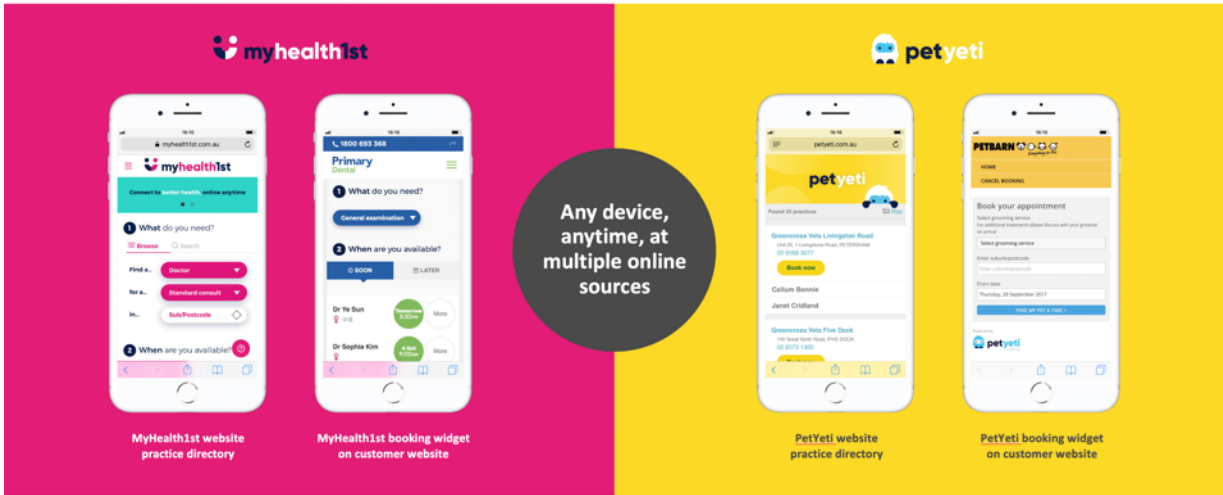
### About 1st Group Limited

1st Group is an ASX listed digital health group building Australia's leading health services portal, MyHealth1st.com.au, Australia's online pet service portal PetYeti.com.au and corporate and government solutions platform GoBookings.com. These integrated platforms provide an easy to use online search and appointment booking service and offer a range of value-added apps and services that facilitate digital patient and customer engagement. We improve lives by connecting consumers to a variety of healthcare services and information anytime, anywhere, so they can get well sooner and stay well longer. To find out more visit [1stGrp.com](http://1stGrp.com), [MyHealth1st.com.au](http://MyHealth1st.com.au), [PetYeti.com.au](http://PetYeti.com.au) and [GoBookings.com](http://GoBookings.com)

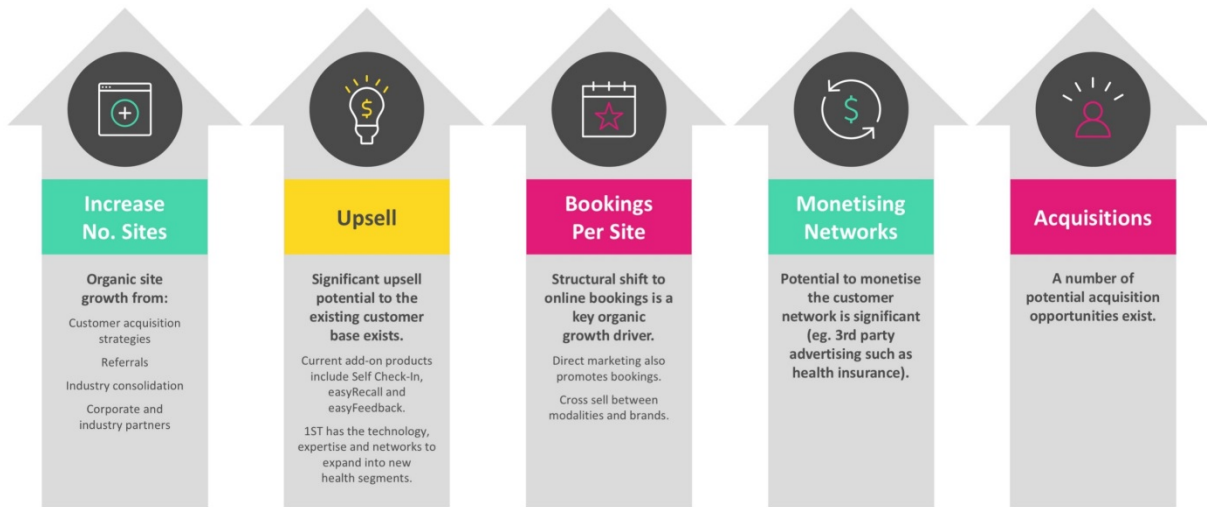
APPENDIX

Our Portals and Web Widgets

Our Solutions in Action



Multiple Growth Options



Key Investment Considerations

