



# Vision, Mission & Value

2



1

## Relief

**Relieve burden and stress for caregivers and their loved ones**

Empower caregivers and loved ones to take control of their lives

2

## Integrate

**Bridging silos for better care**

One-stop solution for:

- personal medical data
- family data
- services on demand

3

## Balance

**Distribute care among family and friends**

Ai distributes workload over the care team and engages services as needed

# Why CareRelay



1

Many people no longer live in the same city, province or country as their parents.

2

People are living longer, the average life expectancy in North America has grown to 80 years.

3

People want to stay in their own homes as they age or while healing from an accident or surgery

4

We live in a time of instant gratification; people want things immediately and with little to no effort. This application makes that happen with all aspects of a caregivers life.

# What is CareRelay



HiPPA



Ai HUB



Information

CareRelay is a HiPPA secure application that allows family members to manage care of a loved one from anywhere.

CareRelay is an intelligent HUB that helps anyone care for themselves and any loved ones by coordinating, scheduling and simplifying every aspect of life.

All your personal medical, legal and financial data in one location for easy access in an emergency and to collaborate with family.





# Who is it for?



Aging Parents - aging in place  
or facility  
Family member healing from  
an accident or surgery  
Day patients and out patients  
A family member with mental  
health challenges



A New Parent  
A Single Parent  
Divorced Parents  
Or a family member who  
just wants all of their  
information and services  
in one convenient place!

# Caregiving on the Go

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## Patients

Hospitals and Long-term care discharge, out patients, and day outings

## Mobile

Manage your care or a loved one's care from anywhere

## Home

Book services on demand to support caregiving

## Peace of Mind

Voice and IoT integration for real time care

# Self Managed Care Facility Integration

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## INPATIENT

IPTV and Mobile inpatient engagement with family loved ones and the hospital.  
Improve patient outcomes.

## AMBULATORY

Prepare patients for surgical and medical day care visits.  
Improve outcomes by providing electronic care plans and track compliance

## DIAGNOSTIC

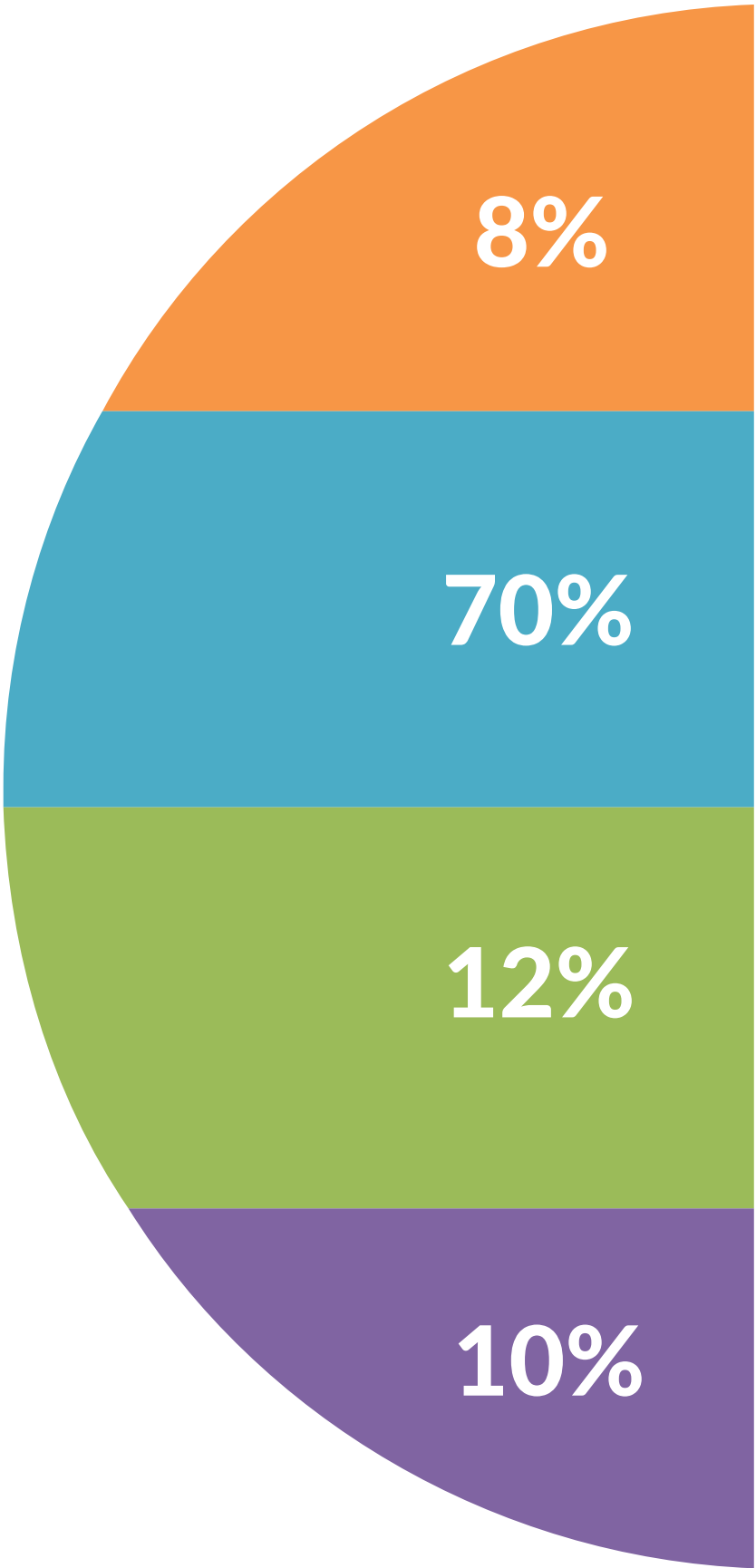
Allow patient to pull their own results in our app, removing the silos of data.  
Improve patient knowledge and outcomes.

## COLLABORATION

Book appointments  
Reduce patient no-shows  
Patient Oriented Discharge (PODS)  
Track patient compliance with care plan.

# Caregiver Spending

\$308 Billion



CAREGIVER OUT-OF-POCKET SPENDING	TOTAL CAREGIVER SUPPORT MARKET
\$22.4B	\$23.1B
CAREGIVER OUT-OF-POCKET SPENDING	TOTAL CAREGIVER SUPPORT MARKET
\$185B	\$220B
CAREGIVER OUT-OF-POCKET SPENDING	TOTAL CAREGIVER SUPPORT MARKET
\$4.3B	\$11.9B
CAREGIVER OUT-OF-POCKET SPENDING	TOTAL CAREGIVER SUPPORT MARKET
\$17.2B	\$23.3B
CAREGIVER OUT-OF-POCKET SPENDING	TOTAL CAREGIVER SUPPORT MARKET
\$3B	\$8B
CAREGIVER OUT-OF-POCKET SPENDING	TOTAL CAREGIVER SUPPORT MARKET
\$15.3B	\$20.9B

- Health & Safety Awareness
- Daily essential activities
- Care coordination & Transition Support
- Social well-being & Caregiver quality of life

Market forecast by segment



# CareRelay facilitates services through our platform



SOLUTION  
MEALS, HOME, AND PERSONAL CARE

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$15.8B** | **\$19.4B**



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$21.6B** | **\$26.9B**



SOLUTION  
HOME REPAIR

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$4.9B** | **\$6.9B**



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$4.9B** | **\$6.9B**



SOLUTION  
HOME DELIVERY

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$5.4B\*** | **\$16B\***



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$5.6B** | **\$16.8B**



SOLUTION  
PERSONAL SAFETY MONITORING

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$1.7B** | **\$3B**



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$1.8B** | **\$3B**



SOLUTION  
TRANSPORTATION SERVICES

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$2.3B\*** | **\$3.9B\***



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$2.4B** | **\$4B**



SOLUTION  
HEALTH VITAL ALERTS

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$1.1B** | **\$1.8B**



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$1.1B** | **\$1.8B**



SOLUTION  
MEDICATION MANAGEMENT

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$119M** | **\$235M**



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$119M** | **\$235M**



SOLUTION  
TELEHEALTH

OPPORTUNITY 2017-2021



DIRECT CAREGIVER PORTION  
2017 2021  
**\$91M** | **\$1B**



TOTAL MARKET OPPORTUNITY  
2017 2021  
**\$91M** | **\$1B**

# Membership Conversion



100%



Total number of lives exposed to CareRelay from insurance membership, employers and hospitals

20%



Conversion to active members of CareRelay and create a patient

10%

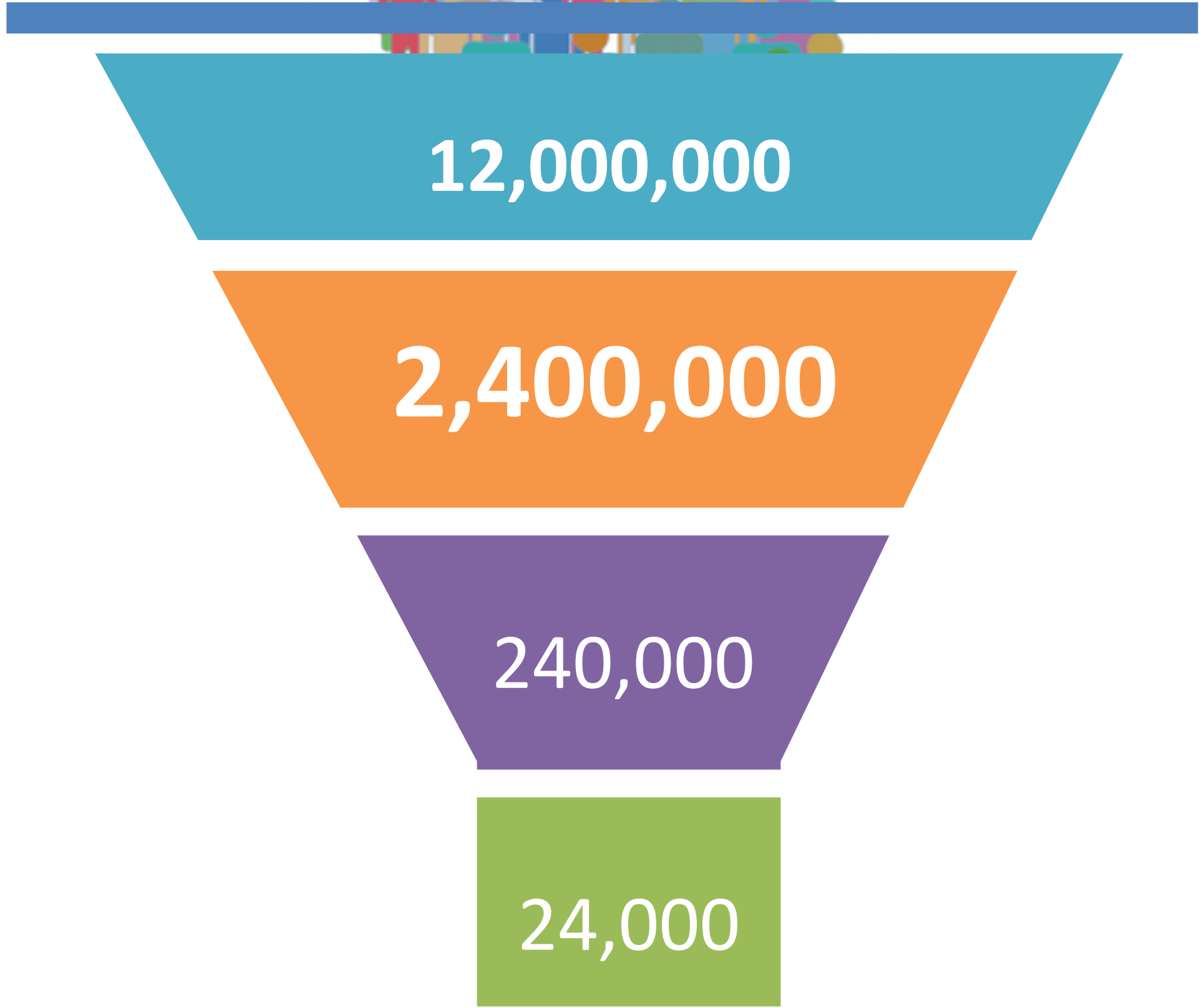


Conversion of active members to Gold paid version

10%



The conversion of gold members to Platinum users





**53%**

OF CAREGIVING MARKET REVENUES ARE EXPECTED TO BE ENABLED BY DIGITAL SOLUTIONS IN 2021, UP FROM 28% IN 2016.\*

AVERAGE YEARLY SPENDING ON CAREGIVING SOLUTIONS BY CONSUMERS (PER CARE RECIPIENT) EXPECTED FOR 2021, UP 69% FROM 2016.

