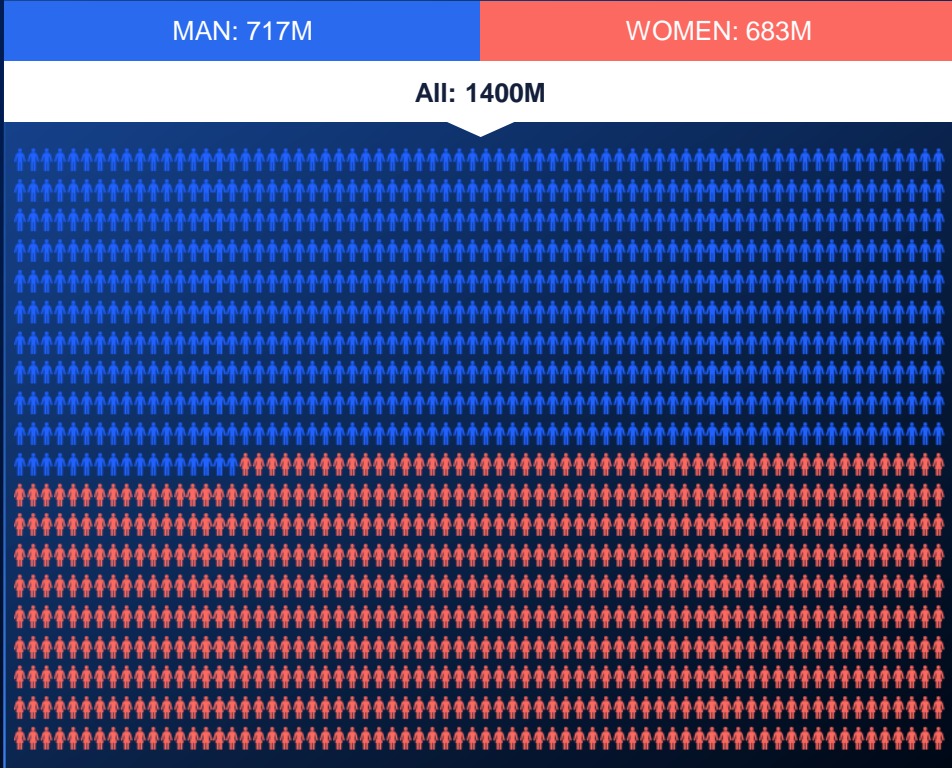




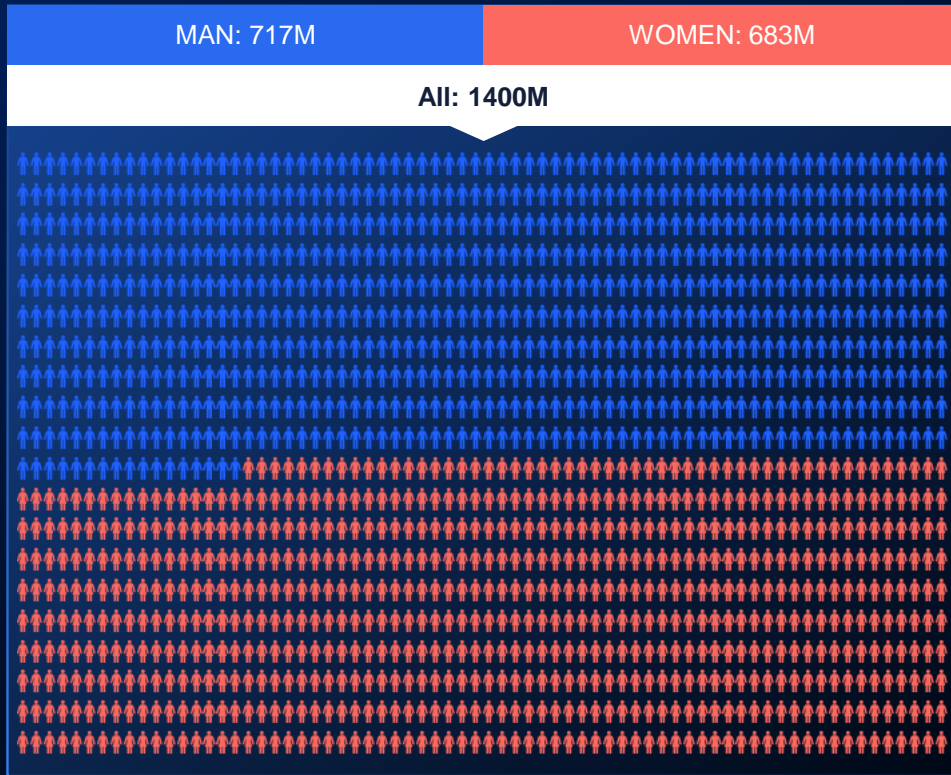
Solving a 1.4 billion problem

Dr. Alexander Ng
President, Tencent Healthcare

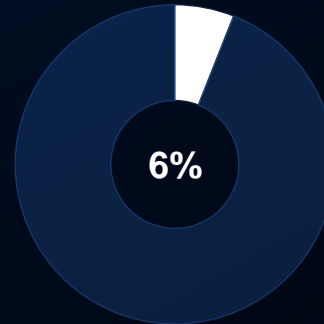
Solving a 1.4 billion problem



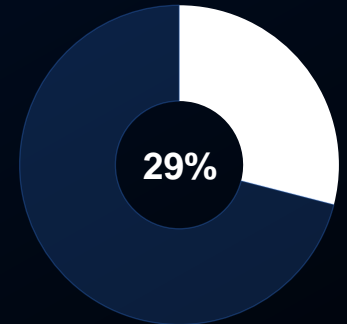
Solving a 1.4 billion problem



Health Literacy



2008

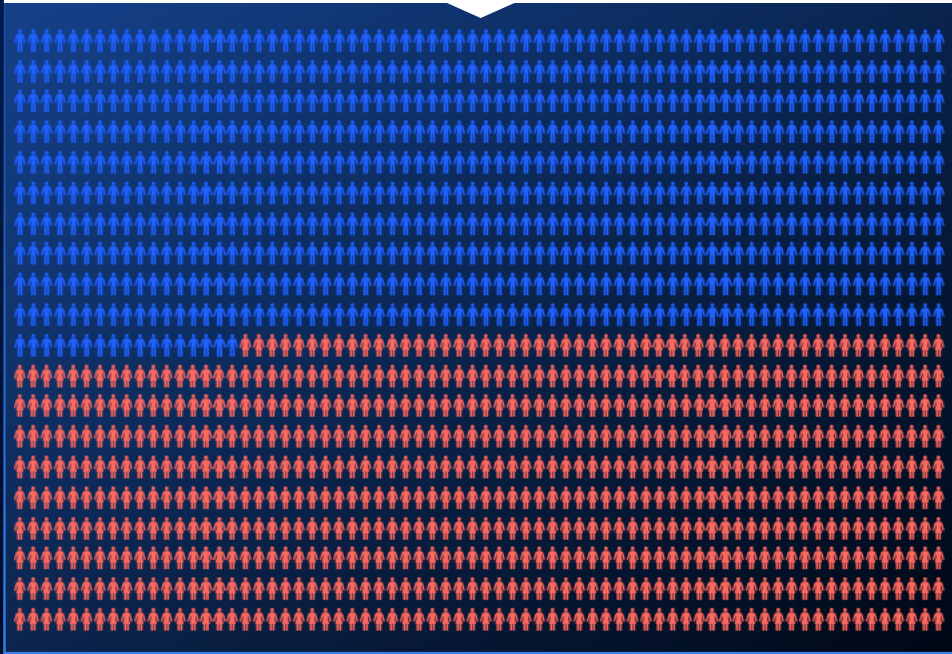


2023

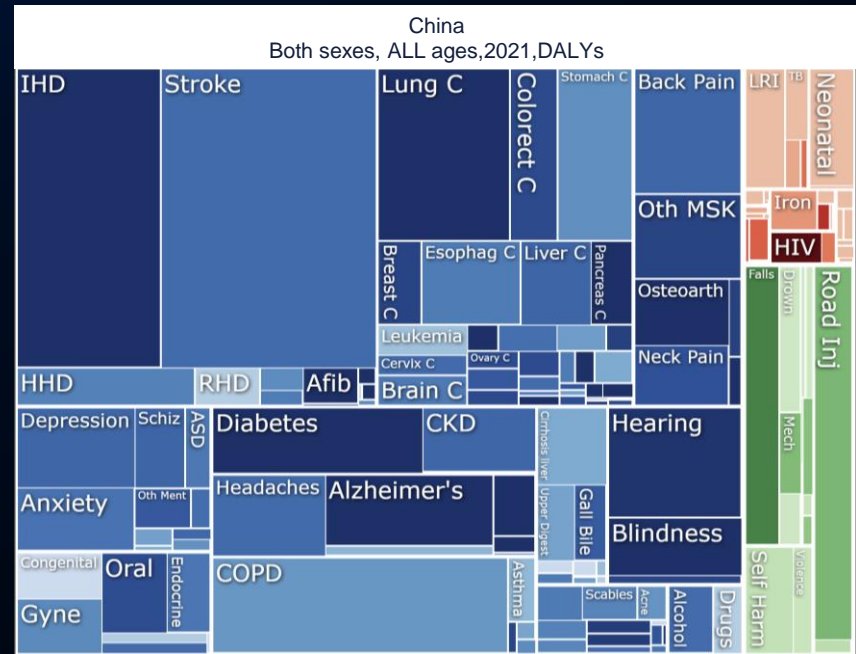
Solving a 1.4 billion problem



All: 1400M



Disease Burden

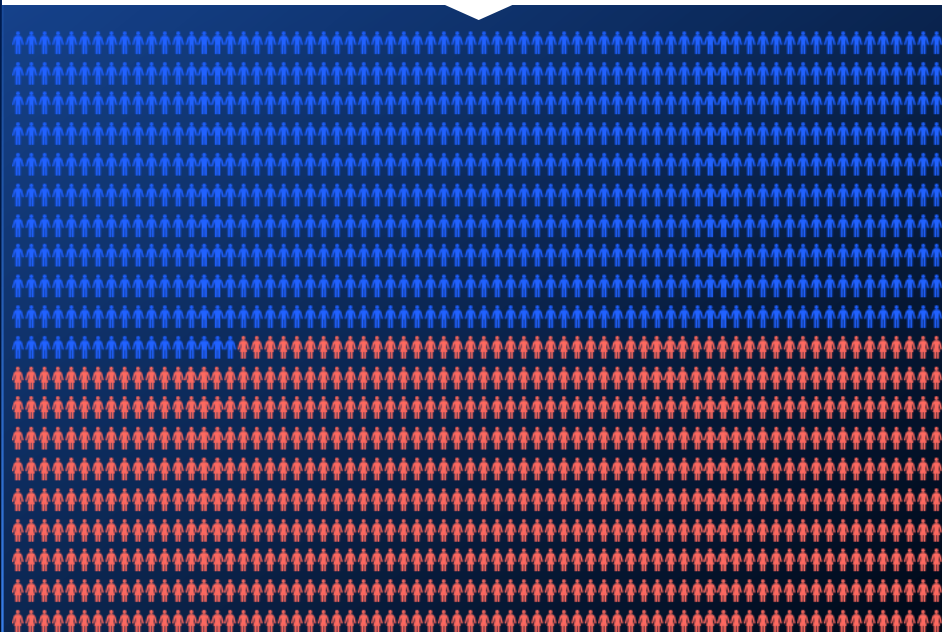


Solving a 1.4 billion problem

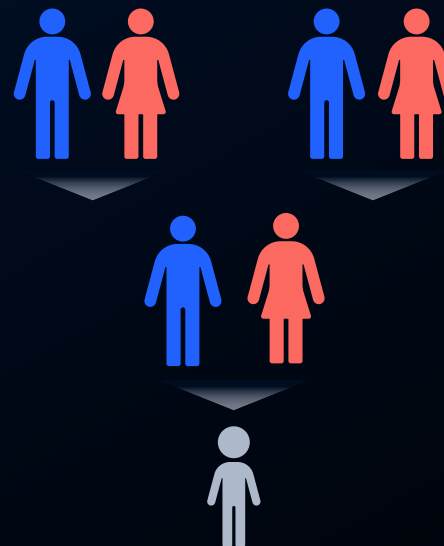
MAN: 717M

WOMEN: 683M

All: 1400M



Family Structure

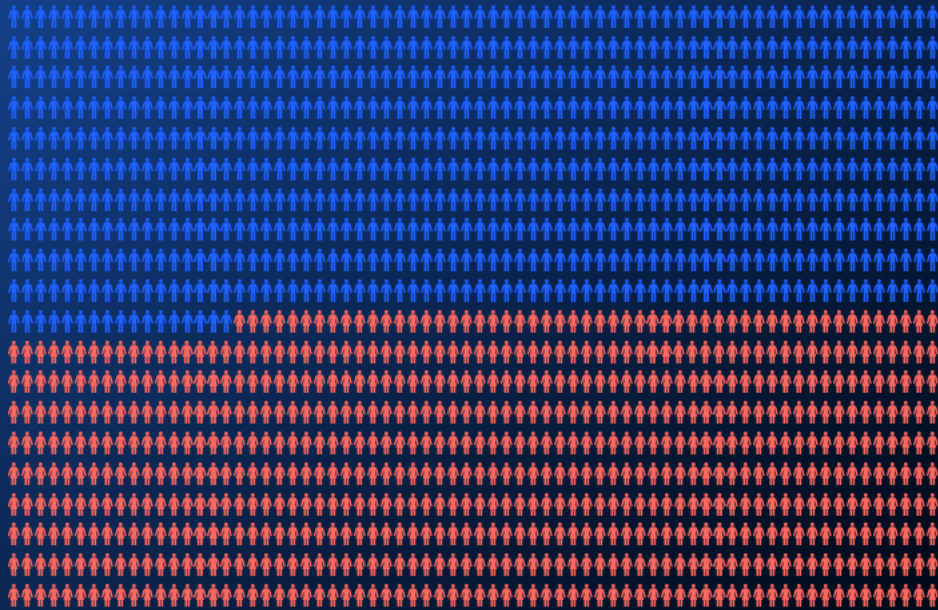


Solving a 1.4 billion problem

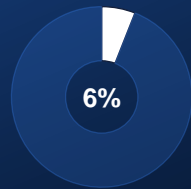
