

19  
07  
CT

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IT IS

21  
07  
JHB

19  
07  
CT

TIME TO

21  
07  
JHB

19  
07  
CT

SHIFT FOCUS

21  
07  
JHB

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Blurred lines

Muhammad Vorajee and Lisa Rahman

# Digital Natives

takealot.com



Uber



yelp\*



amazon



YouTube

foresight  
dialogues 2022

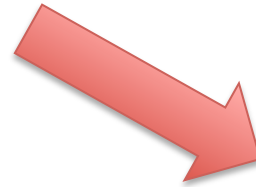
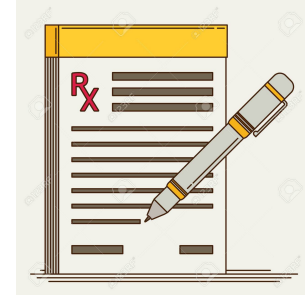
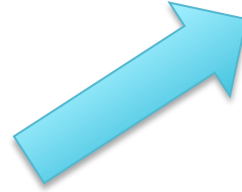
↑ SH...FT FOCUS.

# Where have we come from

*The “olden days” of telemedicine.*









50% inpatient reduction



11% reduction in  
emergency room consults



Reduce average length of  
stay by 3 days

## And where are we now???

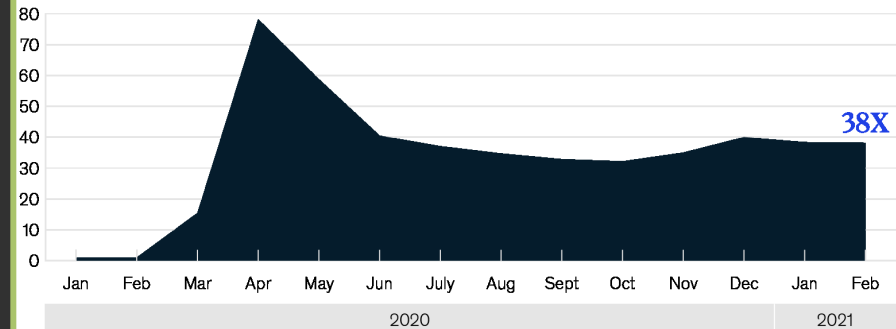


# Telemedicine **Today**

- Today's Virtual Consults
- *Improved* service delivery
- Swift uptake due to COVID-19
- Quality care from your home

## Growth in telehealth usage peaked during April 2020 but has since stabilized.

Telehealth claims volumes, compared to pre-Covid-19 levels (February 2020 = 1)<sup>1</sup>



<sup>1</sup>Includes cardiology, dental/oral, dermatology, endocrinology, ENT medicine, gastroenterology, general medicine, general surgery, gynecology, hematology, infectious diseases, neonatal, nephrology, neurological medicine, neurosurgery, oncology, ophthalmology, orthopedic surgery, poisoning/drug tox./comp. of TX, psychiatry, pulmonary medicine, rheumatology, substance use disorder treatment, urology. Also includes only evaluation and management visits; excludes emergency department, hospital inpatient, and psychiatry inpatient claims; excludes certain low-volume specialties.

Source: Compile database; McKinsey analysis

McKinsey  
& Company

foresight  
dialogues 2022

↑ SH...FT FOCUS.

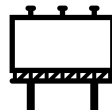
# What does the healthcare world gain?



**Early  
Detection**



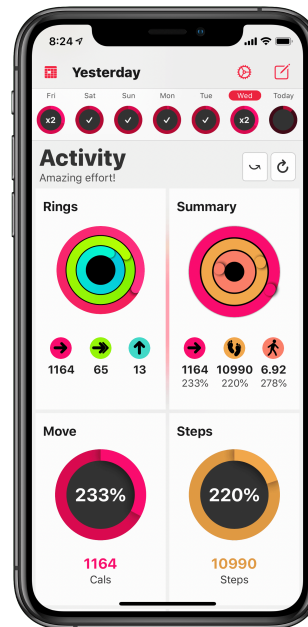
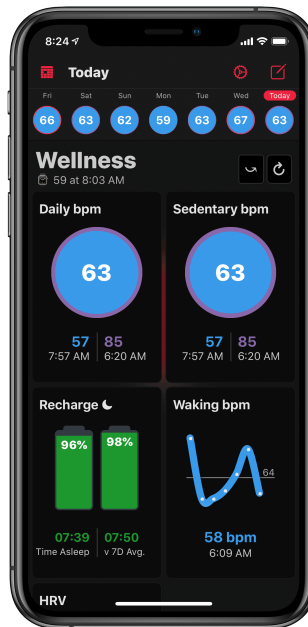
**Screening  
& Triage**