**\$509**



## Estimated spend on CareRelay

- Average starting spend \$30 per patient per year
  - 12% of the average annual projected spend

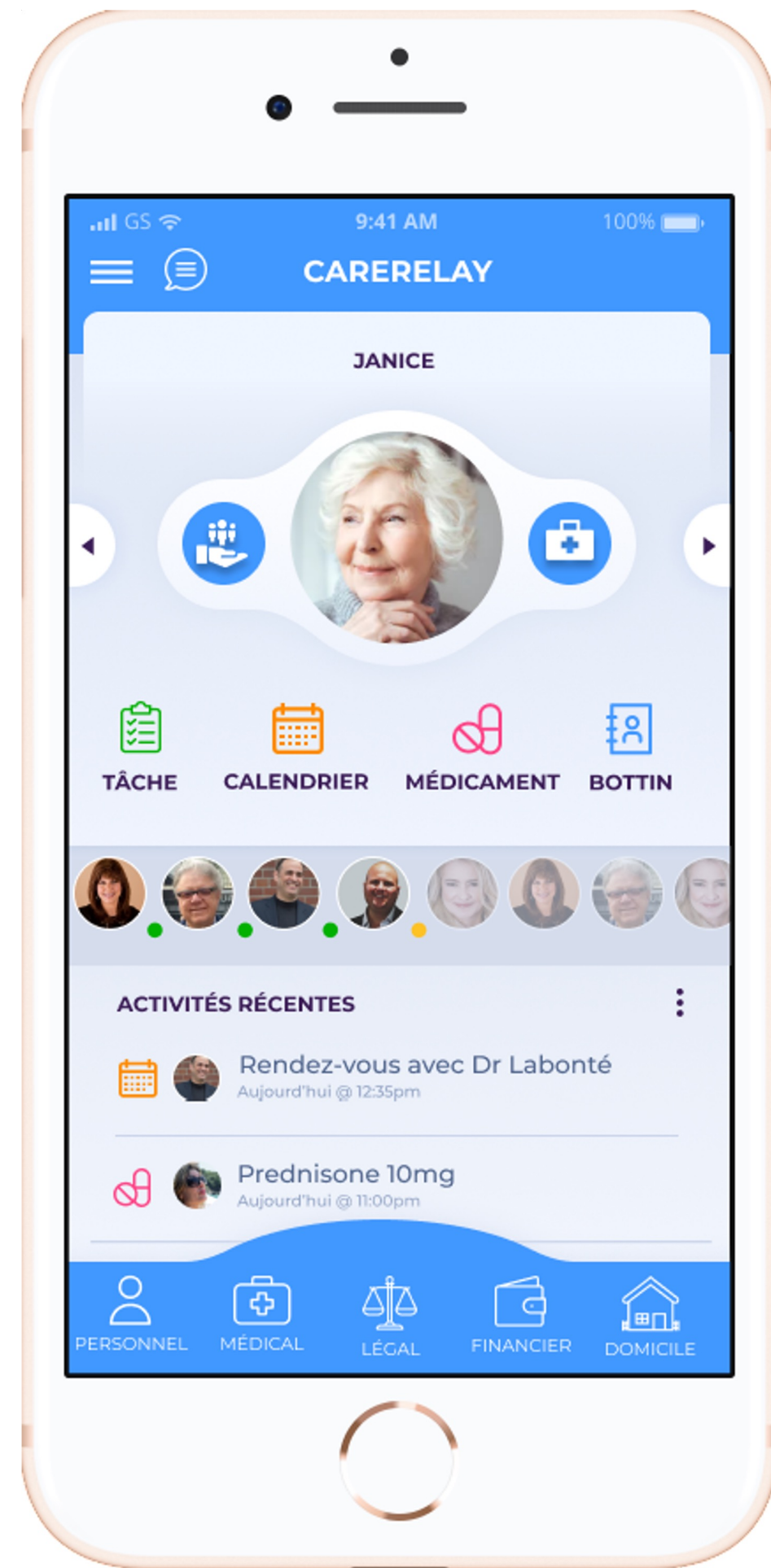
## Sales

- B2B Reseller Agreements Closed for 2019
  - NOVUS 5M INSURANCE
  - ASPIRIA 350K MENTAL HEALTH EAP
  - PING USA 30K NURSING HOME BEDS
- B2B MOU
  - HEALTHHUB IPTV 1M HOSPITAL BEDS
  - HOSPITAL PORTAL PILOT 2019
- B2C Funnel
  - LOYALTYONE AIRMILES 12M
  - MEDIRESOURCES 3.5M