MAN: 717M

WOMEN: 683M

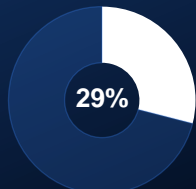
All: 1400M



Insufficient health literacy

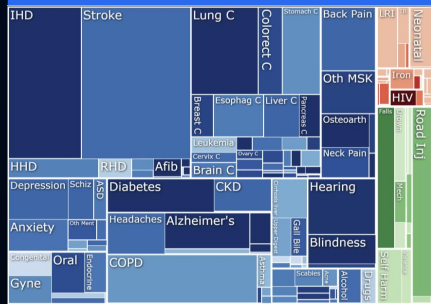


2008

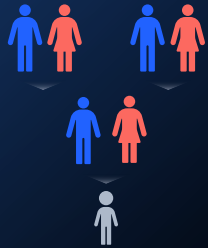


2023

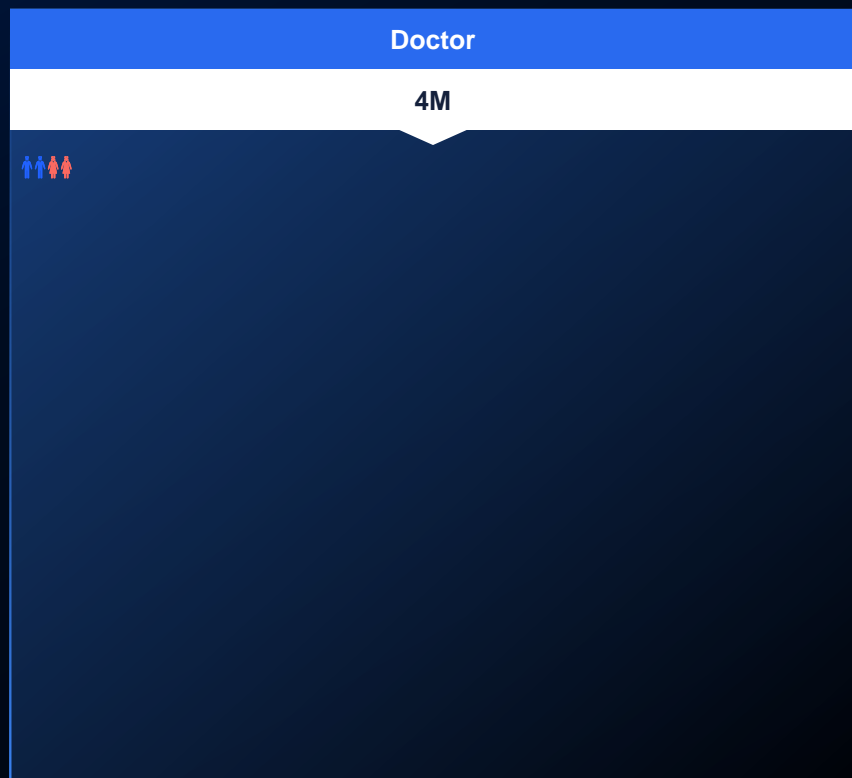
“Developed” disease burden



Legacy of 1 child policy

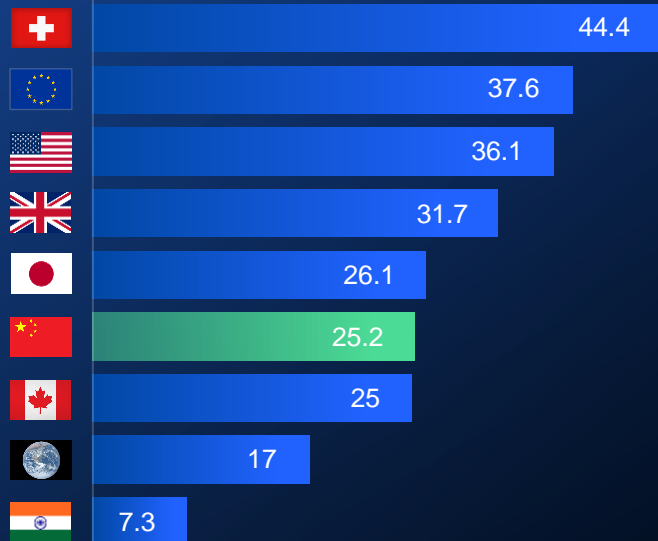


/ Solving a 1.4 billion problem



Solving a 1.4 billion problem

Physicians per 10k population



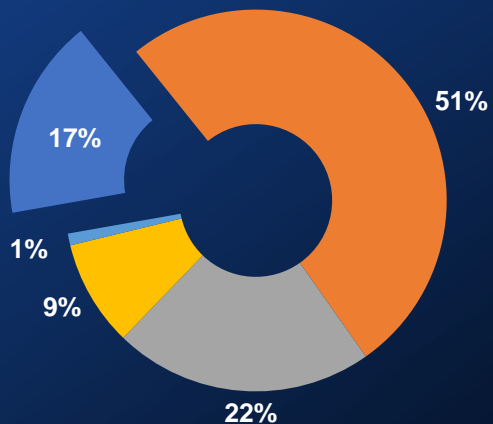
Doctor

4M



Solving a 1.4 billion problem

Education level of physicians



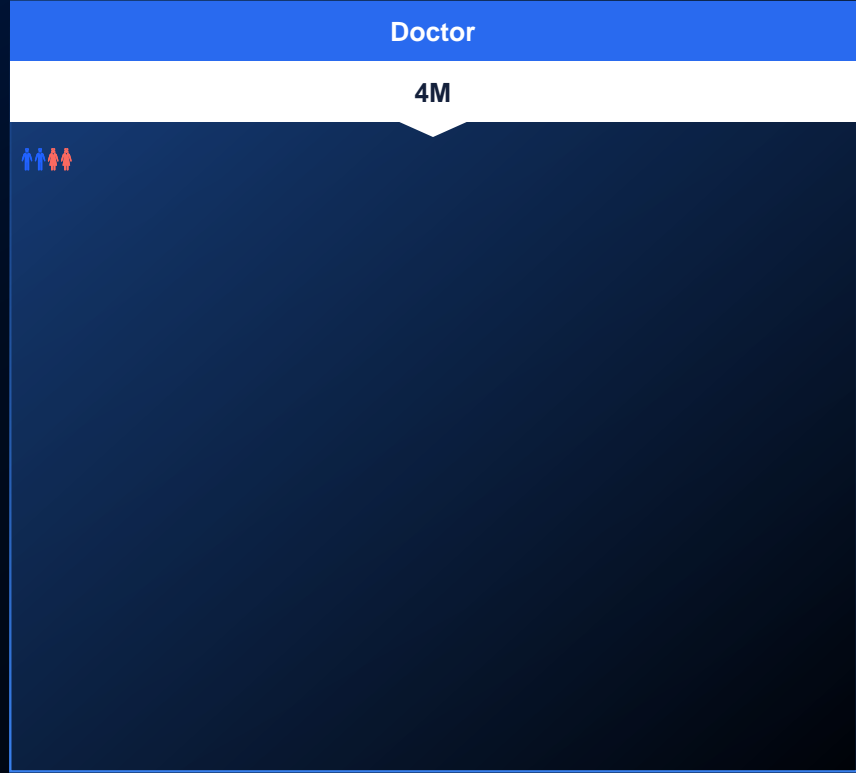
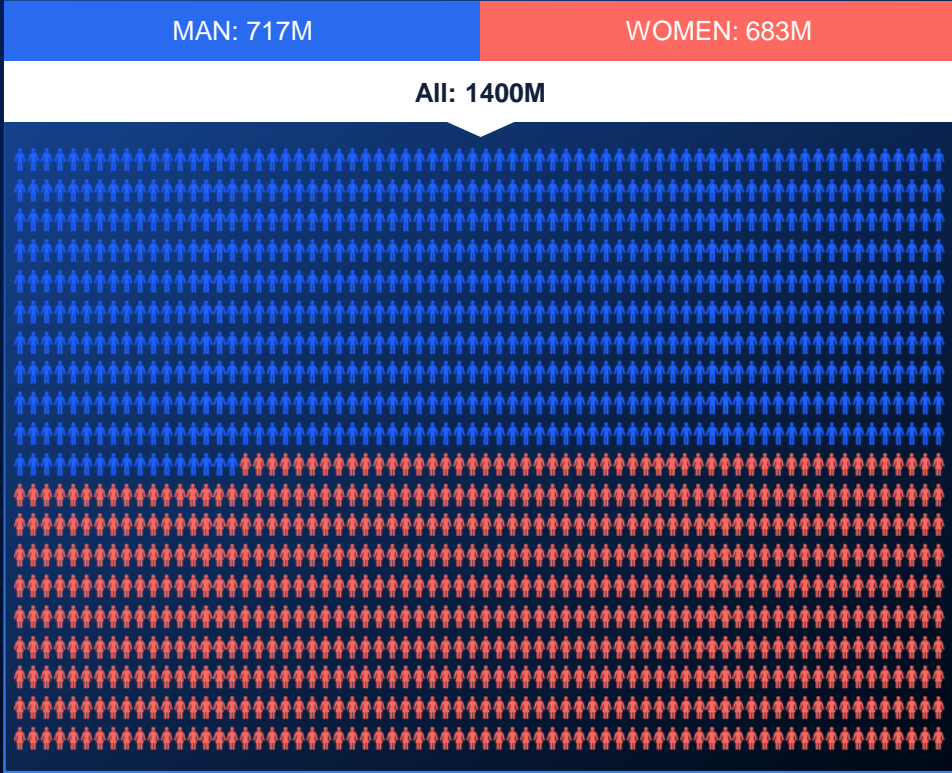
- Masters and above
- Bachelors degree
- Vocational degree
- Vocational high school
- High school or below