**Monitoring**



# Me trying to meet my step goal



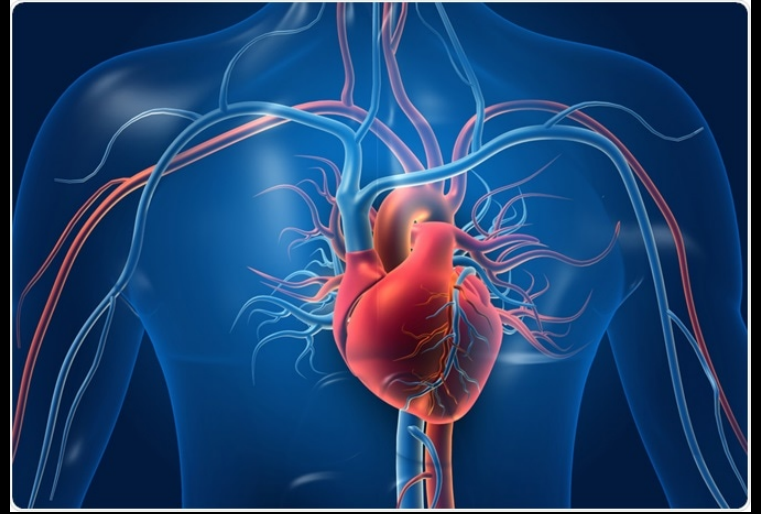


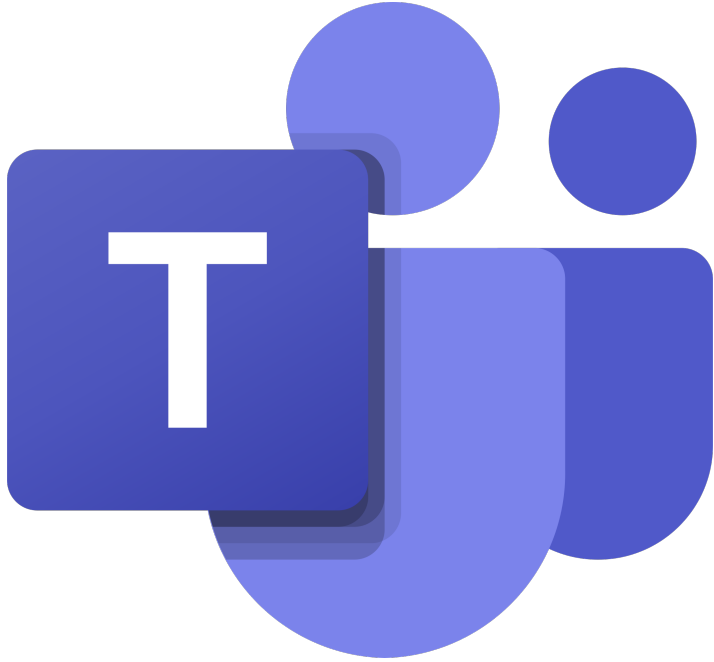
2018

2022

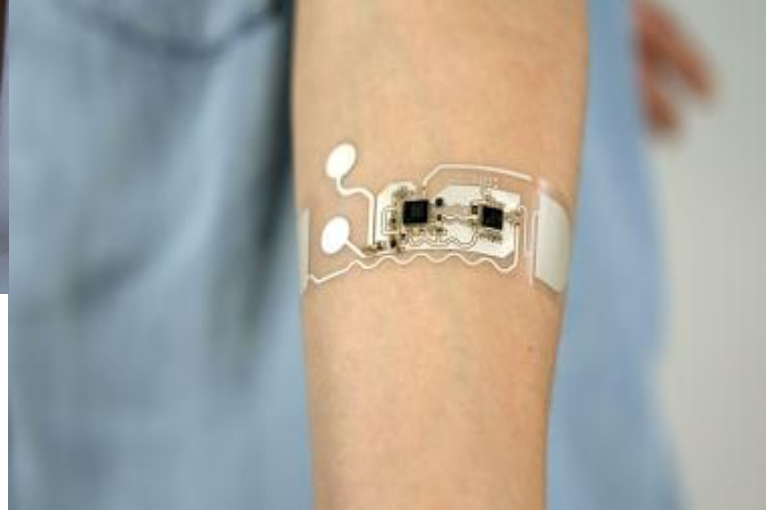
84 Million







# The age of technology



# What does this mean for telehealth



# BUT it's not all rainbows and butterflies

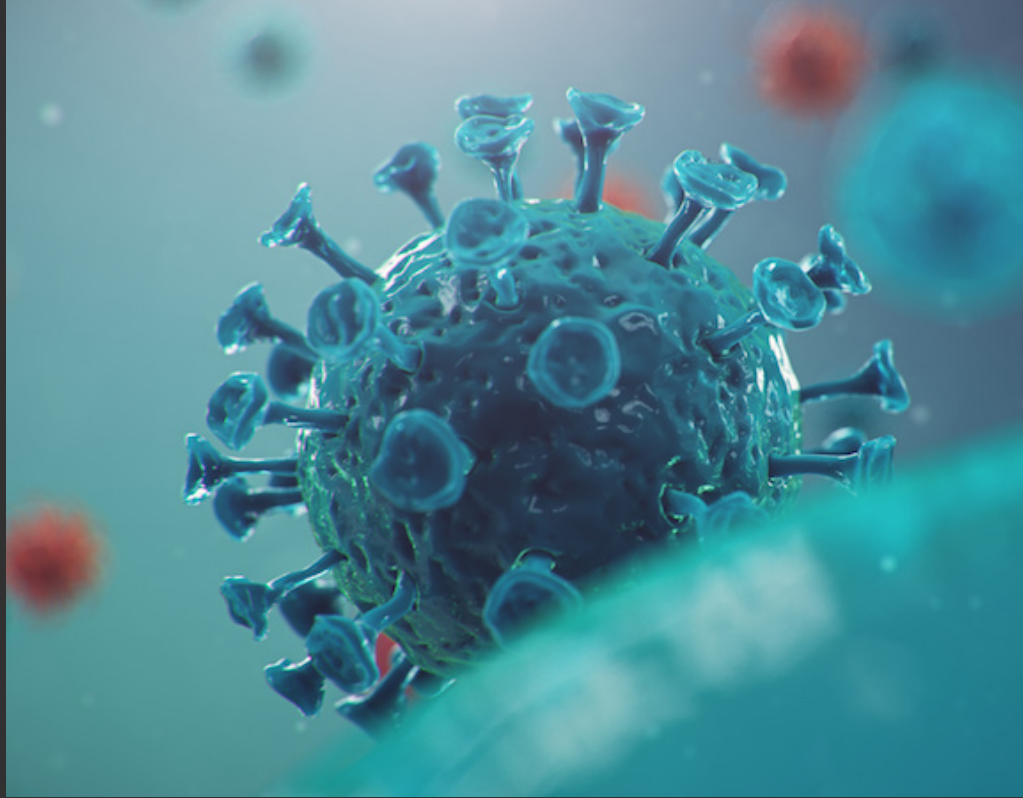
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# Tracking my cookies



# They will never get my



The logo features a thick red circle with a horizontal blue bar across its center. The text "MIND THE GAP" is written in white, bold, sans-serif capital letters on the blue bar.