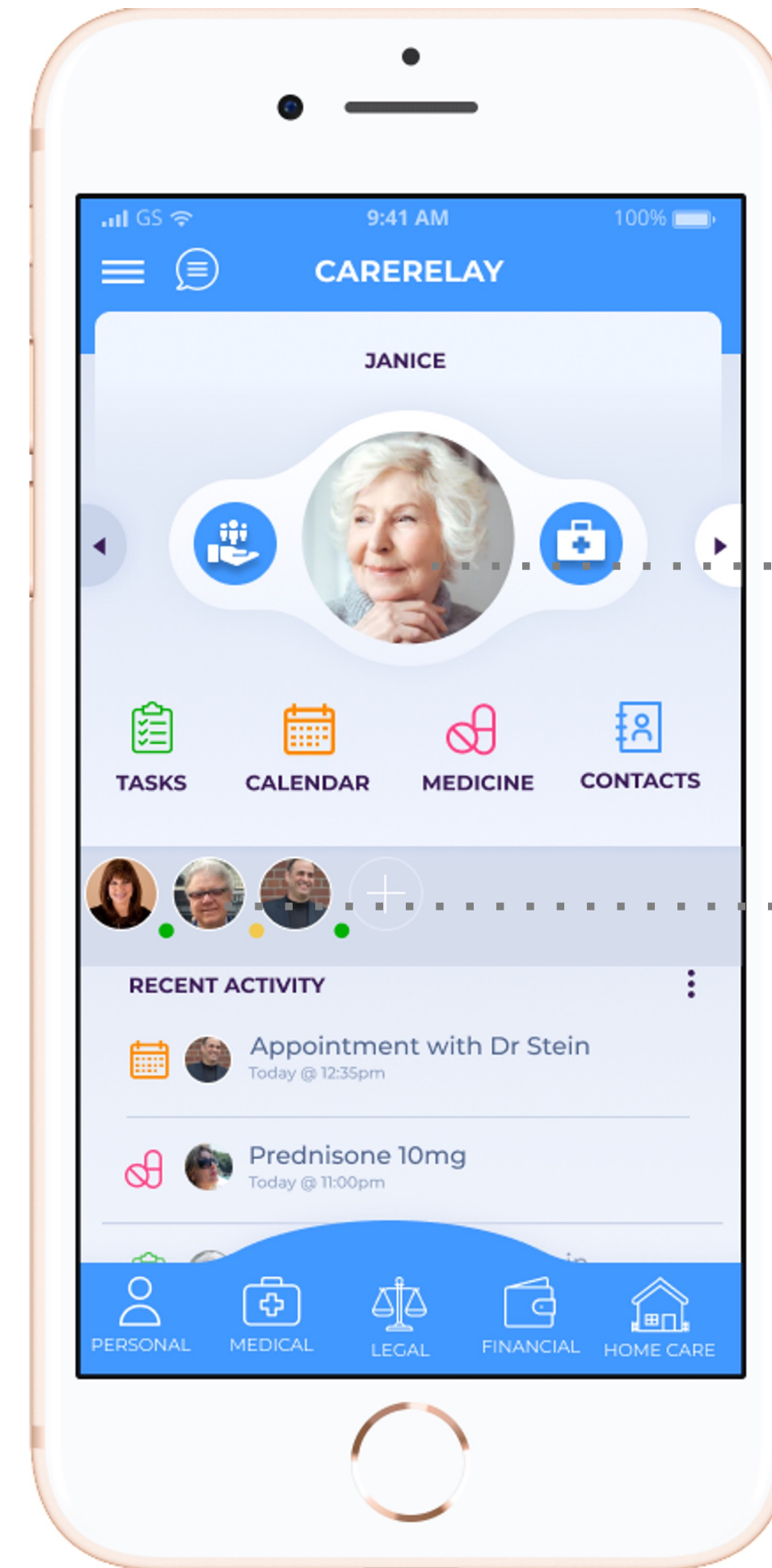
# CareRelay



Great team engagement in multiple languages



Multiple language support



Multi Patient



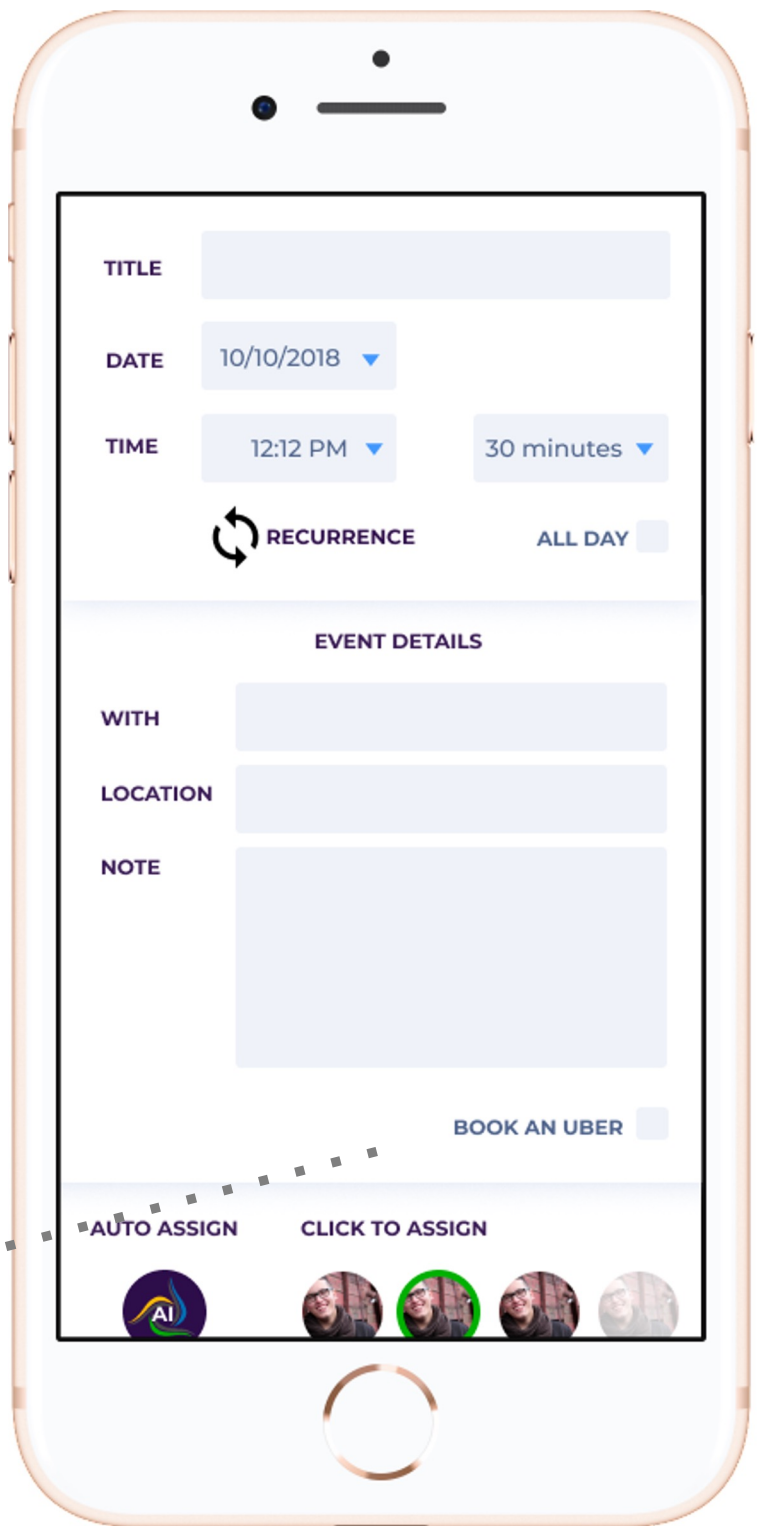