Doctor

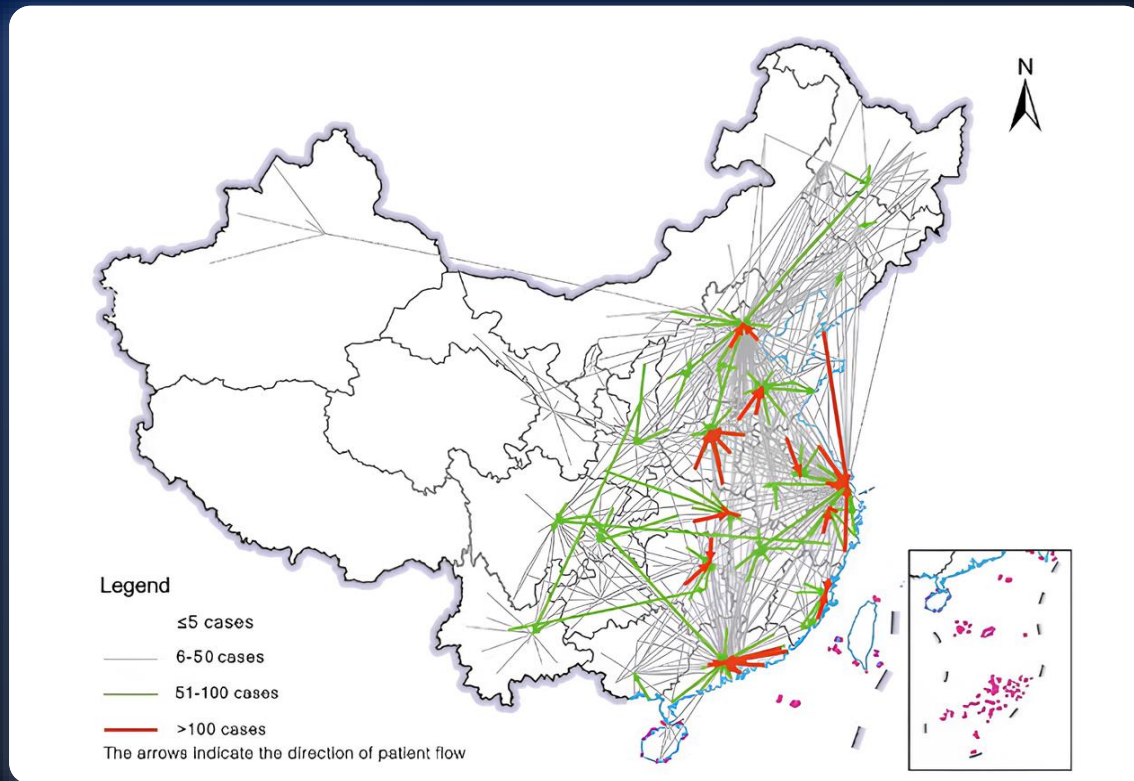
4M



Solving a 1.4 billion problem



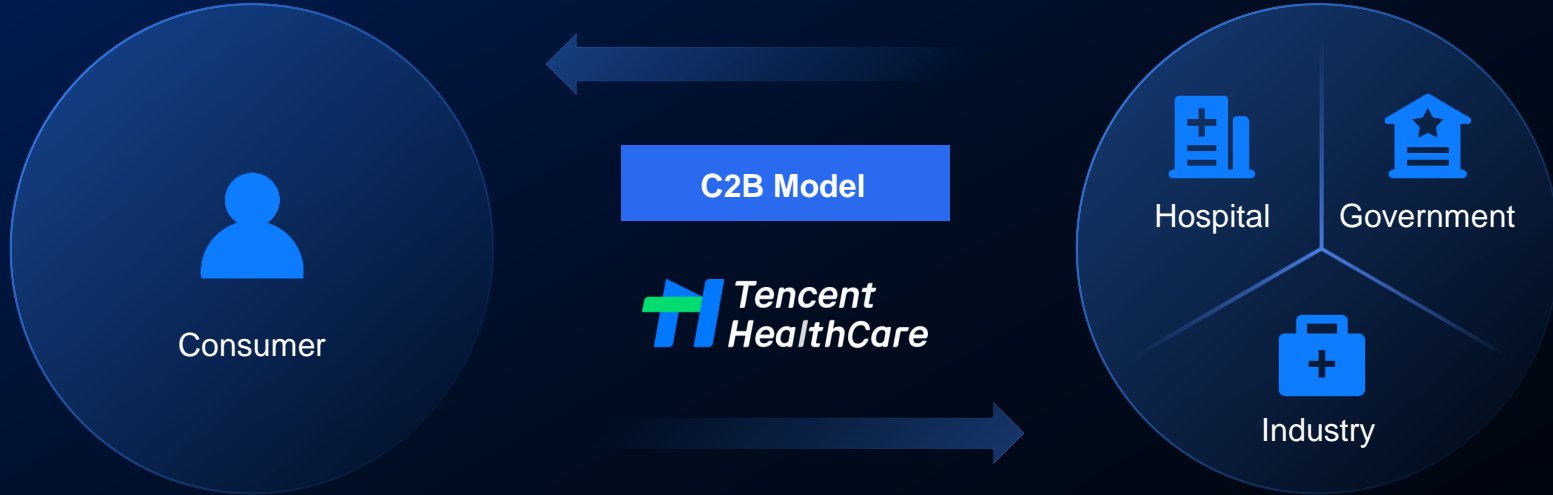
Inter-city patient mobility in search of the right doctor



