Everwell

An **ISO 27001 Certified** company

We empower organisations to deploy **PERSON-CENTRIC DIGITAL HEALTH TOOLS** in healthcare settings across the world.

Hub

The Everwell Hub is a best in-class patient management platform designed for high-burden public healthcare programs globally.

The Everwell Hub supports the entire digital cascade of care from diagnosis through treatment support and completion, including fully integrated modules for diagnostics (both lab generated results and AI diagnostic solutions), digital adherence technologies, virtual care and patient engagement, and digital payments.

Our growth journey

Journey through 2021

32k
Health Care Workers use our platform daily.

> 10 mn
TB patients globally registered on Everwell Hub

4
Diseases - TB, HIV, Mental Health, Maternal Health

1 in 7
TB patients globally registered on Everwell Hub

$72mn USD
Patient Benefits transferred directly to bank account

14
Countries use us for digital adherence management

BILL & MELINDA GATES *foundation*

USAID
FROM THE AMERICAN PEOPLE

Stop TB Partnership

World Health Organization

CLINTON HEALTH ACCESS INITIATIVE

Department for International Development

IKP

Ministry of Health & Family Welfare
Government of India

Our platform: supporting the entire patient journey

Digital Adherence Management (DATs)
Integrated adherence module to support treatment through multiple digital technologies

Diagnostics
Module for adding tests and integration with diagnostic machines and services

Dispensation
Prescriptions and refills to track drug delivery

Virtual Care
Communication services like SMS, IVR, whatsapp and telemedicine for patients

Direct Benefit Transfers
Payment module for initiating, approving, and completing payments as per DBT schemes

Reports & Data Analytics
Provider access to data dumps and visualisations

Platform Benefits

Open Source Technology

Designed as an open source toolkit, available for use or adaptation by any government or health care organization

Scalable Infrastructure

Built using microservices, the platform is designed to scale easily across countries

Highly Secure Environment

Hosted on Microsoft Azure, an extremely secure cloud server guaranteeing data privacy and security. ISO-27001 certified.

Multiple Integrated functions

Digitizes the complete cascade of care for patients - notifications, diagnostics, adherence and outcomes.

User-Centric Design

UI / UX based on user-level research across countries, with customizations to suit local contexts

Interoperability

Easy to integrate and exchange data with existing digital health systems through custom APIs

Digital Adherence Management

SINGLE PLATFORM - MULTIPLE DATs

Custom 99DOTs envelope, Video Observed Tech and pillbox - all technologies supported.

INTERNET NOT COMPULSORY

Can also work in low-resource patient settings without internet or smartphones.

NO ENGLISH LITERACY REQUIRED

Adherence calendar is color coded and can also be translated across multiple languages.

REAL-TIME FLAGGING OF NON-ADHERENCE

Facilitate digital observation of pill-taking

DIFFERENTIATED CARE

Aggregate data allows for rapid triage of patients, helping providers to quickly determine those who need more support
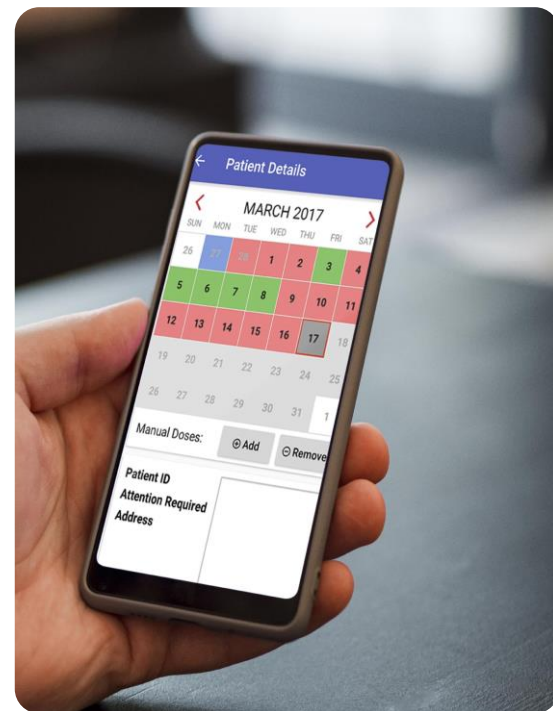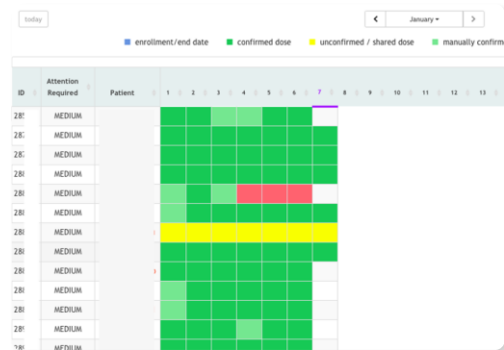
99 DOTS