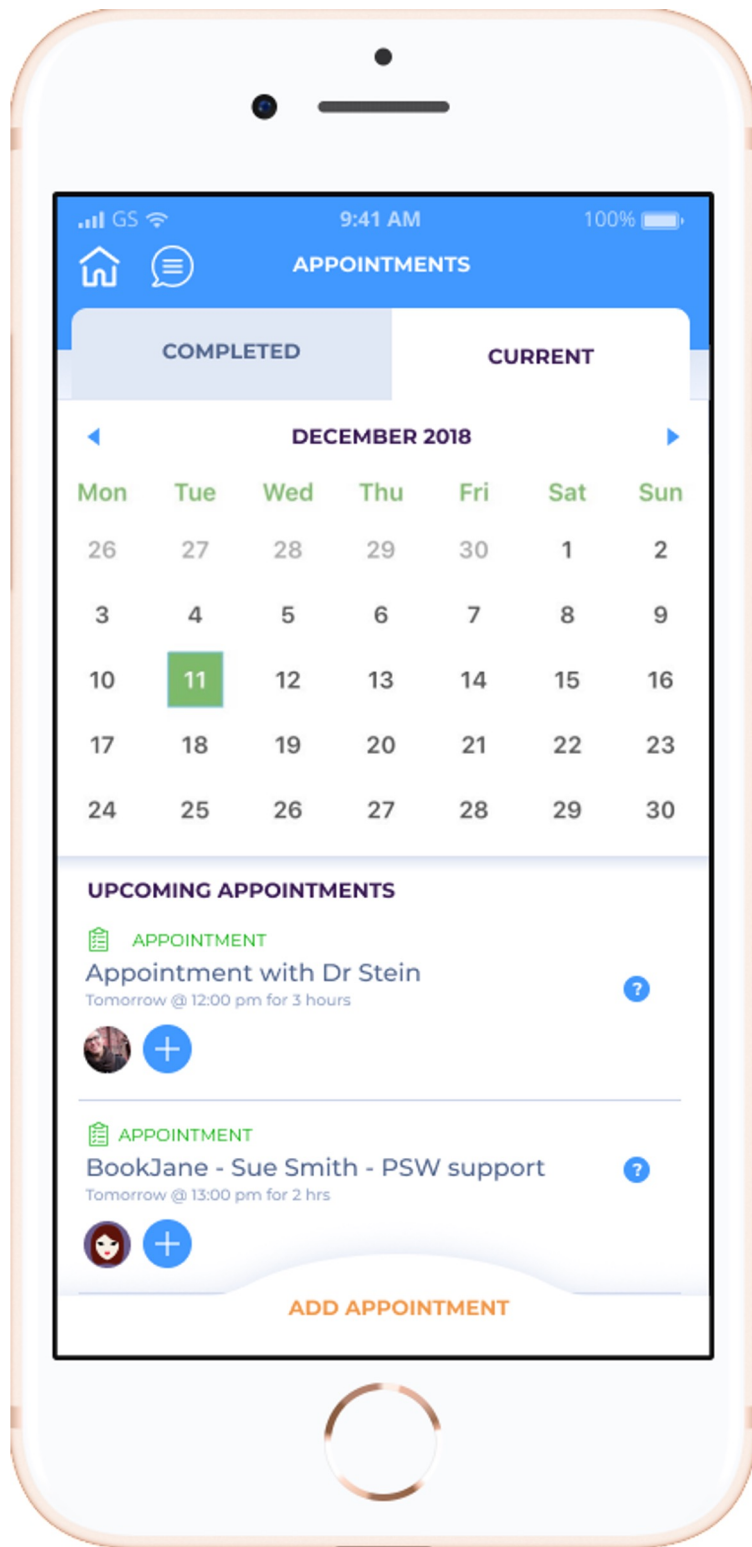
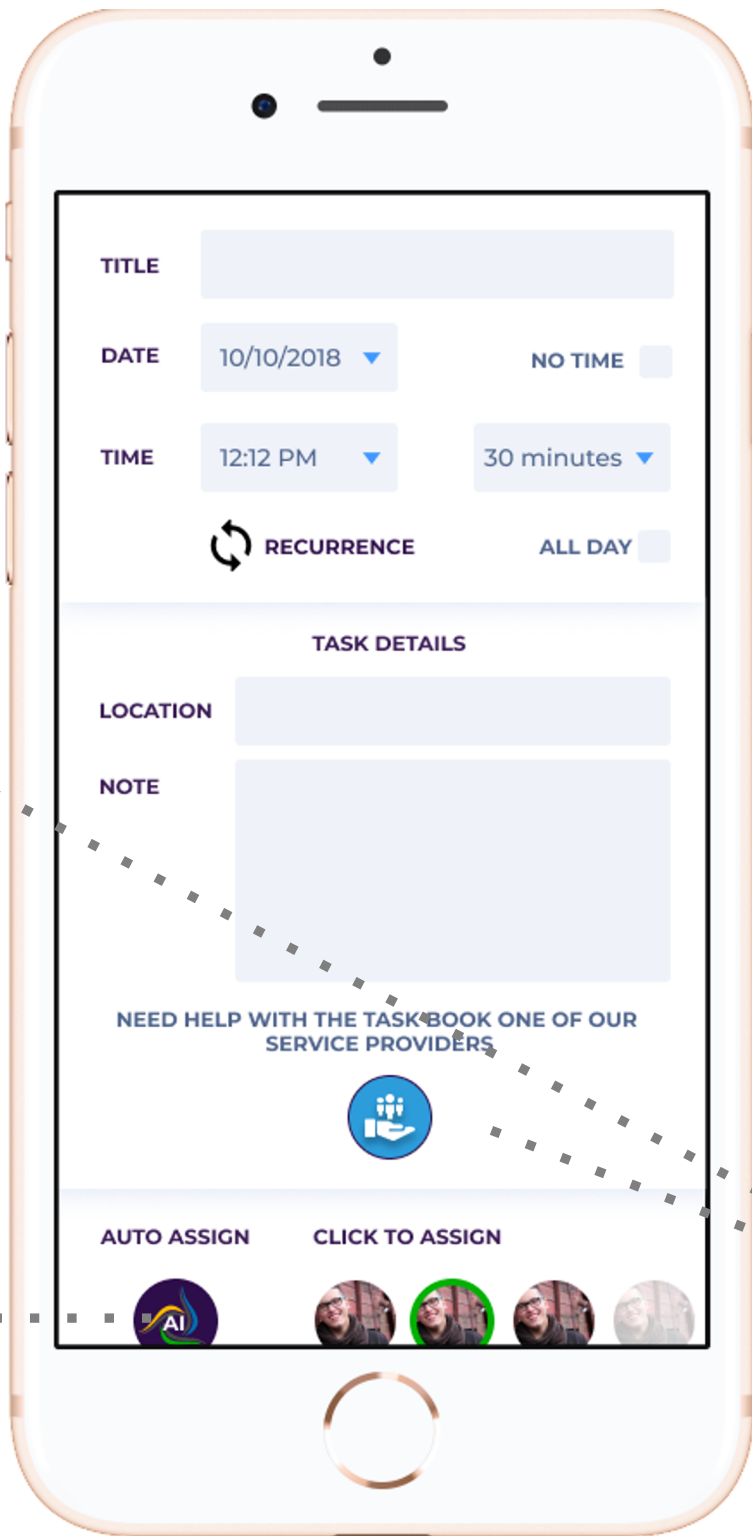
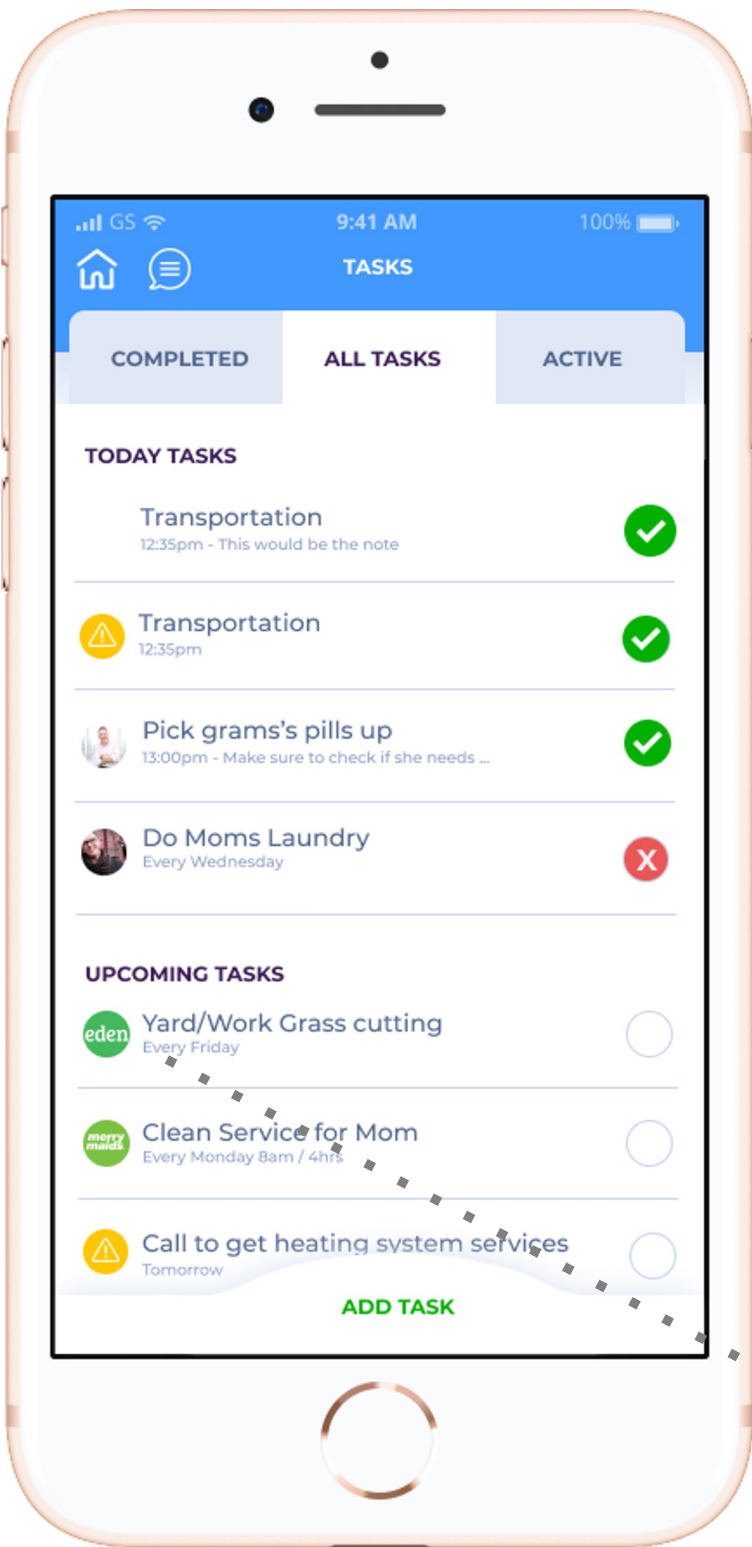
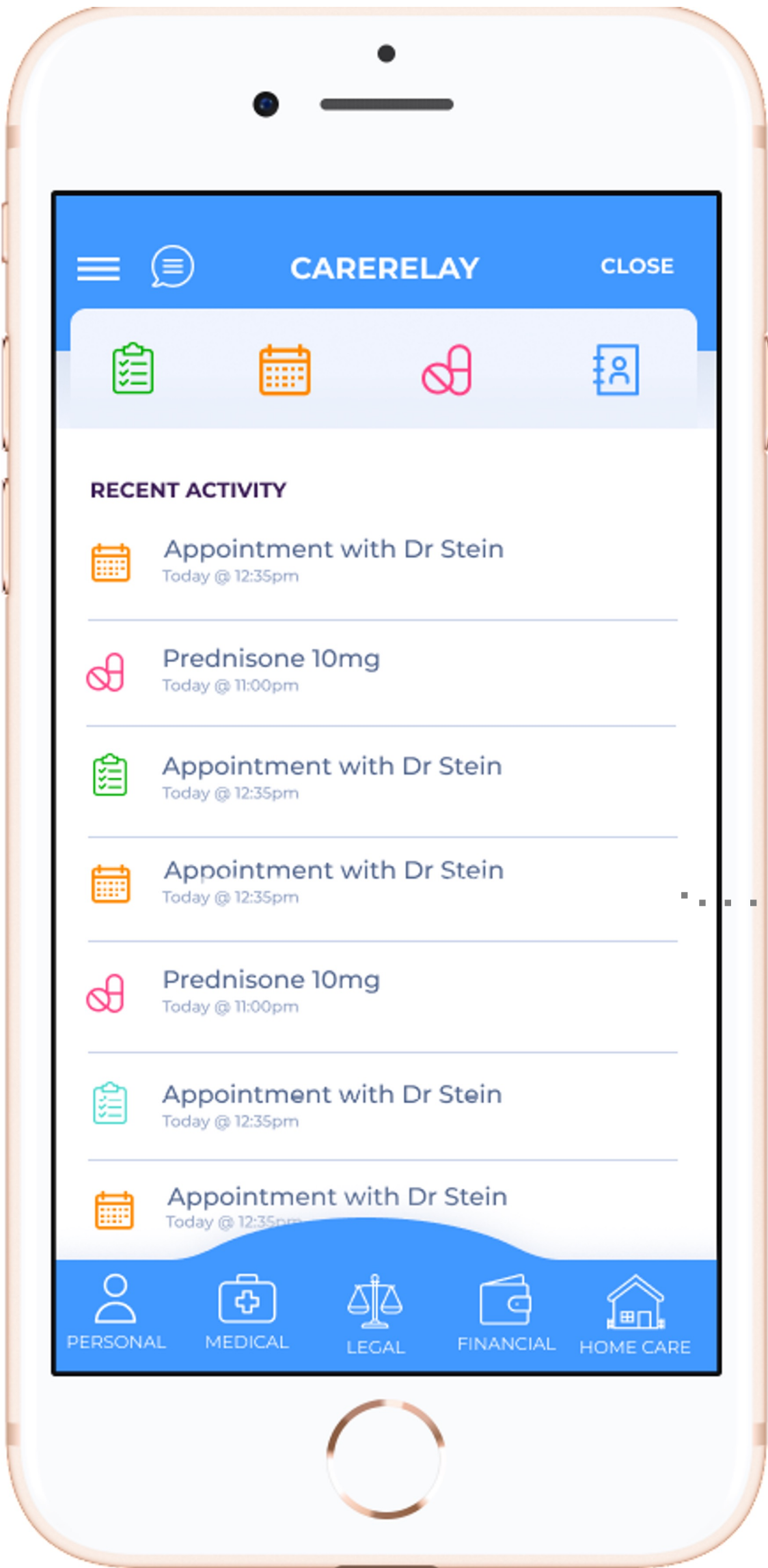
Easy to use UI