**MIND THE GAP**

**What did South Africa  
use before candles?**



**ELECTRICITY**

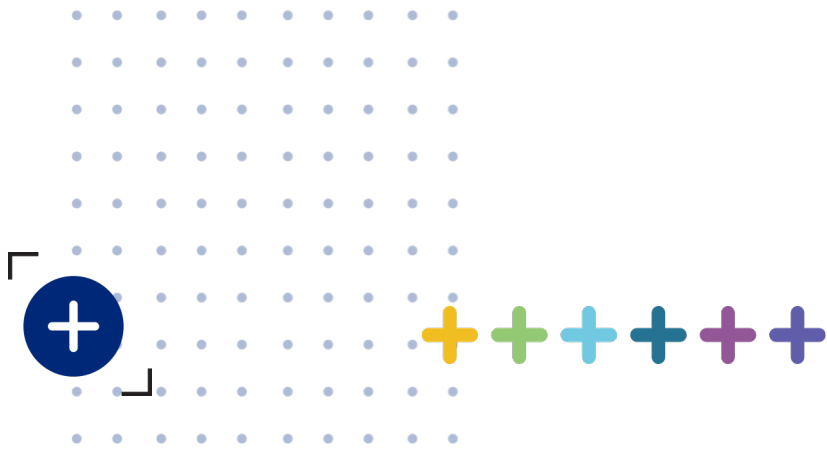
**ESKOM'S BEEN BAD ALL YEAR.**



**IN THE HOPE'S THEY GET COAL FOR XMAS**

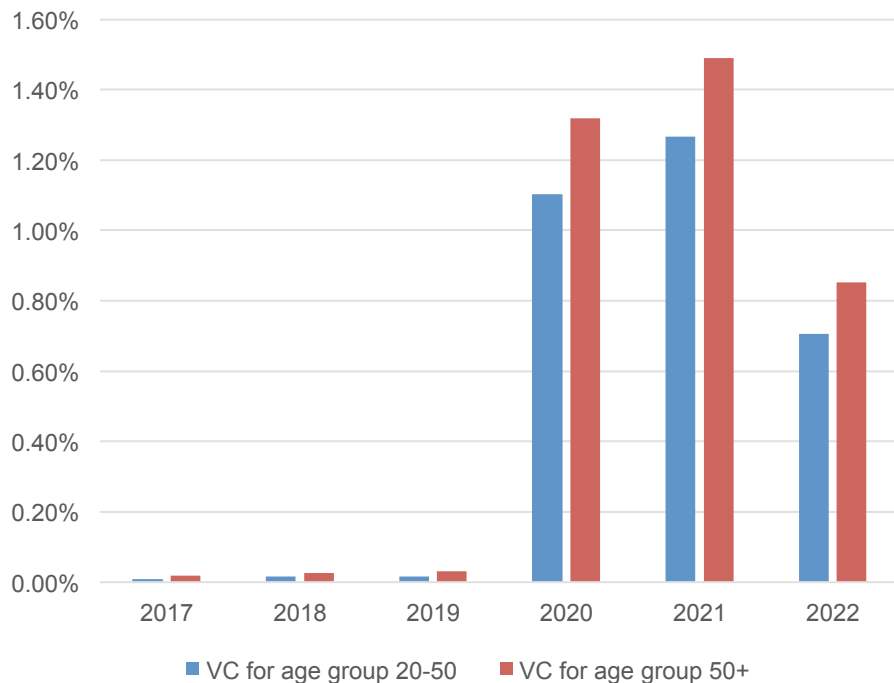
# Blurring the lines across the age spectrum

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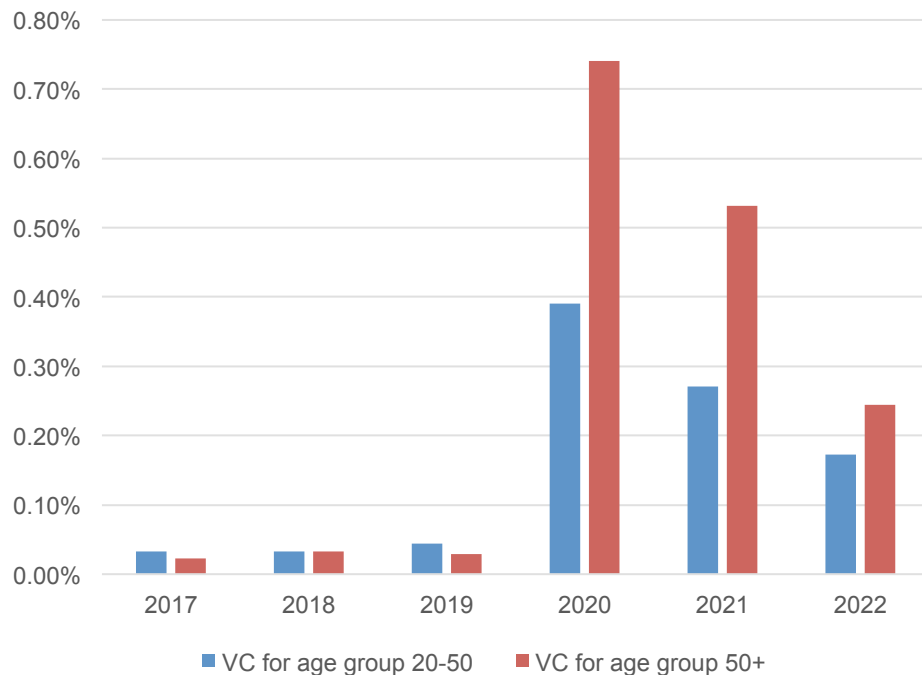


