

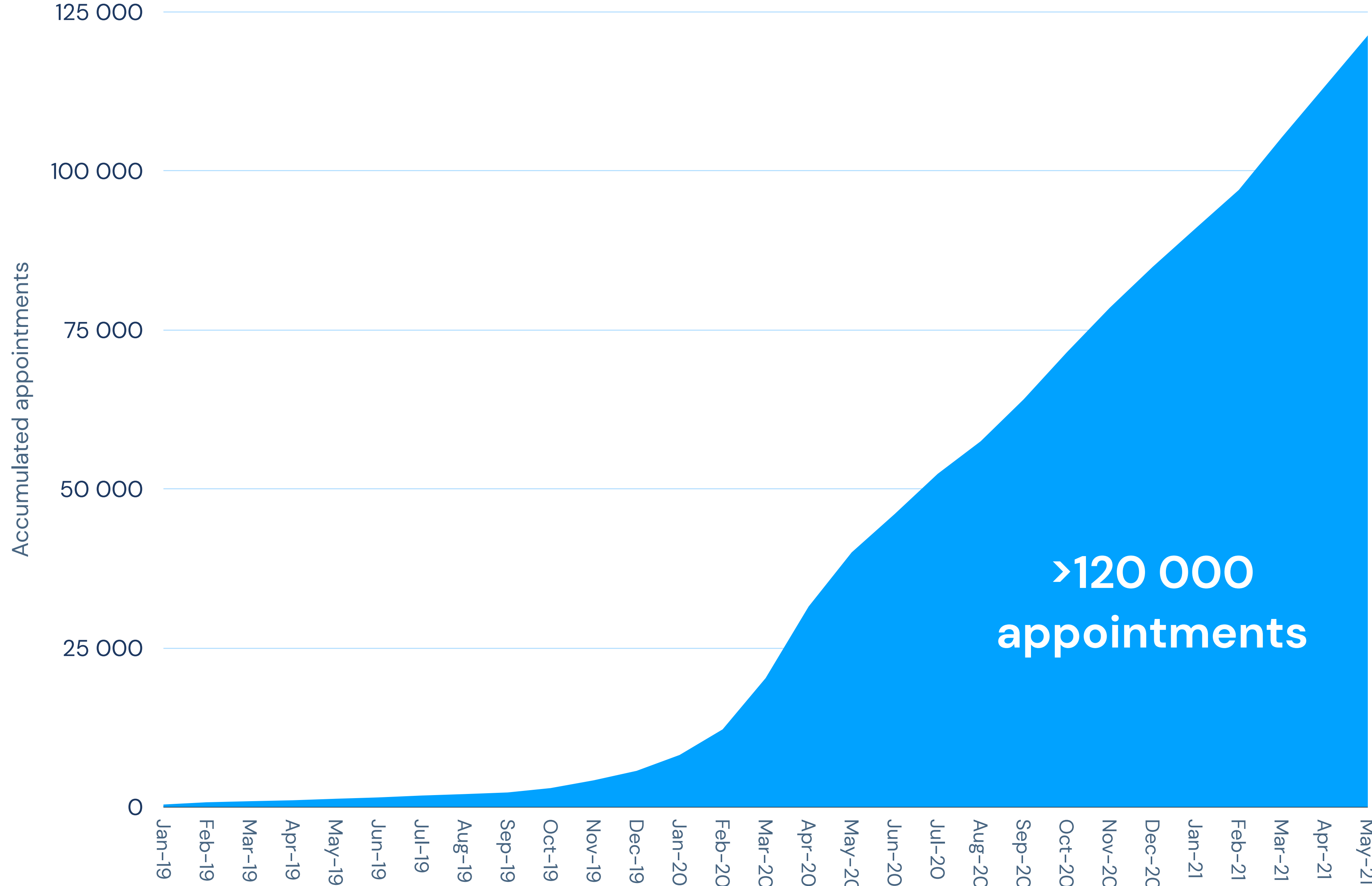
knök

Video consultations are only the beginning.



