



**THE MEDICAL CONCIERGE GROUP**

**UGANDA | KENYA | NIGERIA**

[tmcg.co.ug](http://tmcg.co.ug)

**Health-Business Unusual.**

*Health Innovations Conference 2019*

**Dr. John Mark Bwanika**



# Who are we?

Privately owned company providing **telemedicine** and **digital health solutions** to patients and healthcare organizations.

Incorporated in **Uganda, Kenya & Nigeria** since 2012



## Mission

We design and deliver innovative digital health solutions that are value-based, efficient and achieve the best outcomes throughout the healthcare value chain.



## Vision

To be the leading world-class digital health company in Africa.



## Values

Innovation. Quality. Integrity

# Our Solution

A new **end-to-end healthcare value chain** that is **vertically integrated, value-driven** and enabled by **technology**.

## Virtual Patient Consultations



Live Health Professionals  
& Artificial Intelligence.

## Mini Clinics & Mobile Services



Remote Physical Examinations,  
Connected Devices,  
On-demand Labs & Meds.

## Digital Insurance & Subscriptions



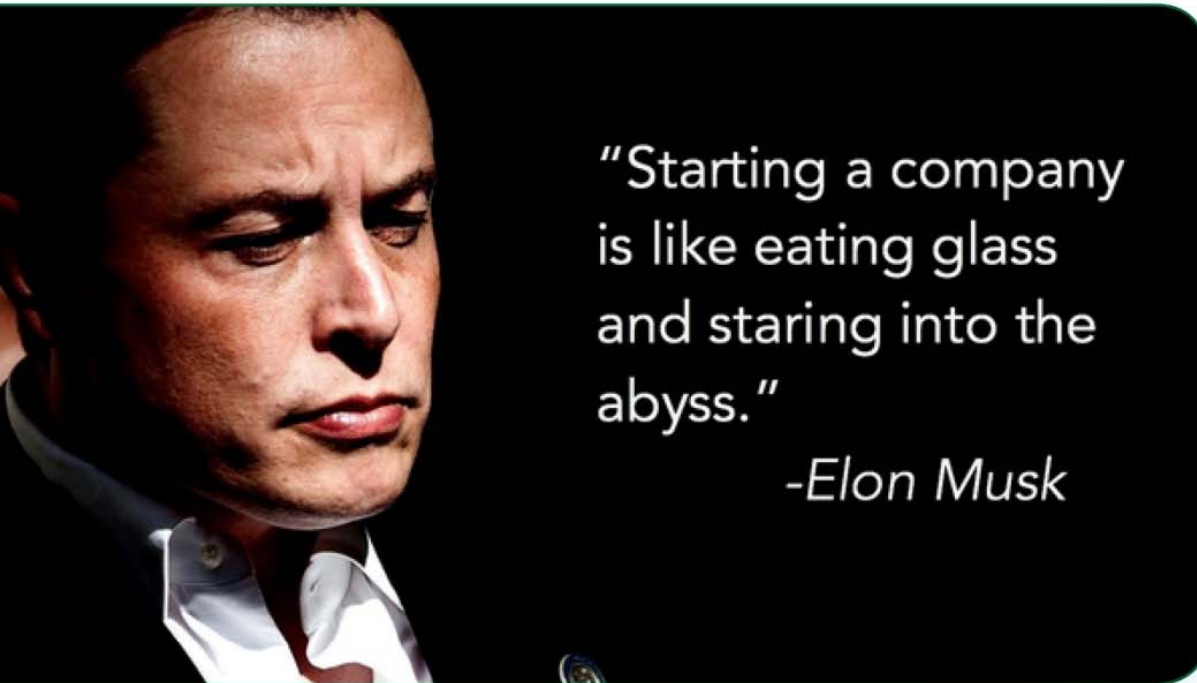
Health Management  
Organisation,  
Mobile Payments,  
Subscriptions.

## Outcome Monitoring



Desired Health Benefits,  
Cost Effectiveness,  
Quality Assurance.

# Hard Things





# Understanding Healthcare

- 1 **Highly complex & regulated**
- 2 **Multiple stakeholders**
  - » Individual Consumers
  - » Doctors
  - » Patients
  - » Regulators
  - » Insurers
  - » Hospital Administration



**“Need-Driven innovations”**

# Our Story



- » **Concretizing the idea**  
“No idea is fully formed when you start.”
- » **The craziness of a new idea.**



**Access to  
Financing**



**Building the team.**  
Startup uncertainty.



**The right  
business model**



**Paradigm change -**  
Job skills Vs Training

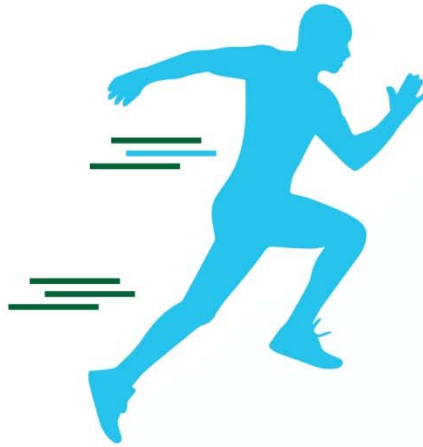


**Enabling  
infrastructure  
& Policies**

# Why we still exist



**We started ...**



**Kept the hunger**



**Networked & sought  
mentorship**



**Luck**



**Listened to  
the market**

# Building the ecosystem



- 1 Need for more **gov't support**

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- 2 **Startup Coaching**

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- 3 **Training Adjustment**
  - Business Manager
  - Digital Trends

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- 4 There is **space for more than one**



# Thank You!



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