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Digital Innovation in Primary Care

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President, Tencent Healthcare

Health Research Symposium 2024

My memory of primary care

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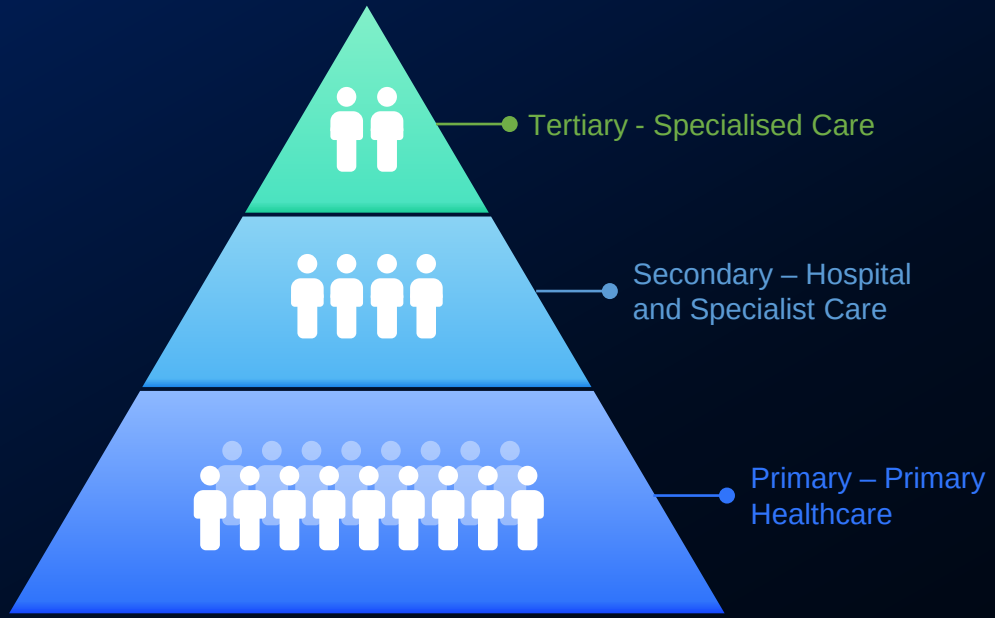
The primary care we’re designing?



In reality

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地區康健中心
District Health Centre

Solving a 1.4 billion problem

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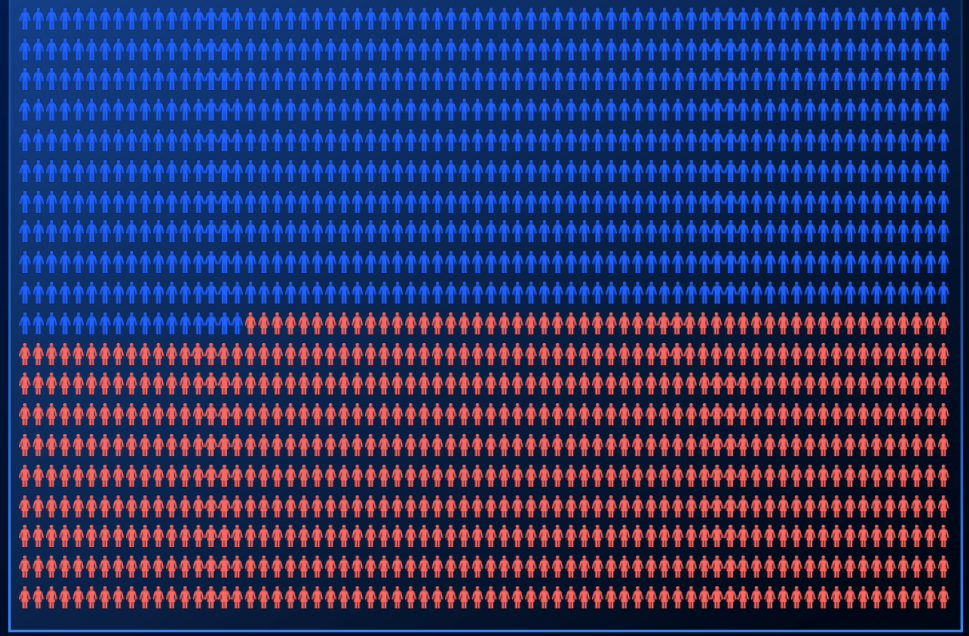
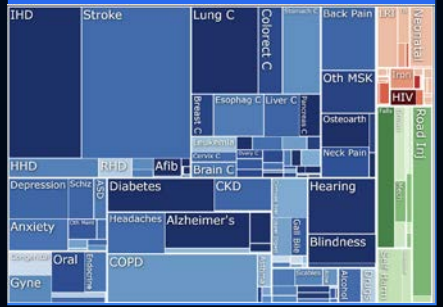
MAN: 717M | WOMEN: 683M

