

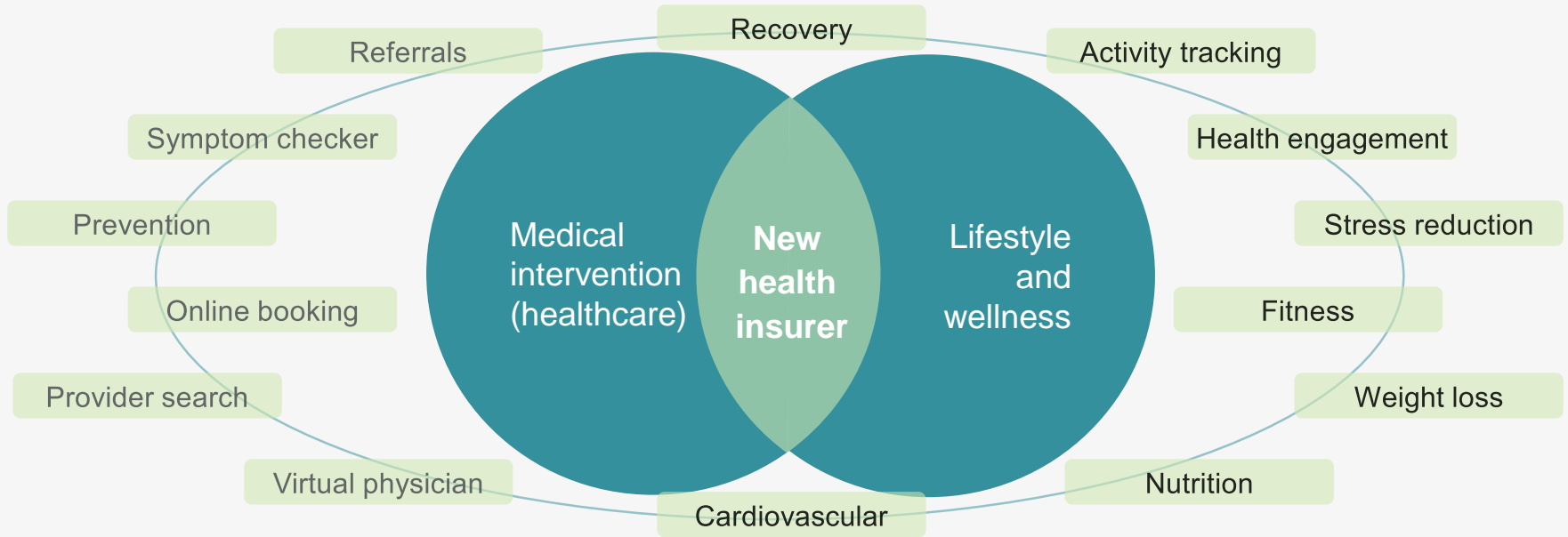


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Munich Re – Introduction to Digital Doctor

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Vision: As orchestrator of an ecosystem we bring together medical and lifestyle solutions into a holistic offering



As **orchestrator of a digital health ecosystem** an insurer creates and brings together innovative digital health solutions. With these solutions he becomes an integral part of consumers' daily efforts towards a healthy life.

Digital Doctor – our video consultation app offers AI-based triage and 24/7 access to doctors

Symptoms Checker

- **Intelligent questionnaire** based on problem statement
- **Pre-diagnosis** and **recommendation** (CE certified)
- Multiple profiles for family

Personal Health Record

- **Easy storage** for all health related documents
- Health history **available to tele consultation doctor**



- **Fully integrated** info flow
- **Quality assured** by MR

Tele-consultation

- **Video, Live-Chat** and telephone
- Certified and **trained doctors**
- **Upload** of pictures/ documents
- **24/7 and everywhere** availability

Disease Library

- Mobile access and easy search

Solution reacts to consumer needs and offers insurers significant benefits

User perspective

- **Easy and everywhere access** (no commute times)
- **Availability 24/7** (incl. nights and weekends)
- **Short/ no waiting times**
- **Pre-diagnosis with recommendation**
- **Quality approved** health information and advise
- **One-stop** solution



Insurer perspective

- **Reduced costs** (avoidance of Emergency Room or unnecessary physician visits)
- More **interaction with client** through mobile platform
- **Better client retention** through better service
- **Data collection** of user behavior
- New features can be **rolled-out faster**

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