01

Patients receive medication

Blister packs are wrapped in customized envelopes, or stickers in the case of pill bottles with instructions and phone numbers printed on them

02

Report adherence

Upon dispensing medication, patients reveal the hidden numbers. They place a call to it or text upon taking their medication, free of cost for them.

03

Real-time access

The call/text by patients is reflected in real-time on a calendar style-dashboard that their healthcare workers can access, and follow-up with patients if necessary.
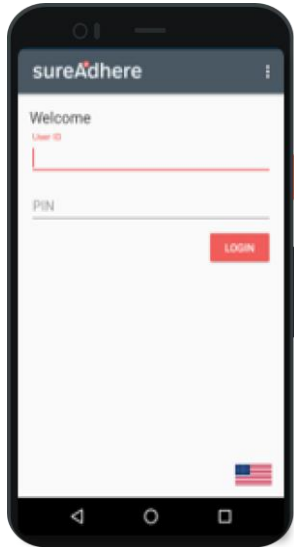
Video-Observed Therapy (VOT)

sureAdhere

01
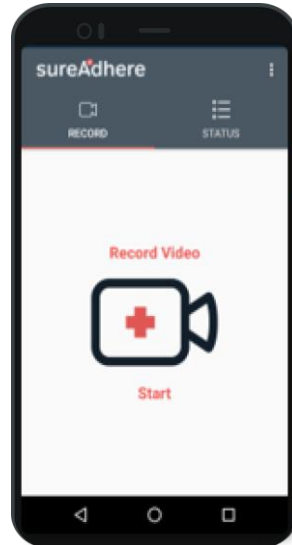
Patients download app

Available on IoS and Android, simple interface for patients with translations for local context
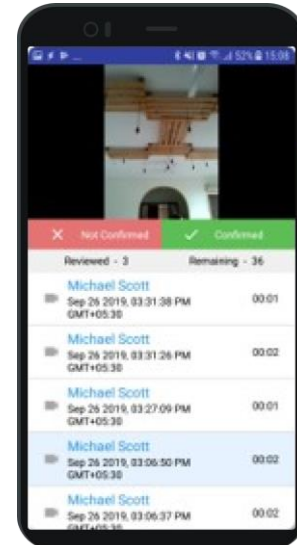
02

Ingestion of pills is recorded

Recording done at convenient time and place, Videos uploaded in real-time to Everwell Hub

03

Video is reviewed

Staff review video at their convenience, and adherence is recorded accordingly

MERM/Evrimed

Step 01

Medication placed in smart pill box

No internet or phone required for patients, compartments available to segregate medication

Step 02

Box is opened to take medication

Alarms can be set on the box to remind patients everyday, as well as for refill visits

Step 03

Recording of adherence

Adherence signal is transmitted to the platform, reflected on the calendar-style dashboard for healthcare workers

Diagnostics

Healthcare providers and doctors rely on a variety of diagnostic tools for effective, early detection and diagnosis of diseases, which the Everwell Hub caters to.

