

MAY 2025

Healthcare solutions

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Pharmacy is rapidly moving towards being much more focused on service provision. Medihive has empowered us to adapt swiftly and proactively, seamlessly integrating into our customer journey and becoming an indispensable part of how we deliver exceptional care.”

Phil Stickland

Customer Transformation Programme Lead
Day Lewis

WHAT WE SOLVE

Patient workflows often depend on manual administration processes. This, along with limited systems integration and little or no data transfer, can make services costly, error-prone, and hard to scale.

HOW WE SOLVE IT**Automation**

- Waitlist management: auto-filling available slots, with active status updates
- Automated referral processing
- Automated invite, cancellation and rescheduling

**Booking Management**

- Seamless referral, booking, and communication processes
- Real-time scheduling and resource management for optimal allocation

**Enhanced Experience**

- Patient, Admin and Clinical portals make working and engagement easy
- Patient notifications and reminders - SMS/Email

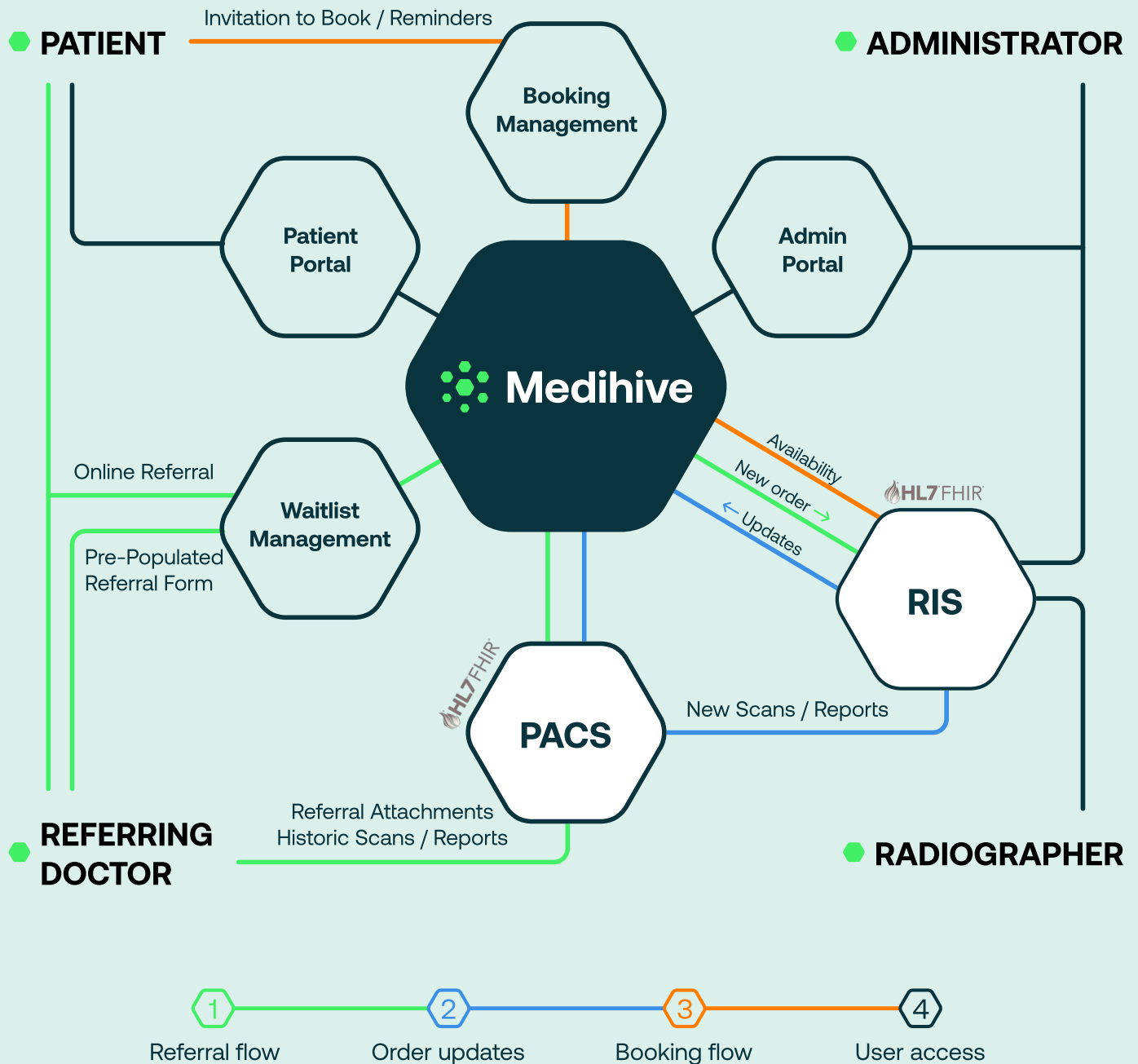
**Integrations**

- 3rd party integrations via HL7 and FHIR standards
- Integration into RIS/PACS, practice management systems, and EHRs
- 2-way API integration

THE IMPACT

- Time and cost savings
- Secure, scalable service delivery
- Increased service capacity
- Minimise wastage
