ROCKETHEALTH

TELEMEDICINE | LABORATORY | PHARMACY

COMPANY PROFILE

Contents

Rocket Health in the course of time 02

Service 04

Remote Doctor Consultation 05
Laboratory Sample Pick-up 06
Mobile Pharmacy 07
Clinic 08
Medical Insurance Partnerships 09
Annual Healthcare Plans 10
Access Advantage 11
Plus Advantage 12
Supreme Advantage 13
Ultimate Advantage: For Chronic Care Management 14
15 Chronic Care Management Program
16 e-shop
17 Testimonials: Social Media
22 Future Plans

Rocket Health provides access to **medical doctors, laboratory and pharmacy services** from the convenience of your **home, workplace, school or recreation facility.**

Values

Integrity:
A commitment to Ethics

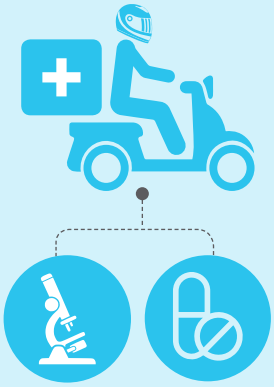
Innovation:
A focus on Ingenuity

Quality:
A devotion to Excellence

Rocket Health in the course of time

2013

Launched Uganda's first private Telemedicine Service as The Medical Concierge Group (TMCG)



2018

Launched the Pharmacy & Laboratory services with prescription delivery and lab sample pickup.

https://www.rockethealth.africa

ROCKETHEALTH
TELEMEDICINE | LABORATORY | PHARMACY

Home About Us Insurance Partners Resource Centre Support eShop

Pharmacy Deliveries

2019

- Launched Rocket Health
- Branded the Direct-To-Consumer telemedicine, last mile health as "Rocket Health"
- Opened the first Rocket Health Clinic with connected medical devices
- Launched a Telemedicine pilot with Insurance partners
- Launched **rockethealth.shop**, the first healthcare eShop in Uganda

2020

- Full scale launch of Telemedicine for Insurance partners (UAP, Prudential, ICEA, Liberty, Sanlam and Jubilee)
- Launch of the Chronic Care Management Plan.
- Launch of COVID-19 Home Based Care Plans.
- Winner of the Commonwealth Digital Health Awards under the Telemedicine category.
- Winner of the Healthcare Innovation Financing Awards - 2020 Heroes in Health Awards.

Services

Rocket Health is redefining healthcare to multitudes of people within and outside Uganda.

It is the direct-to-consumer model of The Medical Concierge Group (TMCG) which aims to bring affordable quality healthcare closer to the masses.

1. Remote Doctor Consultation

We operate a 24 hour call centre which gives you access to fully qualified medical doctors.

The call centre is unique in a way that it allows you to directly contact medical practitioners wherever you are without the time delays experienced in waiting rooms.

With a capacity to handle multiple calls at any one-time, and a 90% resolution at first encounter rate, our ability to diagnose and treat through a mobile phone handset has greatly transformed the way patients access healthcare.

To consult a doctor from your location today,

send '**CARE**' to **8080** or visit the e-shop to order

90%
resolution
at first encounter rate

2. Laboratory Sample Pick-up

We know that not everyone can make time to visit a health centre. So, our fleet of laboratory technicians is ready to come to you.

Our laboratory is designed, equipped and organized to perform exceptional analysis and offer testing.

We have a range of services to make laboratory tests simple and convenient to access.

Access our laboratory today through **www.rockethealth.shop** or when you call **0800 277015** to speak to a laboratory technician.

3. Mobile Pharmacy

Our pharmacists have a wealth of specialized knowledge and have received training in telemedicine service delivery to ensure safe and accurate dispensing and drug administration.

We deliver medicine and other pharmacy products to your doorstep.

Order from the pharmacy through our e-shop **www.rockethealth.shop** or call **0800277015** to speak to a pharmacist.

4. Clinic

The Rocket Health Clinic provides a wide range of out-patient healthcare services. From medical checkups, specialist doctor consultations, health screening to other medical practices, we have all of these covered to give the best and quality care you deserve.