- ❖ Unified workflow for diagnostic requests
- ❖ Integrates with a host of compatible diagnostic devices and tools
- ❖ Defined APIs connect to leading diagnostic machines and AI based x-ray analyses
- ❖ Geographic/Facility wise breakdown of diagnostic results
- ❖ Designed to drill down on individual diagnostic results for each patient
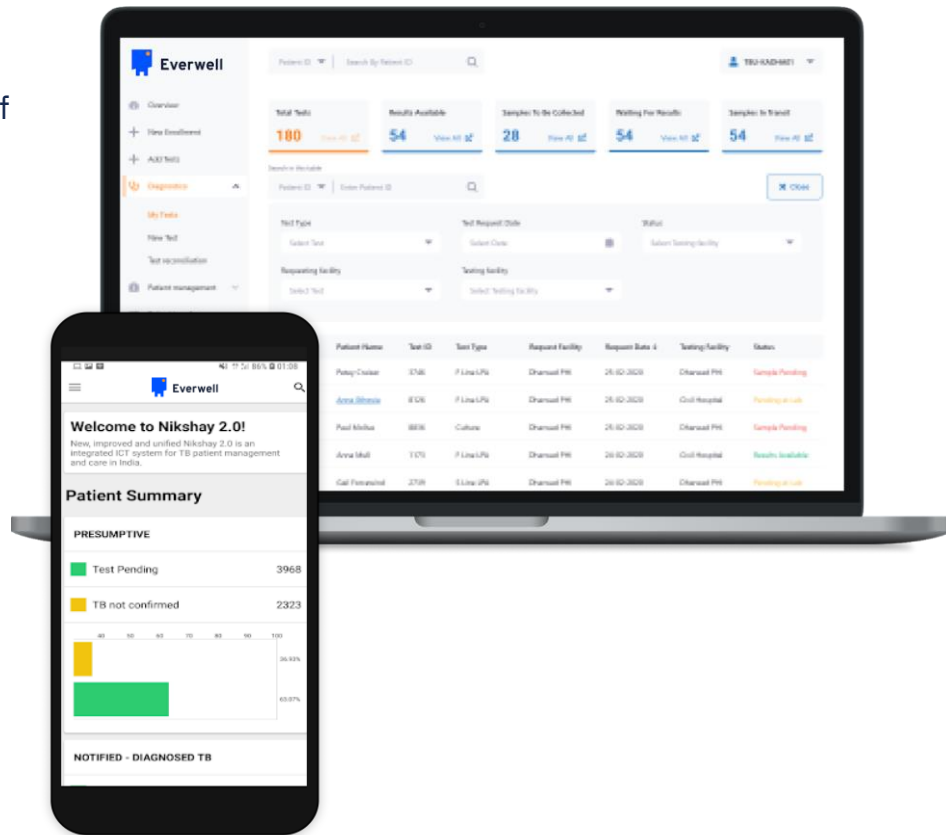
Virtual care

A large percentage of people live far from clinics and would otherwise struggle to meet a healthcare provider on a regular basis. To support people where they are, the Everwell Hub promotes features and opportunities for virtual care.

❖ Text messages: SMS, Whatsapp for medication reminders, motivation

❖ IVR calls for clinic visit reminders, refill reminders, health check-ins

❖ Whatsapp integration for provider to call patient from the mobile application

❖ Smartphone application with video and text based channels integrated to communicate with healthcare providers remotely.
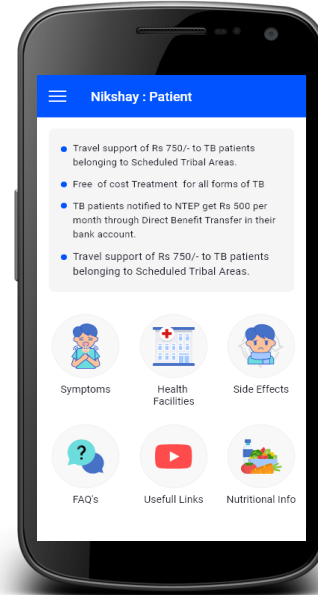
Disease information page – Phone application
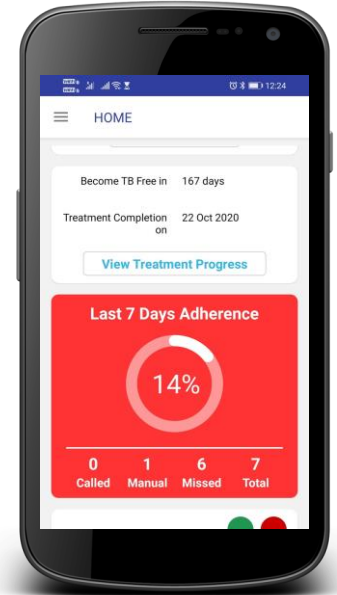
Home Page – Patient App

Reporting and Analytics

The Everwell Hub is designed around simplifying data and synthesizing reports based on the intended audience.