Healthcare for Everyone. **Everywhere.**

Growing by 16x year over year



83%
of requests
solved

86
Net Promoter
Score

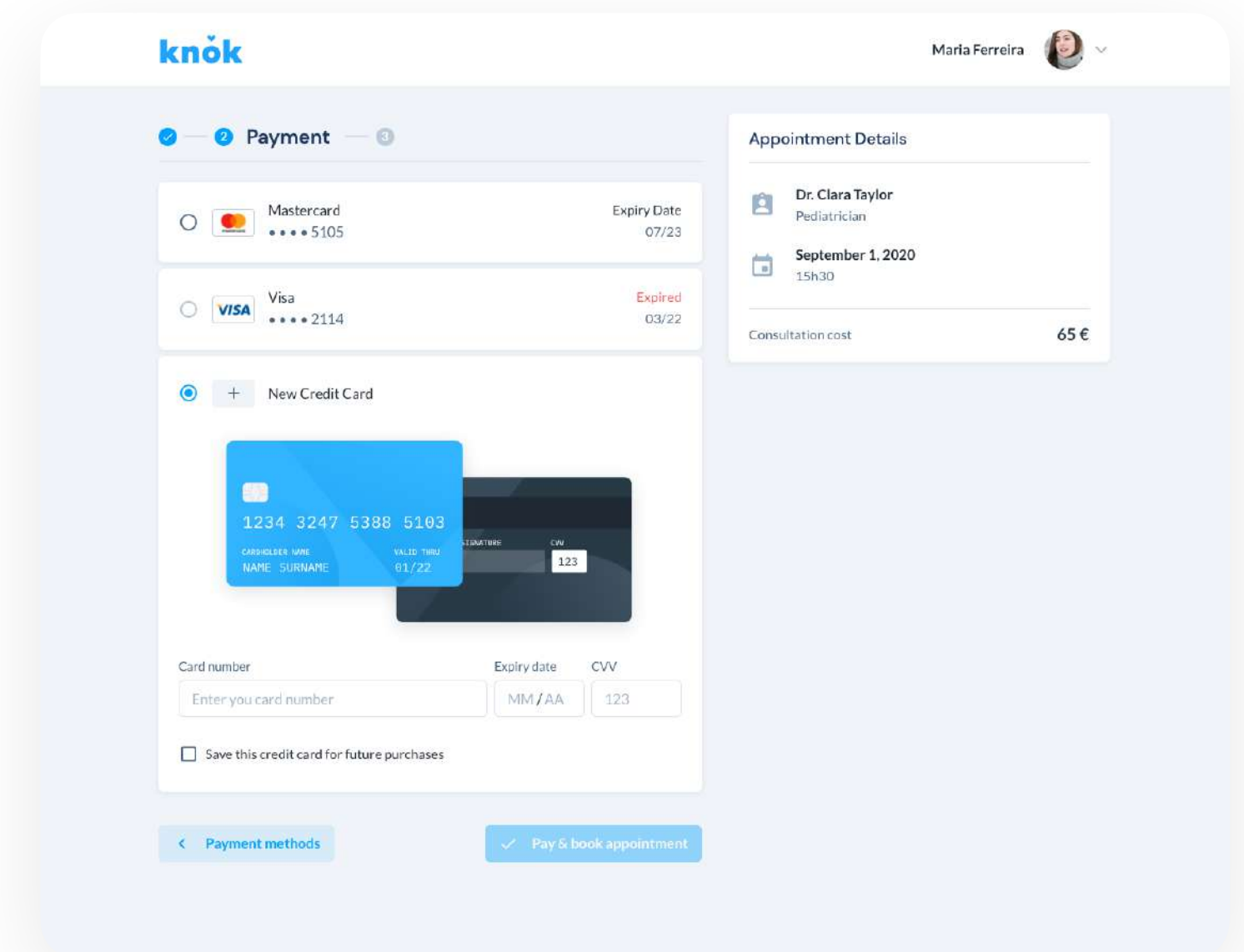
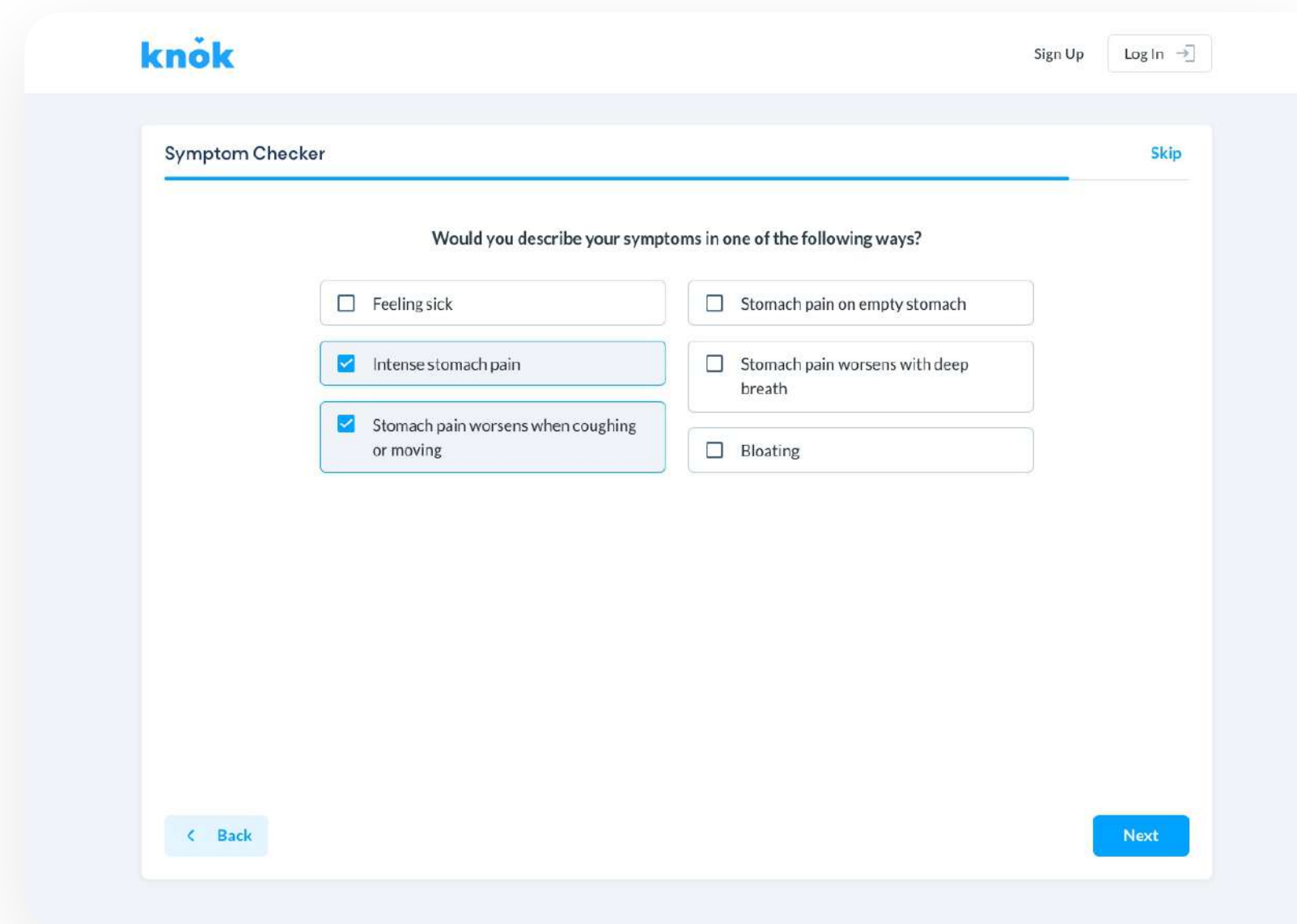
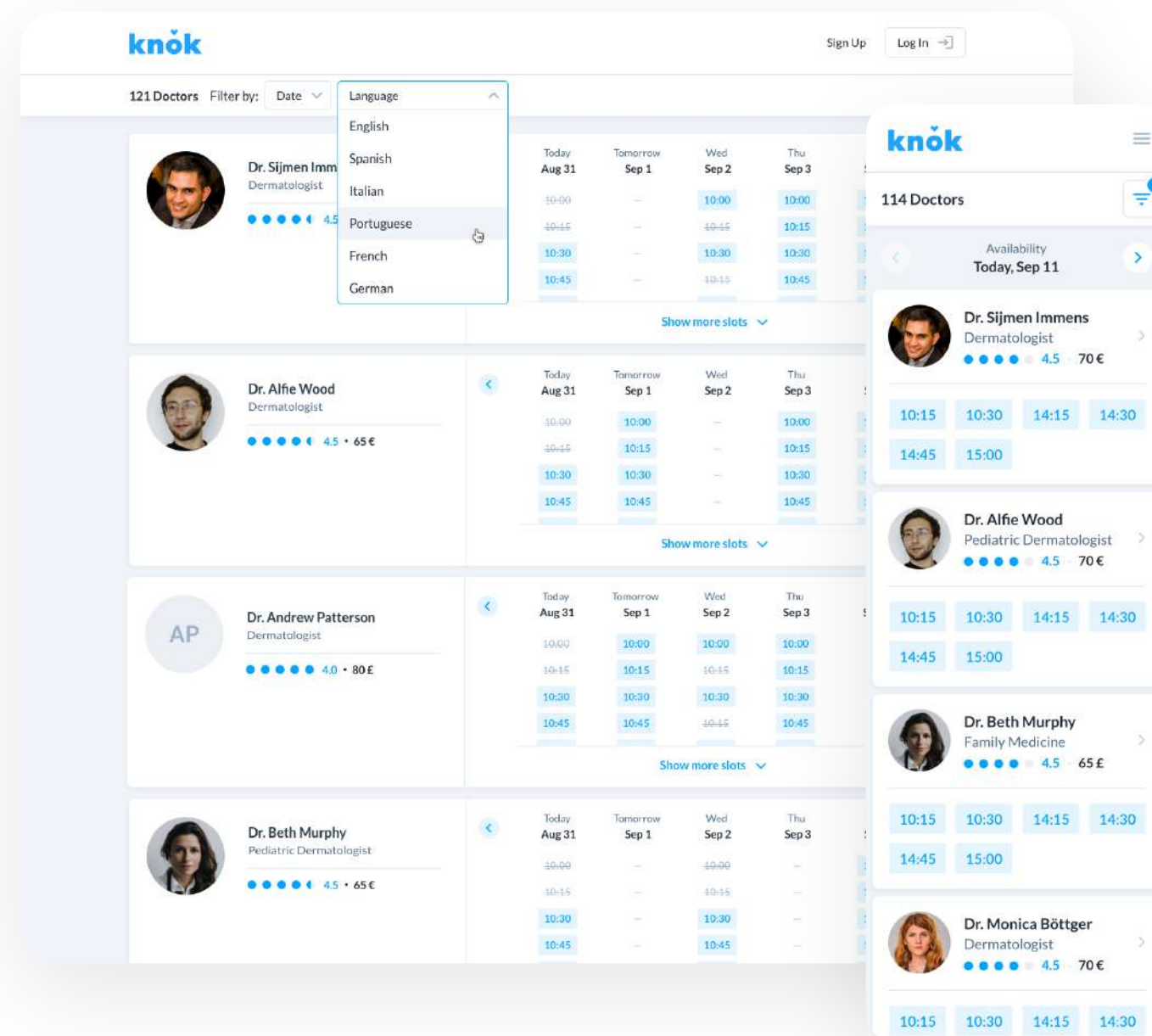
24%
used service more
than once in 2020