State-of-the Art Facilities

We understand the significance of having our patients properly assessed and diagnosed, our clinic utilizes the most advanced equipment and tools.

The state-of-the-art facility is mainly appointment based to ensure zero waiting time when you come to seek medical care.

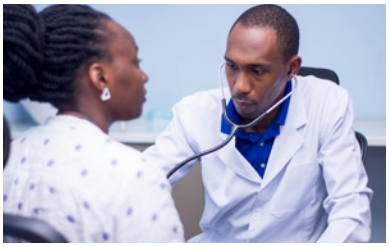
Our clinic services include;

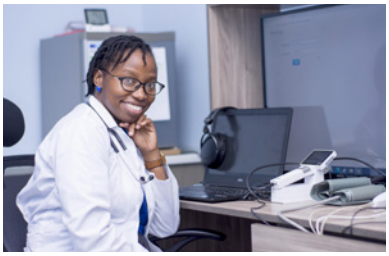
- Immunisation
- Family planning services
- Cancer Screening
- Minor Surgeries
- Antenatal care
- Wellness check-ups
- Specialist Services

Call 0800 277015
to schedule an appointment

State-of-the-art clinic

Physician
Wednesday, Friday and Saturday from 9 am to 4 pm





5. Medical Insurance Partnerships

The good news is, insurance companies in Uganda have greatly embraced telemedicine and have realised more cost benefits than before.

Why the use of telemedicine?

- Reduced costs on emergency care and consultations.
- Easy access to preventative care - Monthly medicine refills and regular laboratory tests for chronic patients.
- Convenient - Eliminates barriers such as distance, mobility and time constraints.

Our Insurance Partners

UAP

PRUDENTIAL

ICEA GENERAL INSURANCE

LIBERTY

Sanlam

Jubilee INSURANCE

Call 0800 277015 for more information

6. Healthcare Management

A. Annual Healthcare Plans

In our efforts to reach and provide better access to those who seek healthcare, we have introduced a subscription model to provide members with unlimited doctor consultations all year round, discounts on all laboratory and pharmacy orders and free access to clinic appointments.

Members enjoy:

Zero waiting time:

Visit the clinic at your convenient time

Laboratory sample collections from your location

Medicine deliveries to your doorstep

24 hour service:

24/7

Direct access to our medical practitioners any time of day.

Save money:

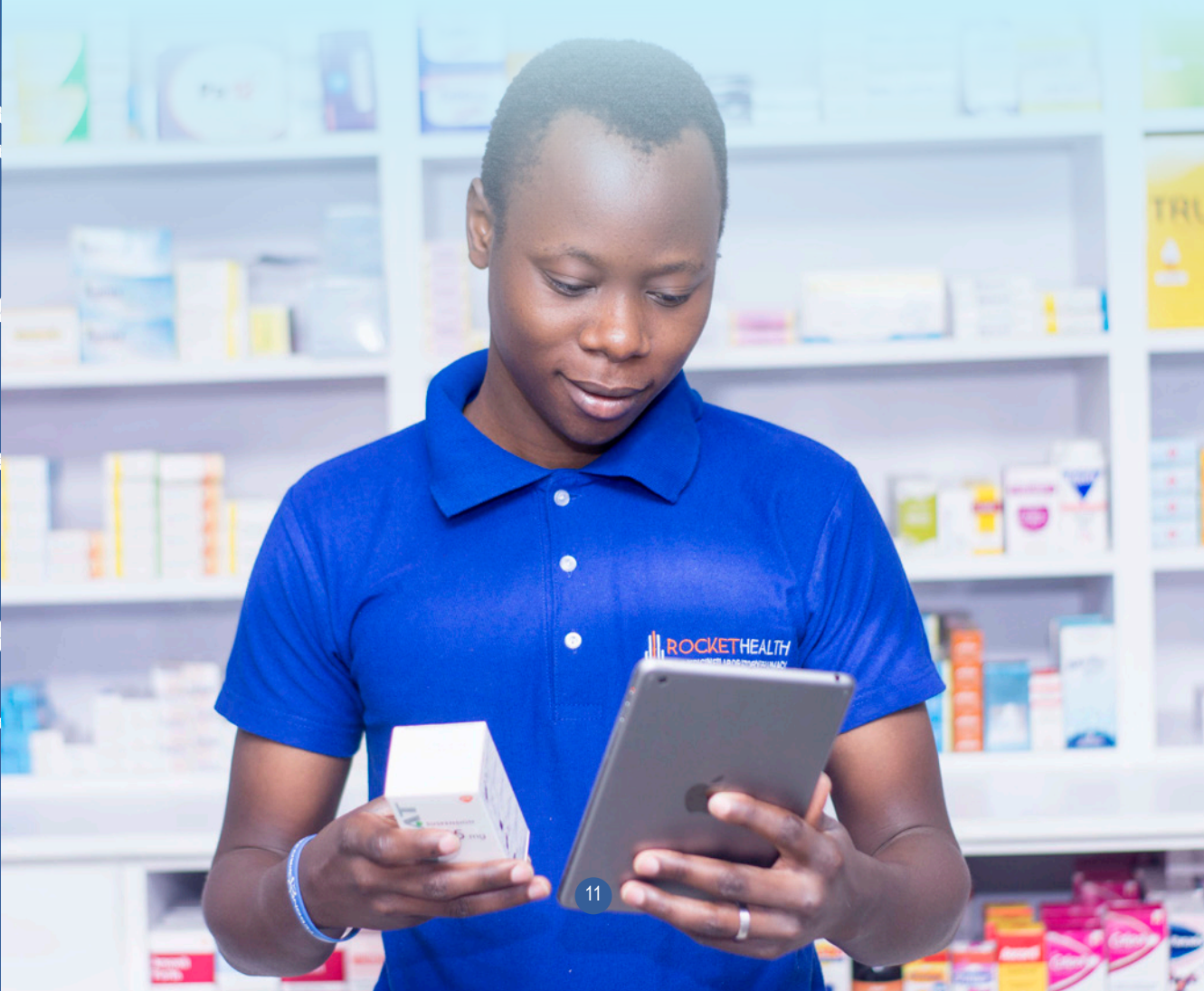
DISCOUNTS

SPECIAL OFFERS

Member discounts on clinic, laboratory and pharmacy purchases

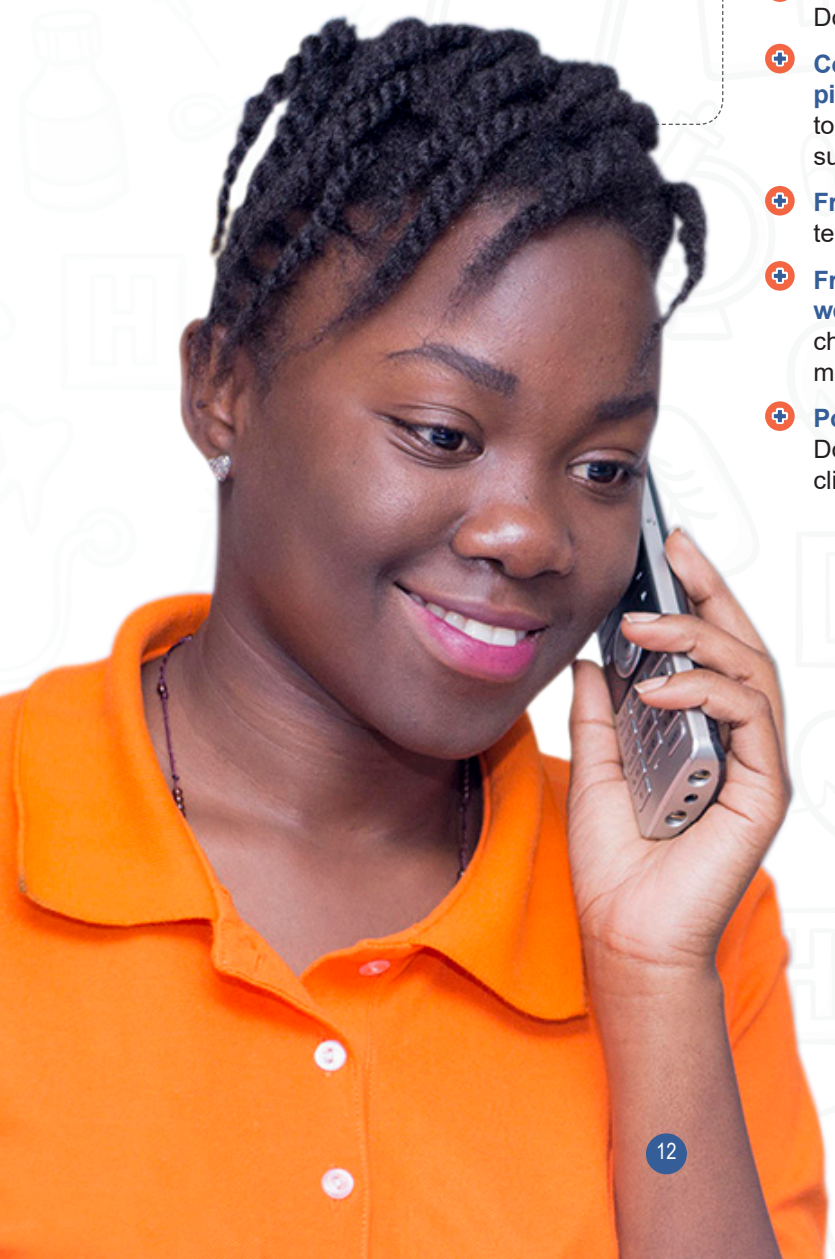
Access Advantage

- **An annual medical and wellness check-up** done at the start of your subscription which includes;
  - Complete blood count (CBC)
  - Fasting blood sugar
  - Urinalysis
  - HIV test Access
- **Unlimited free messages** to request our doctors to call you for consultation (call-me-back messages)
- **Convenient laboratory** sample pickups and medicine deliveries to a convenient location at a subsidized member fee.
- **Unlimited access to our modern tele-clinic** at an affordable price.
- **Post care follow-up** from our Doctors to ensure optimal clinical outcomes.



Plus Advantage

- **An annual medical and wellness check-up** done at the start of your subscription which includes;
  - Complete blood count (CBC)
  - Fasting blood sugar
  - Urinalysis
  - HIV test Access



- **Free direct call-in service for a Doctor** consultation (toll-free number).
- **Unlimited free messages** to request our doctors to call you for consultation (call-me-back messages)
- **Unlimited WhatsApp** chats with Doctors for a whole year.
- **Convenient laboratory sample pickups** and medicine deliveries to a convenient location at a subsidized member fee.
- **Free access** to our modern tele-clinic on appointment.
- **Free customized health & wellness messages.** (You can choose what topic of health messages to receive).
- **Post care follow-up** from our Doctors to ensure optimal clinical outcomes.

Supreme Advantage

- **An annual medical and wellness check-up** done at the start of your subscription which includes;
  - Complete blood count (CBC)
  - Fasting blood sugar
  - Urinalysis
  - HIV test
  - Lipid profile
  - Hepatitis B
  - Malaria Rapid Diagnostic Test
  - Blood Grouping
  - Syphilis
- **Free direct call-in service for a Doctor** consultation (toll-free number).
- **Unlimited free messages** to request our doctors to call you for consultation (call-me-back messages).
- **Unlimited WhatsApp** chats with Doctors for a whole year.
- **Convenient laboratory sample pickups** and medicine deliveries to a convenient location at a subsidized member fee.
- **Free access** to our modern tele-clinic on appointment.
- **Free customized health & wellness messages.** (You can choose what topic of health messages to receive).
- **Post care follow-up** from our Doctors to ensure optimal clinical outcomes.

