



Clinic of the Future

Reshaping primary care
through digital enablement.

“Rising costs, inflation, and the burden of all this new administrative work has made running a family clinic untenable.”

- Dr. Fan-Wah Mang, Family Physician¹

Overwhelming administrative duties and increasing operational costs threaten the sustainability of medical practices and impact healthcare providers' well-being. Because of the ongoing shortage of family doctors, thousands of patients are left without adequate primary care, further straining our healthcare resources.

With its extensive ecosystem of best-of-breed healthcare technology solutions, **WELLSTAR Technologies** (a majority-owned subsidiary of WELL Health Technologies) is uniquely positioned to support the digital enablement of primary care practices, quickly and at scale.

wellstar.health

60%

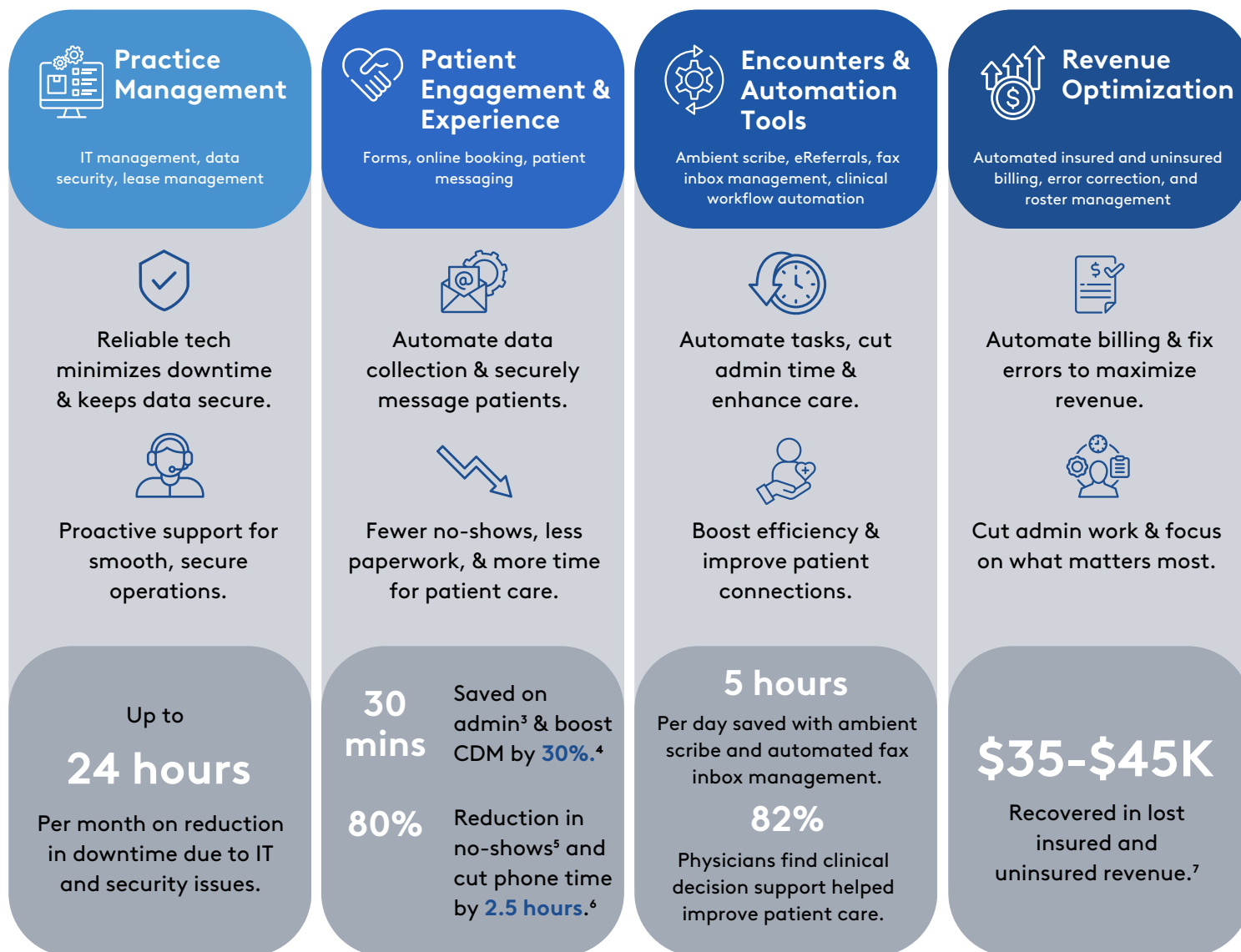
of physicians say administrative burden is a direct contributor to the deterioration of their mental health.²

A photograph of a doctor's hands clasped together on a desk. In the background, there is a laptop, a stethoscope, and a tablet. The image has a blue tint.