The fully-integrated telemedicine platform



So easy, that **everyone** can use knök



1

Web Scheduling

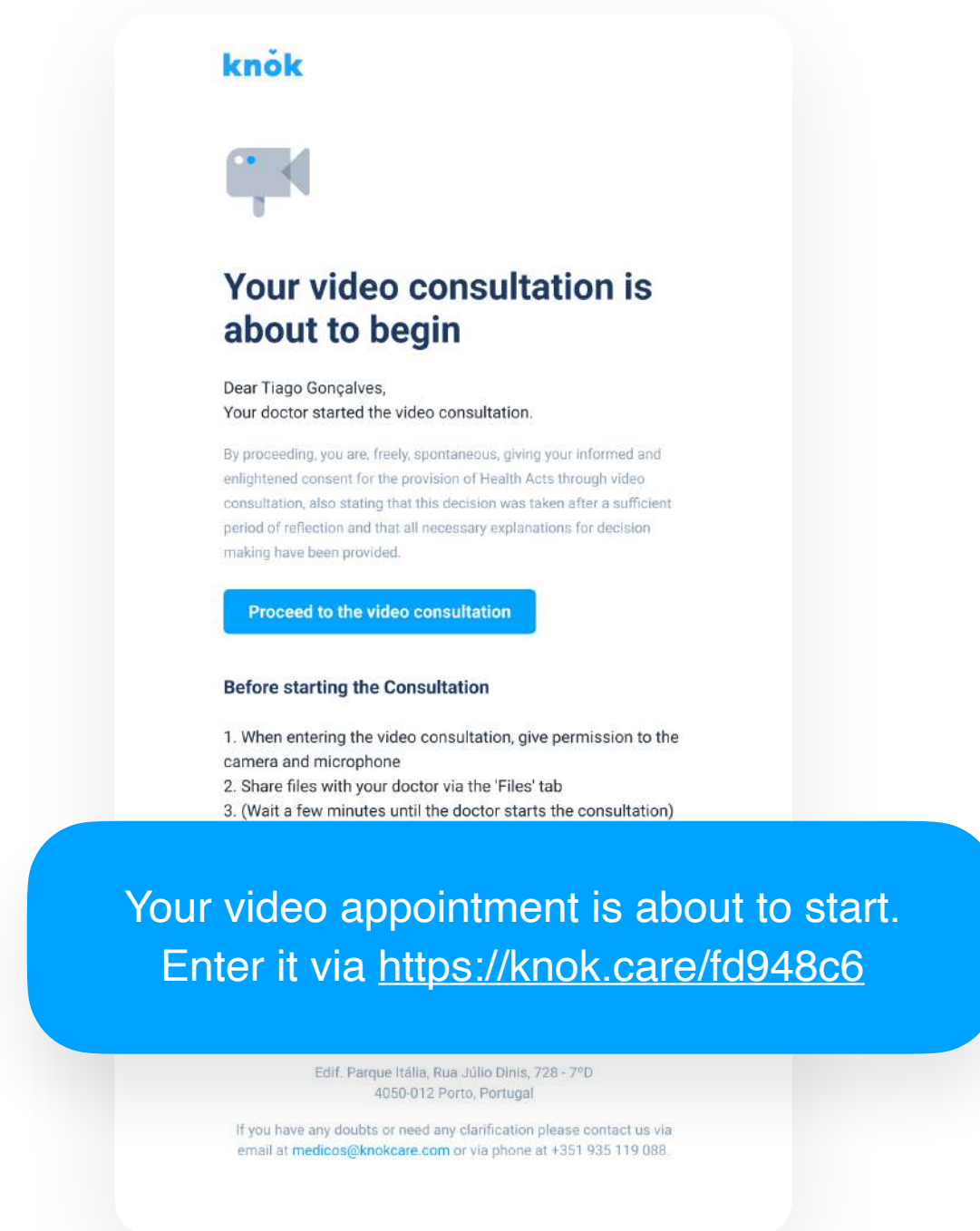
2

Symptom Checker

3

Payment & Co-Payment

So easy, that **everyone** can use knok



knok

Your video consultation is about to begin

Dear Tiago Gonçalves,
Your doctor started the video consultation.

By proceeding, you are, freely, spontaneous, giving your informed and enlightened consent for the provision of Health Acts through video consultation, also stating that this decision was taken after a sufficient period of reflection and that all necessary explanations for decision making have been provided.

[Proceed to the video consultation](#)

Before starting the Consultation

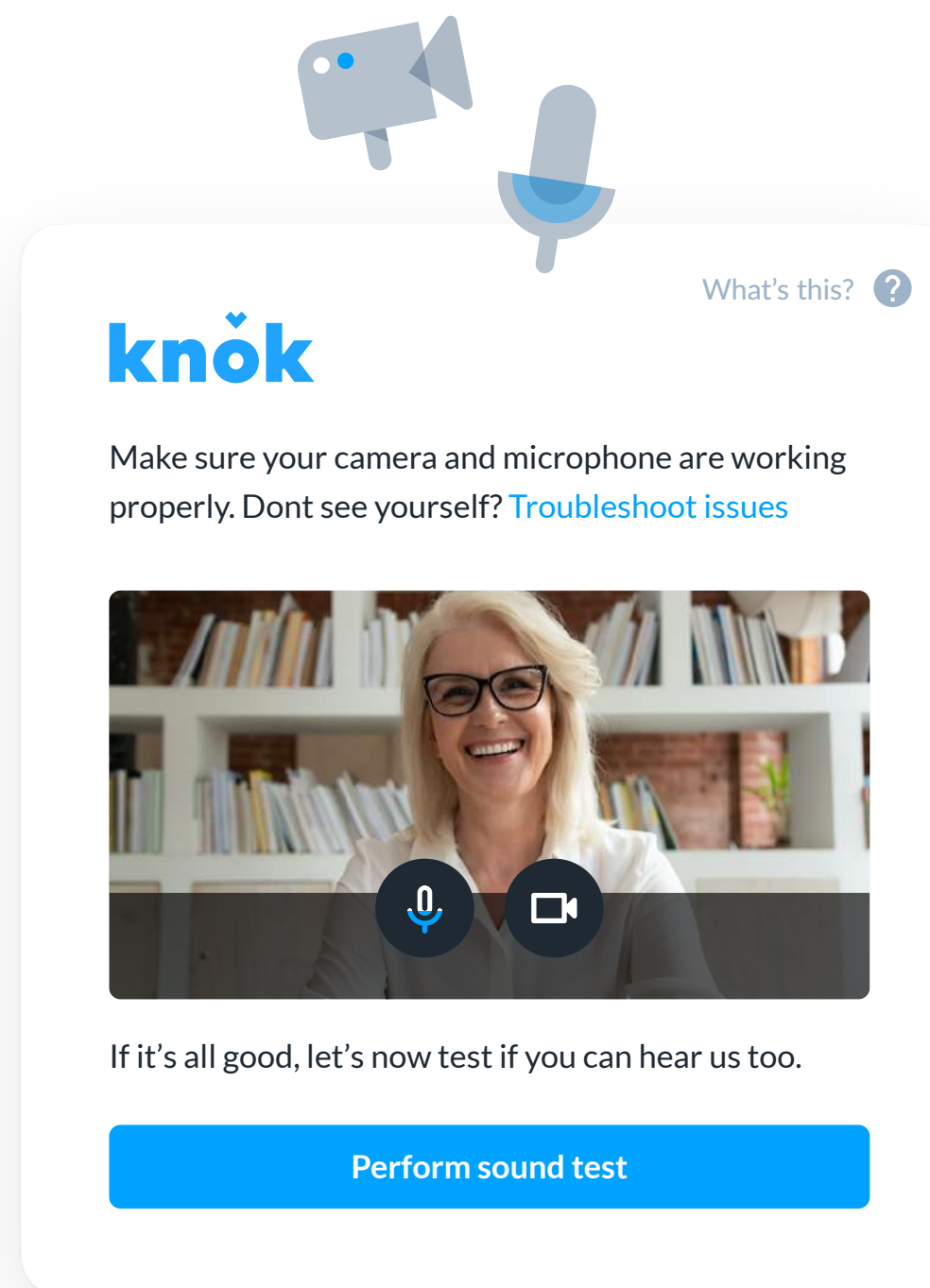
1. When entering the video consultation, give permission to the camera and microphone
2. Share files with your doctor via the 'Files' tab
3. (Wait a few minutes until the doctor starts the consultation)

Your video appointment is about to start.
Enter it via <https://knok.care/fd948c6>

Edif. Parque Italia, Rua Julio Dinis, 728 - 7ºD
4050-012 Porto, Portugal

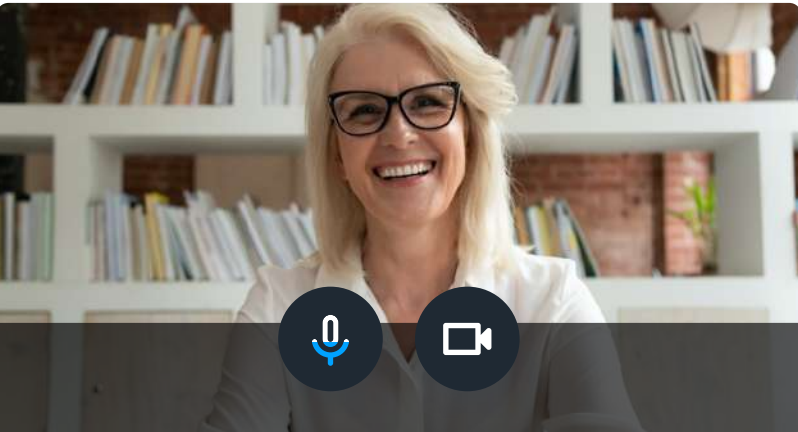
If you have any doubts or need any clarification please contact us via email at medicos@knokcare.com or via phone at +351 935 119 088.

4
Email & SMS notifications



knok What's this? ?