- Minimise administrative burdens and human error
- Reduce waiting times and missed appointments (DNAs)

Maximise efficiency,
remove manual workloads,
and increase revenue
operations.



KEY FEATURES

- Identity and access management
- Questionnaires: risk management, screening, booking, pre-appointment
- Booking management
- Automated 2-way comms, reminders, interactive messaging
- Active waitlist management
- Refer a patient for single or multiple procedures to different locations
- Radiologist can request additional clinical information from the GP

WHAT WE SOLVE

Chronic care pathways face challenges of fragmented systems and manual processes. These can hinder scalability and patient engagement in long-term care.

HOW WE SOLVE IT



Automation

- Triage, self care and patient education
- Logistics workflows
- Remote monitoring/data collection



Data Driven Care

- Clinical Decision Support System (CDSS) and Continuous Care Pathway for treatment recommendations and alerts
- Medical data to prompt recommendations and orders
- Actionable patient insights - those most likely to quit, those who need more help



Operational Efficiency

- Patient, Admin and Clinical portals make working and engagement easy
- Remote consultations
- Secure, reactive and proactive 2-ways comms



World Class Security

- Data privacy, GDPR compliance , regulatory compliance
- Deep Integration into device and logistics pathways to the highest levels of security
- CE, ISO 27001 certified