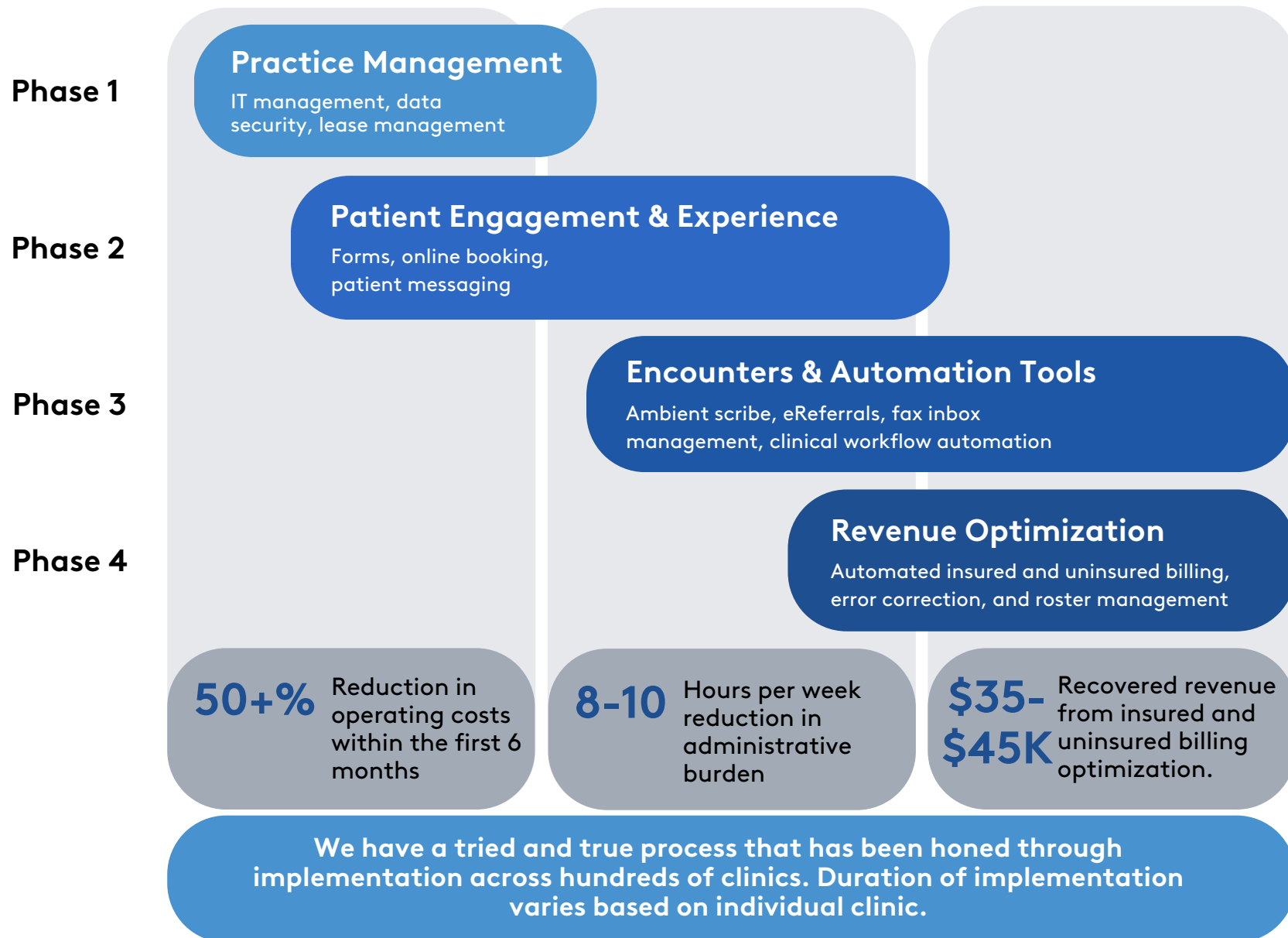
The Digital Enablement of Primary Care

The digital enablement of primary care must happen across the entire spectrum of family practice to effect lasting change - from how doctors communicate with patients, manage patient visits, ensure they bill correctly, and that their practice operations run smoothly and efficiently. Interoperable and EMR-agnostic technology-enabled solutions and services can profoundly impact primary care providers' quality of life and practice.

WELLSTAR: Driving Impact Through the Digital Enablement of Primary Care



Proven Playbook: Rolling out the Clinic of the Future



WELLSTAR + WELL Health Medical Centres: Clinic of the Future in Action



WELL Health Medical Centres is the largest owner-operator of medical clinics in Canada. Our unique partnership gives us a deeper understanding of the clinic perspective and what it takes for a product to be successful and impactful.

Successfully deployed across hundreds of clinics.



Challenge

The average primary care clinic doesn't have the time, resources, money, or expertise to experiment and integrate innovative technologies into their practices.



Approach

Collaborative development and testing of new technologies with WELL Health Clinic Networks. Physicians provide active feedback to validate solutions that will deliver the most impact on productivity and practice efficiency.



What We Learned

Our work identifies gaps and areas where some of the more innovative or cutting-edge technologies need more work before the average clinic can use them. This enables us to take the risk out of new technology for the individual clinic, ensuring they realize value quickly.



Results

Through this partnership we are bringing innovative technologies to doctors that have been tested and validated. This is resulting in high adoption not only within the WELL Health Medical Centres network but also with physicians and clinics outside the network.

ABOUT WELLSTAR:

Leading the charge on the digitization of primary care practices

WELLSTAR is a leading healthcare technology company dedicated to reshaping healthcare through digital enablement. We provide a comprehensive, holistic solution for healthcare providers across Canada, with over 40% of practitioners currently using our products and services.

Our solutions serve primary care physicians, specialist physicians, health systems, and public sector organizations through a complete suite of solutions, including billing and practice management systems, electronic medical records (EMRs), digital health applications, and digital health network solutions.

As a majority-owned subsidiary of WELL Health, WELLSTAR continues to drive innovation and transformation in the Canadian healthcare landscape, reducing administrative burden and empowering providers to deliver better patient outcomes through advanced technology solutions



Appendix

- 1 - Toronto Life, April 2024
- 2 - CMA, 2024
- 3 - KLAS Research
- 4 - JAMA
- 5 - Medical Economics
- 6 - MGMA
- 7 - DoctorCare, 2024