Solving a national problem would need an ubiquitous platform



Consumer/Patient facing app is never going to be enough



Using technologies only when it makes sense

Big Data

IOT

AI

Blockchain

Cloud

Location based services

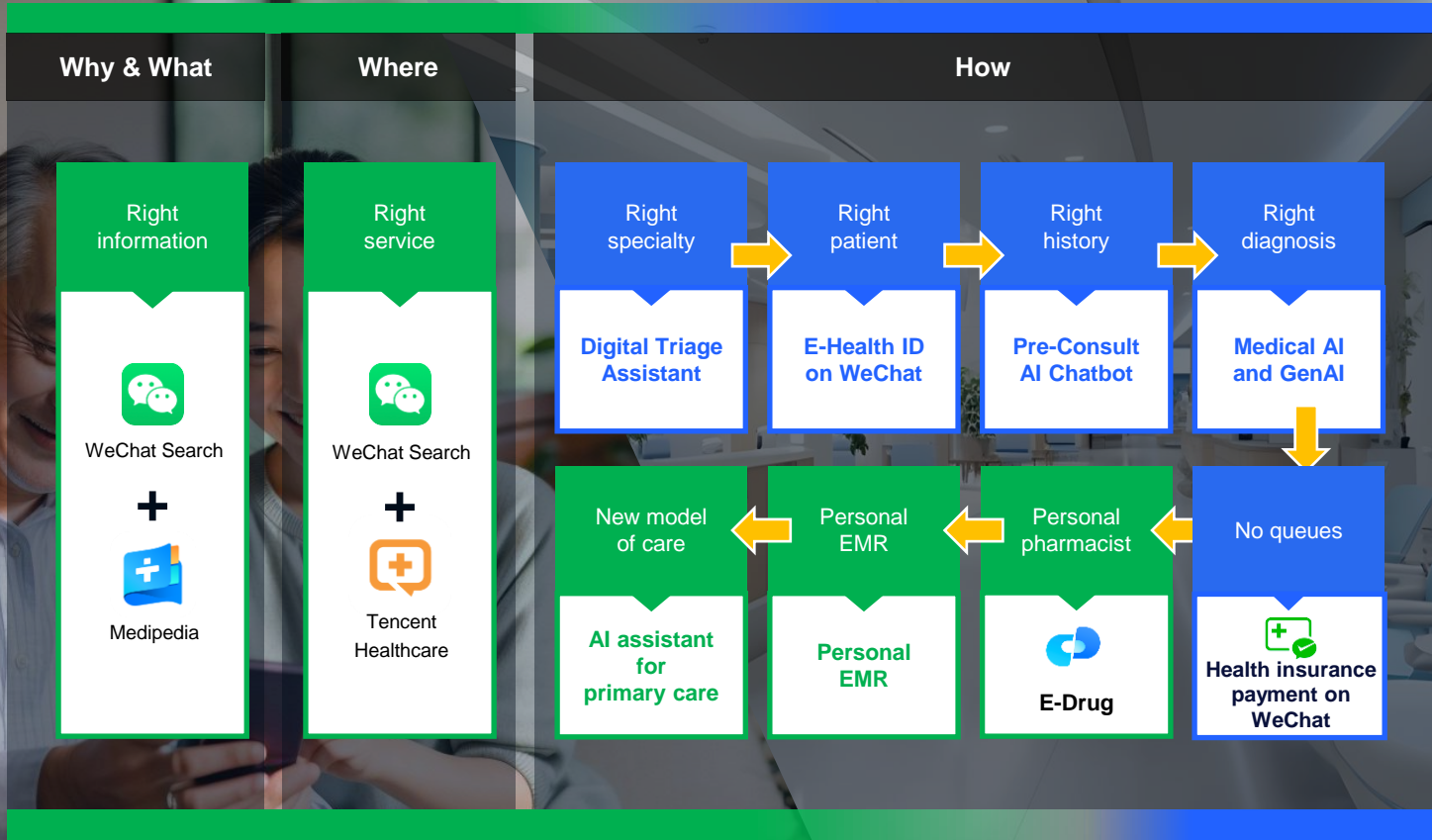
WeChat

WeCom

Cybersecurity

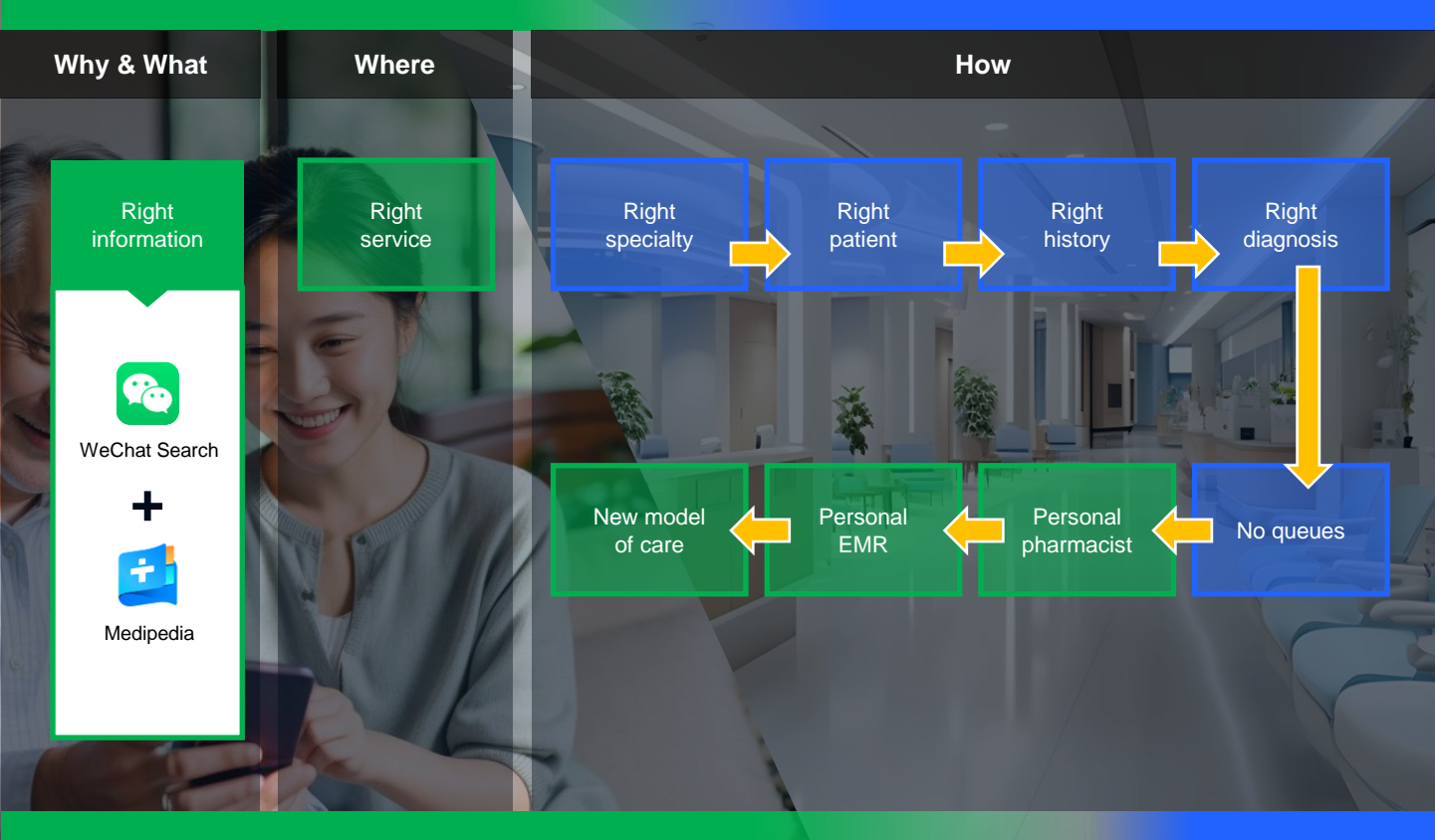
At home

At hospital



At home

At hospital



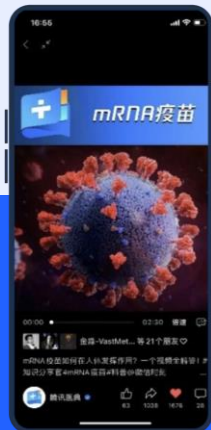
Right information



Medical Wikis



Contemporary articles



Animations



Patient short stories



Live streaming

At home

At hospital

Why & What

Where

How

Right information

Right service



WeChat Search



Tencent Healthcare

Right specialty

Right patient

Right history

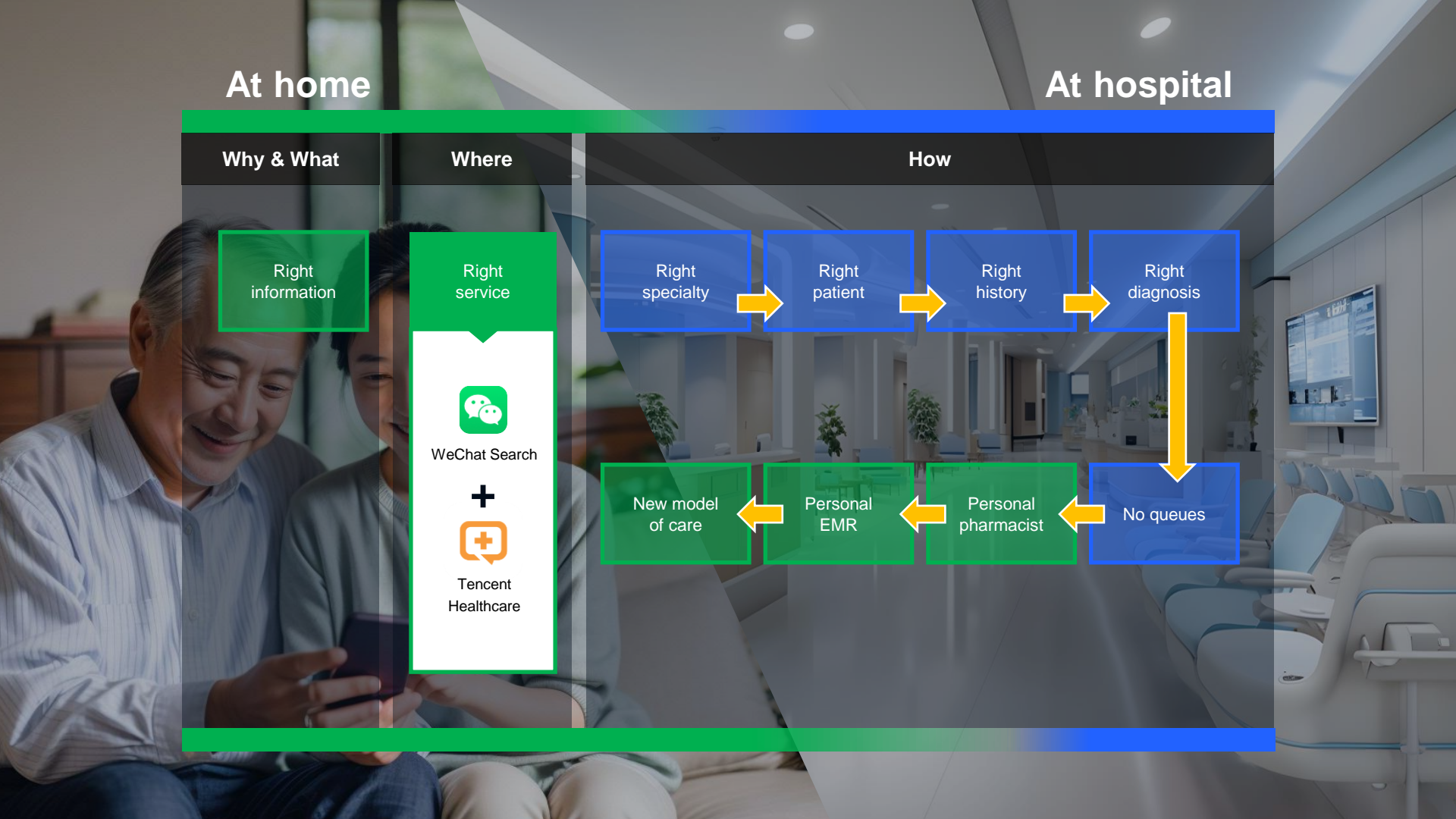
Right diagnosis

New model of care

Personal EMR

Personal pharmacist

No queues



Right services



Health Education

ID & Payment Tools

Online to
Offline Services

Personal and family
health services
management

Health Education

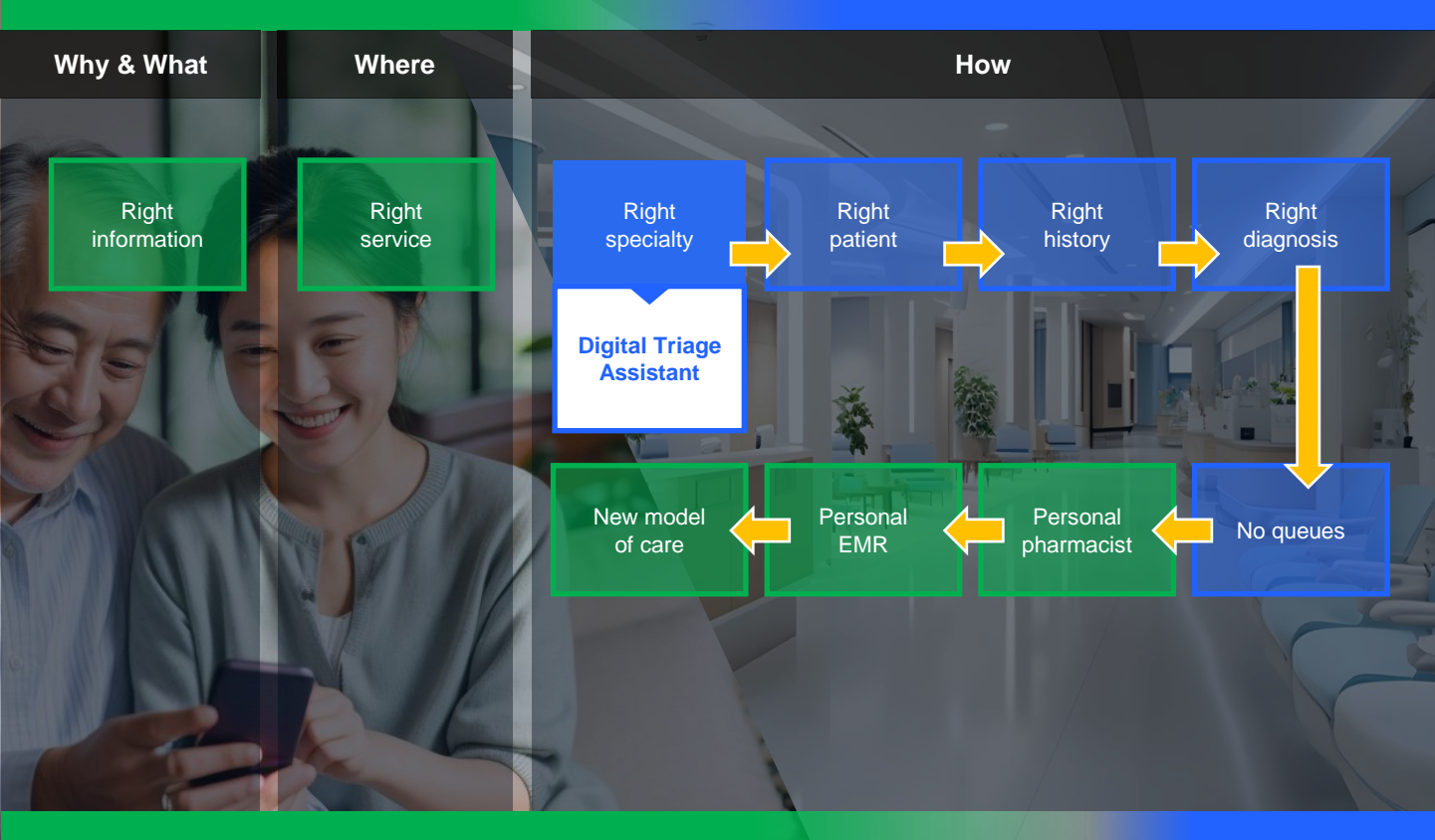
Cumulative users 800M

MAU 70M+, DAU 3.5M+