Overall Statistics

Total No. of Patients Enrolled	287	
Average Enrollments per Month	38	

No. of Patients on Treatment	200	
Average Adherence	84%	

No. of Patients with Outcome Assigned	87	
Treatment Success Rate	78%	

Tasklist Overview

List Name	No. of patients
End-date passed	11
Home visit required	4
Patients to complete IP next week	5

Enrollment and Outcomes

No. of Patients on Treatment — 287

99DOTS	VOT	MERM	DOT
180	50	50	7
60%	15%	15%	5%

No. of Patients with Outcome Assigned — 54

Outcome 1	11	22%
Outcome 2	4	7%
Outcome 3	5	9%
Outcome 4	15	28%
Outcome 5	0	0
Outcome 6	19	34%

Total No. of Patients Enrolled — 798

Monthly — Enrollments

35, 42, 38, 45, 47, 31, 23

Aug, Sept, Oct, Nov, Dec, Jan, Ongoing month

Select patient enrollment dates and status

Select date range for patient enrollment
- All patients enrolled
- Patients enrolled in a date range
  - From | To

Select patient status
- All patients enrolled
- Patients on treatment
- Patients with outcome assigned

Select geography

State — Yangon
District — Select all

Select report type

- Patient level report
- Aggregate report

Actionable insights

❖ Customizable Task Lists

❖ Data summaries by geography

❖ Real -time Visualizations

Reports

❖ Interactive Reports Module

❖ Filter based data exports

❖ Detailed activity logs

Dispensation

Dispensation and refills are a key to ensuring patients receive continuous treatment. Some of the major features of the *proposed* Dispensation module are:

❖ Automated dispensation day calculation and patient wise display
❖ Auto-calculation of next refill visit
❖ Tasklist populating patients who are due for dispensation or refill
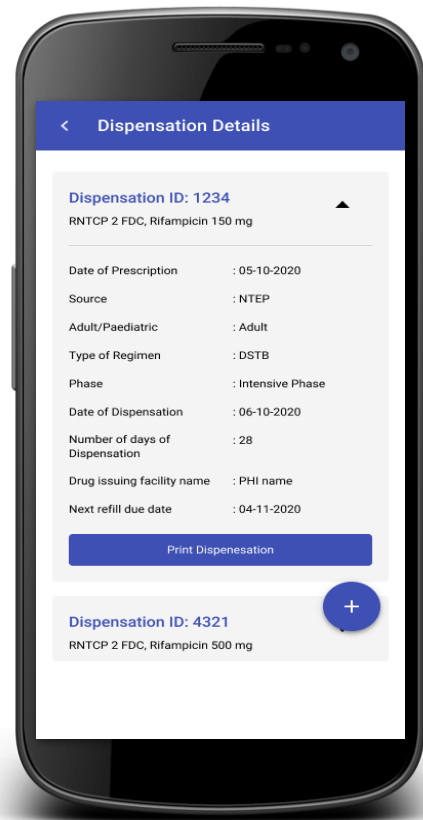❖ Product details of dispensed drugs
❖ Prescription history of patients

|	Adherence	Dispensation	Basic Details	Treatment Centers	Tags & Notes	Medical Details	Call Logs	Support Actions	Test Results
Close Case									

Dispensation

+ Add Dispensation

Dispensation ID	Date of prescription:	Source	Age	Type of Regimen:	Product Name	Issued On:	Doses Given:	Medication issued by:	Next Refill Due date:	Action
D123456	12/05/2020	Public	44	DSTB	2 FDC Rifampicin 150 mg	12/05/2020	28	Chemist	12/06/2020	Print / Delete

Dispensation Details

Dispensation ID: 1234
RNTCP 2 FDC, Rifampicin 150 mg

Date of Prescription	: 05-10-2020
Source	: NTEP
Adult/Paediatric	: Adult
Type of Regimen	: DSTB
Phase	: Intensive Phase
Date of Dispensation	: 06-10-2020
Number of days of Dispensation	: 28
Drug issuing facility name	: PHI name
Next refill due date	: 04-11-2020

Print Dispenesation

Dispensation ID: 4321
RNTCP 2 FDC, Rifampicin 500 mg

Digital Payments

❖ As of Feb 2020, INR 815 Cr worth of benefits have reached patient and supporter accounts directly for the India TB program

❖ Exposes workflows for authorizing payments based on a Government welfare scheme logic for patients and providers

❖ Ability to integrate with payment systems to initiate payments directly to users.

