



Collab.



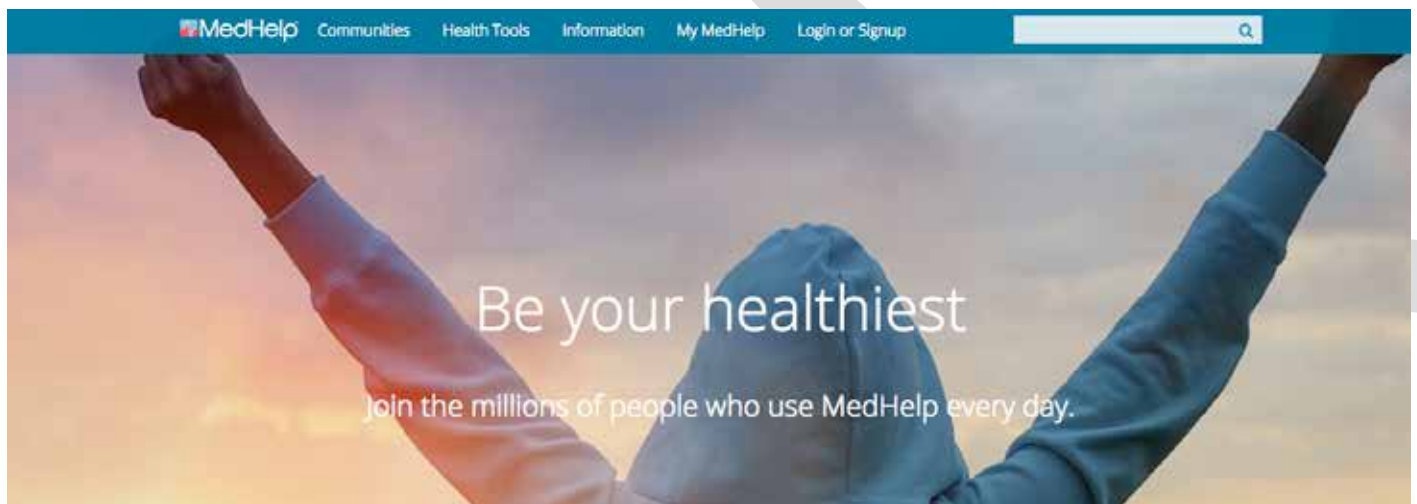
Business Overview

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 **MedHelp**

About Medhelp

The profiled company is Northern Europe's leading, innovative provider of outsourced services in the area of **nurse triage** (prioritization of patients according to the severity of their medical condition), **health advice and counseling**, **absenteeism services for employers** as well as **primary and elderly care services**. Medhelp has its operations in Sweden and Finland.



- Medhelp Competence Centers, currently manned by approximately **285 licensed nurses**, provide **telephone nurse triage** and health advisory services on a 24/7 basis as an outsourced service on behalf of public healthcare providers (in Swedish: "Sjukvårdsupplysningen"). The purpose of this service is to increase the accessibility of professional healthcare advice while at the same time, keeping patients with less severe health conditions from taxing the scarce and expensive resources of the emergency rooms.
- By providing this service, **accessibility rates for the patients have improved markedly while at the same time dramatically reducing costs for the public healthcare providers**. As a rule of thumb, the cost for a public agency to produce one health advisory call is EUR 100, whereas the Company is able to provide the same service profitably at charges less than EUR 10 per call.
- Medhelp also offers a service managing large employers "absentee management program". This may include functions such as recording sickness and recovery reports, managing general absenteeism in all respects, including any rehabilitation, care planning, legal issues etc. By outsourcing this to Medhelp the customer reduces not only the actual absentee rate, but also the costs related to management of absent employees.

Supported by Collab Technology

- Medhelp adopted a new software platform, which allows companies that opt for managing their own absenteeism to reduce their costs while at the same time gain more information and control over this area. The platform provides the client with instant, detailed information about each employee absent while substantially supporting the management of the absenteeism.
- The company has also broadened its service program by also offering Primary Care (owning and operating a Healthcare Center in Sweden) as well as Elderly Care, Health Coaching, Ambulance logistics and other related healthcare services.
- The technical support platform is based on an IP-exchange with multiple subsystems integrated. All competence centers are linked to this platform. The most critical software technologies are proprietary and the tools and models provide for considerable efficiency and first-rate quality service, supported by Collab Technology.
- Medhelp customers include public healthcare providers, such as Regional County Councils responsible for provisioning of healthcare services to its citizens, as well as public and private employers such as the City of Stockholm and major corporations like ABB and IKEA. Another customer category served are insurance companies who contract to reduce costs in their Health Plans through the triage and healthcare advisory services.

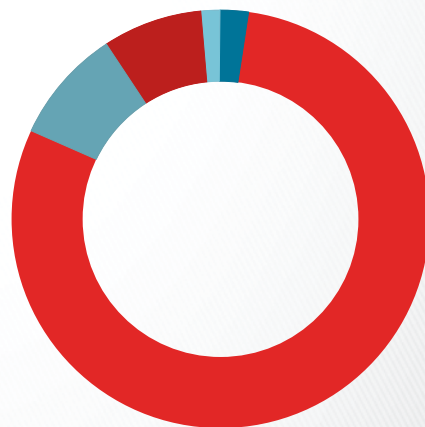
Medhelp Group

The Group comprises two operating companies, one in Sweden and the other in Finland, both of which are owned by a Finnish holding company. In recent years, an estimated 84% of the business volume is attributable to the operations in Sweden, with Finland accounting for the remainder.

The outsourced healthcare advisory calls still account for a dominating part of total Group income, some 80%. This is expected to change in the years to come as Absenteeism services, Primary & elderly care and other new related healthcare services are expected to grow more rapidly.

Revenue breakdown

- Insurance
- Regional county authorities
- Absenteeism services
- Primary & elderly care
- Other



Quick Facts

- Medhelp operates in 10 different locations throughout Sweden and Finland.
- The Group employs some 330 people of which some 285 are licensed and experienced nurses.
- Some 3 000 000 inbound healthcare advisory calls are being answered on a yearly basis, 15 million calls have been processed throughout the history of the company.
- Group Healthcare Competence Center professionals advice approximately 1.5 million different individuals in a year.
- **Operations are using a modern and "state of the art" support system built on Collab Contact Center technology enhanced and modified during ten years of operations for this specific use.** The system comprises modules for Personal Data, Medical Records, Telephony, Information Support (external as well as proprietary subsystems), Scheduling and Legal. The system is Plug & Play, which in a matter of days as well as at a marginal cost allows for a new Competence Center to implement this system.

The following services are provided under each line of operations:

Competence Centers

Nurse Triage & Advisory	Primary Care	Absenteeism Services	Health Coaching	Eldery Care
Nurse Triage	Nurse Triage	Nurse Triage		
Health Advice	Health Advice		Health Advice	Health Advice
Commissioning	Commissioning	Commissioning		Commissioning
Scheduling	Scheduling	Scheduling		
Lab Results	Rehab	Rehab	Assessment	Monitoring
		Reporting	Planning	Care TV
		Management System	Follow-up	Home Care

All services are based on the Competence Centers and their sophisticated technical support system, combining modern Collab Technology with professional personal service.

Contact us for more information

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