# Proportion of VC between age categories

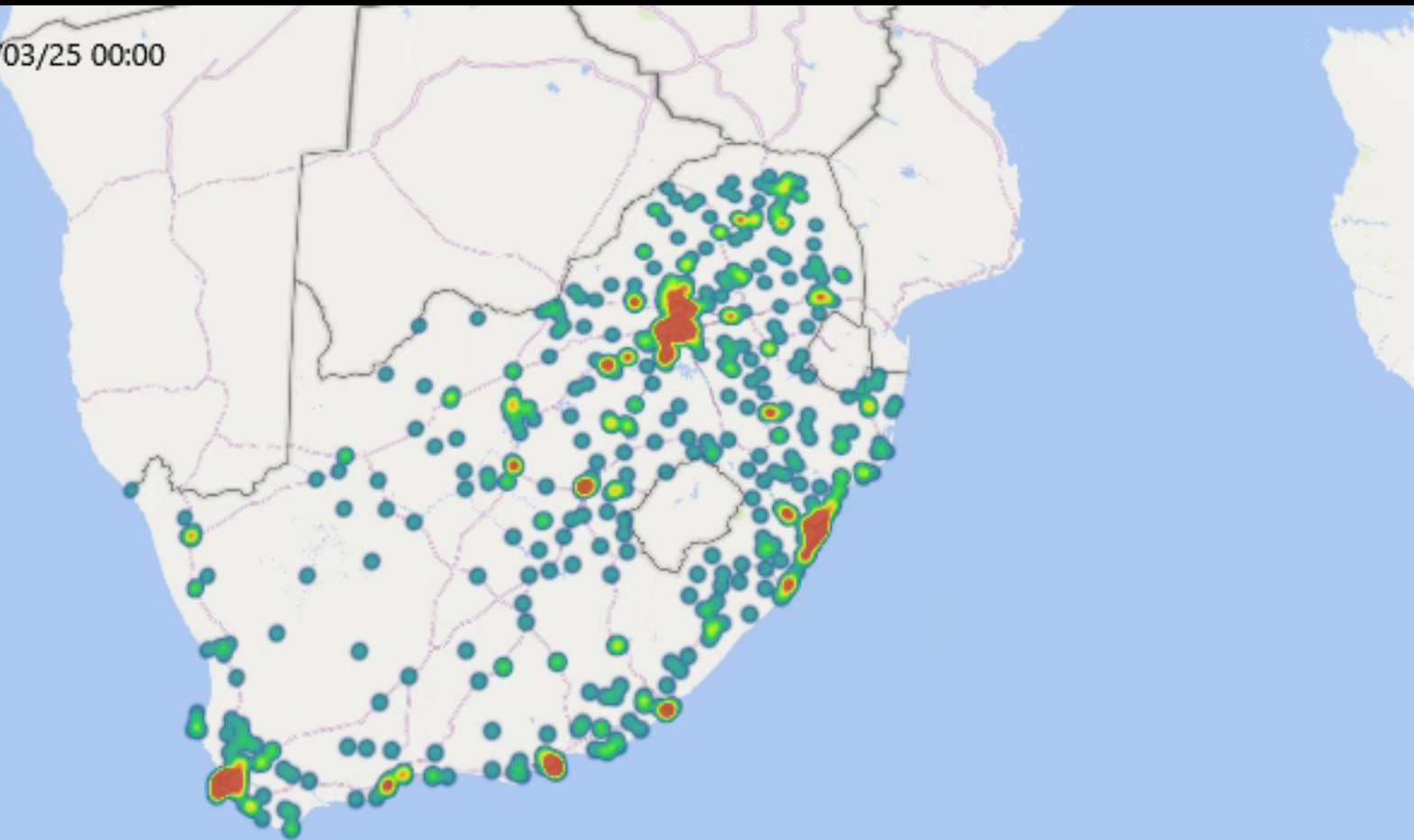
## GP utilisation



## Specialist utilisation