All: 1400M



Insufficient health literacy

"Developed" disease burden



Legacy of 1 child policy

Solving a 1.4 billion problem

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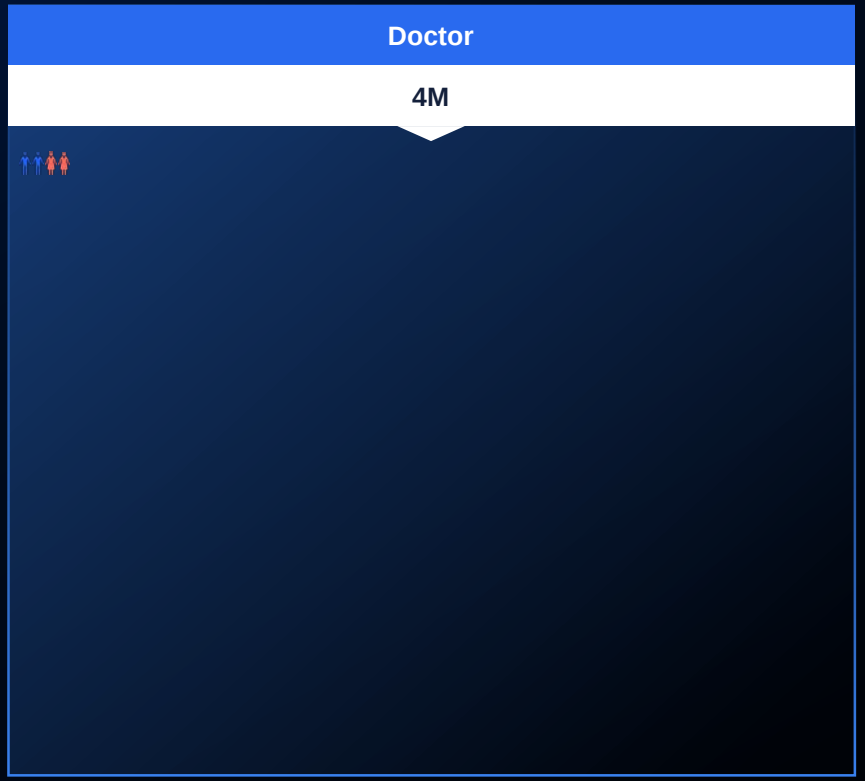

Solving a 1.4 billion problem

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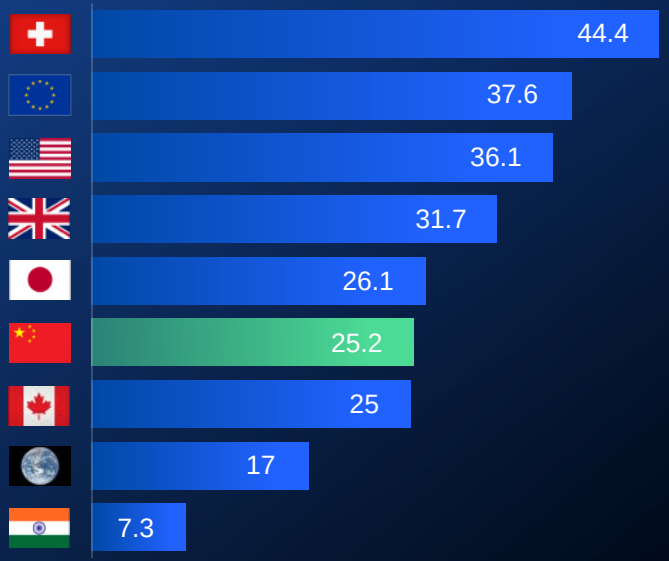
Physicians per 10k population