Ultimate Advantage:
For Chronic Care Management

- **An annual medical and wellness check-up** done at the start of your subscription which includes;
  - Urinalysis
  - Random Blood sugar
  - HIV screening test
  - Hepatitis B test
  - Blood grouping test
  - Syphilis test
  - Complete Blood Count (CBC)
  - Malaria Rapid Diagnostic Test
  - Physical examination
- **Free blood sugar and/or blood pressure monitor** (glucometer and digital wrist blood pressure)
- **Free medicine refills and deliveries** every month for hypertension and/or type 2 diabetes prescription.
- **Free direct call-in service** for a Doctor consultation (toll-free number).
- **Unlimited free messages** to request our doctors to call you for consultation (call-me-back messages).
- **Unlimited WhatsApp chats** with Doctors for a whole year.
- **Convenient laboratory sample pickups and medicine deliveries** (of any other services/products) to a convenient location at a subsidized member fee.
- **Free access** to our modern teleclinic on appointment.
- **Special review with a specialist** at least twice a year (more frequent reviews will be done if complication is detected).
- **Routine laboratory assessment** (Glycosylated Haemoglobin (HBA1c), Renal Function Test (Kidney Function Tests), Liver Function Tests, Lipid Profile, Random Blood Sugar).
- **Post care follow-up** from our Doctors to ensure optimal clinical outcomes.
- **Echo and ECG** done once a year.

B. Chronic Care Management Program

Our Chronic Care Management program is provided to clients who have one or multiple chronic conditions expected to last at least 12 years or a lifetime.

The program allows you to connect with our medical professionals more consistently and this helps to promote better health, reduce overall health care costs and reduce hospital admissions.

Patients benefit from:

- Monthly medicine deliveries
- Routine laboratory tests
- Routine reviews with a physician and patient-centred care

Call 0800 277015 to register

e-shop

Our e-shop enables you to request for a consultation with the doctor, order from the laboratory, pharmacy, clinic and other related products from your location and have them delivered to you.

www.rockethealth.shop

Testimonials

Social Media

Grateful to Clive from @RocketHealthUG for amazing service & customer care!
After feeling like I might end up dropping dead last night, I am glad I could get fast service & do needed tests! Praying desperately for a negative result! May it be 'just a cold' 😭

1:30pm · 15 Dec 2020 · Twitter for iPhone

@RocketHealthUG I am so happy about your services. Your precision and response is top notch. I tried your services for the first time today. I wish everyone could try you out. The delivery guy - Brolyn is so good. Trust Rocket @nbstv @MinofHealthUG

NOW that is what we call SERVICE!!!!

IN UGANDA!!!!

Rocket Health Great service, great follow through, not perfect - but close (if you want me to fill a form, bring a pen)

USE THEM NOW. !!!!!!!!

@RocketHealthUG
@drjohnmark_b
@Davisthedoc

6:15pm · 2 Dec 2020 · Twitter Web App

So yesterday I looked like the wind could blow me away.. As innn, on a normal day, strong winds cause an imbalance 😅 😅 yesterday I would have been blown away properly. I was sooo sick but I thought was fatigued. Short thread on how @RocketHealthUG has changed my life 😭😭😭🙌🙌

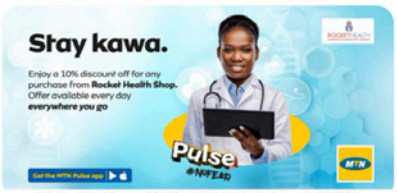
8:38pm · 31 Aug 2020 · Twitter for iPhone

MTN Uganda
@mtnug

.@RocketHealthUG is redefining Healthcare.
- Doctor consultations over the phone
- Lab sample pick-ups
- Pharmacy deliveries
- Home Vaccination & more

Pulsers get a discount on the #MTNPulse app. Visit pulse.mtn.co.ug/app

Call toll-free 0800277015
#RocketHealthBlackFridays



1:11pm · 23 Nov 2020 · Twitter Media Studio

It can be so hectic with monthly hospital visits for vaccination.... @RocketHealthUG has saved the day!

The energy & positivity behind the phone when they are scheduling, just so much sunshine.

The service delivery, very commendable.

Happy baby! Happy mummy! Thank you!

3:26pm · 23 Nov 2020 · Twitter for Android

Thank you @RocketHealthUG I received my refill. A girl shall sleep happy tonight ❤️

9:18pm · 13 Nov 2020 · Twitter for iPhone

Esther kyokutamba
@kyokso_esther

I just had my wellness check @RocketHealthUG. The Lab team found me at my work place😍. #RocketHealthBlackFridays

Heroes in Health Awards (HIHA)
@hiha_awards

@RocketHealthUG wins the #HIHA2020 Healthcare Financing Innovation Award for its Advantage Subscription Plans.

