

## ASX ANNOUNCEMENT

26 March 2020

# MedAdvisor Launches Medicines Delivery Service

- Rollout of Phase 1 of delivery service to support pharmacies to offer home delivery by allowing patients to order, pay and request delivery of medicines from within the MedAdvisor App
- MedAdvisor will be moving to a national rollout within the next three weeks
- The Federal Government has pledged \$25 million to support medication delivery to deliver much-needed medications to those at risk in the community
- MedAdvisor charges transaction fees on both the Pay in Advance and delivery fees via Kings
- Over the past two weeks MedAdvisor has seen activation of the Pay in Advance functionality more than triple to 2,500 or approximately 75% of their engaged Pharmacies
- The Company has also noted the rate of new user activations on the MedAdvisor platform increase during the COVID-19 pandemic

### Delivery Update

MedAdvisor Limited (ASX: **MDR**, the **Company**), Australia's leading digital medication management company is pleased to announce the fast-tracked rollout of Phase 1 of its delivery service, reducing the pilot phase to help deliver much-needed medications to patients during the COVID-19 pandemic by supporting pharmacies to offer home delivery, allowing patients to order, pay and request delivery of their medication all from within the MedAdvisor App.

As part of the COVID-19 package announced on March 10<sup>th</sup>, the Federal Government has pledged \$25 million to deliver much-needed medications to those at risk in the community, at \$5 per delivery to participating pharmacies. This ensures people unable to leave their homes are not out of pocket at a time when they are more likely to be under increased financial stress. MedAdvisor's software will also facilitate the pharmacy's ability to claim this funding for delivery services.

Many pharmacies already offer some form of delivery to their community, often utilizing the pharmacy staff as the delivery driver. MedAdvisor will allow pharmacies to utilize their own service or MedAdvisor's delivery partner. As announced on November 1<sup>st</sup>, Phase 2 of the delivery service will allow pharmacies to offer same-day delivery by leveraging MedAdvisor's third party delivery provider, Kings Transport, to fulfil delivery requests. Kings have coverage in all metro regions, with go-live scheduled for mid-April.

All (prescription, OTC, front of shop, NDSS) products can be ordered for delivery, with pharmacies having discretion over certain medication which they may deem unsuitable

for delivery. Temporary measures are in place to provide no-contact delivery to avoid unnecessary contact with vulnerable patients.

Pay in Advance, which is the ability for patients to pay for their order in the App is the precursor to home delivery and serves as a leading indicator. Over the past two weeks MedAdvisor has seen ~2,000 Pharmacies activate the Pay-in-Advance functionality. MedAdvisor will generate revenue from merchant service fees on all paid transactions via the platform.

By fast-tracking the launch of the delivery service, MedAdvisor is helping to relieve pressure on pharmacists who are struggling at the front line of this crisis, further protecting patients from unnecessary exposure, and providing ongoing access to critical medications. Over 30% of MedAdvisor's App users are over 60 years old and may be at higher risk if they were to contract COVID-19 so providing a full remote medicines toolkit is critical.

### How MedAdvisor Delivery Works



Pharmacies opt-in to the delivery service, they need to have already consented for pay in advance.



During the in-app ordering process, patients choose whether they want to click and collect (with optional payment in advance) or delivery (with payment and associated delivery details provided)

Delivery can be on the same day provided that the order is received prior to a nominated threshold (eg. before 12pm)



The order can contain prescription items (where scripts have been left on file at the pharmacy), OTC items, NDSS items or photographs of new scripts (electronic copies are temporarily allowed as a dispensing authority)

When electronic scripts ordering commences, these can also be added to the order



Pharmacist will receive the order in PlusOne and follow standard dispensing process



Medication will be packaged using defined guidelines



At a nominated time during the day the driver will collect pending orders and commence delivery



Patients will receive tracking notifications



Medication delivered to patient's home

**Robert Read, CEO of MedAdvisor commented:** "MedAdvisor is playing a critical role in remote medicines management in Australia during this health crisis. Our tools allow patients to track, manage and order their medications whilst at home. Now with the ability to pay in advance and request delivery from your pharmacy it can streamline the workflow for community pharmacies when managing patients remotely. Allowing free digital communications will deepen vital relationships between patients and their regular pharmacist despite them not being physically in store."

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#### **For more information**

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#### **About MedAdvisor**

MedAdvisor is a world class medication management platform that empowers users to more simply manage their medication and improve adherence. MedAdvisor's highly automated and intuitive software system connects users to tools and education materials from their local/preferred pharmacy. In Australia, MedAdvisor has connected over one million users through nearly 60% of Australian pharmacies and a network of thousands of GPs. MedAdvisor has recently partnered with Adheris in the US, Zuellig Pharma in Asia and launched into the UK on track to become one of the largest players in the global digital adherence market. In 2018 and 2020, was recognised in the AFR Fast 100.

#### **Authorised by:**

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