❖ Ensures accurate targeting of the beneficiaries, de-duplication and reduction of fraud
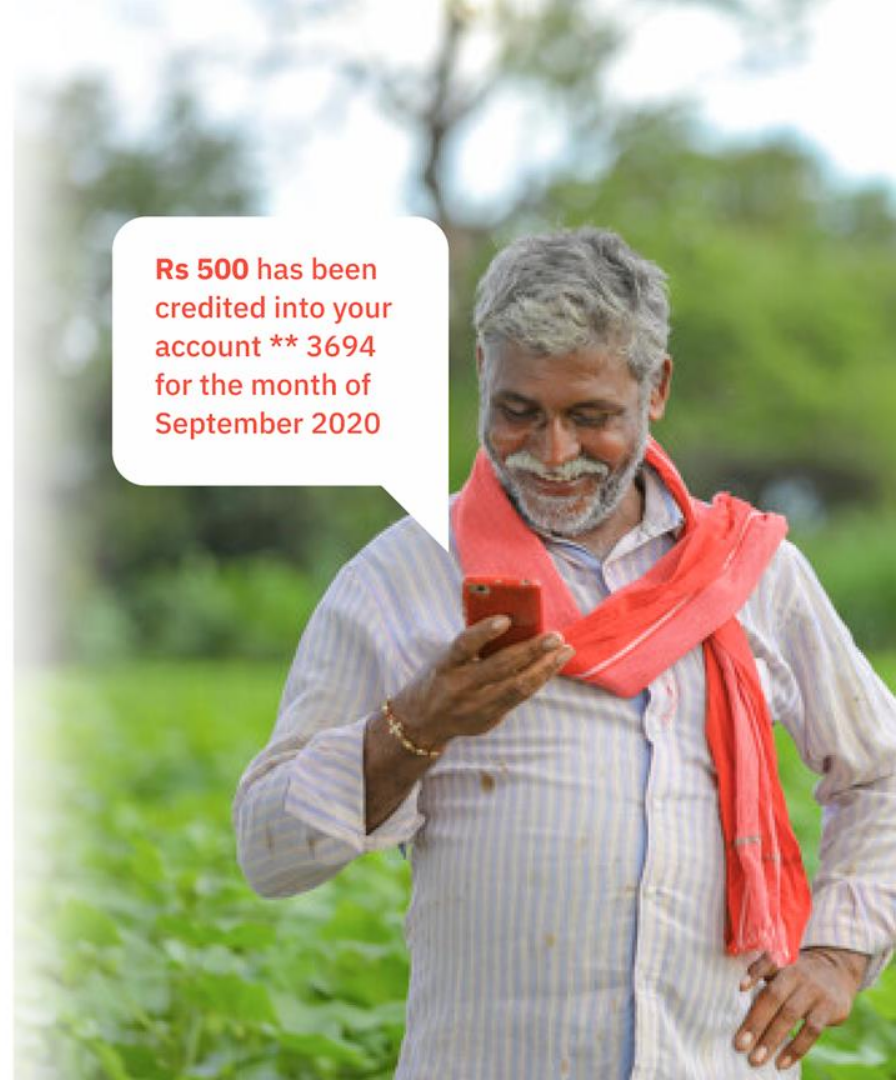
Platform Statistics

1 Enrolment
14.9 million persons enrolled

2 Test (Diagnosis/Follow Up)
15.1 million Test results captured
(Cumulative since 2017)

3 Treatment
~7.9 million patients registered
~7.5 million initiated on Rx
~1.5 million presently on Rx

4 Adherence
120k patients presently on Digital Adherence Tool (DAT)

HCW User base	Count
Total users (all time)	~ 400k
Monthly Active unique users	60k

1 Deduplication
182k duplicate notifications identified

2 Patient Transfer
3.3 million patients Transferred since 2017. ~ 50 – 60 % of patients move from one facility to another for treatment

3 Direct Benefit Transfer of Incentives
INR 8.15 billion of Incentive paid out (across schemes)
(Cumulative since April 2018)

4 Communications (July 2020)
4 million SMS sent to patients (per month)

5 Task Lists
11 Task Lists across Modules are available

6 Reports & Dashboards
❖ **22** Registers (Line lists)
❖ **18** Reports
❖ **3** Dashboards

Implementation Support

One-stop shop for creating and deploying an intervention

Scoping workshop

Everwell works with your team to understand the context, and proposes appropriate modules required and solutions based on your metrics for success.