“Care Captain” builds and manages the care team



# Tasks and Event Manager with AI and Services



Single view of everything going on with the patient



AI to help balance the work load of care

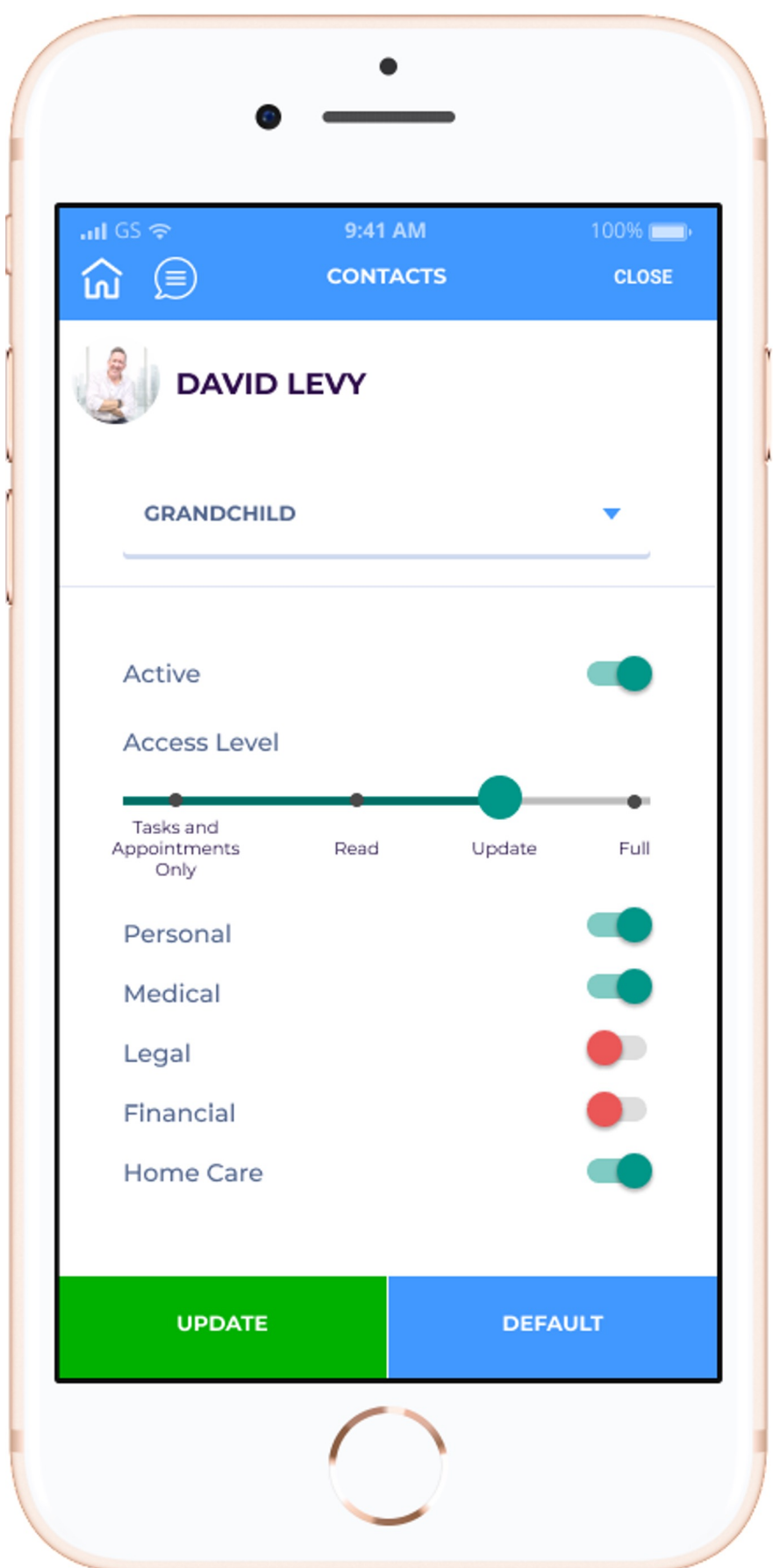
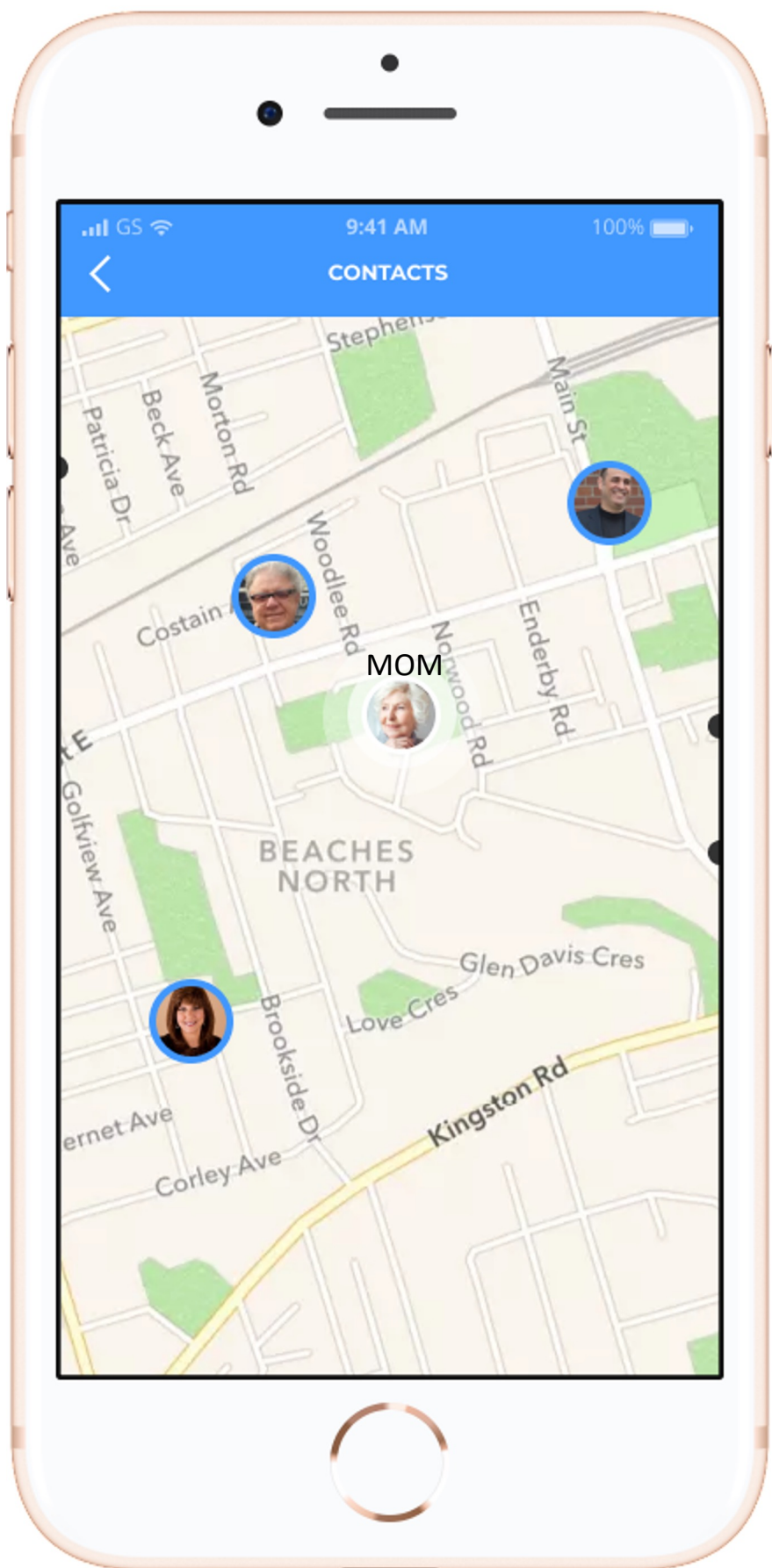
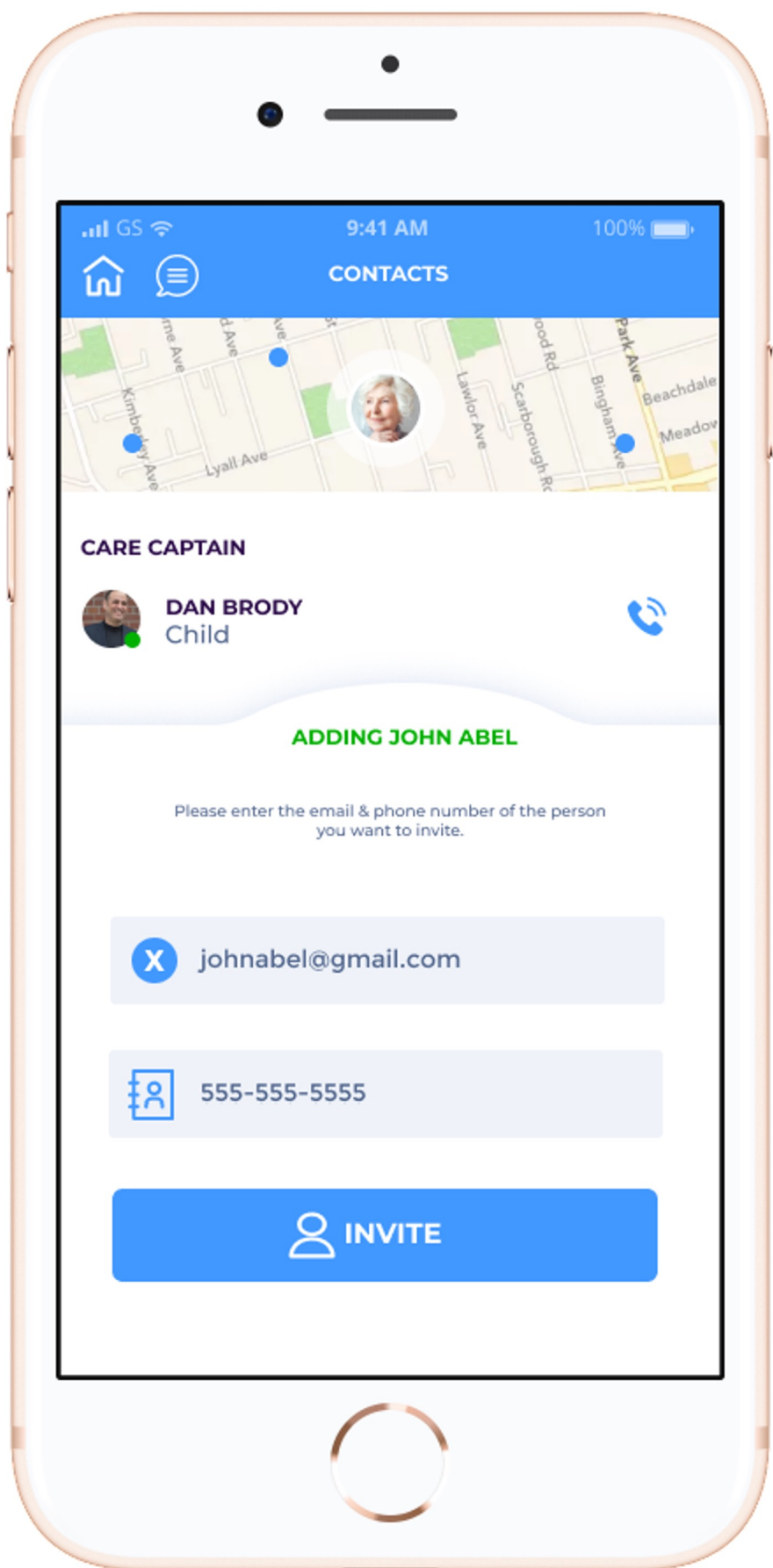
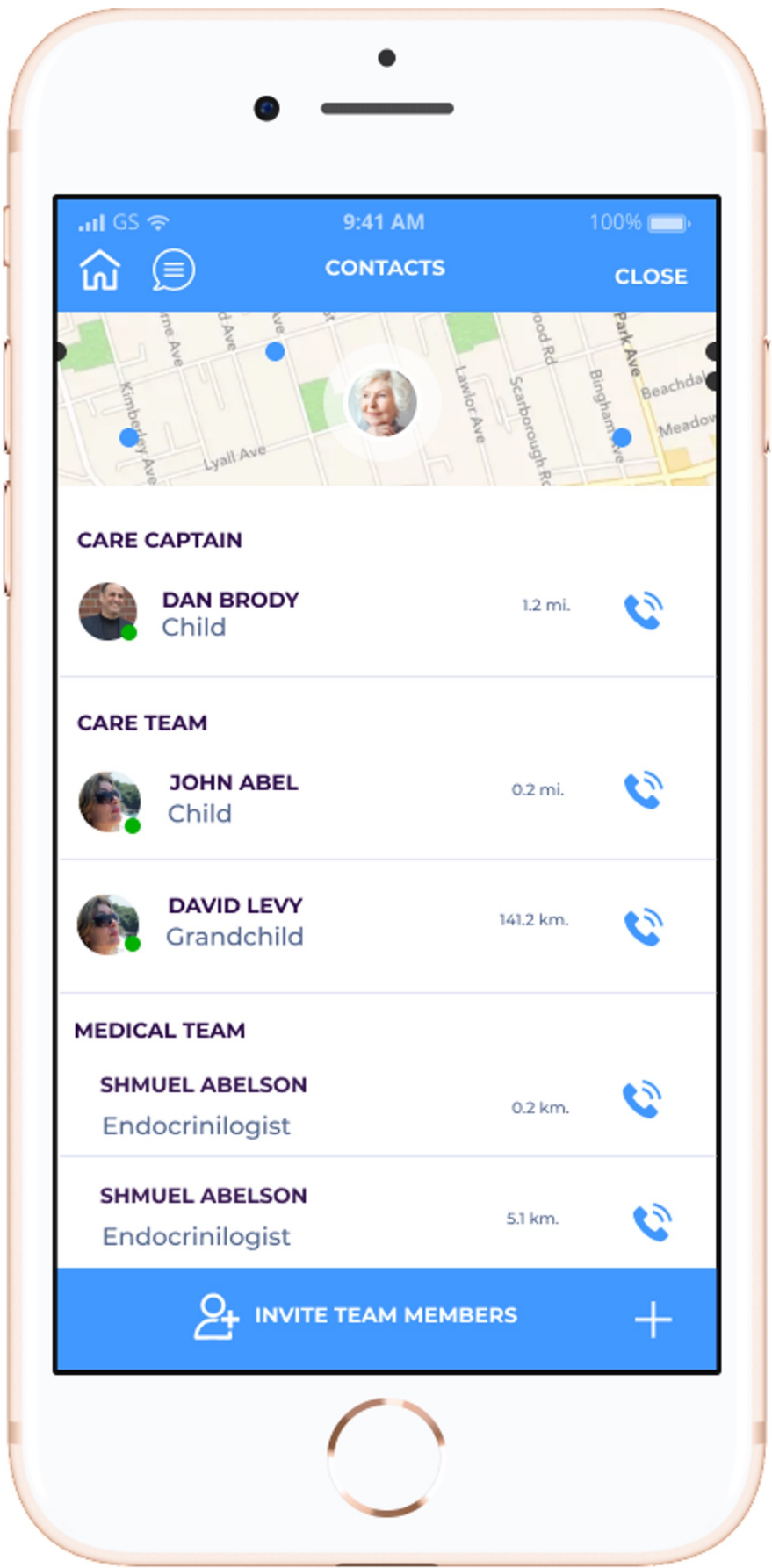
[www.carerelay.com](http://www.carerelay.com)  
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Services when you need them to support your care team