Doctor

4M

Solving a 1.4 billion problem

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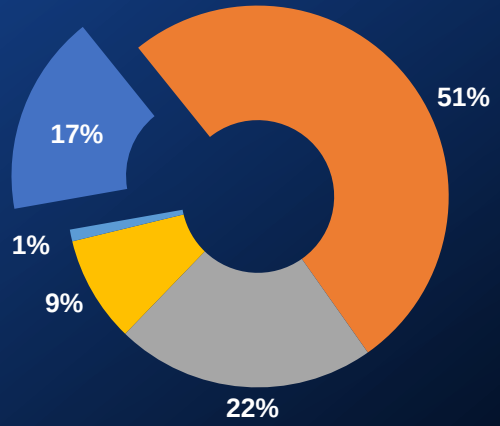
Education level of physicians



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

Doctor

4M

Solving a 1.4 billion problem

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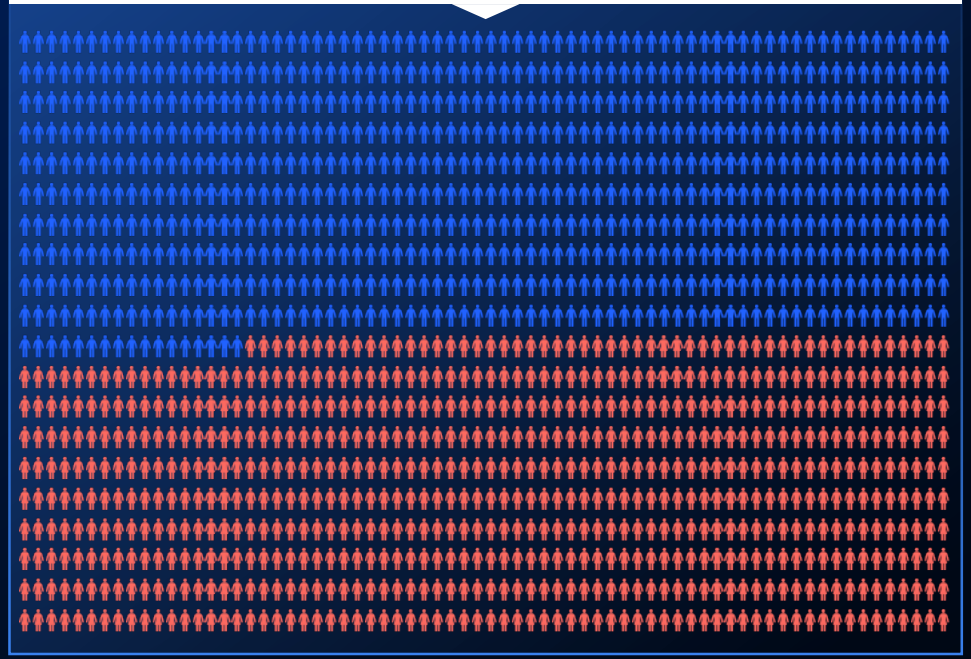
MAN: 717M	WOMEN: 683M