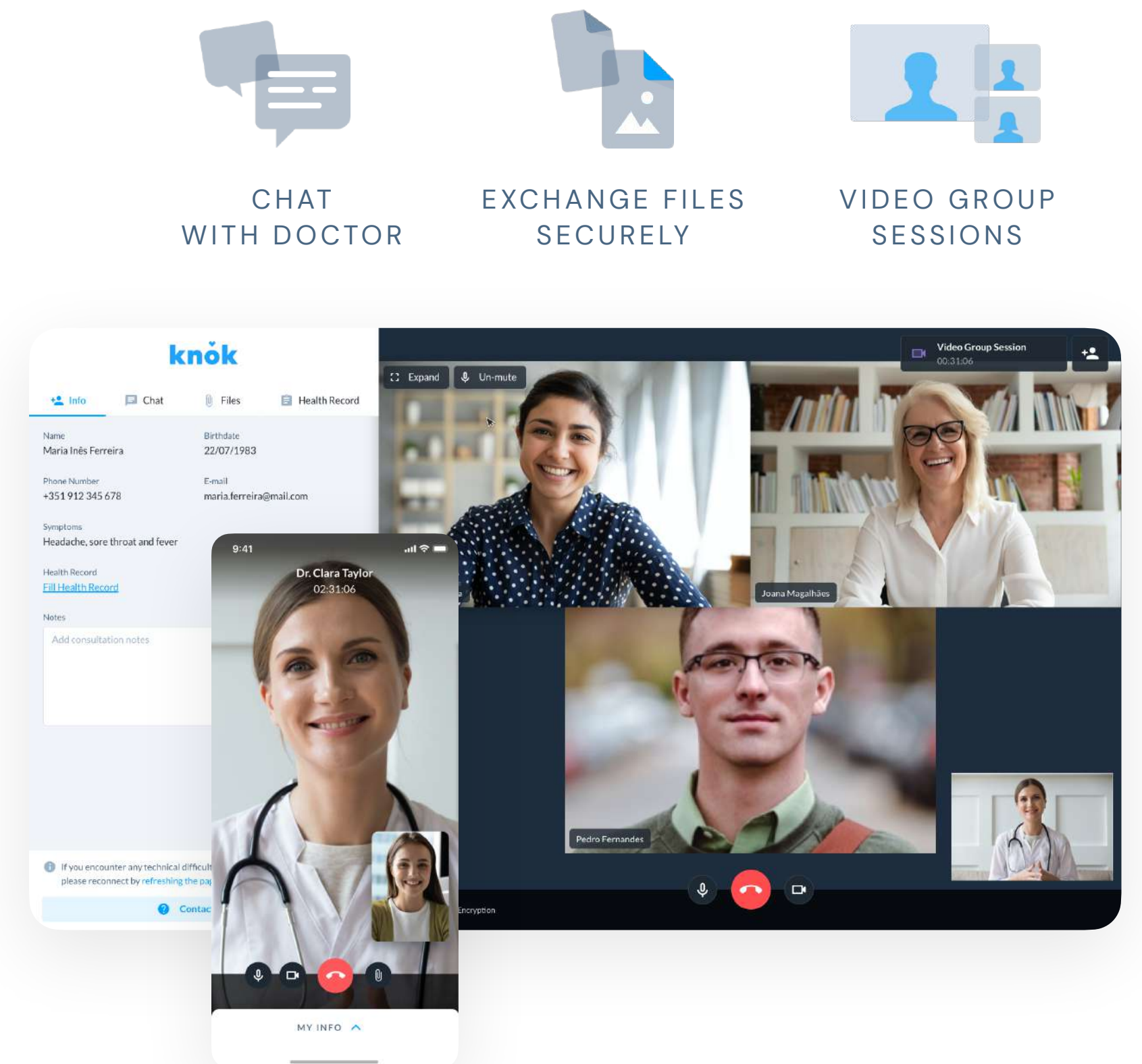
Make sure your camera and microphone are working properly. Dont see yourself? [Troubleshoot issues](#)



If it's all good, let's now test if you can hear us too.

[Perform sound test](#)

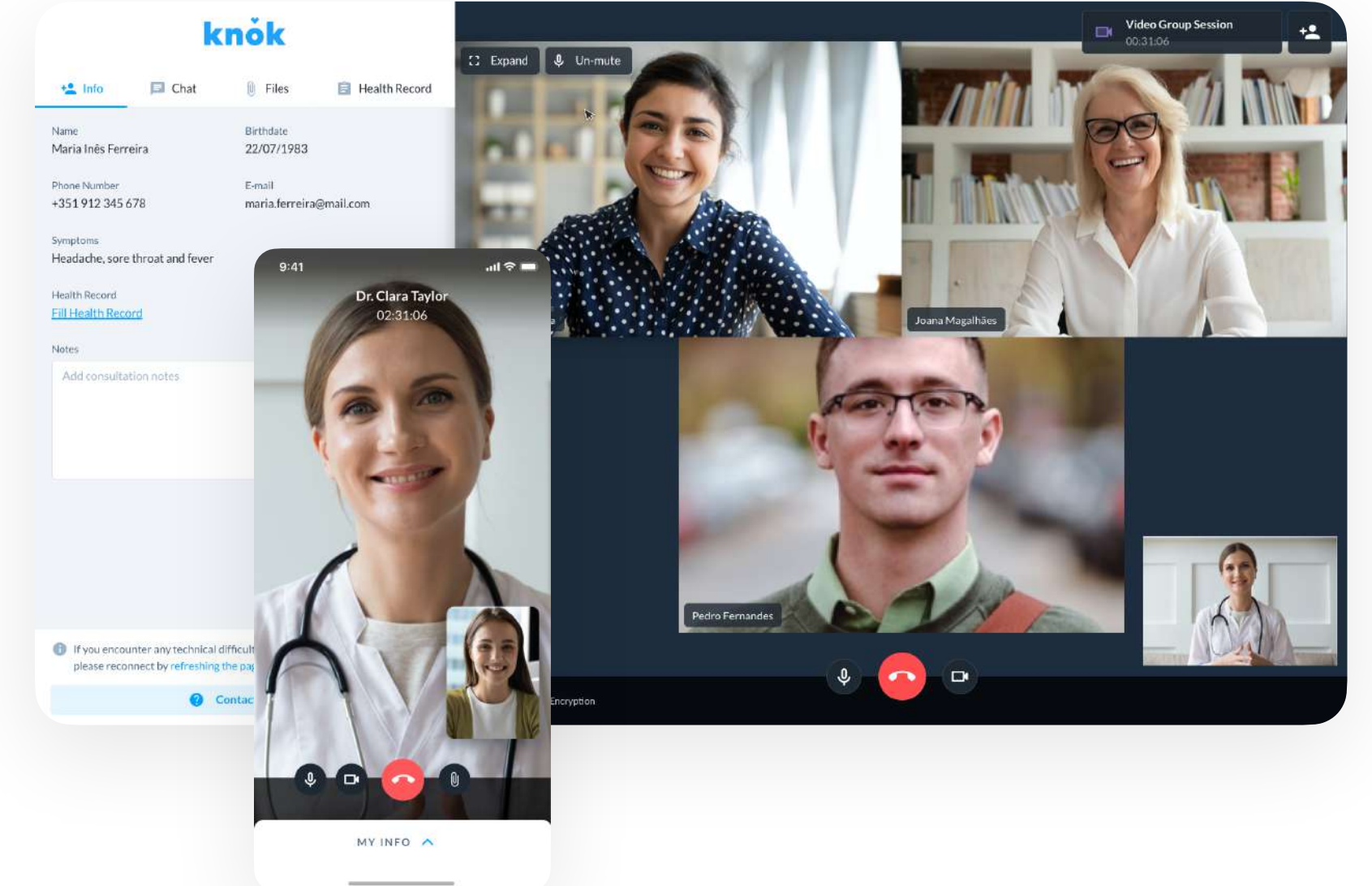
5
Test microphone & camera



CHAT WITH DOCTOR

EXCHANGE FILES SECURELY

VIDEO GROUP SESSIONS



knok

Info **Chat** **Files** **Health Record**

Name: Maria Inês Ferreira
Birthdate: 22/07/1983
Phone Number: +351 912 345 678
Email: maria.ferreira@mail.com

Singlone
Headache, sore throat and fever

Health Record
[Fill Health Record](#)

Notes
Add consultation notes

Video Group Session
00:31:06

Expand Unmute

Joana Magalhães

Pedro Fernandes

Dr. Clara Taylor
02:31:06

MY INFO

6
Individual Video Consultation & Group Session

So easy, that **everyone** can use knok

Panacea Doctors

Please review your experience

Was this video appointment helpful?

No Yes

How would you classify the doctor?

1 2 3 4 5

Would you recommend Knok to someone you know?

1 2 3 4 5

Leave a comment if you have any other feedback:

Placeholder text

Cancel Submit

7

Review appointment

knok Dr. Clara Taylor

Appointment Details

Personal Information

Name: Margarida Sottomayor Date of birth: 01/04/2018 Sex: Female Email: margaridasottomayor@gmail.com

Appointment Information

Symptoms: Margarida Sottomayor Notes:

Health Record

Appointment notes: Personal background: Medication:

Assessment: Physical exam:

Diagnosis: Therapeutic proposal:

ICD-10 Codes

Search for number or name

- A00 Cholera
- A00.0 Cholera due to Vibrio cholerae 01, biovar cholerae
- A00.1 Cholera due to Vibrio cholerae 01, biovar eltor
- A00.9 Cholera, unspecified
- A01 Typhoid and paratyphoid fevers
- A01.0 Typhoid fever Infection due to Salmonella typhi
- A01.00 Typhoid fever, unspecified
- A01.01 Typhoid meningitis

Cancel Save changes

8

Fill Electronic Health Record with ICD-10 codification

knok Pedro Santos pedro.santos+doctor@knokcare.com

Prescriptions - 2263

Arquivo Protocolos Ajuda Assinatura Digital Gerar Prescrição

Data: 18 de Maio de 2021

Nome: Pedro Santos (tem)

paracetamol

Industrializados Manipulados Composições Exames Periféricos 3 resultados

- Paracetamol + Fosfato de codeína, Comprimido (12un) EMS Genérico R\$16,00
- Atracé, Comprimido revestido (20un) Momenta Similar R\$39,00
- Paco, Comprimido (24un) Eurofarma

Adicionar texto livre

Nome: Pedro Santos (tem) CRM 52389473-RJ

1. Paracetamol + Fosfato de codeína, Comprimido (12un) Paracetamol 500mg + Fosfato de codeína 30mg 1 embalagem

Tomar: 1 comprimido a cada 6 horas, conforme necessário.