# Managing your Care Team



Simple integration to phone contacts makes it easy to invite new team members



Know where the team is in case of an emergency



Easily control who has access to what information



# Single and Group chat Video Calls

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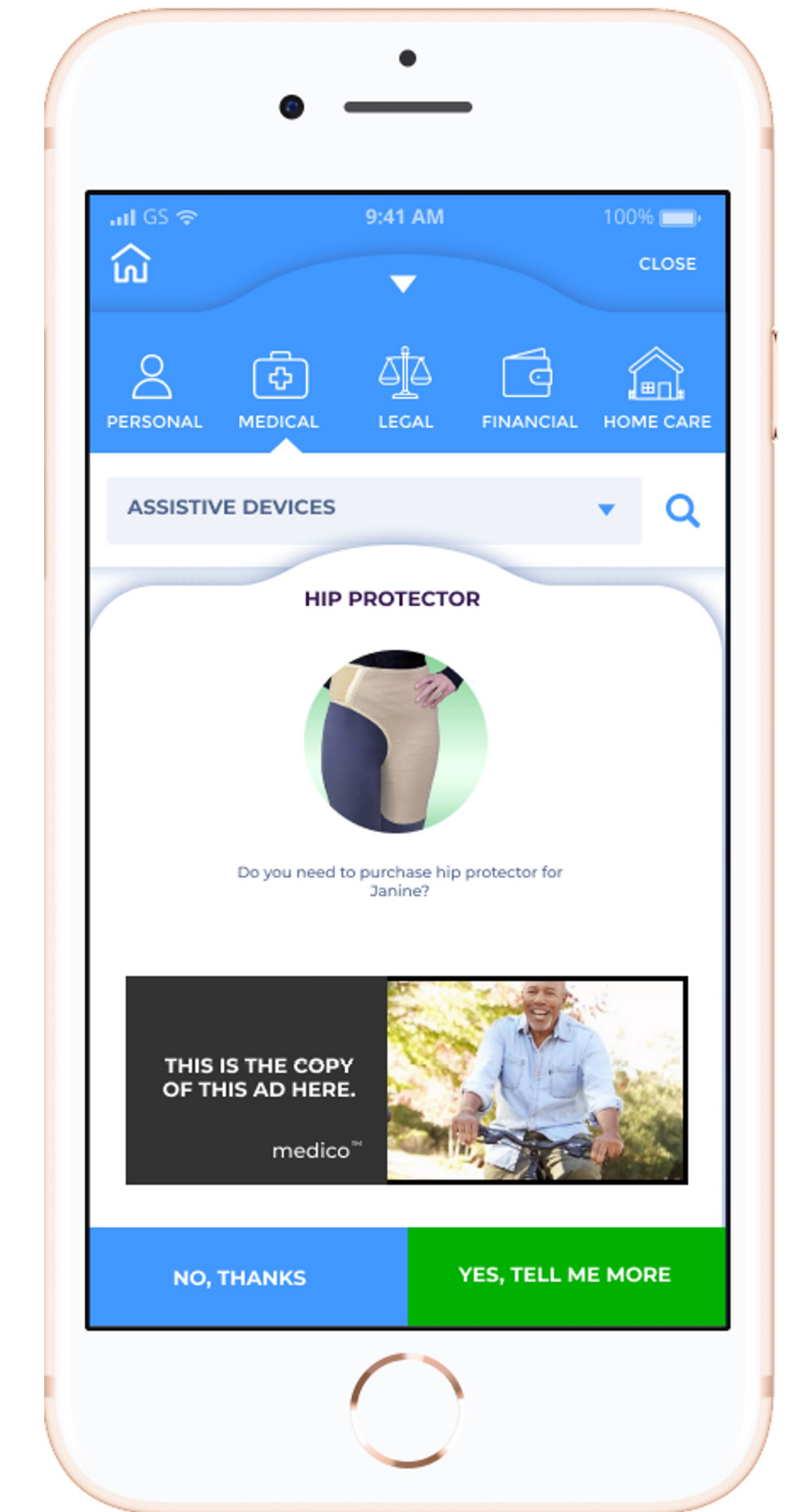
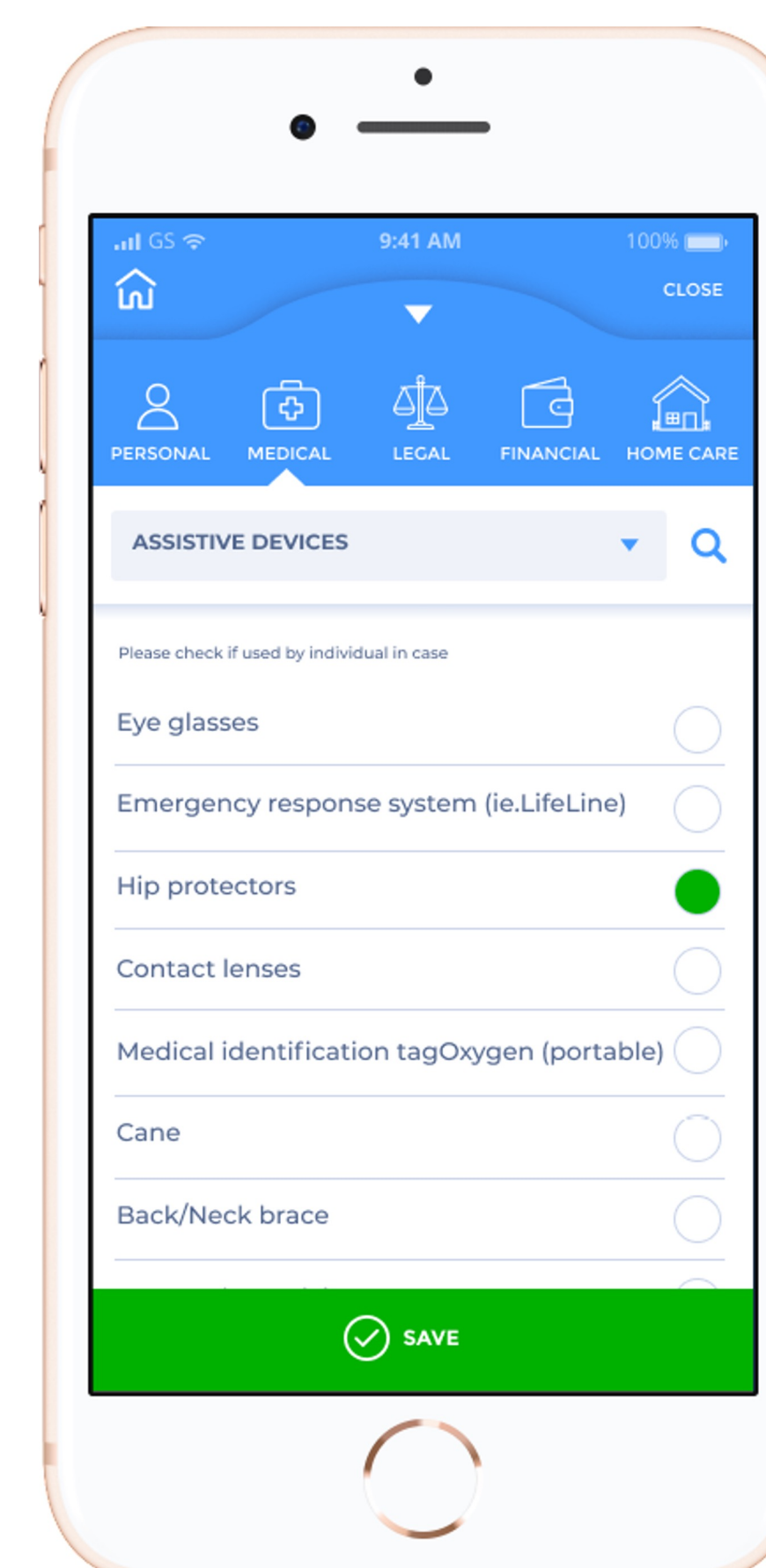
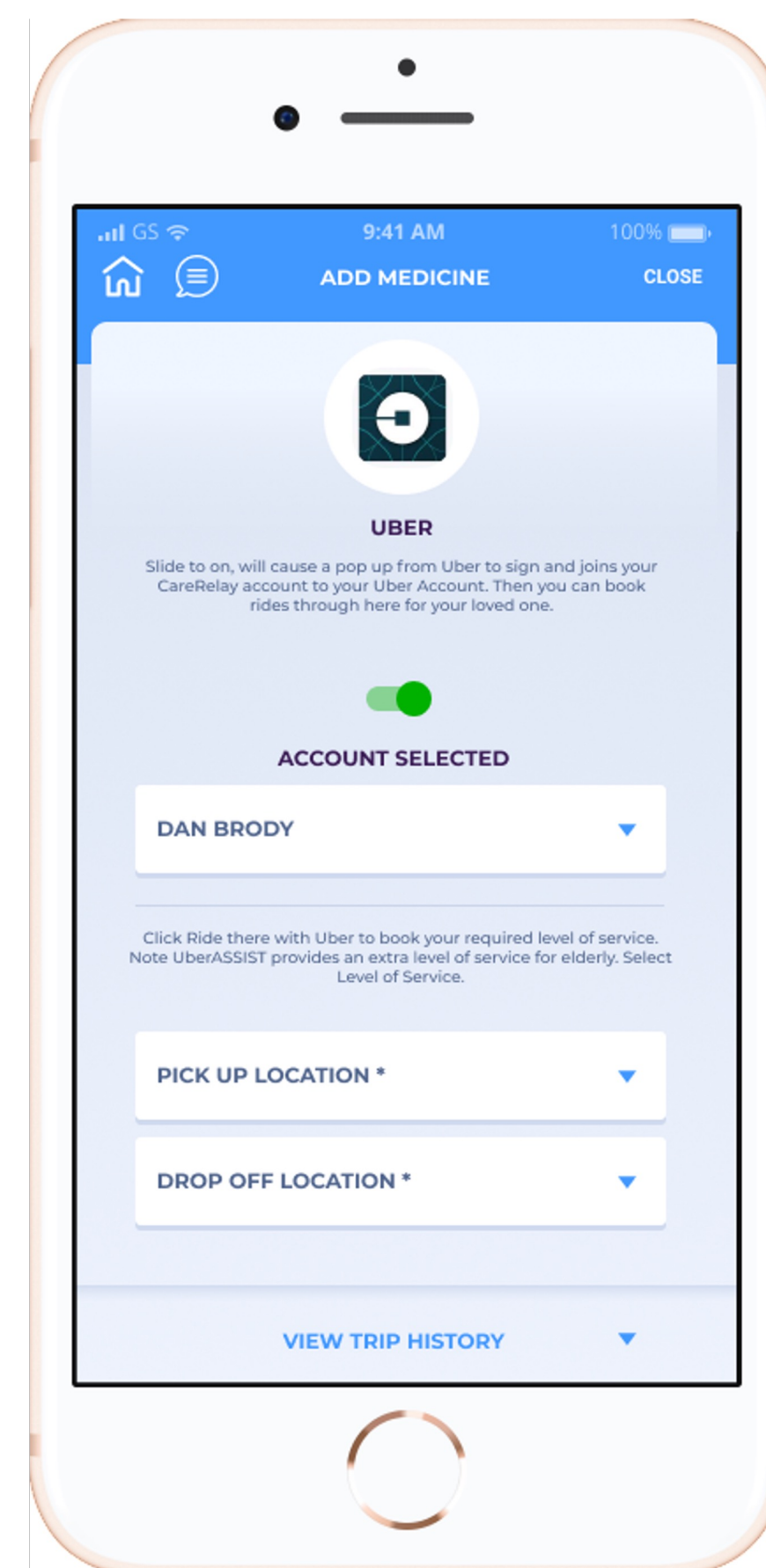
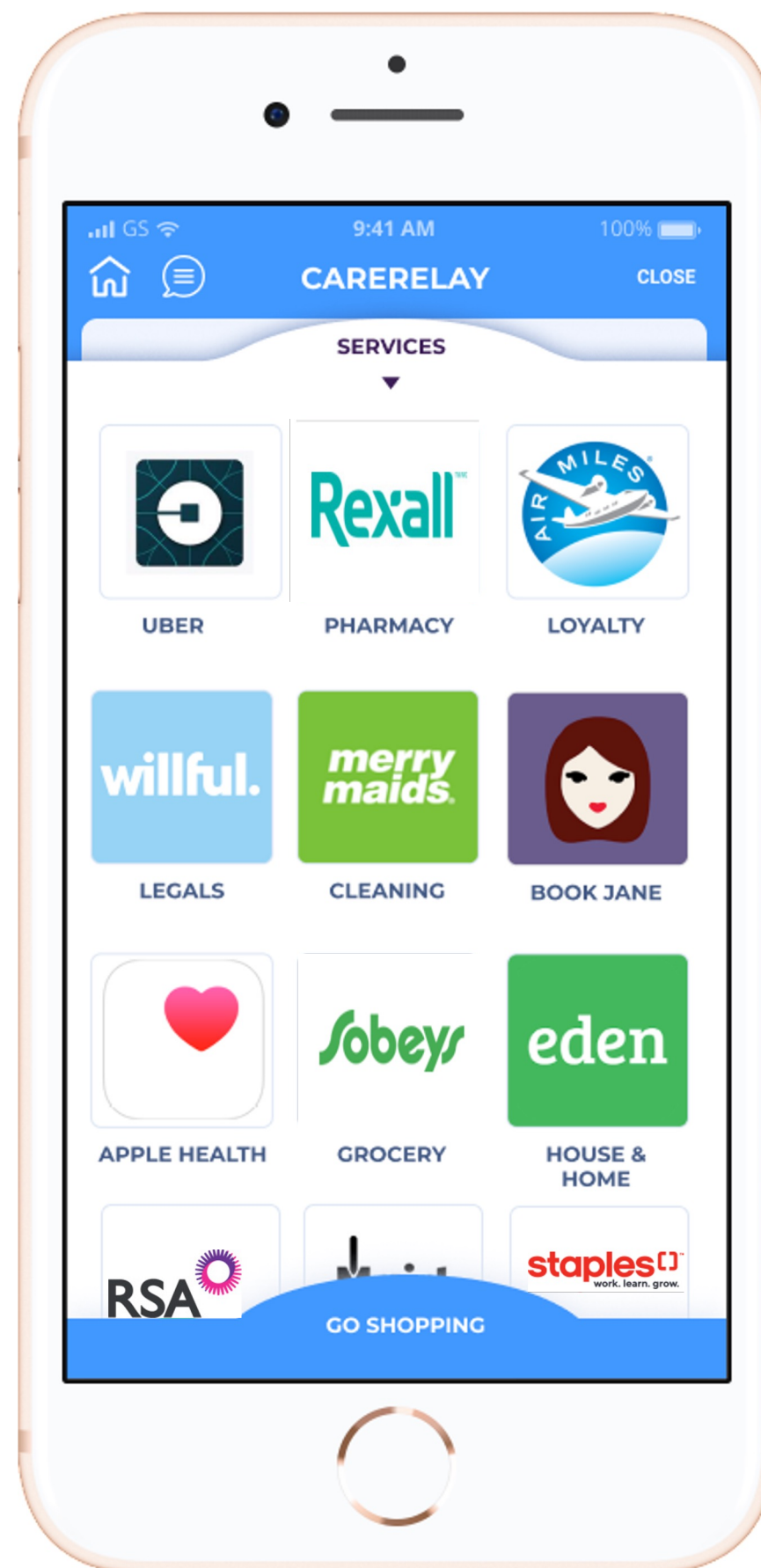