* MAU = Monthly Active Users, DAU = Daily Active Users

At home

At hospital



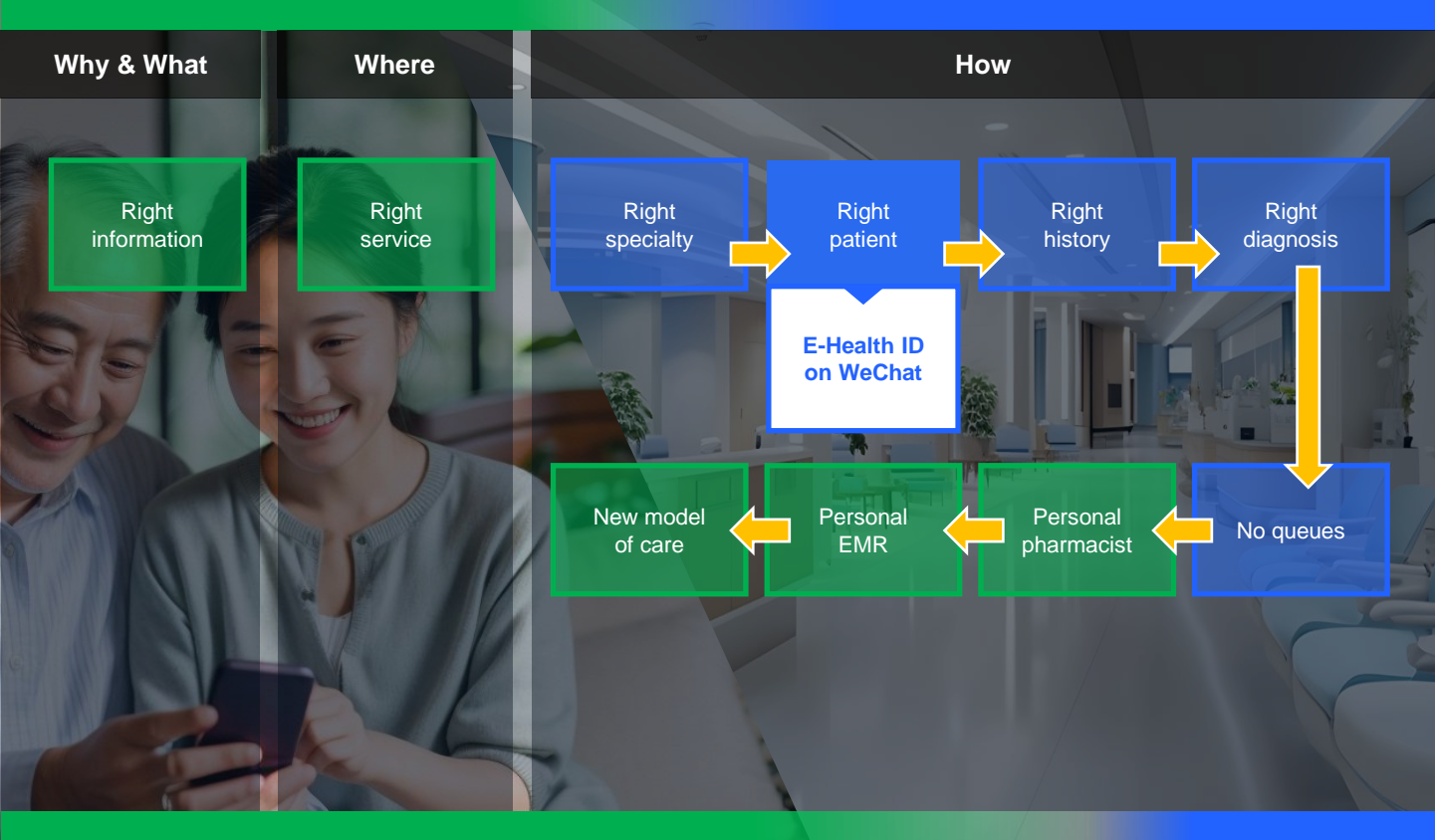
Right specialty

The referral and triage AI
is being use by
>1100 hospitals



At home

At hospital



Right patient: Personal and family health ID management

Long term vision of One Health ID across China



7,600+
Healthcare institutions

630 M+
Registered users

170 B+
person-times in accumulation usage

At home

At hospital

Why & What

Where

How

Right information

Right service

Right specialty

Right patient

Right history

Right diagnosis

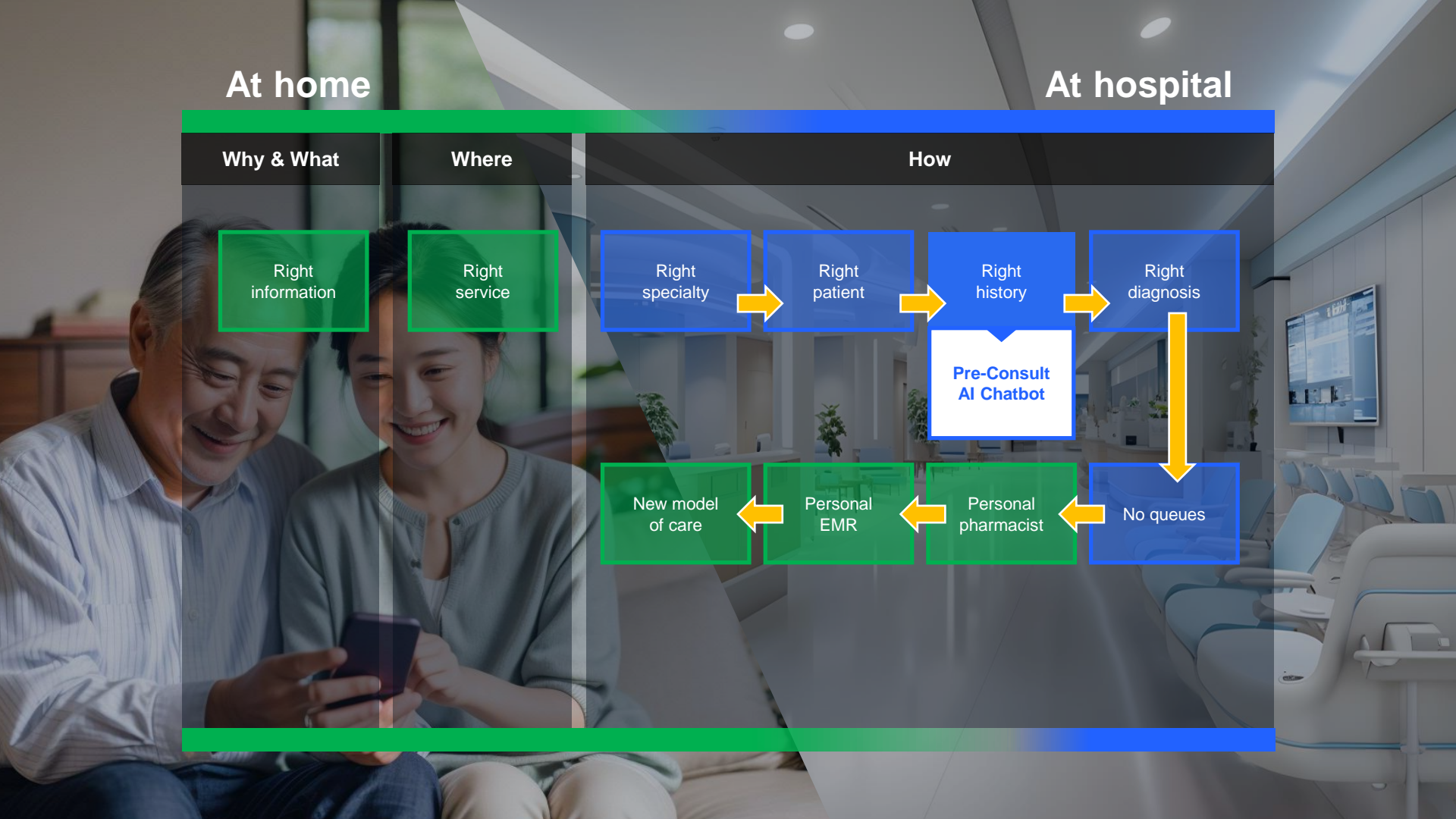
Pre-Consult
AI Chatbot

New model of care

Personal EMR

Personal pharmacist

No queues



Right history



Pre Consult Summary:

- Presenting Complaint
- History of Presenting Complaint
- Past Medical History
- Allergies
- Social History
- Past Investigations



At home

At hospital

Why & What

Where

How

Right information

Right service

Right specialty

Right patient

Right history

Right diagnosis

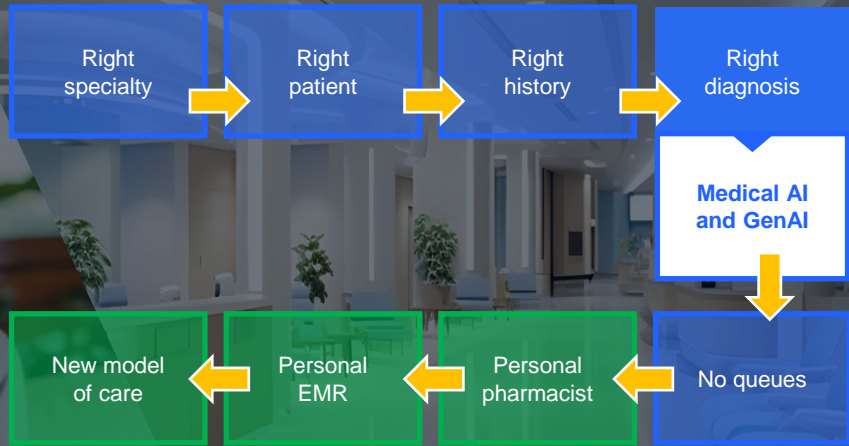
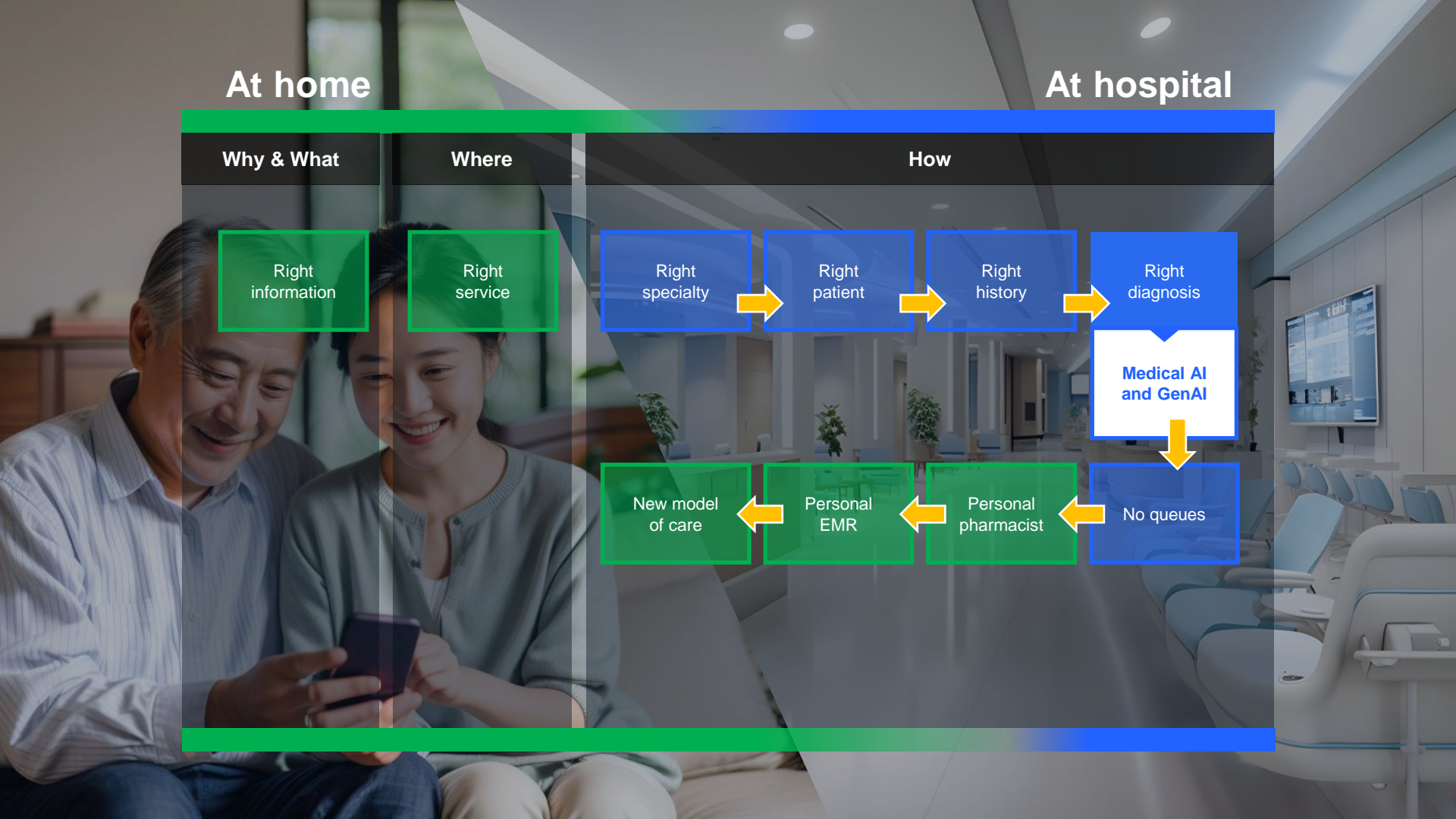
Medical AI and GenAI