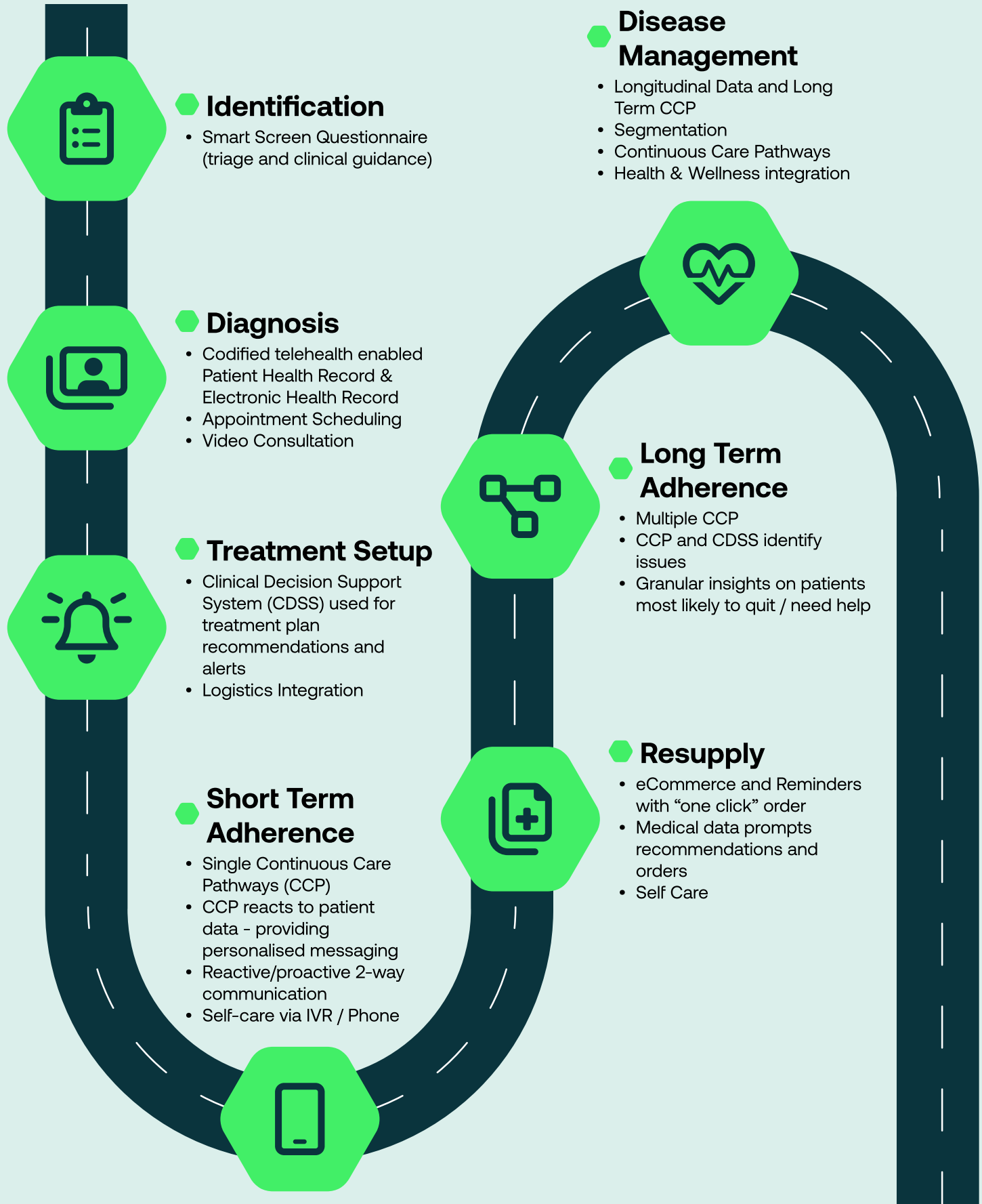
THE IMPACT

- **Cost savings:** removal of human cost in workflows
- **Reduced time to diagnosis:** more efficient diagnosis and transition to care
- **Enhanced patient outcomes:** improve diagnostic accuracy and therapy adherence
- **Improved adherence to long term treatment:** patients engage earlier and stay engaged through self care and education

Maximised reimbursement: move patients through detection and diagnosis into long term care

CHRONIC CARE PLATFORM

Medihive's platform for chronic care optimises care pathways for conditions including renal diseases, diabetes, and chronic respiratory conditions.



WHAT WE SOLVE

With many pharmacy businesses impacted by staff shortages, rising costs and shrinking margins the need to generate new revenue streams is critical.

Value-added clinical services offer a powerful opportunity to evolve your pharmacy into a thriving hub of community health and wellbeing—beyond traditional dispensary roles.

Medihive's Pharmacy Platform is an end-to-end virtual solution designed to help pharmacies seamlessly deliver clinical services both in-person and remotely. Run your entire pharmacy network from a single, powerful platform—while empowering each site with the freedom to adapt locally.