~ 2 to 3 weeks

Project design and set up

We customize the platform, activate the required modules and virtual patient engagements, and set up the infrastructure based on the local protocols and context

~ 2 weeks for basic setup

Training and launch

Whether in person or remotely, we conduct master trainings for your team on the platform, along with materials for downstream training and reference

~ 2 weeks

Maintenance and scale

Through data analytics and our helpdesk, Everwell supports the project through scale up, modifying functionalities as the project evolves

Publications and case studies

We are avid proponents of supporting the broader community by sharing findings, experiences, and data about tools supporting public health*

*Everwell does not own, modify, or publish-any data that we host without explicit consent from the partner.

Implementing with Everwell

We love getting involved from the very beginning, understanding the context, and helping adapt our solutions to the environment including field visits, workshops, and on-the-ground training. We can be your one-stop shop for creating and deploying an intervention; or, if preferred, we can work directly with your organization to set up the technology remotely and empower the local team through capacity building and training.

Hand-pick DATs/modules

While a host of modules catering to the cascade of care are available, those most relevant to the intervention can be chosen to be on your customized platform

In-house expertise

Our team has experience in designing, customizing, setting up and launching digital interventions for health across different disease type and geographies

End-to-end setup

Our team takes care of the setup of the complete technology, such that it is ready to use by healthcare workers - from customizing the platform, integrating with telecom providers and training staff

Research and Evidence

Multiple research studies* across countries indicate positive effect of Digital adherence technologies on treatment outcomes across the world, including 99DOTS in India, MERMS in China, and VOT in multiple countries

99DOTS - A low cost approach to improving adherence
99DOTS pilot study in India
VOT in Moldova,
Study on VOT for TB adherence support,
Usability of MERM in adherence management in China,
Accuracy of 99DOTS for managing adherence to TB treatment,

99DOTS Patient Acceptability

I will recommend 99DOTS to my family/friends for their TB treatment
3% | 96% | 1%

The 99DOTS automated SMS reminders help me remember to take my pills
2% | 97% | 1%

Using 99DOTS will help me adhere to and complete my treatment
3% | 96% | 1%

I feel more connected to my healthcare provider using 99DOTS
4% | 96% | 3%

99DOTS packaging makes it easy to use
96% | 4%

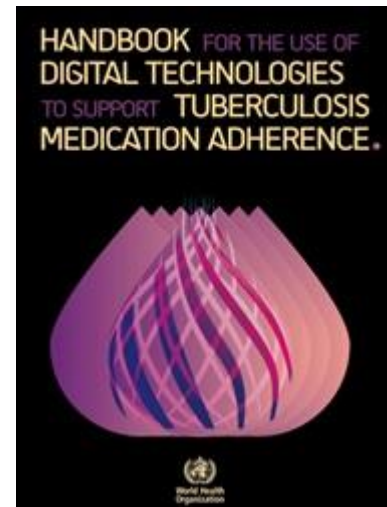Strongly Agree | Agree | Strongly Disagree

Report by KNCV - **DAT (99DOTS)** to support patients and health care workers in a rural setting - Evidence from Tanzania

China MERM RCT (baseline and effect) published in 2016, and MERM adopted as national policy for DS-TB patients

WHO publishes handbook for use of DATs

HANDBOOK FOR THE USE OF DIGITAL TECHNOLOGIES TO SUPPORT TUBERCULOSIS MEDICATION ADHERENCE.

Global Deployments

UKRAINE
KYRGYZSTAN
HAITI
PAKISTAN
BANGLADESH
MYANMAR
VIETNAM
ETHIOPIA
INDIA
PHILLIPINES
UGANDA
TANZANIA
MOZAMBIQU
NAMIBIA
SWAZILAND
PARAGUAY
SOUTH
AFRICA

Scaled deployments globally . Focus on engagement . Open Source and Interoperable Platform

Awards & Recognition

SEMI-FINALIST
SKOCH ORDER OF MERIT

This is to certify that

Nikshay V2.0
Central TB Division
Ministry of Health and Family Welfare

has qualified the Semi-Finals of SKOCH Award 2020

Sameer Kochhar, Chairman, SKOCH Group

28th October 2020

Everwell has been awarded Semi-Finalist

SKOCH Award 2020

Thank You!