New model of care

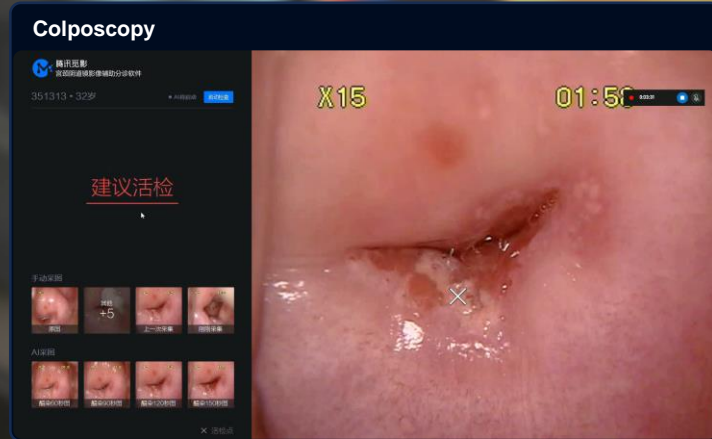
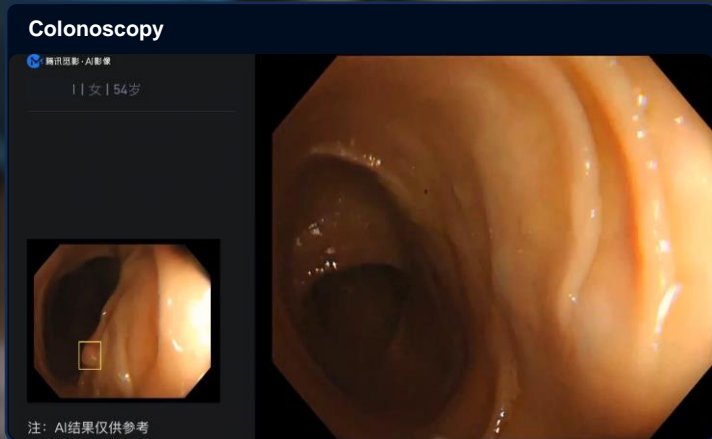
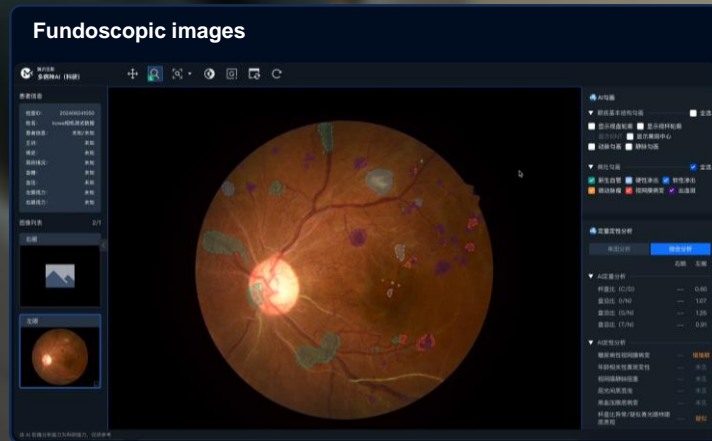
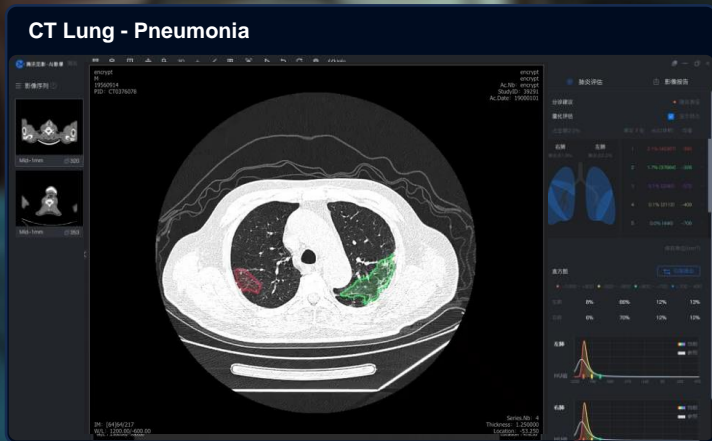
Personal EMR