HOW WE SOLVE IT



Centralised oversight, local flexibility

- Centralised control of clinical services, staffing, inventory, and scheduling
- Local customisation for pricing, booking, and service options
- Synchronise staff availability across multiple locations



Seamless secure payments

- Accept card payments online or during video consults
- Enable online prescription and service purchases
- Take upfront payments for services like antigen testing or health checks



End-to-end appointment management

- In-clinic and virtual appointment scheduling
- Customisable booking flows with automated reminders, cancellations, and rescheduling
- Designed to reduce no-shows and free up admin time

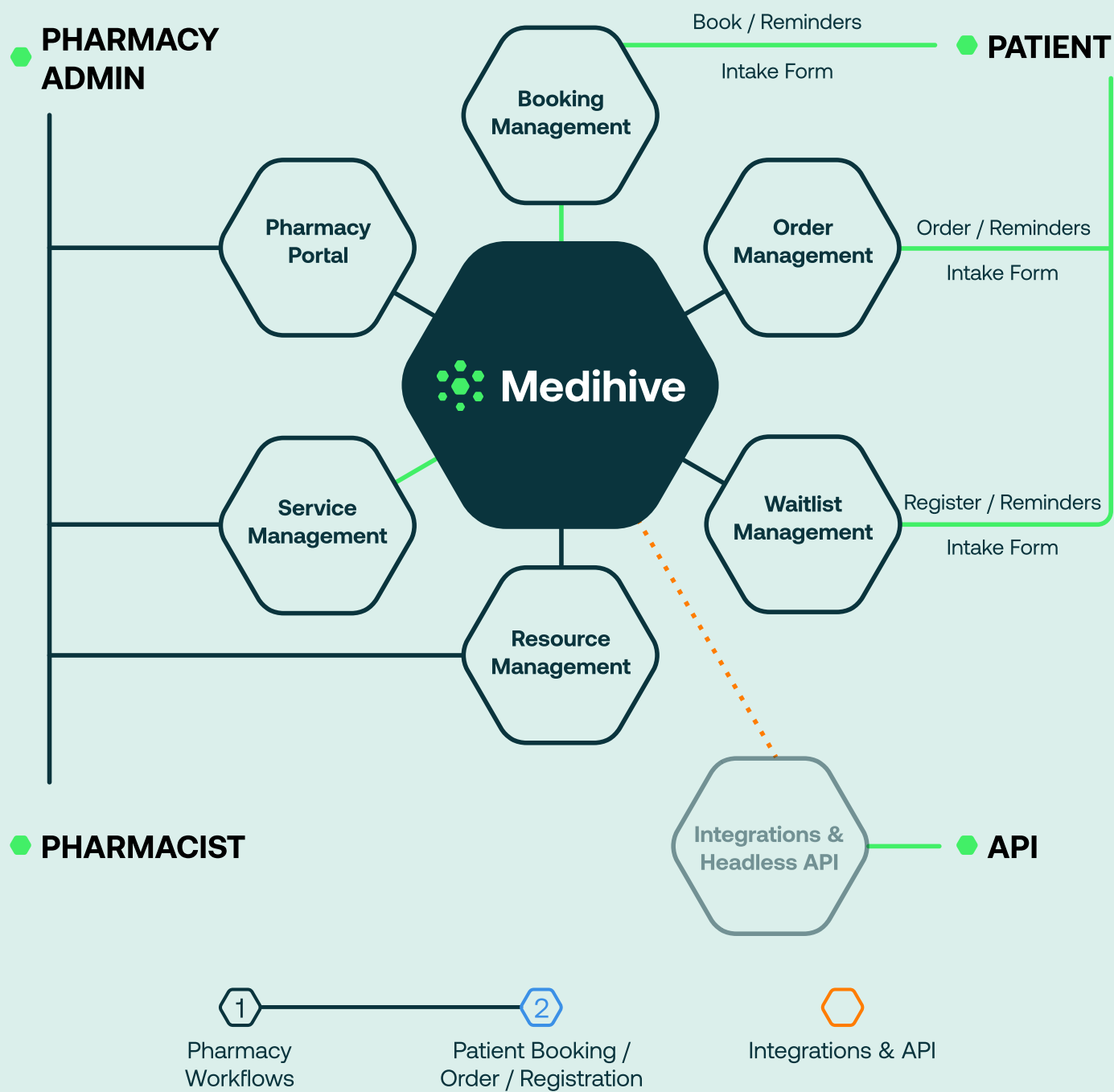


Improved patient engagement

- Digital intake forms to collect pre-appointment data
- Automated communication—reminders, confirmations, and follow-ups
- Secure video consultations with group support, screen sharing, and document transfer
- Patients submit prescriptions online. Approvals trigger instant collection notifications