Everwell

An **ISO 27001 Certified** company

www.everwell.org

contact@everwell.org

Case study - Latent TB : 3 HP Regimen

❖ The 3HP regimen (targeted at LTBI patients and PHLIV) entails individuals to consume their medication once every week for 12 weeks

❖ The Hub is now designed to allow flexibility in dosing schedule and is the only solution that caters to the 3HP regimen at the moment.

❖ To reduce the burden of patients coming into clinic each week, patients on this regimen receive IVR check-ins and dosing reminder each week empowering the front end worker to know how patients health conditions on a real-time basis

❖ These check-ins ensure that front-end workers follow up with those patients who have checked-in negatively on priority and take necessary immediate measures

❖ Like our other projects, this solution also ensures that patients are kept engaged with dosing reminders pre and post dosing day

❖ Our pioneering efforts cater to 1800 patients in Uganda who are maintaining an average adherence of 93%
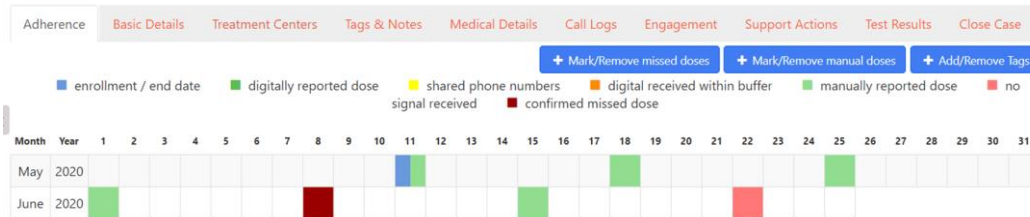
> " I see the task lists as soon as I get to work and follow up with patients who need immediate attention. This helps me provide differentiated care to all my patients
> **Lidiya (Pharmacy Technician)**

Case study - Anti-Retroviral Therapy

❖ The Hub is the first of its kind ICT solution catering to address adherence related issues for PLHIV, implemented on a large scale

❖ The solution aims at assisting early habit formation - newly initiated HIV patients are enrolled on the Self Verified Adherence (SVA) program for the first 6 critical months of treatment

❖ The scale up of our successful pilot (average adherence: 82%) is set to cater to over 6500 PLHIV in India across 40 ART centers and is in association with JHU and NACO

❖ To ensure PLHIVs are closely monitored, the Hub has integrated with the national AIDS helpline who are alerted for follow ups when doses are missed as per protocol

"No one at home knows my HIV status, so I feel cared for when I receive a call from the counsellor as soon as I miss taking a dose." -
PLHIV on 99DOTS - SVA
(anonymous)

Everyday please take medicine and call this number for free
1800-313-9602

Everwell Hub Deployed as PaaS - India TB

1
Screening
Once

Walk-in to a HF or contact tracing or Active case finding

2
Diagnosis (Test)
Once

❖ Enrolment of patients in Nikshay
❖ TB diagnostic tests requested
❖ (X Ray, SM, CBNAAT) by Staff /Provider
❖ Test results updated in Nikshay
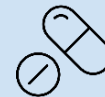❖ SMS to patient on diagnosis

3
Diagnosis Confirmation
Once

❖ In-person consultation with provider and basis test results, confirms diagnosis and initiates Treatment
❖ Updates Prescription details in Nikshay

4
Dispense Medicines
Multiple

Patient collects drugs from Public or Private chemist

Everwell Hub Deployed as PaaS - India TB

5
Adherence Support & follow-up

Continuous

Health Care staff or TS follow up with patient and monitors adherence via Adherence Calendar and refer for further follow-up tests

6
Bank details entry & validation

Once

Patient provides Banking details to Health staff who enters into Nikshay

7
Two-way communication

Continuous

❖ Patient is connected to health care staff /provider
❖ Patient can call CC for any information on treatment/ DBT
❖ 2-way communication channels via WhatsApp, Phone
❖ Use Follow Up Module for recording and scheduling communications