TUSIIME NIXION JET, Agaba Ronald Bills, WHO Uganda and Xtraordinary Media

6:11pm · 6 Nov 2020 · Twitter Web App

@RocketHealthUG means serious business! I am quite impressed...now let's get to the bottom of what's ailing me!

3:28pm · 3 Nov 2020 · Twitter for Android

The weather forecast today was extreme heat, pathetic traffic & uncalled for illness but ..... @RocketHealthUG ninjas still managed to reach me and save me from half these troubles - Special thanks to Brenda , Sharon , Joram and Dr. Pamela.
#Telemedicinerocks

Thank you @RocketHealthUG 😊

Douglas was great 🤗

The lovely ladies at @DivaTaxiUg1 have partnered with @RocketHealthUG to offer me a breast cancer check.
Have you had your cancer screen this year?
Download the. Divataxi app and you too could be like me
#KwataDivaTaxi 🙂

October is
#BreastCancerAwarenessMonth

Currently at @RocketHealthUG clinic for my breast exam sponsored by the wonderful people at @DivaTaxiUg1 😍😍

#DivaTaxiBreastCheque
#KwataDivaTaxi

2:56pm · 16 Oct 2020 · Twitter for Android

Very impressed with the efficiency of @RocketHealthUG . 👏👏👏👏🥰🥰🥰🥰

9:05am · 23 Sep 2020 · Twitter for iPhone

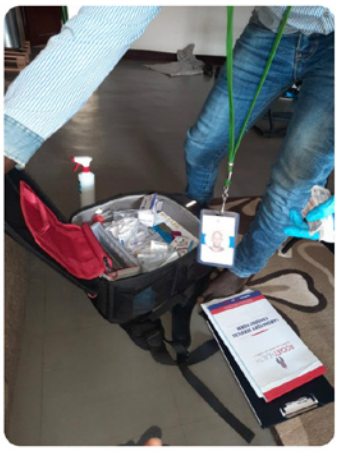
So yesterday I looked like the wind could blow me away.. As innn, on a normal day, strong winds cause an imbalance 😅😅 yesterday I would have been blown away properly. I was sooo sick but I thought was fatigued. Short thread on how @RocketHealthUG has changed my life 😭😭😭🙌🙌

8:38pm · 31 Aug 2020 · Twitter for iPhone

Completed my Hepatitis B vaccination today thanks to @RocketHealthUG
Everyone's been very kind and helpful throughout the whole process.
If you dont like stress, these are your guys!