THE IMPACT

- **Save time:** automate pre-screening, saving up to 15 minutes per appointment.
- **Streamline operations:** centralised platform for managing services across your network.
- **Cut costs:** Reduce admin workload so pharmacy teams can focus on delivering care.
- **Scale with ease:** expand clinical services—vaccinations, health checks, tests, and more.
- **Fewer No-shows:** with smart scheduling and reminders.
- **Minimise cancellations:** commitment with secure upfront payments



KEY FEATURES

- Rapid deployment
- Questionnaires: suitability, booking, pre-appointment
- Automated booking management
- Custom workflows with configurable assessments
- Integration with HL7, FHIR, JSON RESTful and custom headless APIs
- Live reporting dashboard

Empower your team with smart, scalable online healthcare

WHAT WE SOLVE

In today's fast-paced world, your employees are navigating hybrid work environments—from the office to the home and everywhere in between. Their wellbeing is more important than ever. But when healthcare is slow, costly, or difficult to access, it impacts productivity, morale, and retention.



Meet Webdoctor.ie: Ireland's leading online healthcare service

With a **4.9** ★ Trustpilot rating and thousands of happy users, Webdoctor.ie is trusted by top employers to deliver fast, affordable, high-quality healthcare.



Why employers choose Webdoctor.ie

- **Quick access to care:** employees can see a GP same day, without leaving home or work.
- **Easy to Implement:** quick to implement with flexible pricing plans that suit your needs.
- **Flexible:** care that fits around your team's life, even on weekends.
- **High engagement:** video consultations in English, Portuguese, or Spanish. Choice of male or GP.

Care that fits your team's life



Availability

- Mon–Fri: 8am–10pm
- Weekends: 10am–6pm
- Whether it's during lunch or after hours, care is just a few clicks away.



Proven Impact

- NPS Score: 63
- Trustpilot Rating: **4.9** ★
- Trusted by brands like Tesco & Bank of Ireland



Comprehensive Online Healthcare

Beyond **Online GP Appointments**, Webdoctor.ie supports your team with:

- Prescriptions
- Home Test Kits
- Weight Management Support
- Travel Health Advice
- Vaccinations

Comprehensive Care. All Online

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The colleague response to the new offering has been very positive and most importantly the service provided by Webdoctor has translated to an excellent colleague experience.”

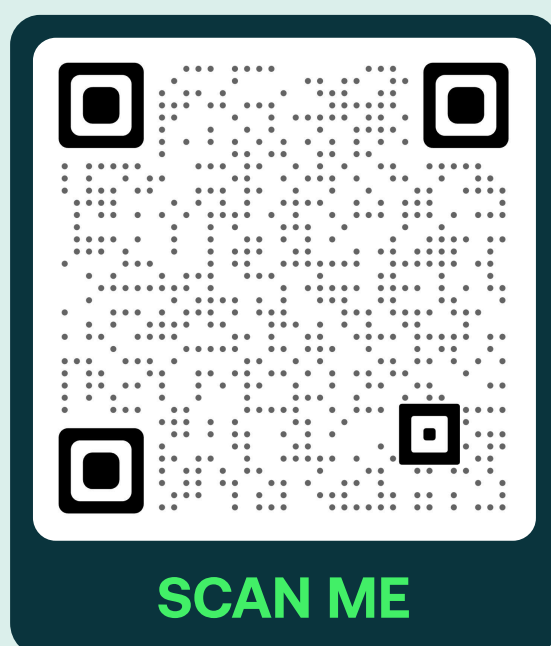
Maurice Kelly

People Director
Tesco Ireland

Ready to learn more

Let's explore how Medihive can support your organisation with smart, scalable healthcare solutions.

Get in touch today to start the conversation.



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Simplicity of use combined with world-class clinical expertise is what makes the Medihive platform such a success.”

Donal Clancy

Managing Director
Laya Healthcare