8
Treatment completion, long term follow up

Once

As patient completes treatment, Provider declares Treatment Outcome

HF: Health Facility, TS: Treatment Supporter. SM: Sputum Microscopy

Case study - 99Dots in Philippines for DS-TB

- The TB REACH project, which is funded by the Stop TB Partnership, supported drug-sensitive (DS) TB patients through 99DOTS. The project is the predecessor of the ASCENT project, funded and supported by Unitaid.
- 396 DS-TB patients were enrolled on 99DOTS between Dec 2018 and Jun 2020.
- The project implemented a SMS short-code based system instead of a call to a toll free no
- A successfully logged-in 3-digit code registered green on the Everwell Hub platform
- If a patient did not log their dose before 6pm, they would receive a reminder SMS
- HCWs monitored patient adherence via online dashboard and Android app, and also received daily SMS reports on nonadherent patients.
- Daily adherence rate for patients on 99DOTS was 93.41%.
- IsoScreen urinalysis tests confirmed the accuracy of 99DOTS in monitoring adherence in a sampling of patients

" I felt relieved when nurse Anton mentioned that I didn't have to visit the clinic every day for him to see if I took my medicine. A visit every two weeks for drug refill was all that he asked of me. This meant I saved on transportation money. Unable to continue earning a living because of my illness, I had to budget the little amount I had saved.

Juan (27)

Case study - Integrated DATs in Ukraine

❖ To explore the practical aspects of using multiple Digital Adherence Technologies (DATs) in a local context in Ukraine, the W6 TB REACH project piloted the use of EvriMED boxes and Video-Observed Therapy (VOT) for TB patients

❖ PATH-Ukraine was the implementing partner, along with KNCV

❖ From November 2018 to December 2019, 902 MDR-TB patients, in high TB burden regions in southern Ukraine were enrolled in this program.

❖ The successful outcomes, and patient acceptance of these technologies has now led to it being scaled up as part of the ASCENT project, funded by UNITAID and planned to run over 3 years, starting 2020 and will enroll 15000 patients in Ukraine.
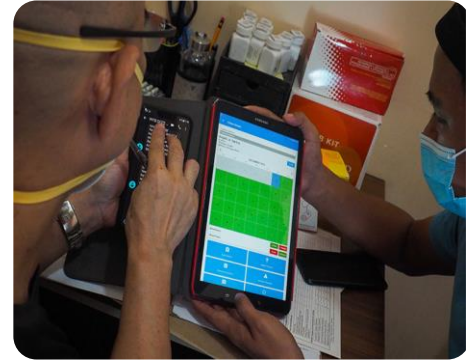
" This is so advanced yet simple; I believe my patients love it. The application is amazingly helpful and supportive to ensure patient adherence especially in this COVID-19 crisis. Without this app, it would not be possible to remind and track adherence.. **"**

Founding Team

Andrew Cross

Andrew Cross is the CEO and co-founder of Everwell

Andrew leads the organizational vision and operations of the company and engages with global partners on deploying Everwell's solutions for both adherence and broader ICT support. Before founding Everwell, Andrew worked at Microsoft Research India for five years, focusing on developing technology in support of health, education, and other social sectors. Andrew earned a BS in Electrical Engineering from the University of Texas at Austin, and an MPhil in Engineering for Sustainable Development from the University of Cambridge.

Bill Thies

Bill Thies is the Chairman and co-founder of Everwell.

Bill is also a Senior Principal Researcher at Microsoft Research, where he works on using technology to positively impact low-income communities (a field known as ICTD). Bill's research has resulted in various awards (including a MacArthur Fellowship) and has led to over 80 peer-reviewed publications. Bill received his B.S., M.Eng., and Ph.D. degrees from the Massachusetts Institute of Technology, where he studied programming languages and computer architecture.

Nakull Gupta

Nakull Gupta is the COO of Everwell and responsible for supporting its work across the board. Starting with 99DOTS, he has been at the forefront for building Everwell's technology solutions. Nakull is responsible for driving the Nikshay vision and interfacing with the leadership of the consortium of partners that interact with Nikshay across India.

Before joining Everwell, Nakull worked at Microsoft Research India for a few years and was a part of the team which created the 99DOTS Adherence solution. Nakull has done his Computer Engineering from BITS Pilani

Everwell Values

Excellence In Products

Impact

Dedication To Users

Excellence In Commitments

Data-Driven Approach

Sustainability