9

Prescribe exams & medication

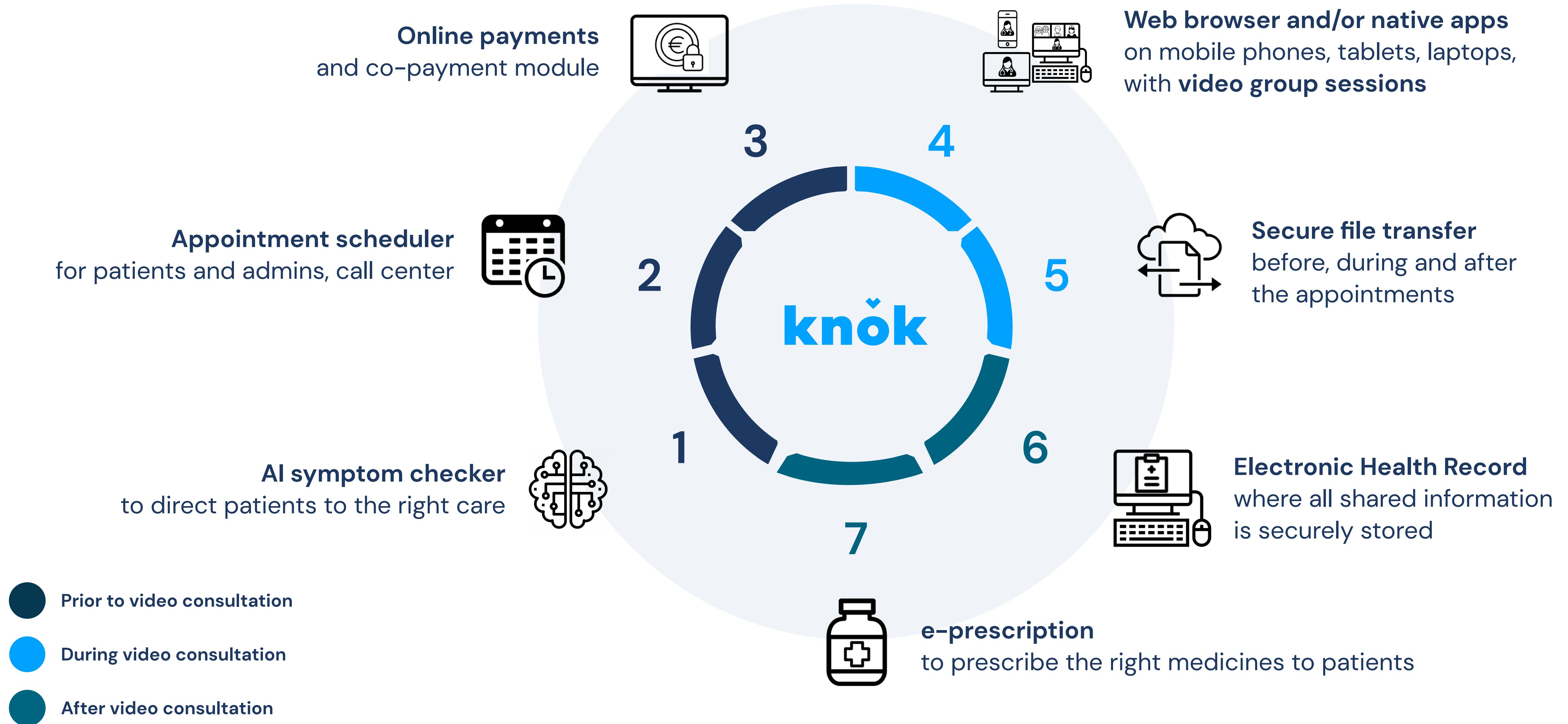
Why are we **unique?**



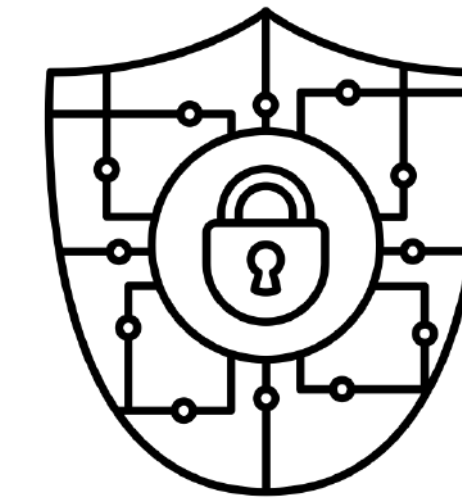
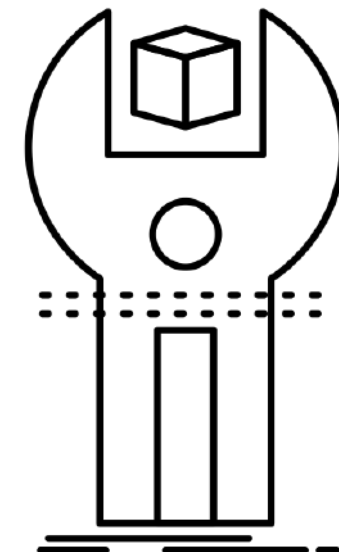
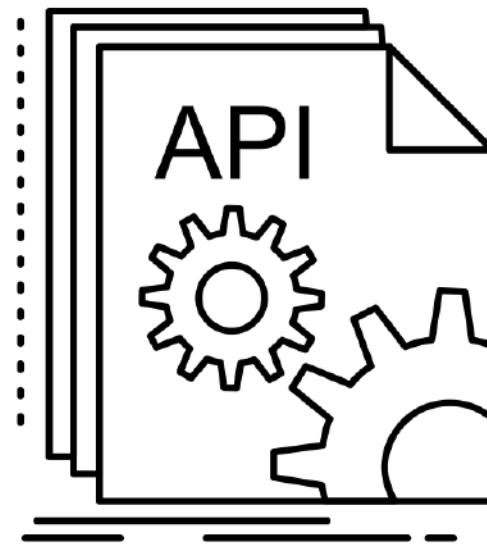
knök

Why are we unique for users?

Panacea is the most complete platform covering all relevant functionalities **before, during and after the video consultation**



Why are we unique for companies?



APIs and SDKs integrating with legacy schedulers, EHRs, e-prescription

End-to-end encryption of data shared and video streamed
GDPR compliance
ISO 27001 certification ongoing



White-label – so YOU can have this product next week, with your brand!

Our product **USP creates value to all stakeholders**

Insurers

Multiple integrated entry points in the patient journey for **increased adoption**: web, call centre, app

10x patient utilisation levels compared to competitors' solutions

83% resolution rate, 63% savings

Increased commercial offer for corporates and employee benefits

Granular **characterisation of patient cohorts** and patient risk portfolio analysis

Hospitals & Clinics

Improved patient acquisition, directing patients to the right specialities, with AI symptom checker

4,2p.p. reduction in no-shows

Increased outpatient throughput for better **adherence to tests and exams**, and **improved occupancy rates of surgery blocks**

Doctors onboarding and training for increased adoption by practitioners

Patients

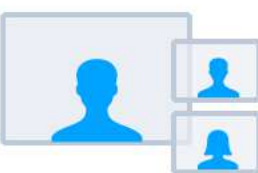

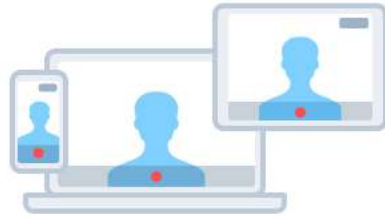

Confidence in telemedicine: integrated patient journey directs patients to the right point of care

Ease of adoption: **99% of appointments successfully delivered**

88.5% of video appointments joined successfully, 10.5% fall back to phone appointments. **1% unsolved**

Built for real people: patients get **vital signs in app**, family members can join with no effort