2:53pm · 10 Sep 2020 · Twitter for Android

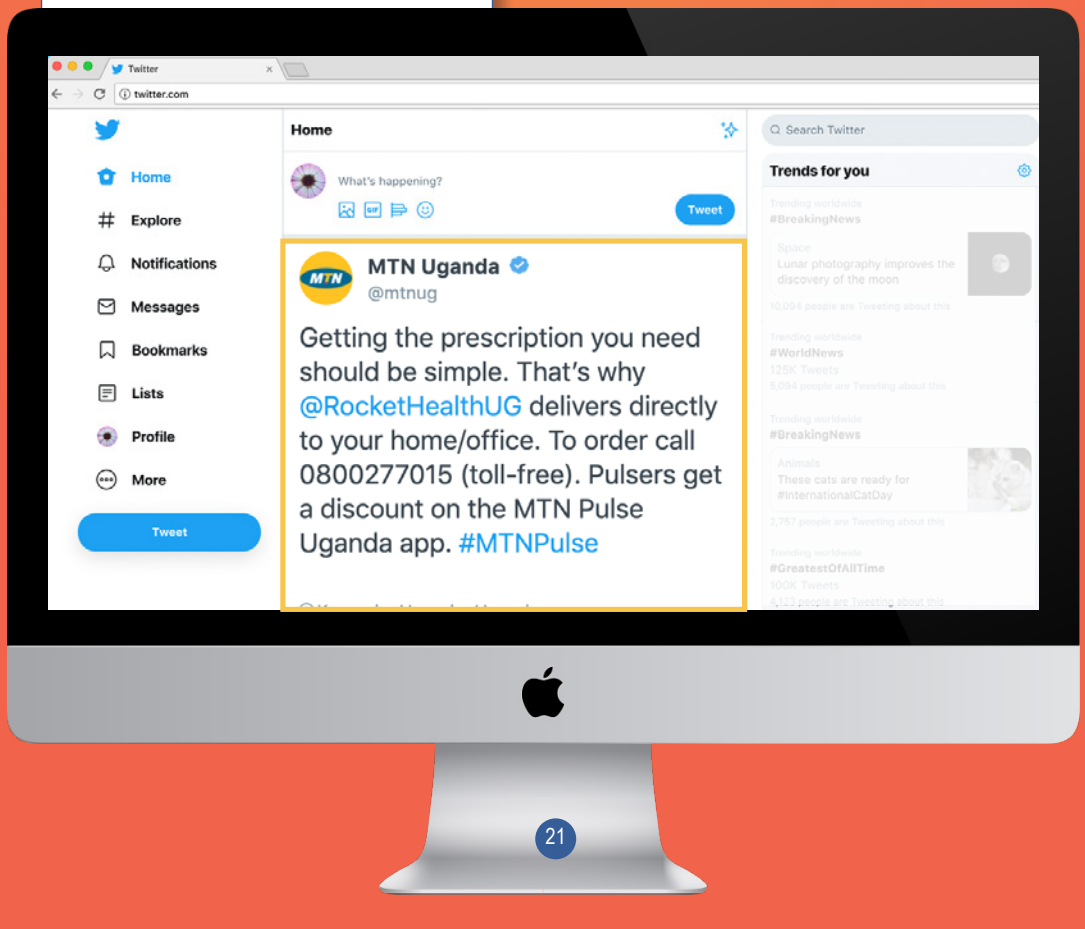
@RocketHealthUG doing the most. Woke up feeling unwell, got onto my laptop and ordered some tests...all negative. This is life and health made easy. Thanks guys.



12:49pm · 8 Sep 2020 · Twitter Web App

Just had a very seamless process getting my COVID test with @RocketHealthUG
Guys worked hard to keep me calm Ive reached out to the 3 people I have been in contact with but guys be careful. If I hadn't been minimizing socializing this list of contacts could very easily be over 20

2:04pm · 13 Dec 2020 · Twitter for Android



Future Plans

Service Delivery

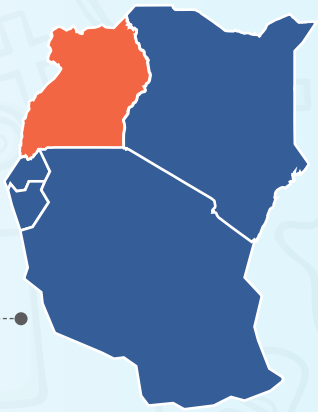
- Continuously improving turnaround time and optimizing for increasing demand.
- Expanding Specialist offerings via Telemedicine and the Clinic.
- Expanding medical services such as Imaging, Dental and Optical.

In-Country Scaling

Building a network of Rocket Health Laboratories, Pharmacies and Clinics in Kampala and Upcountry.

- A Rocket Health Mobile App to ease access/ coordination of services
- Deeper back end technology integration with SMART, eClaims, Face Recognition etc.
- Introducing Artificial Intelligence into service model.

Technology



Making Rocket Health accessible across the **East African Region** for all the Regional Insurance Partners.

Cross Border Scaling

Get your medicine and other pharmacy products delivered to your location.

We also deliver prescriptions for clients with chronic illnesses who need a regular supply of their medicine.

Call 0800 277015 to order.

Head Office

P.O. Box 4036, Kampala Uganda.
Plot 46 Lugogo By-pass, Mirembe
Business Centre, 2nd Floor, Wing B

Clinic

P.O.Box 4036, Kampala, Uganda.
Plot 19, Lumumba Avenue,
Rumee Building

Contact Us

0800 277 015
+256 (0) 790 512 074
www.rockethealth.africa
rockethealth@tmcg.co.ug
RockethealthUG