Potential Telehealth for patient stuck at home and medical second opinions



# Integrated Services and Product Sales

1  
9



Link or create accounts with services providers book need services

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Need Mobility information or know where to buy it.



Branded ad opportunity.

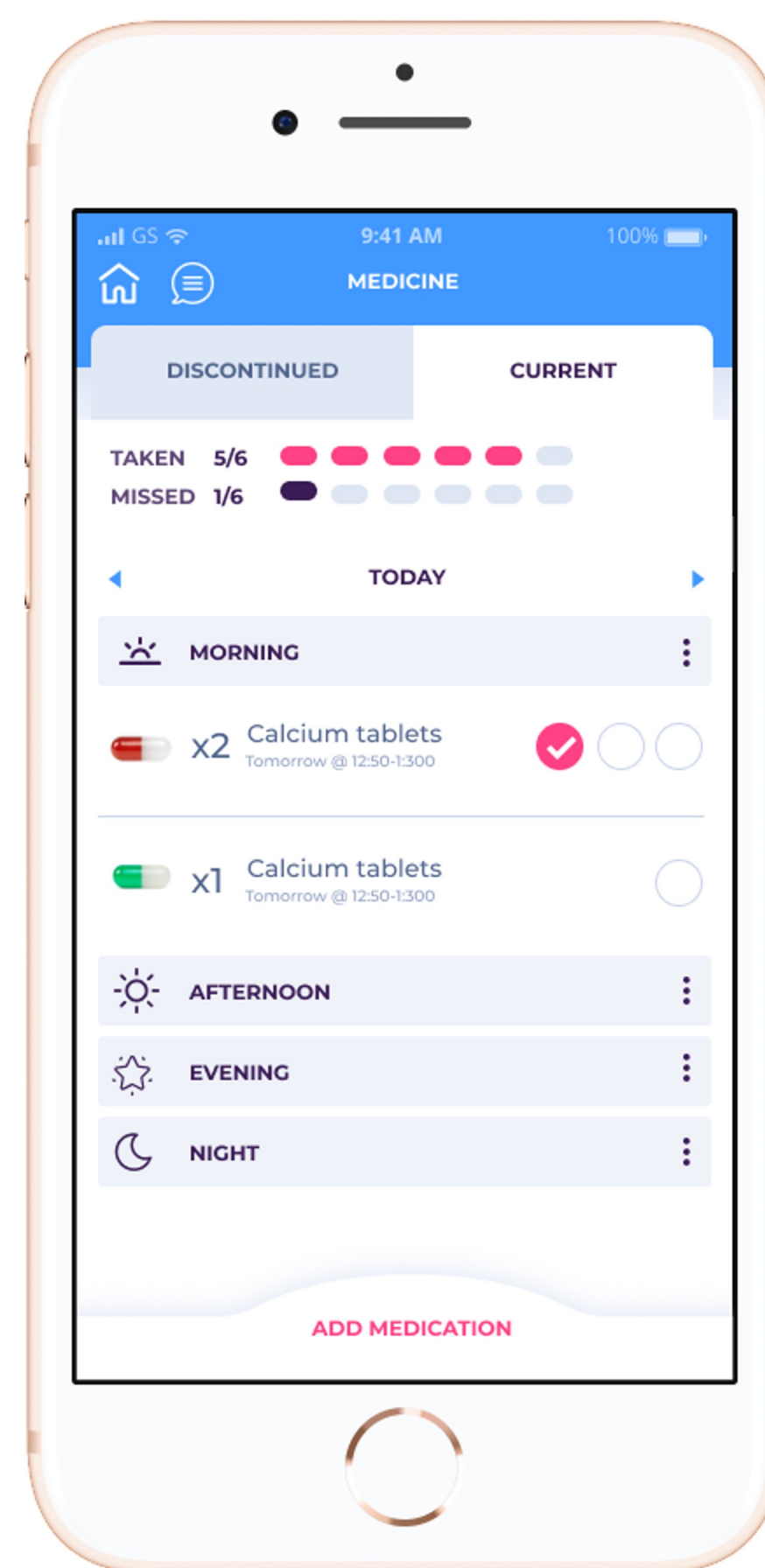
Eventual link to storefront



# Medication Manager

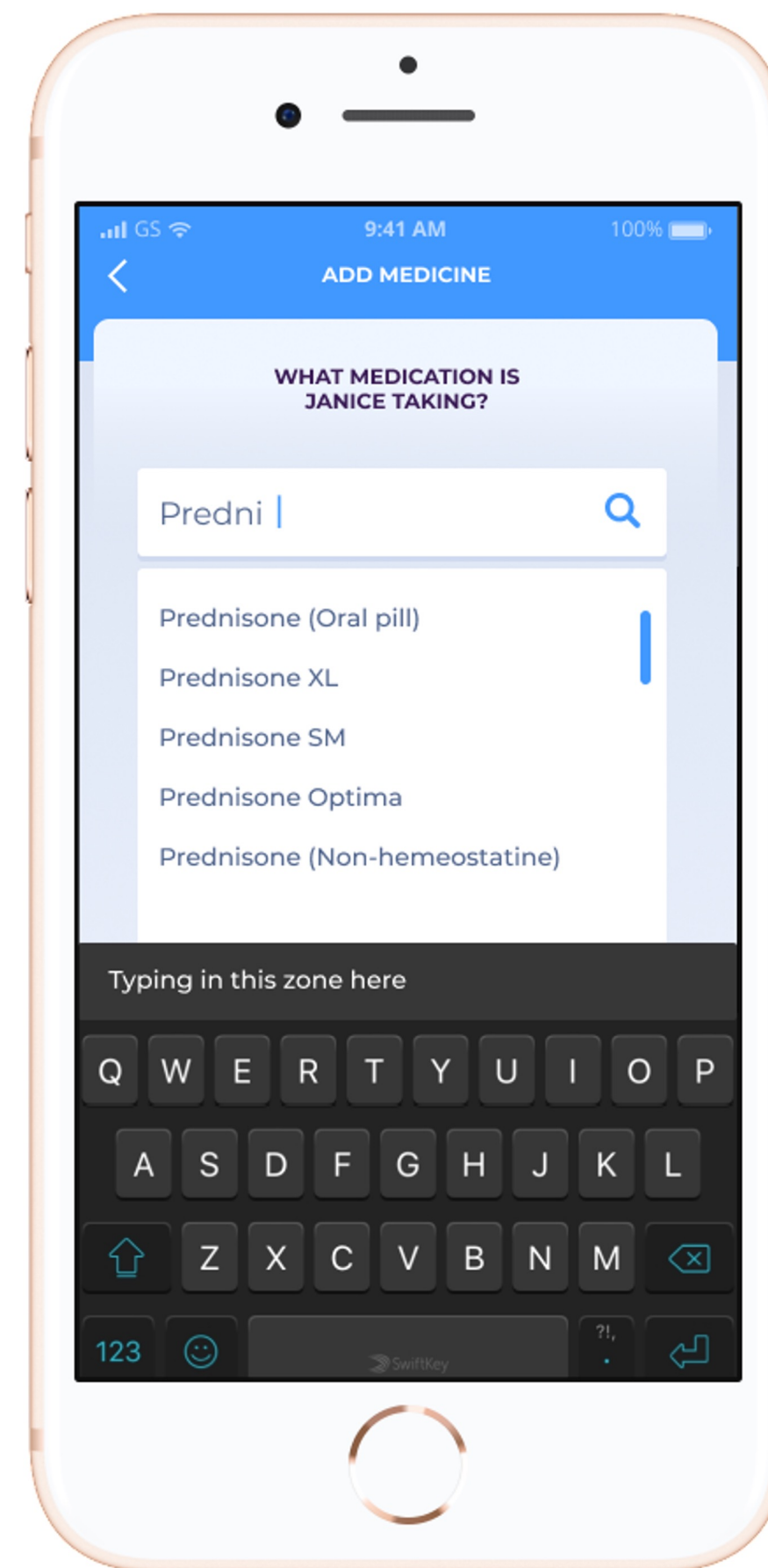


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Digital pill box

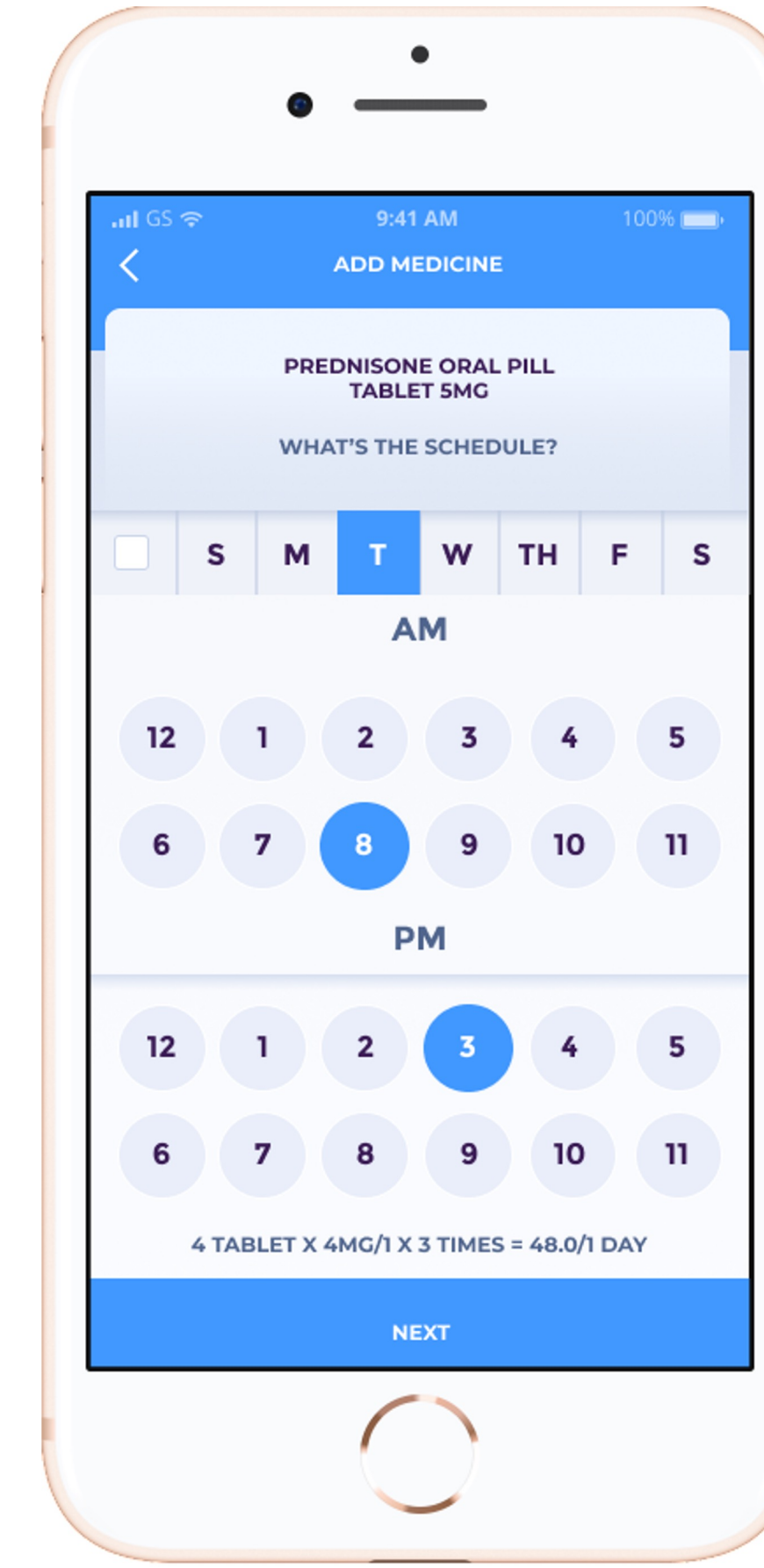
API integration available for prescription refills



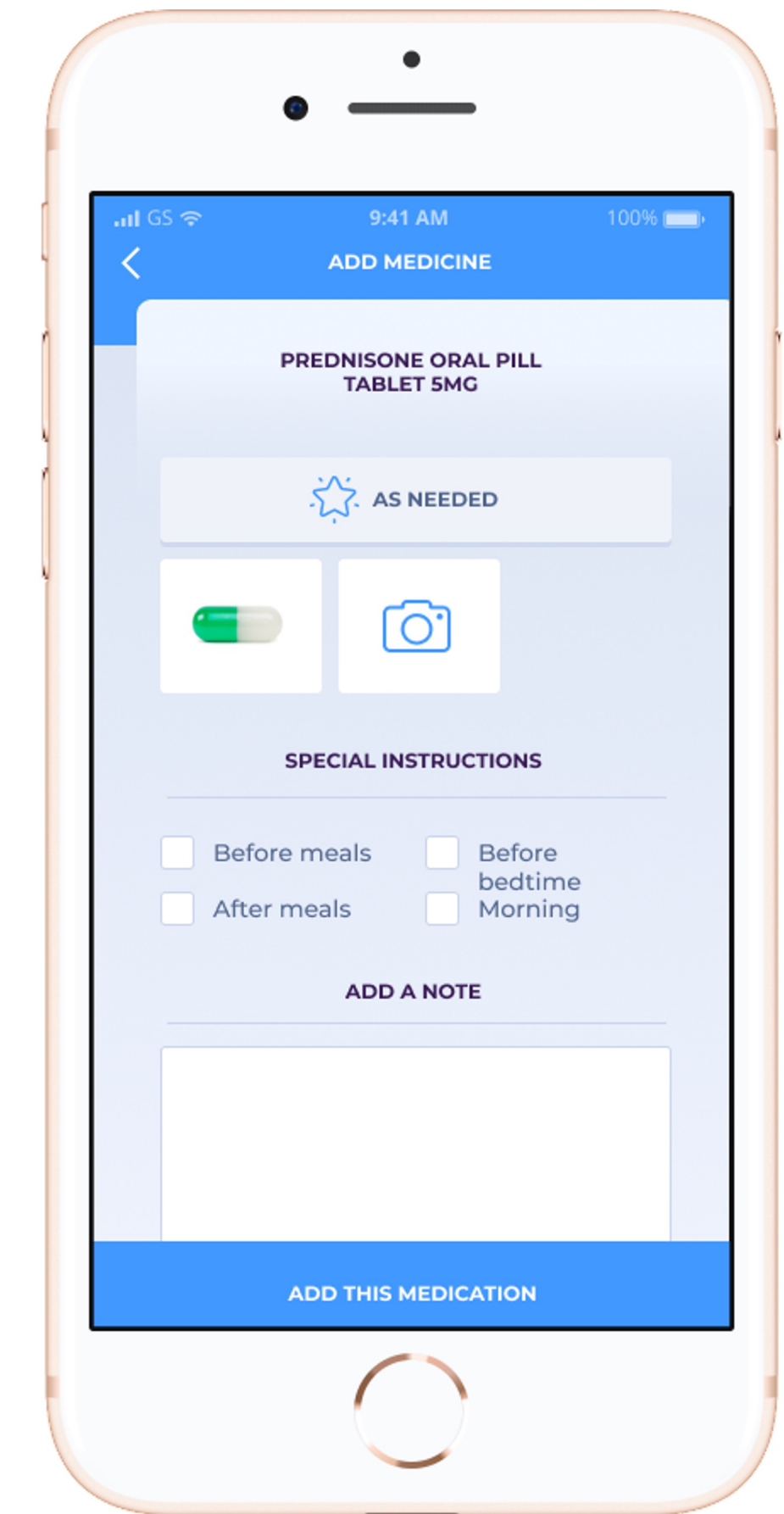
Powered by the DrugBank database, our API is updated daily by our team of biochemists, pharmacists, and scientists



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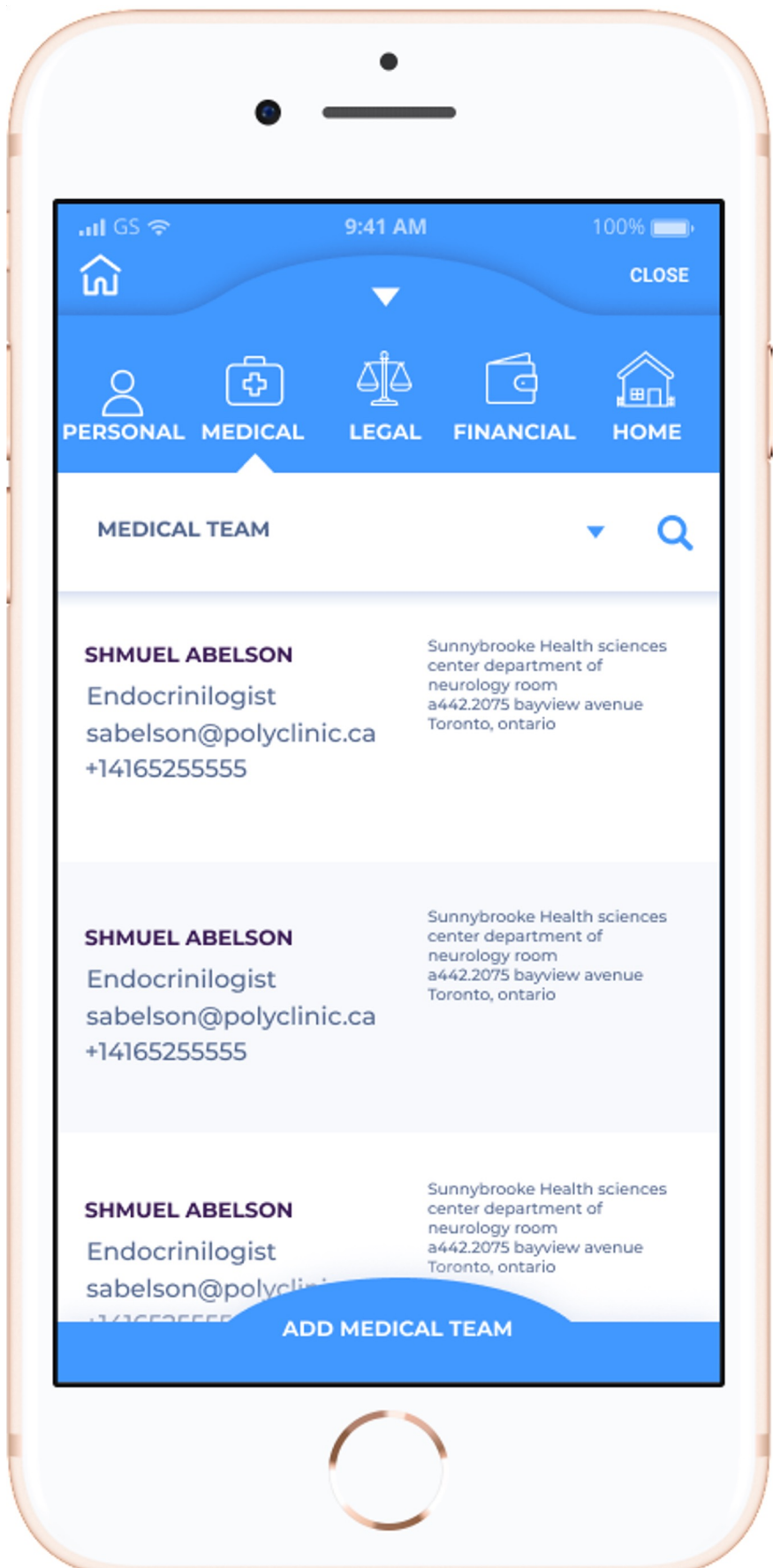