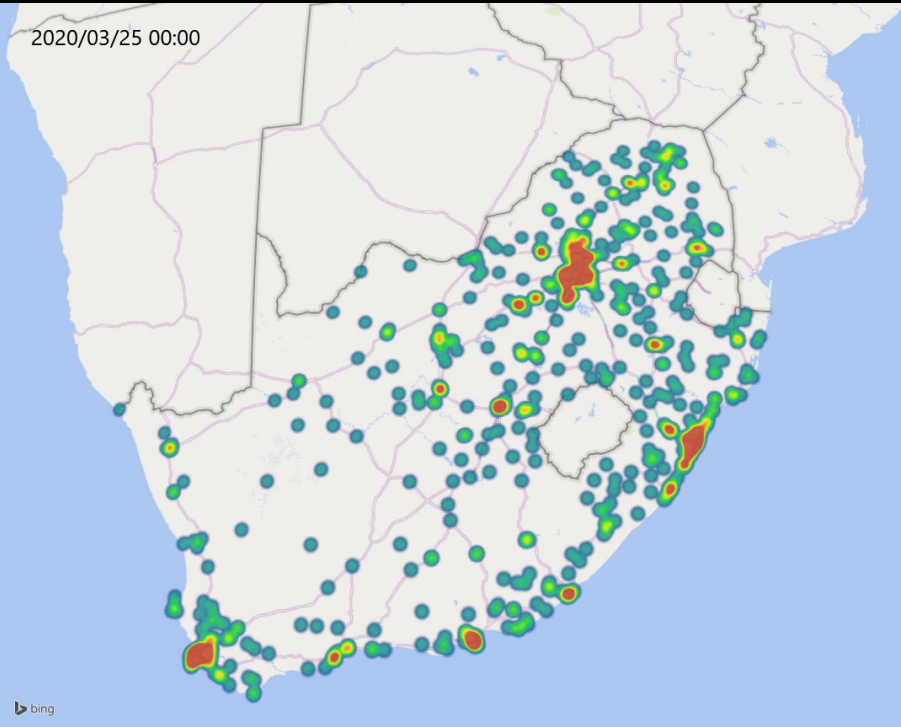


2020/03/25 00:00

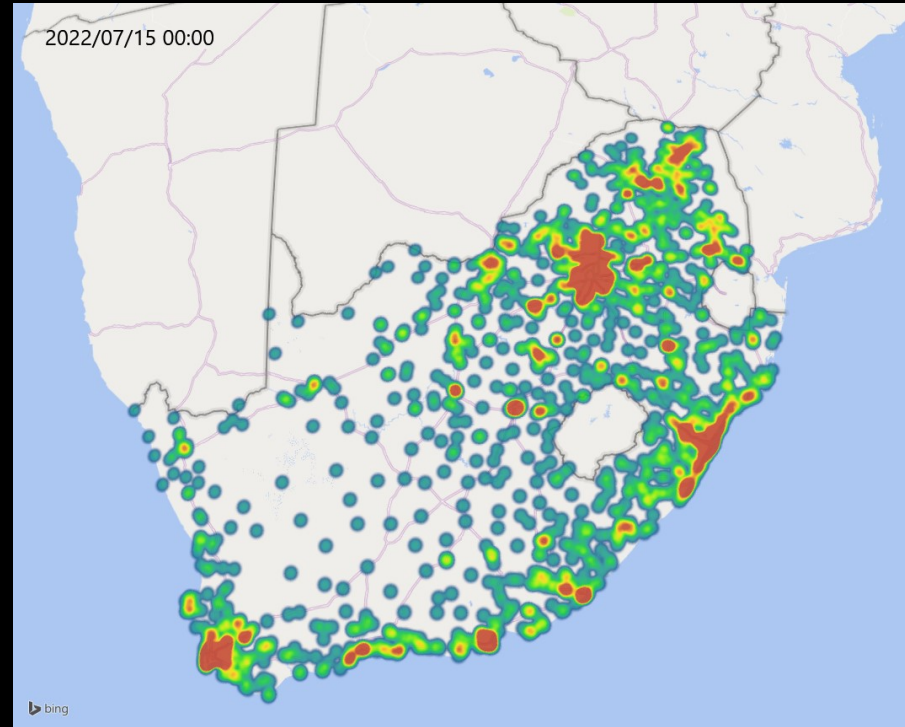


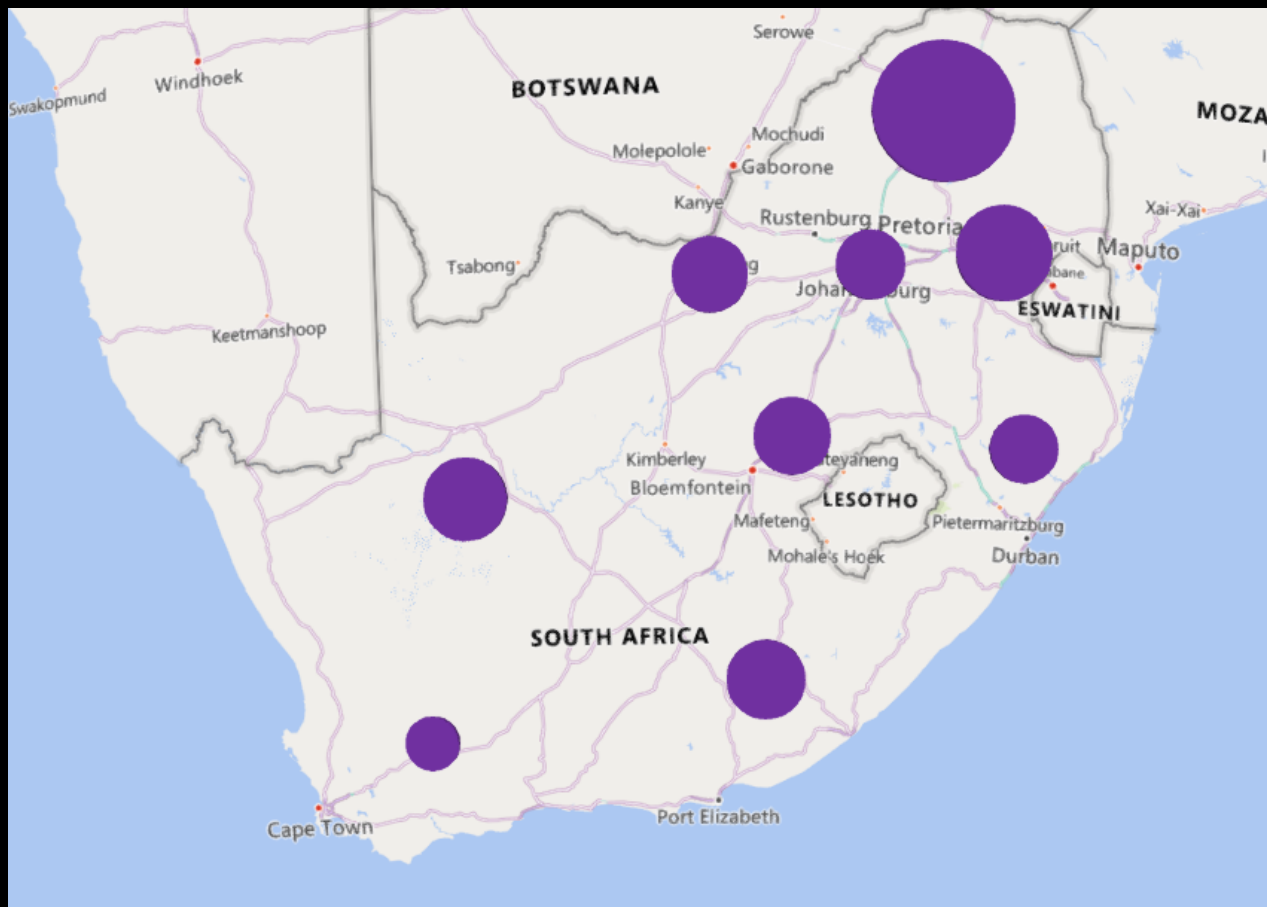