Personal pharmacist

No queues

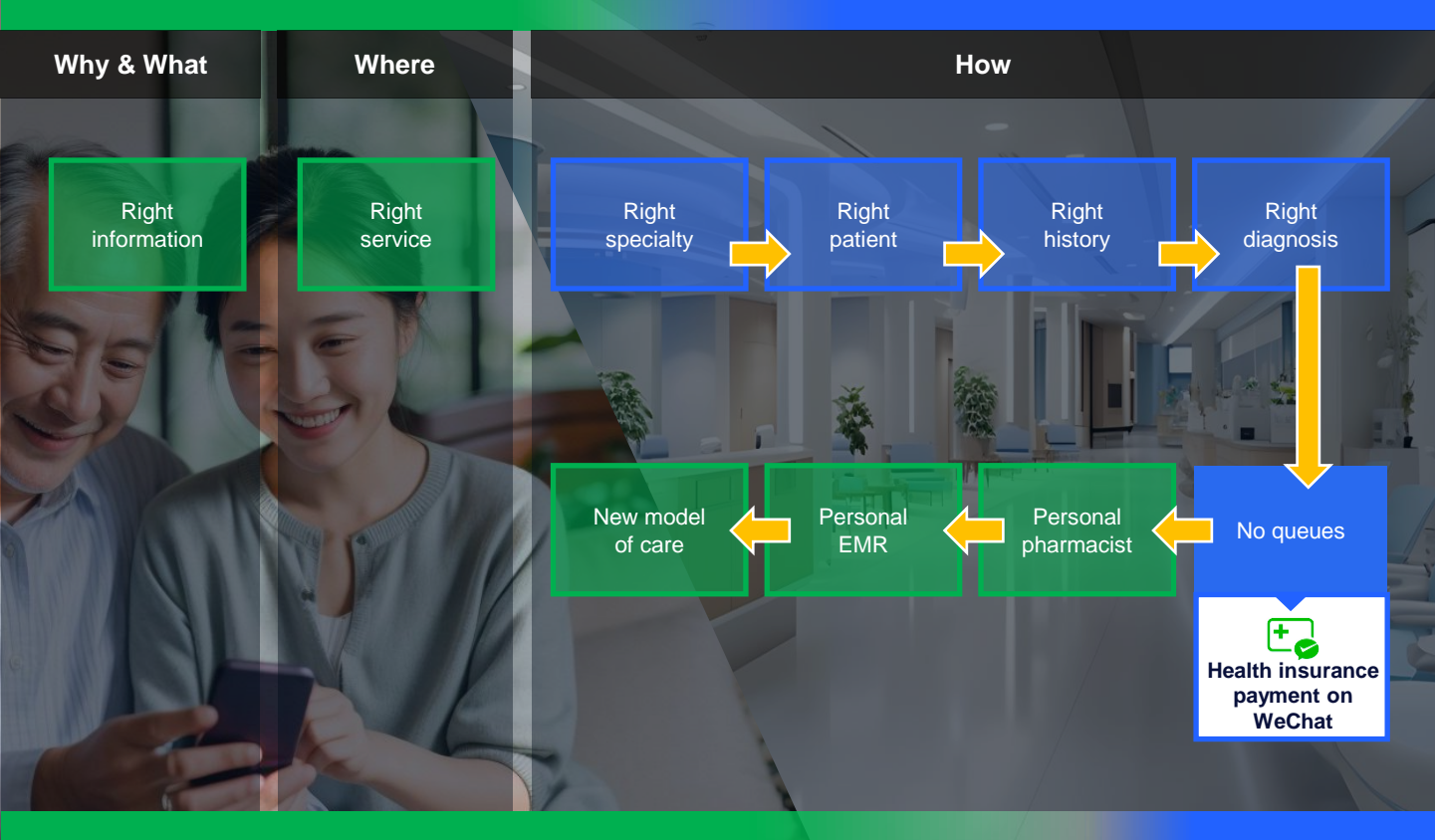


Right Diagnosis



At home

At hospital



静 No queues



600M+
Registered Users

100M+
Monthly Active Users

400k+
Pharmacies

32
Provinces/Municipalities /Autonomous Regions

400k+
Hospitals + Clinics

300+
Cities

At home

At hospital

Why & What

Where

How

Right information

Right service

Right specialty

Right patient

Right history

Right diagnosis

New model of care

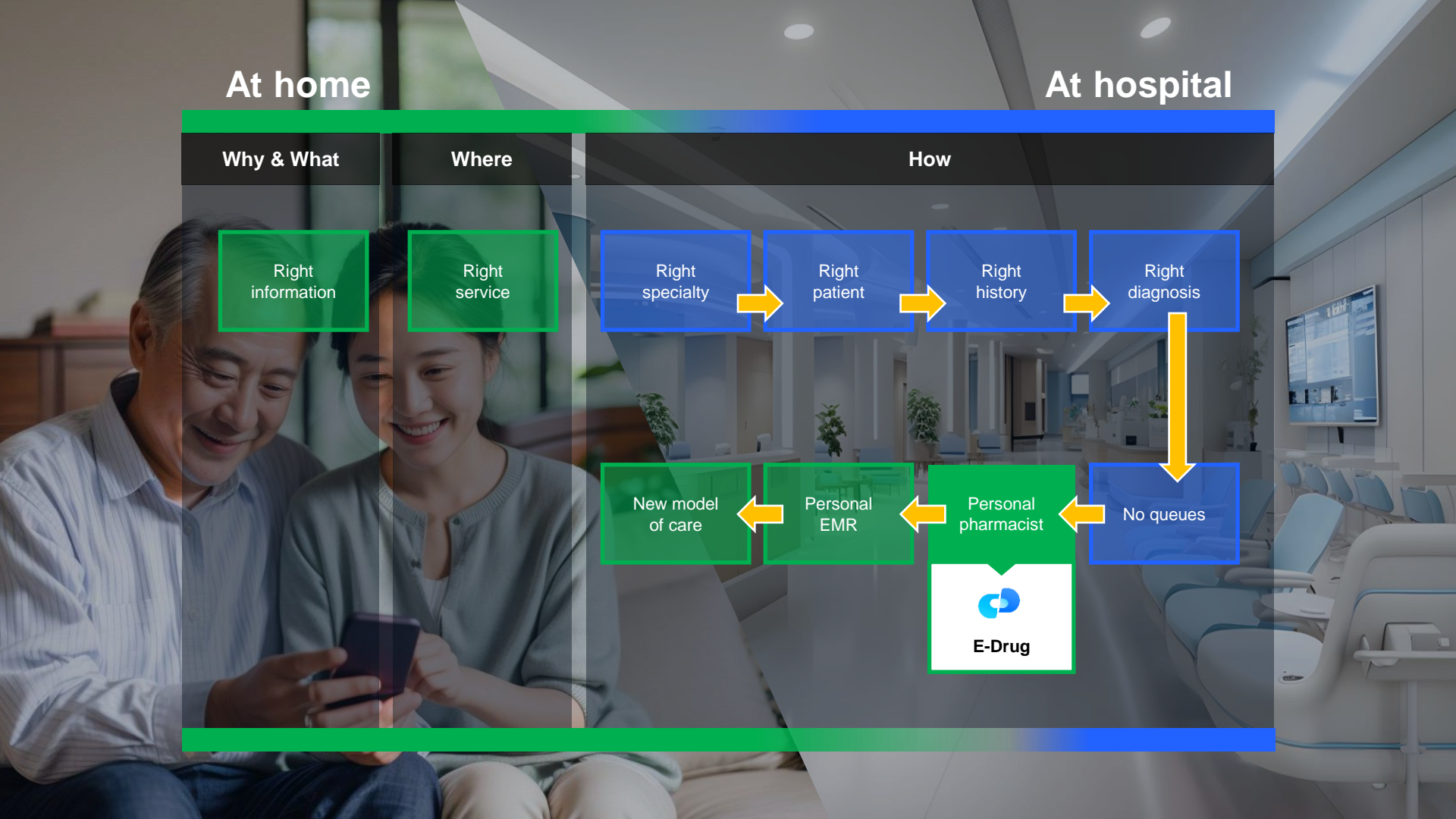
Personal EMR

Personal pharmacist

No queues



E-Drug





琥珀酸美托
倍他乐克 47.5

7片/板 x 4板/盒

+7.5mg



微信扫一扫

ZOK 50

AstraZeneca

Personal pharmacist



Medication Info

Drug Traceability	Instructions	Disease Education
Insurance Coverage Info	Package Inserts	

Medication Services

Medication Reminders	Refill Reminders	Online Drug Store
Pharmacy Locations	Online Consultations	

Interaction/Gamification Modules

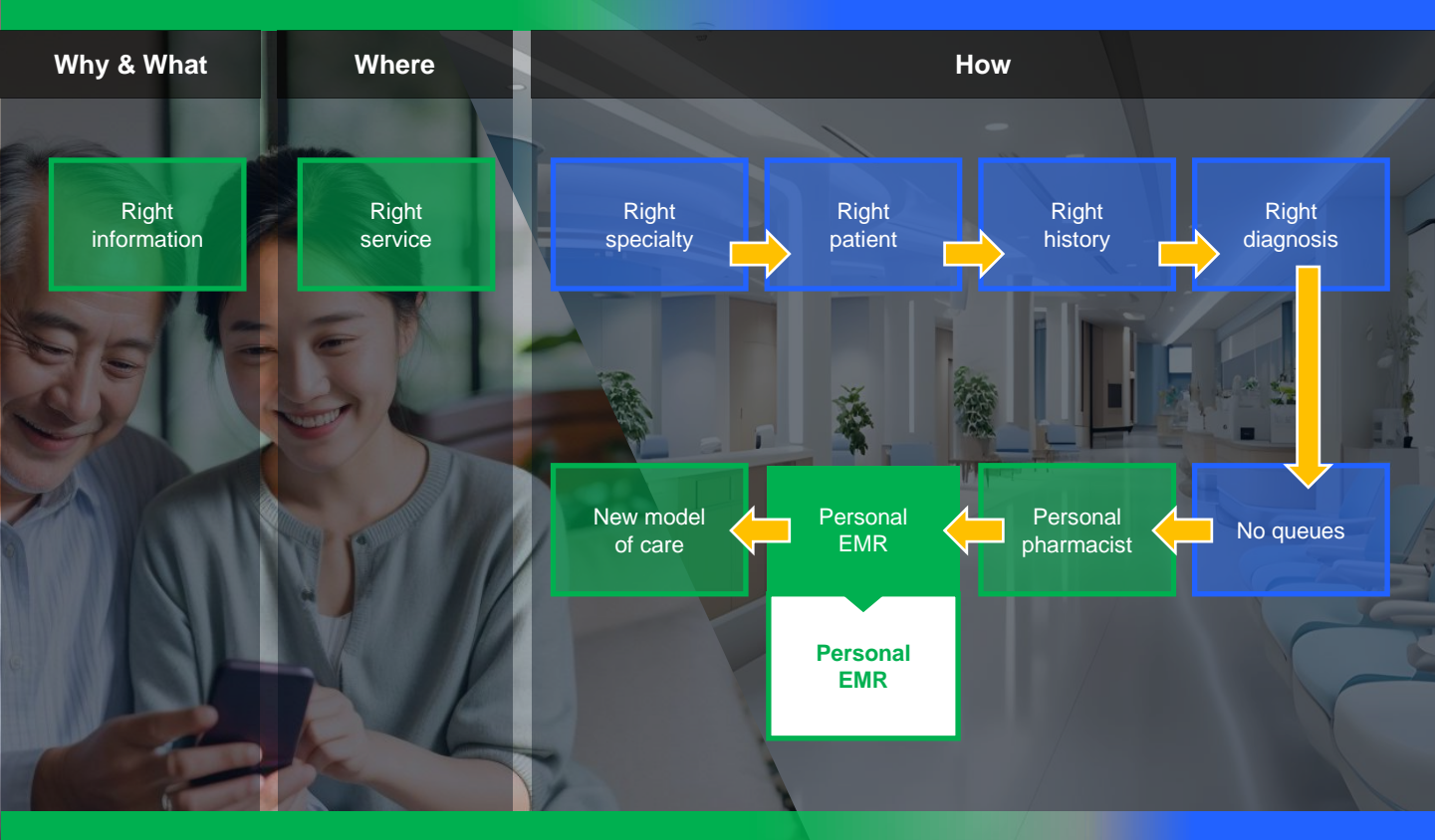
Sign-in bonuses (Gamification)	Official Account Notifications	Surveys & Questionnaires
Daily Quizzes	Content Subscription	