2021 product roadmap is about preparing knock for deep tech

	Q1	Q2	Q3	Q4
STANDOUT FEATURES	 <p>Video Group Sessions ✓</p>	 <p>Patient Onboarding & Dashboard ✨</p>	 <p>Omni-channel consultations</p>	 <p>Medical documents templates for Doctors</p>
HEALTH DATA	<p>AI Symptom Checker ✨ ✓</p> <p>Specialty typification ✓</p>	<p>Vital Signs Readings ✨</p> <p>Health Record Codification ✓</p>		<p>Biometric & Emotional Readings ✨</p>
OPERATIONAL EXCELLENCE	<p>Quick Guide & Device Test ✓</p> <p>Patient Profile page ✓</p> <p>Phone call appointments ✨ ✓</p>	<p>Patient signup and login by business account</p> <p>Android & iOS SDK & Partner APIs ✨</p>	<p>Appointments' ETA and delay management</p> <p>Improved Web Scheduling</p> <p>Improved manager's scheduling</p>	<p>Patient Realtime Chat (during VC)</p> <p>Clinical Director Role</p> <p>Doctor Virtual Room</p>

Unique features ✨

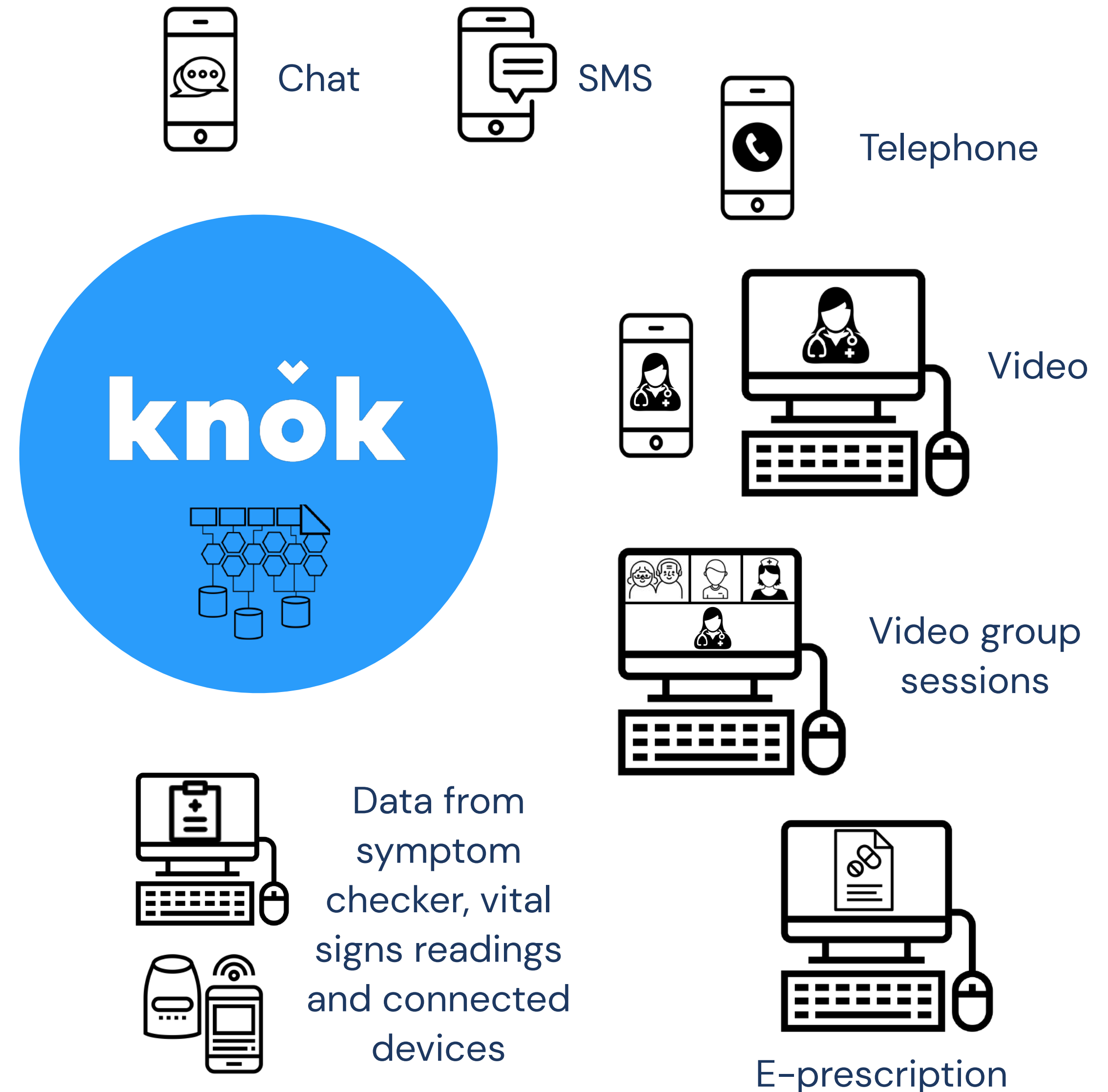
We will gather **health data** from different sources

New architecture for **omni-channel data**

Besides gathering **structured and unstructured EHR data**, the system is prepared to gather data from a **symptom checker, e-prescription, reading of vital signs and data from patient reported outcomes and connected devices**.

As authorities, clients and patients collaborate to reduce hospital and care homes utilisation, knock's architecture evolves to deliver healthcare using different media.

From chat & SMS to one-on-one and video group sessions, regular phone calls for triage or advice from nurses and practitioners, and home or care homes, our architecture will incorporate different events to improve patient-doctor relationship management.



High quality health data feeding the AI

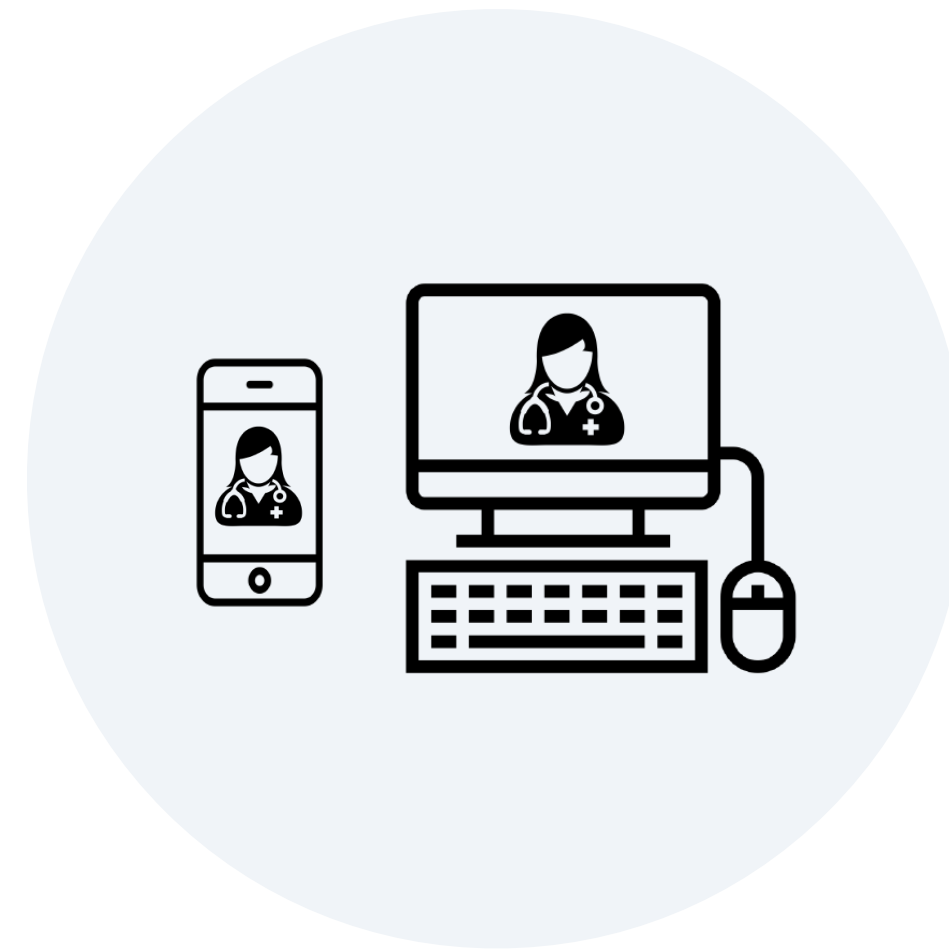


**AI
Symptom Checker**



**Vital signs readings
at consultation**

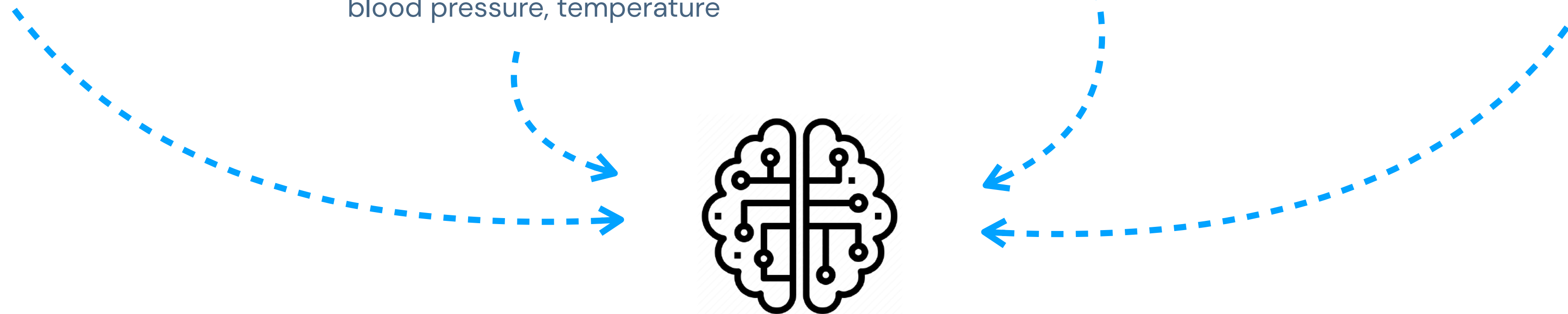
Heart rate, SpO₂, respiration rate,
blood pressure, temperature