© 2022 TerraTone

# BEFORE COVID

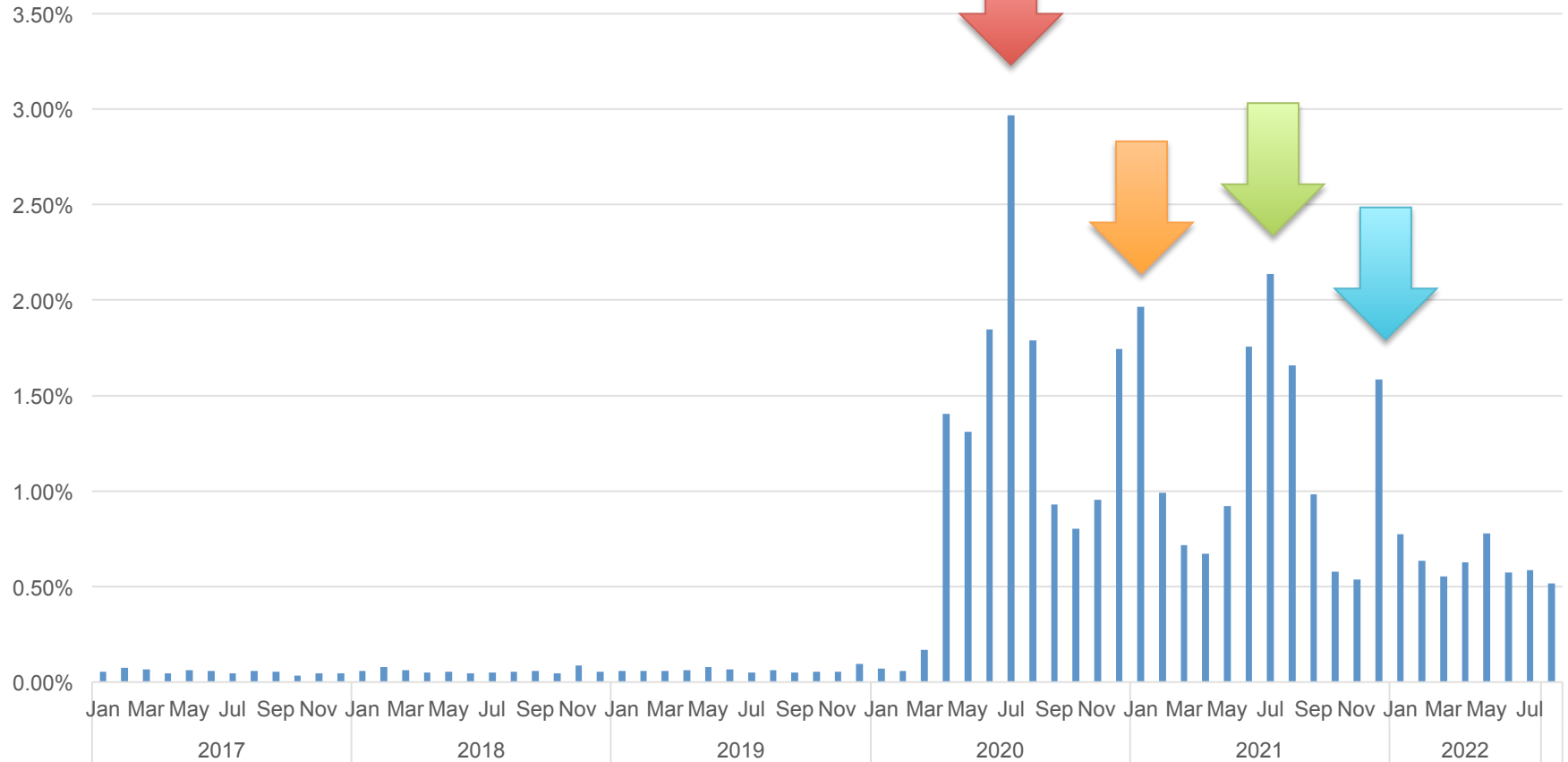


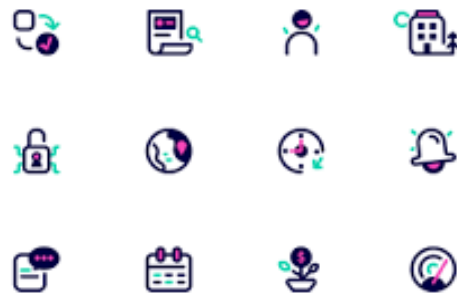
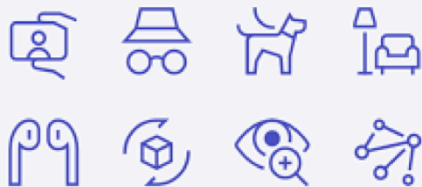
# AFTER COVID





## Proportion of VC since 2017





## Meeting the modern market





thank  
you