Precise scheduling

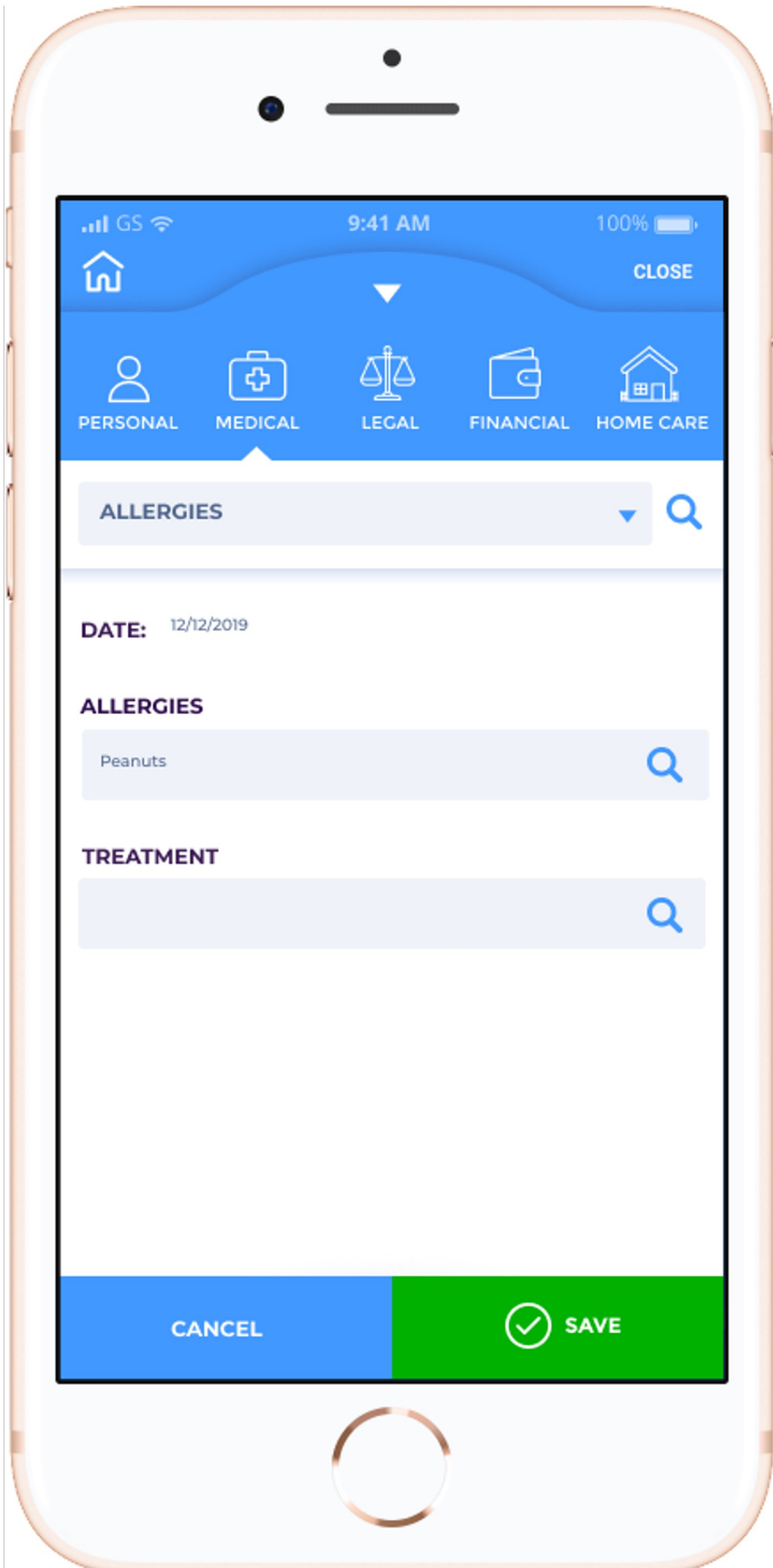


Take picture of medication, receipts and prescription for easy tracking

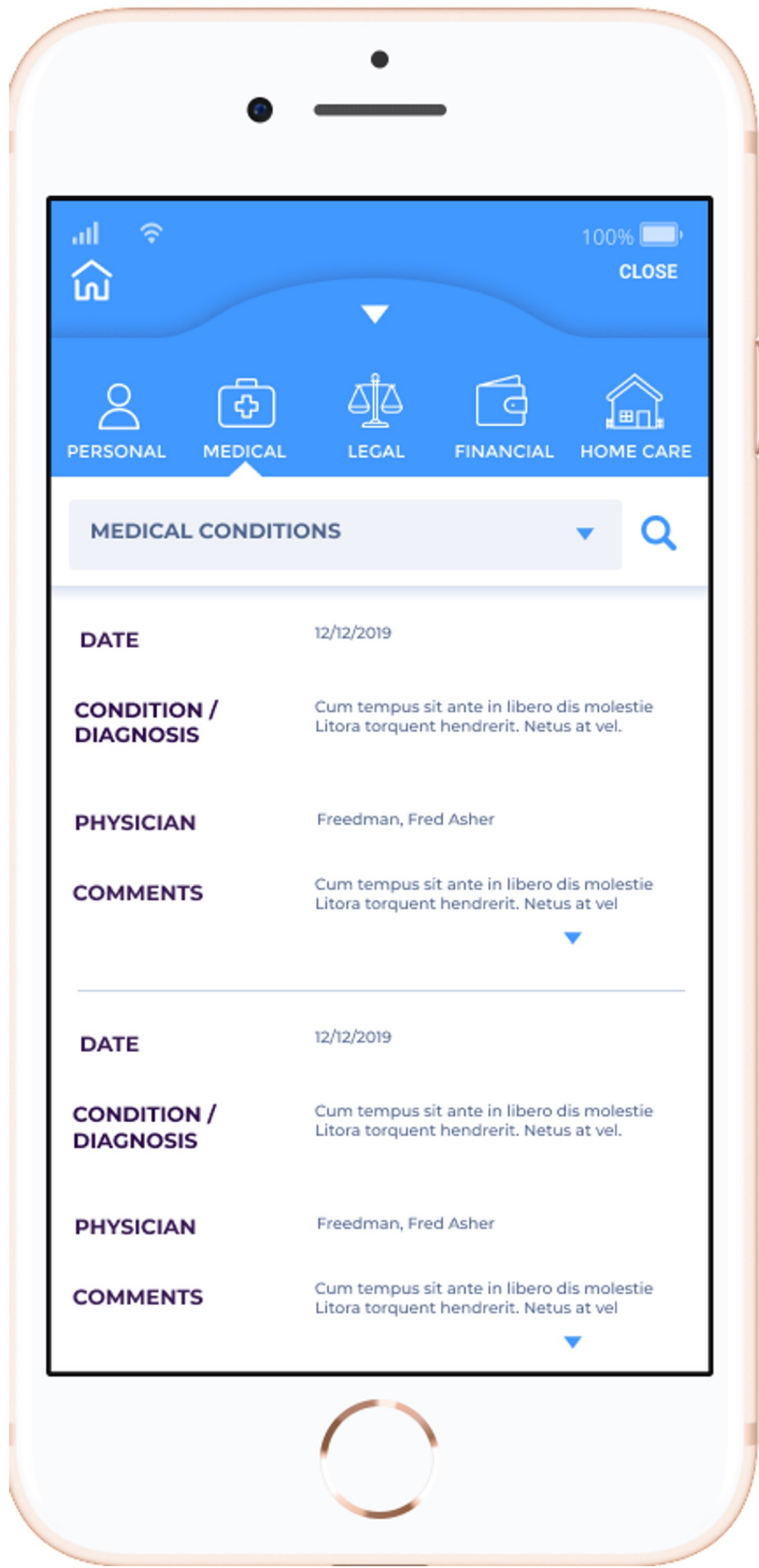
# Life information Managing



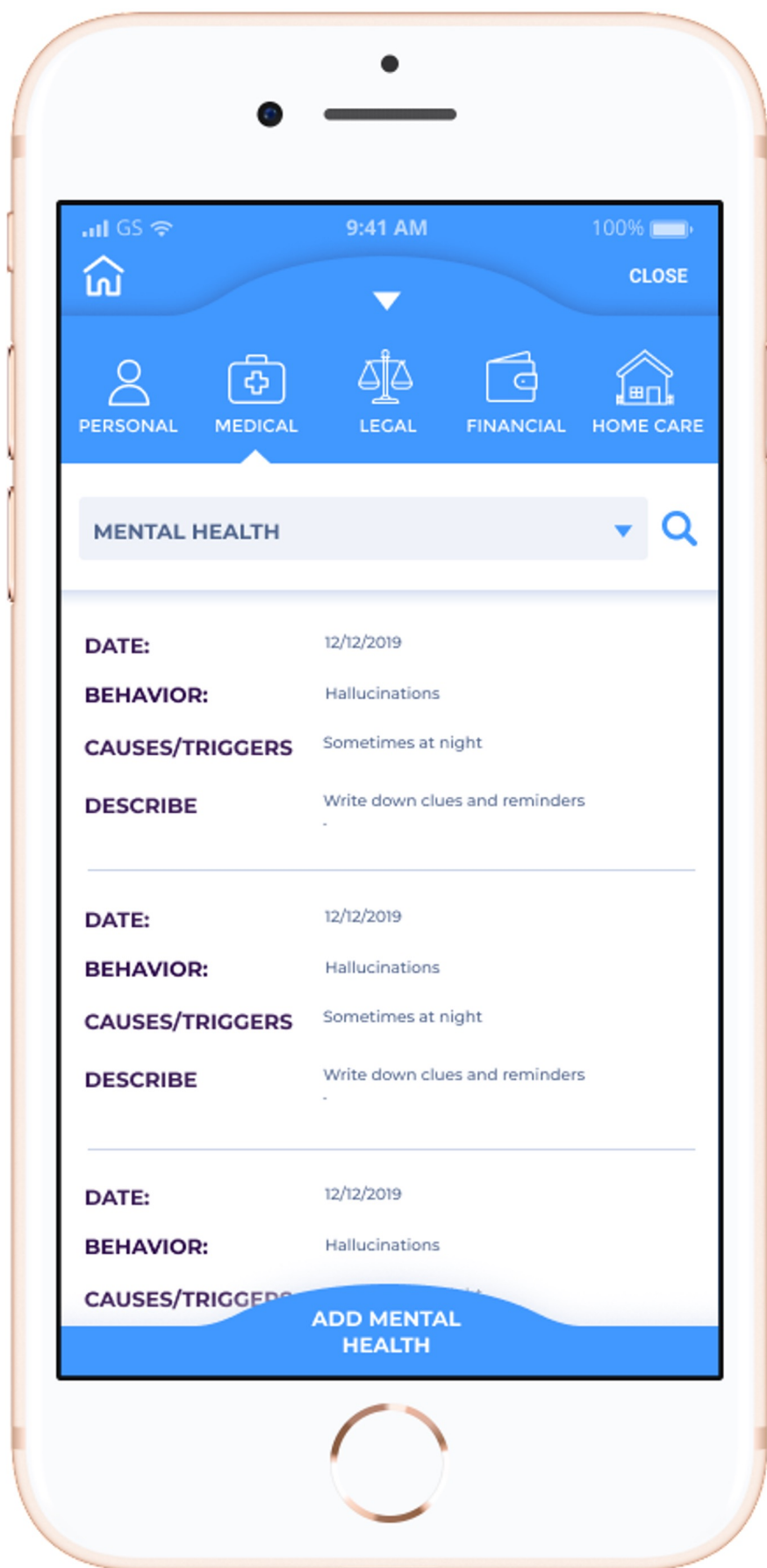
Keep track of the entire medical team from Doctors to RMTs



Allergy tracking



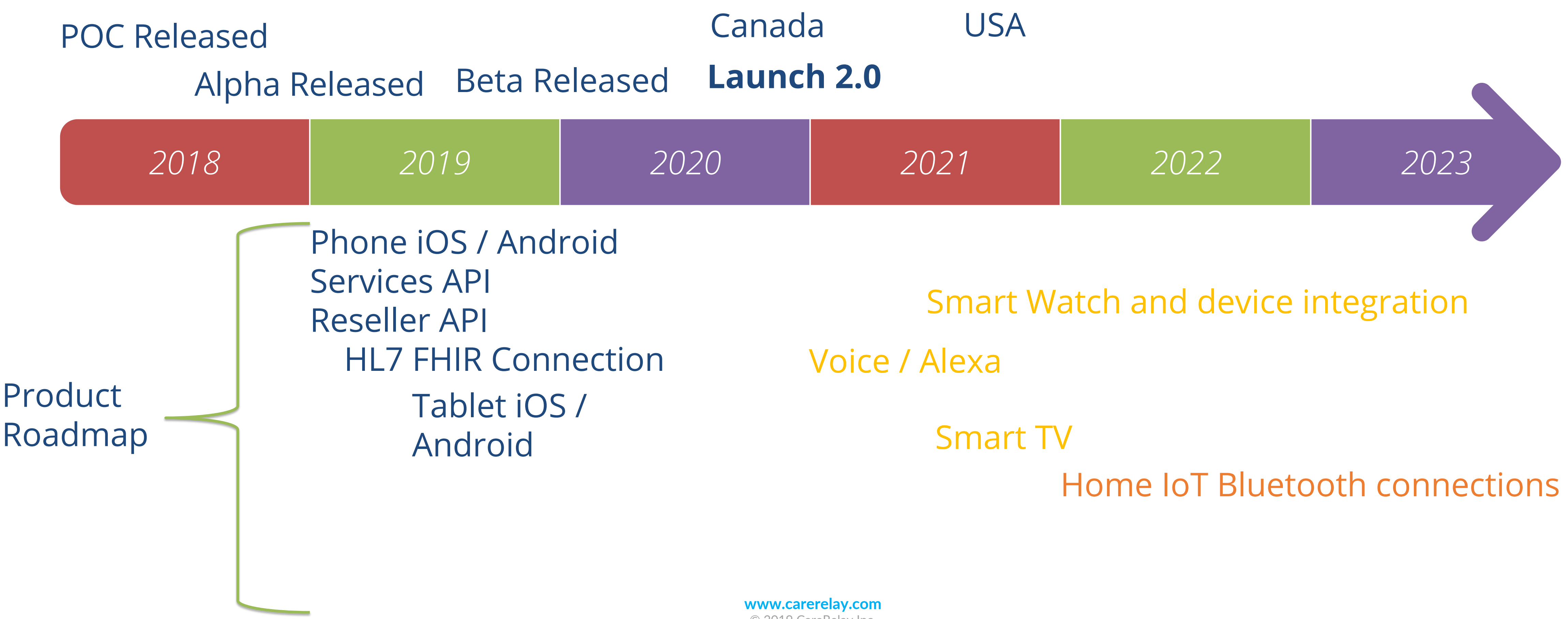
Detailed tracking of medical conditions & links to helpful information



Mental health tracking of conditions & links to information



# Company timeline





# Thank you!



*GET IN TOUCH:*

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