**Normalised diagnosis
data on EHR and
e-prescription**



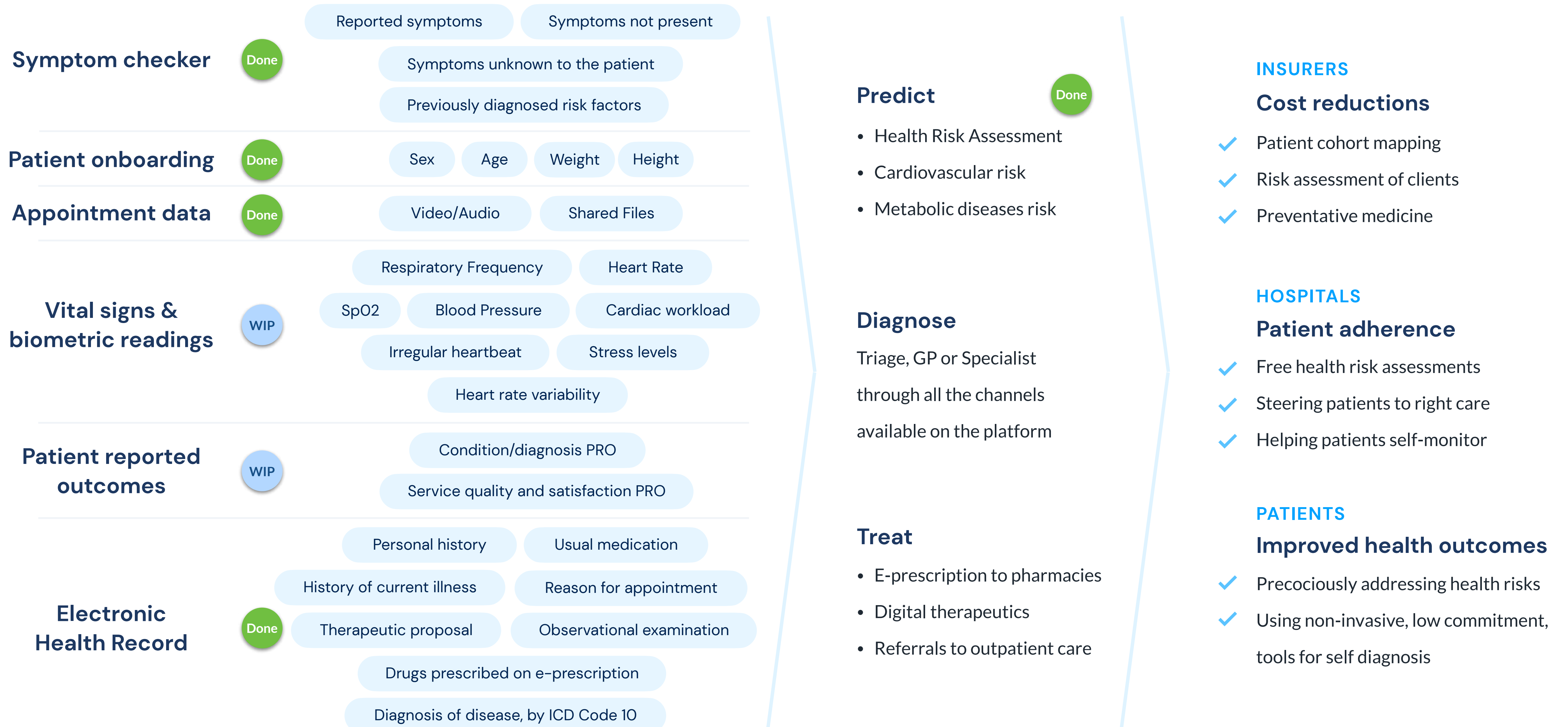
**Image
recognition
(2022)**



AI will not replace doctors but doctors who use AI will replace those who don't

Changing healthcare, with **28 data points per consultation**

DATA SOURCE → DATA POINTS COLLECTED → ACTIONABLE DELIVERABLES → VALUE FOR STAKEHOLDERS



The world is catching up with **our vision of the future of healthcare**

STAGE 1



knök
product development

STAGE 2



STAGE 3



Telemedicine as a next-level alternative to connecting over the phone

Why?

- Cost effective
- Visual analysis
- Increased trust
- Reduced barriers to adoption

Data gathered through telemedicine improves clinical decision, medical insight and early diagnosis

Why?

- Non invasive
- Easy to use
- Low cost
- Early diagnosis / preventative care
- Machine learning decision support

Data ubiquity and patient empowerment will change how healthcare is delivered and received

Why?

- Digital-first primary care
- 5G and connected devices
- Prediction and Prevention
- Very low cost of diagnosis
- Reduction of clinical error
- Practitioner's time ultra-optimised



Building on data from
hundreds of thousands of appointments
to make **knok Panacea**
the most effective tool in the world
for primary care.

Very aggressive **commercial strategy**: SaaS & B2B2C strengthen each other

SaaS

What

Selling to healthcare providers directly or through distributors, to boost scalability to roll out the platform globally, with local insights and know-how developed in B2B2C

Why

Fast scalability to establish knock as the global reference SaaS Platform for telemedicine, getting everywhere faster and with higher margins

B2B2C

What

Focus on regional partnerships to create an internal medical network, selling healthcare services to payers (health insurance, employee benefits, direct to consumer)

Why

Protected business with local barriers to entry (addressed by local partners), that boosts brand awareness and provides a testbed for product development, through close access to doctors and patients

Clear geographical targets: leadership in Iberia and LatAm, presence in India

Iberia

knok is the market leader in Portugal and closed its first SaaS deal in Spain, beating Teladoc, which is the only player with relevant presence

LatAm

knok has clients with a strong presence in Brazil and it is expanding rapidly to Peru, Mexico among other LatAm countries.

The biggest player in the whole of South America is a three years old startup without a substantial number of users.

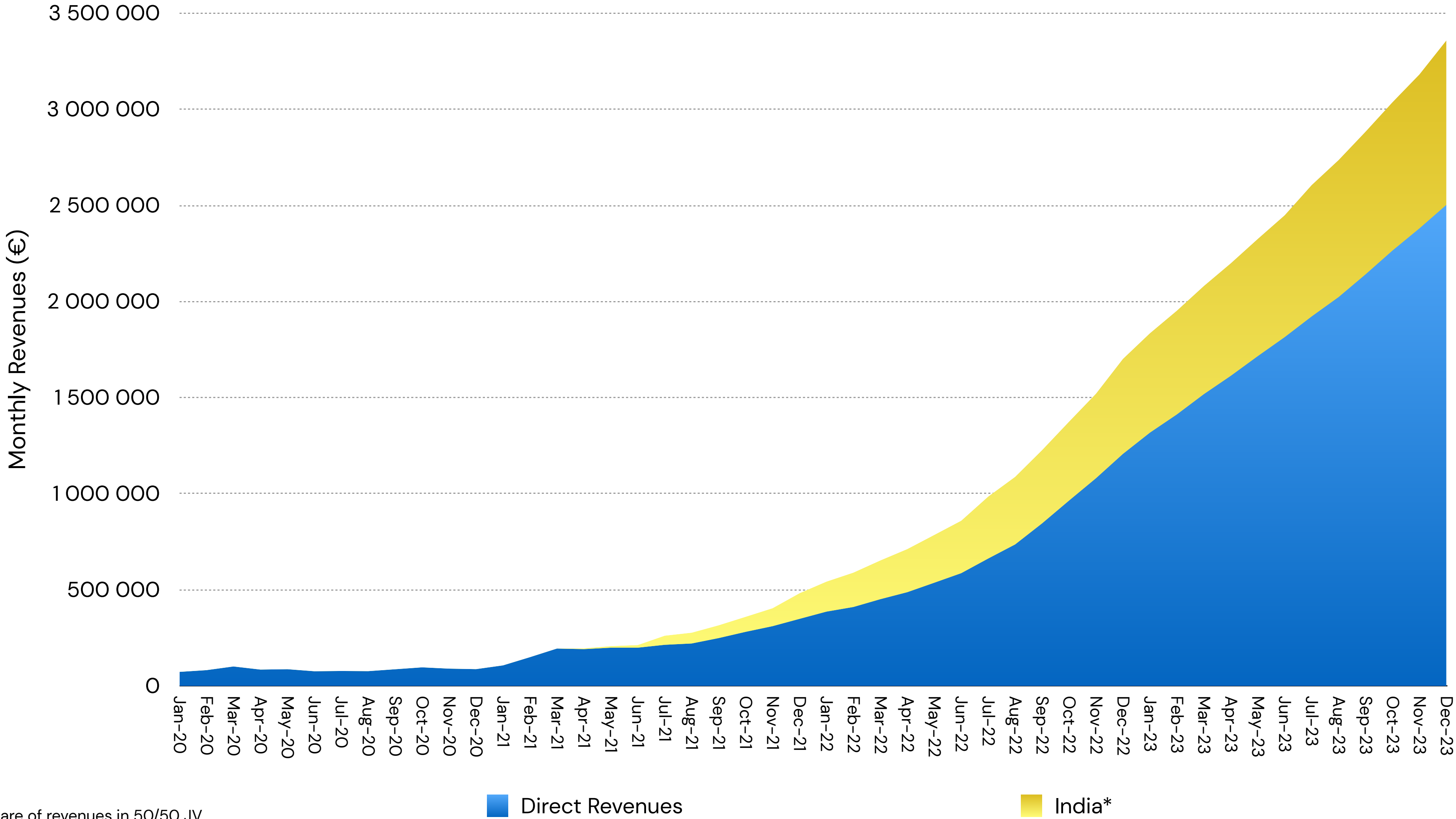
knok is better funded, has a stronger product and will have the commercial resources to address the market.