Throwing out the unreadable package insert



At home

At hospital



Personal EMR without hospital interoperability



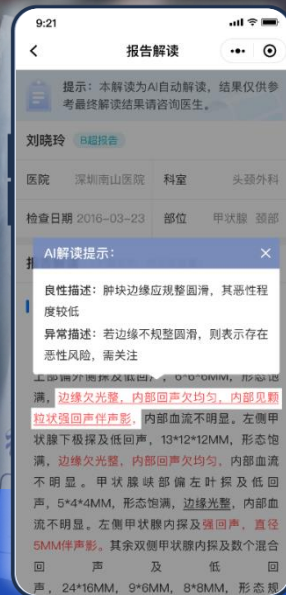
Lab Test Report



Visualization



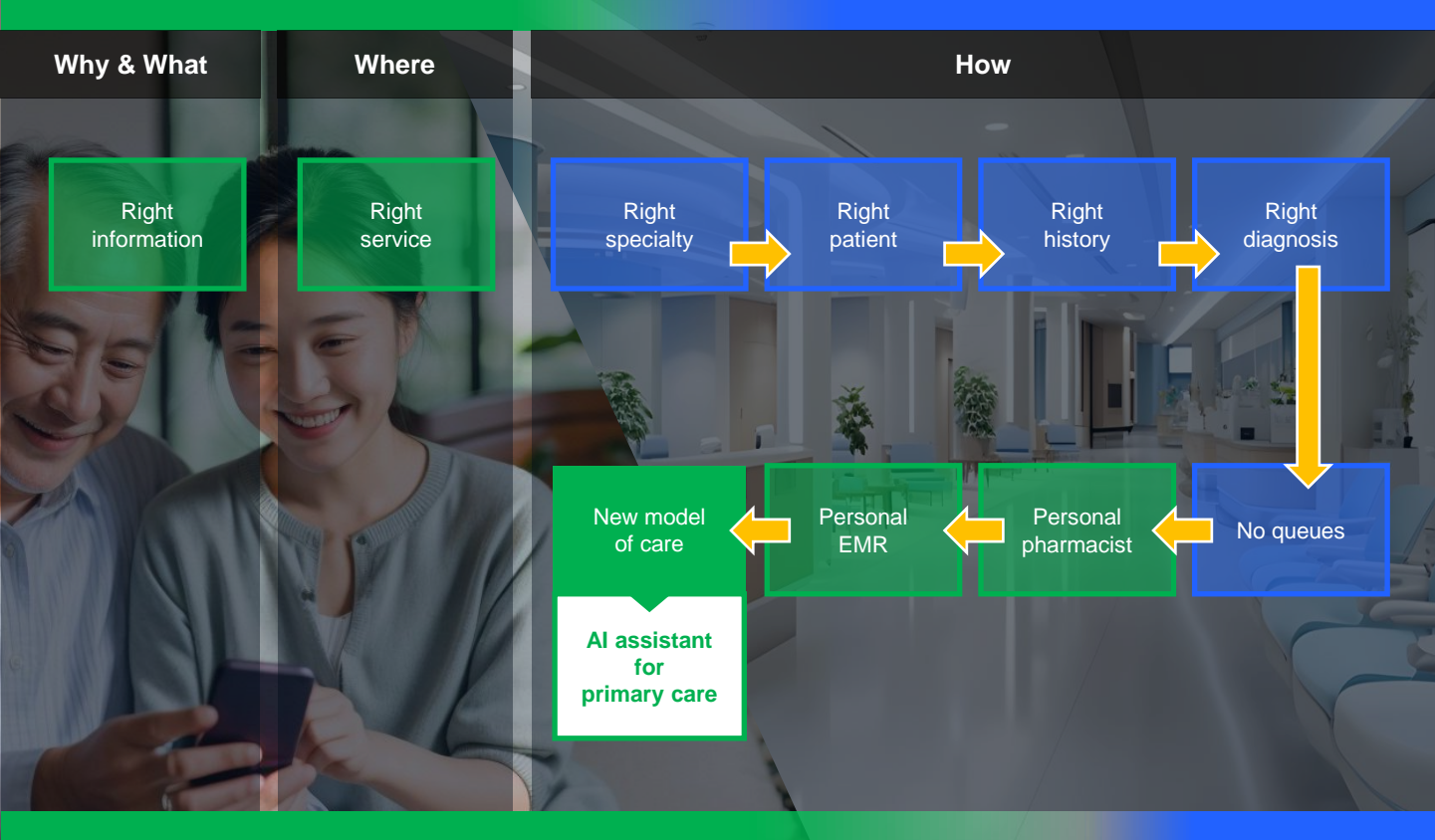
Radiology Report



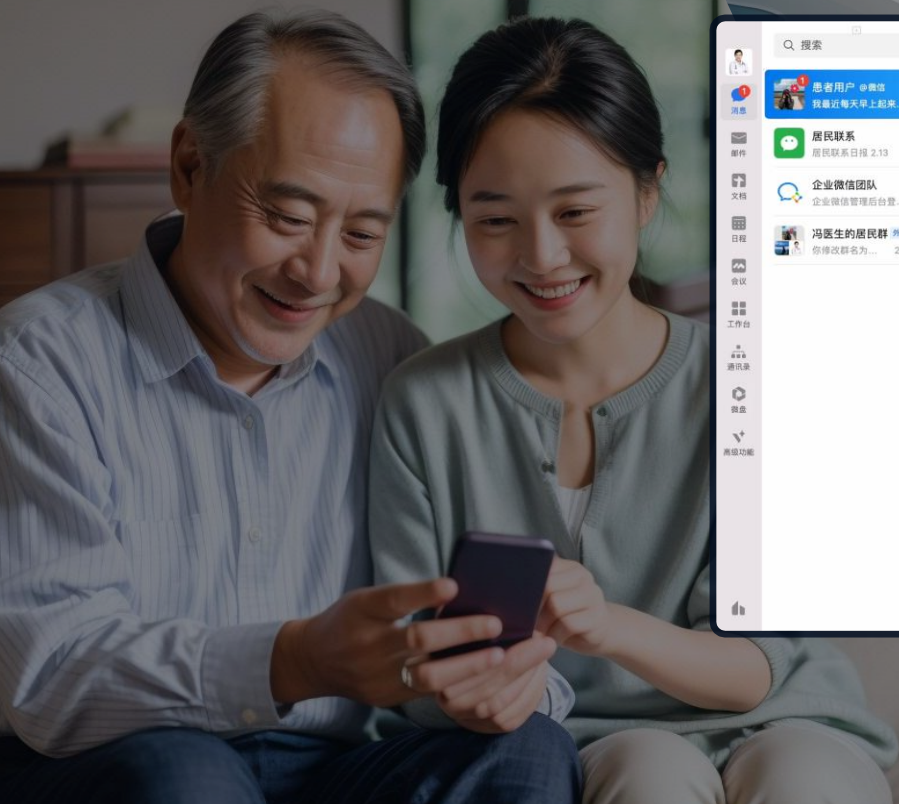
Professional terms explanation

At home

At hospital



New Model of Care with WeCom + AI to manage patients



The screenshot displays the WeCom mobile application interface. On the left is a navigation sidebar with icons for messages, contacts, documents, calendar, and settings. The main chat area shows a conversation with a contact named '患者用户' (Patient User). A message from the patient reads: '我最近每天早上起来头晕的很, 感觉眼前一黑, 体休息体就好了, 测了血压也不高, 就140左右, 需要去社康看下吗'. Below this is a response from the 'AI助手' (AI Assistant) providing health advice:

AI助手 健康计划 用户概要 消息模板 展开

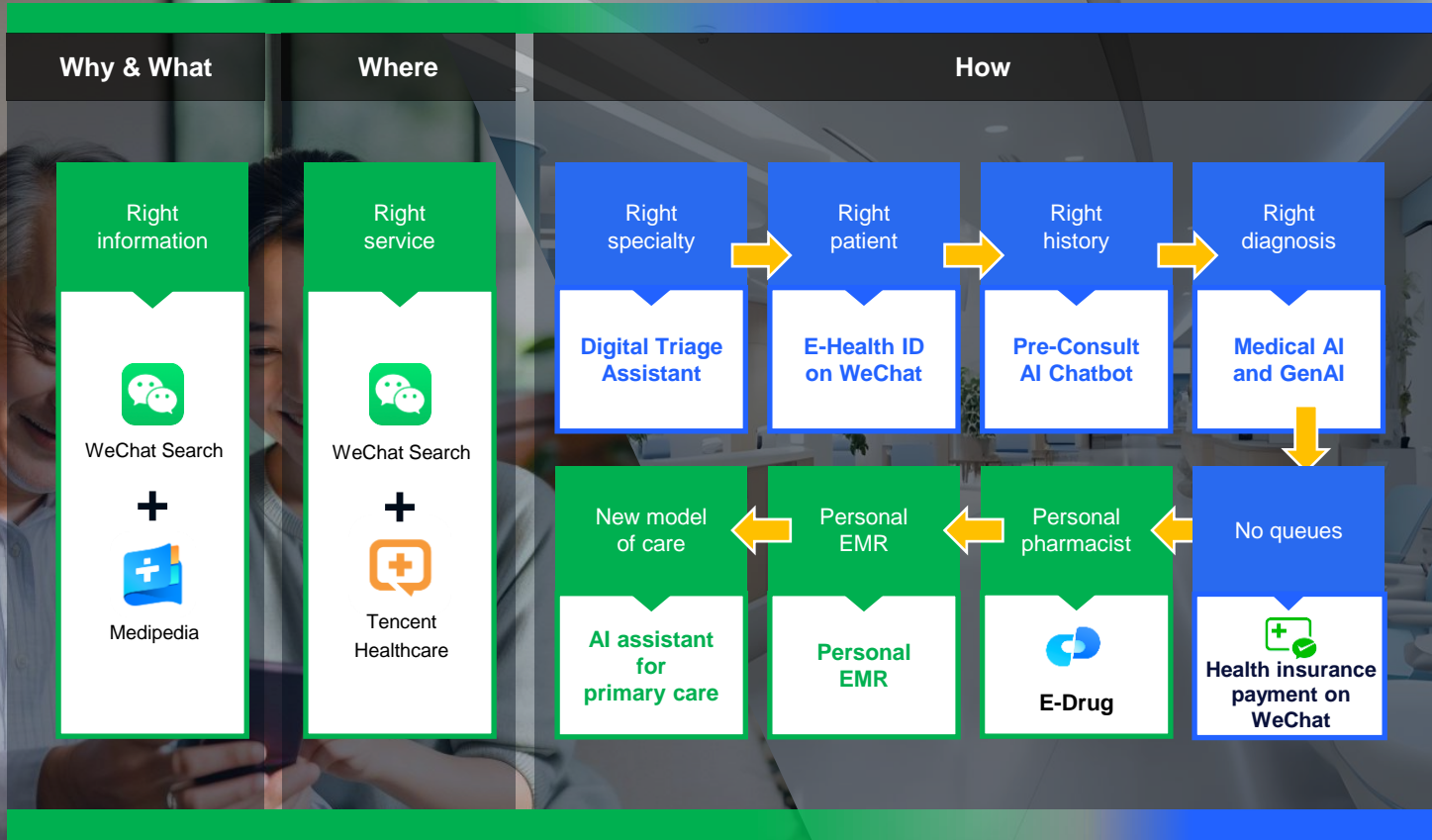
情况。
- 学会自我监测血糖, 根据需要调整饮食和运动。
5. 并发症筛查和预防:
- 定期进行眼底检查、肾功能检查、心电图等, 以早期发现并预防并发症。
- 注意足部护理, 避免糖尿病足的发生。
6. 自我管理:
- 学习糖尿病、高血压和高血脂的知识, 了解病情和管理方法。
- 保持良好的心理状态, 避免过度焦虑和压力。
- 建立良好的作息和饮食习惯, 保持规律生活。
7. 随访:
- 定期到医院进行随访, 与医生沟通病情和治疗效果。
- 如有病情变化, 请及时就诊。

请注意, 以上建议仅供参考, 具体治疗方案请遵循您的医生建议。如有需要, 请及时就诊。祝您健康!

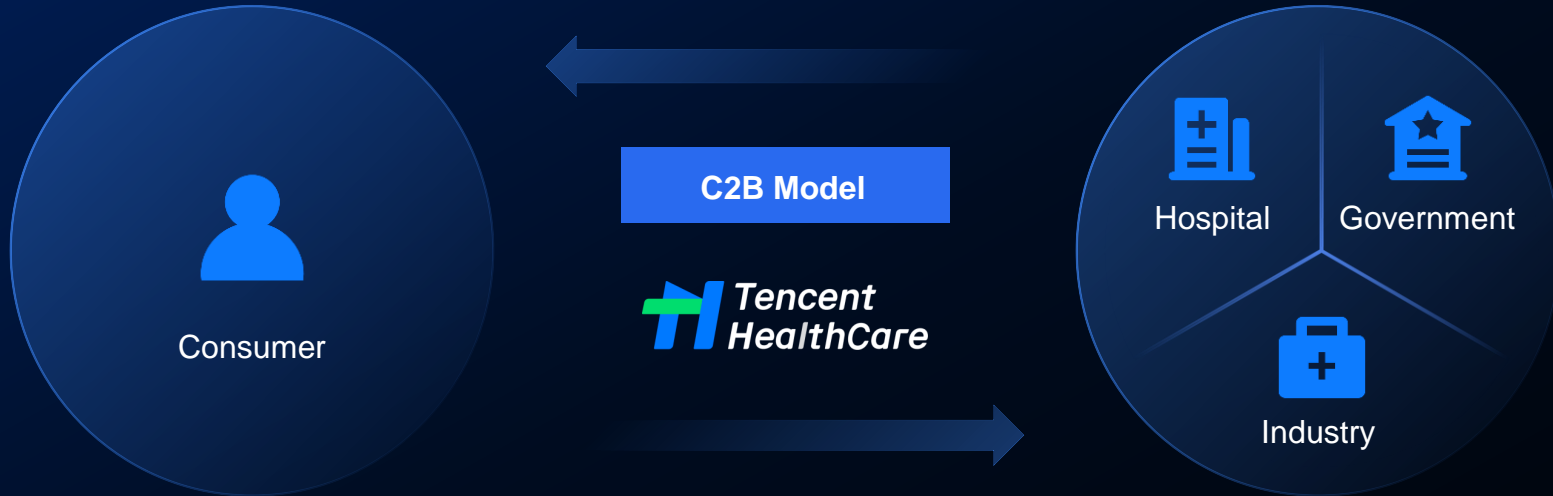
At the bottom of the chat, there are options to '重新生成' (regenerate) or '复制到对话框' (copy to chat), and a '请输入问题...' (enter question) field with a '咨询' (consult) button.

At home

At hospital



Tencent is committed to support the digital/AI transformation of the healthcare industry to better address patient needs



Using technologies only when it makes sense

Big Data	IOT	AI	Blockchain	Cloud	Location based services	WeChat	WeCom	Cybersecurity
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Thanks!