India

knok has a JV agreement with Stepcare, a Bangalore based healthcare provider building the largest cancer hospital in the country.

With NHS backed clinical practices and a solid plan to disrupt primary care, knok + Stepcare is one of the first operators in the country and will become a key player as the market grows at 25% YoY

Digital health market is at a turning point and knock is poised for growth: Accelerate growth momentum to reach 30M€ ARR by end 2023



Run Rate Dec'23
excluding JV
30M€ revenues
11M€ EBIT

Run Rate Dec'23
including JV
40M€ revenues
19M€ EBIT

* knock share of revenues in 50/50 JV



In 2015, an economist and a medical doctor set out to change healthcare..

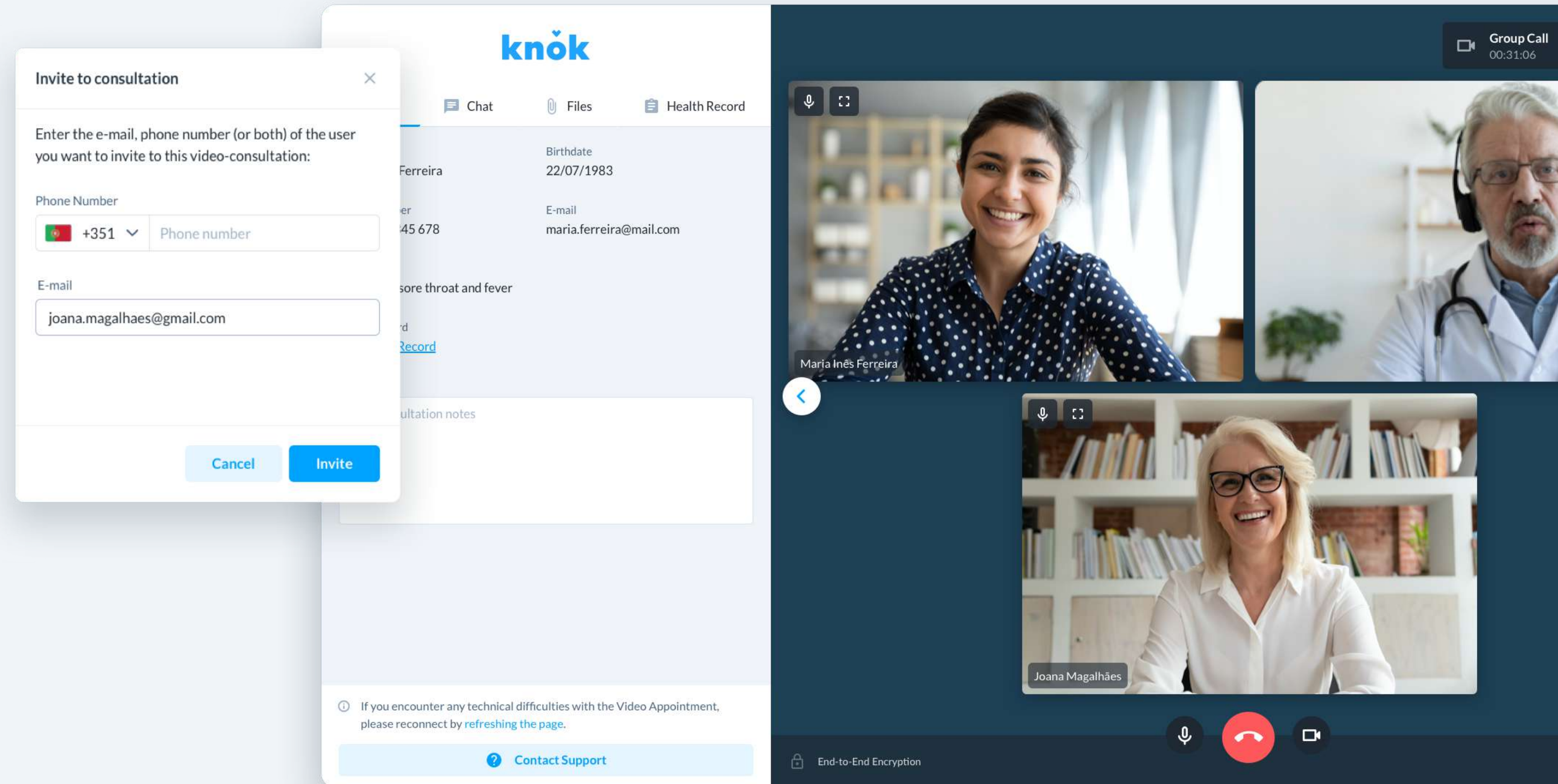
...now we are 31, and **ready** to take over the world!



We have an adaptive SaaS business model..

- One-off setup fee
- Fee per appointment
- With a Minimum Service Fee

- Fee per member per annum



... many clients! ...

- Market leaders in **Portugal** and with a strong presence in **Brazil, South Africa,** and **Spain**, while launching in **India** and preparing a **UK** launch.
- Growing pipeline with over 150 leads



Strong, driven founders, helped by excellent and experienced advisors

Founding team



José Bastos
co-founder & ceo
Economist

“My dream is to provide universal healthcare to the world”

17 years in Finance and Strategic Planning of a multinational

Masters degree from University of Porto.
Post-graduate degrees in M&A and Strategy from the University of Chicago – Booth and Porto Business School.



João Magalhães
co-founder & cto
Medical Doctor

“My life goal is to create software that saves lives”

Co-founder of 2 other healthcare startups - iterar and VRCare.

Learned to code at a young age
Masters degree in medicine
Deep understanding from the inside-out the technological barriers and opportunities in medicine

Key advisors



David Brewin
Chairman
Investor

David is a retired Partner at EY, where he has worked for over 21 years.

David is the largest individual investor at knock and a believer that there will be global shifts on how healthcare is offered to populations and that knock will be a player in that shift.



Henry Wigan
Director
Investor

Henry is co-founder of Mustard Seed, and a Board Member of MAZE. He was formerly a Director and Portfolio Manager at BlackRock in London, having started his career at Goldman Sachs.

Henry was the recipient of the GSGL academic scholarship for social entrepreneurship and holds a First Class Honours degree from London School of Economics in Economics and Economic History.

4.5M€ Investment Round

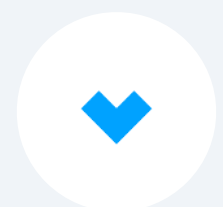
Covers 24 months of the product and sales team new hires additional costs,
covering knock expected cash needs until Q1 2023

Peak Funding gap of 4.5M€ in Jan 2023

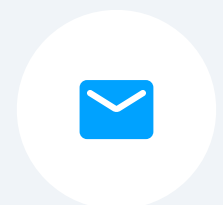


Healthcare
for Everyone.
Everywhere.

CONTACT US



José Bastos

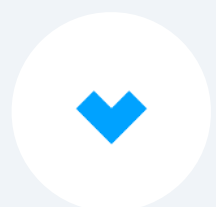


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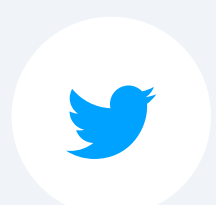
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