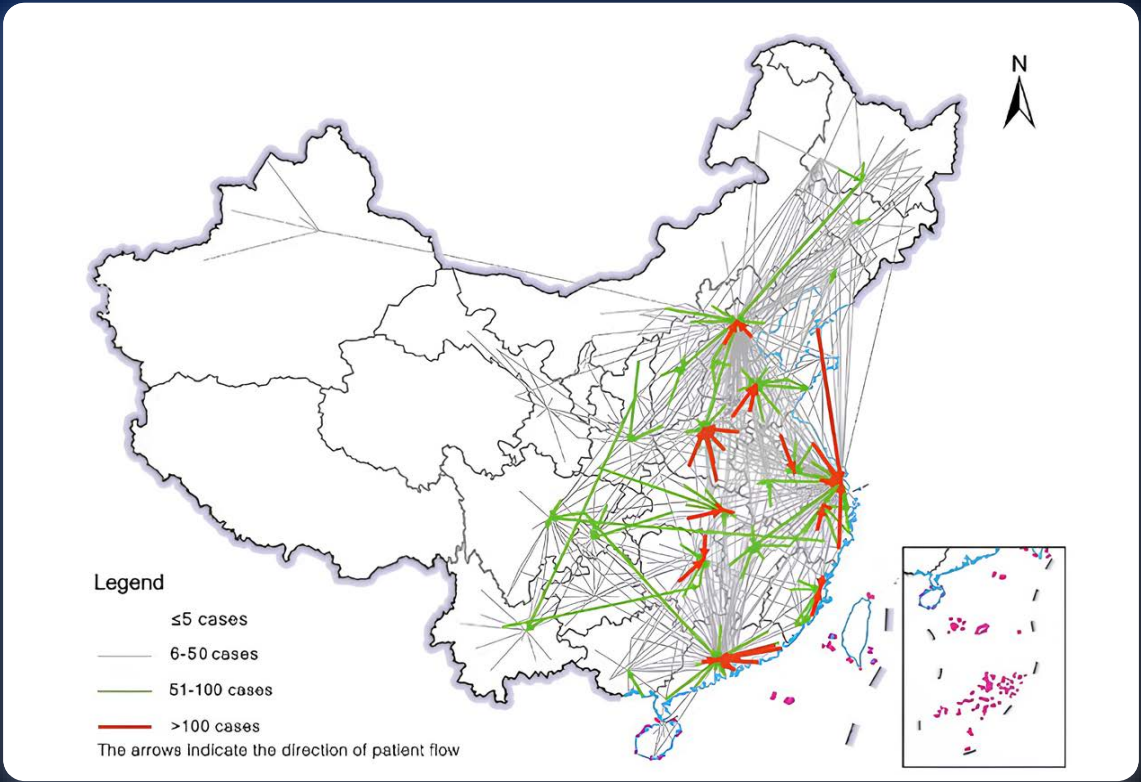
All: 1400M



Doctor

4M

Inter-city patient mobility in search of the right doctor



SOURCE: Wang, Xiangnan, Xuanyi Nie. 2024. “The uneven distribution of medical resources for severe diseases in China: An analysis of the disparity in inter-city patient mobility.” Applied Geography 165:103226.

Solving a national problem would need an ubiquitous platform

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Consumer/Patient facing app is never going to be enough

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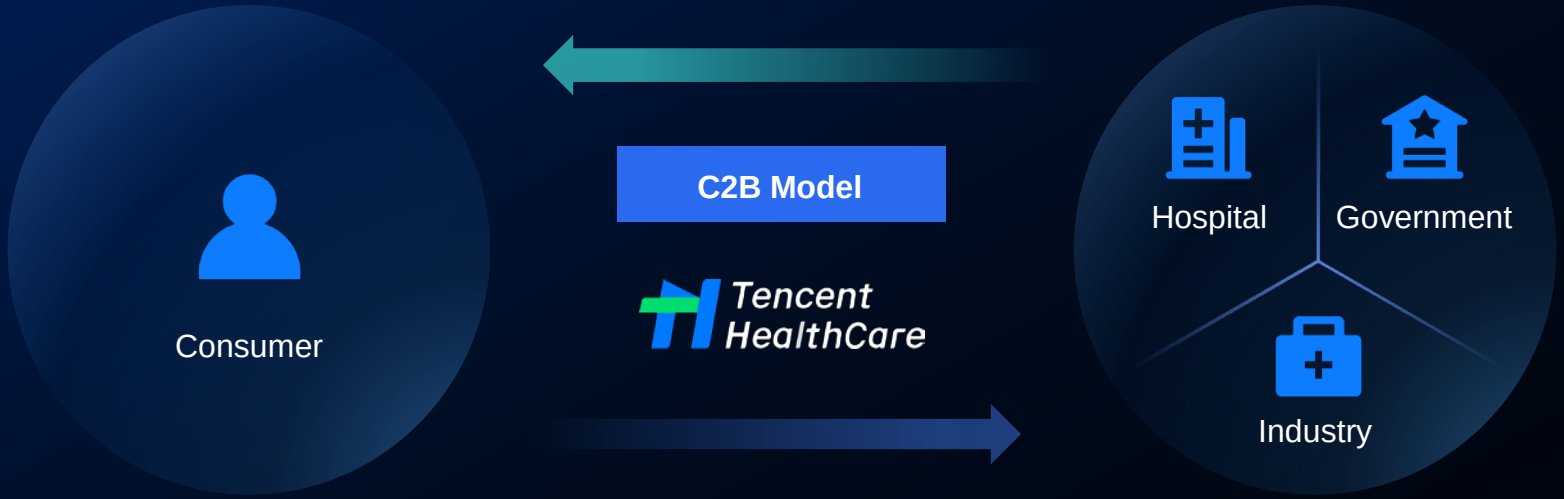
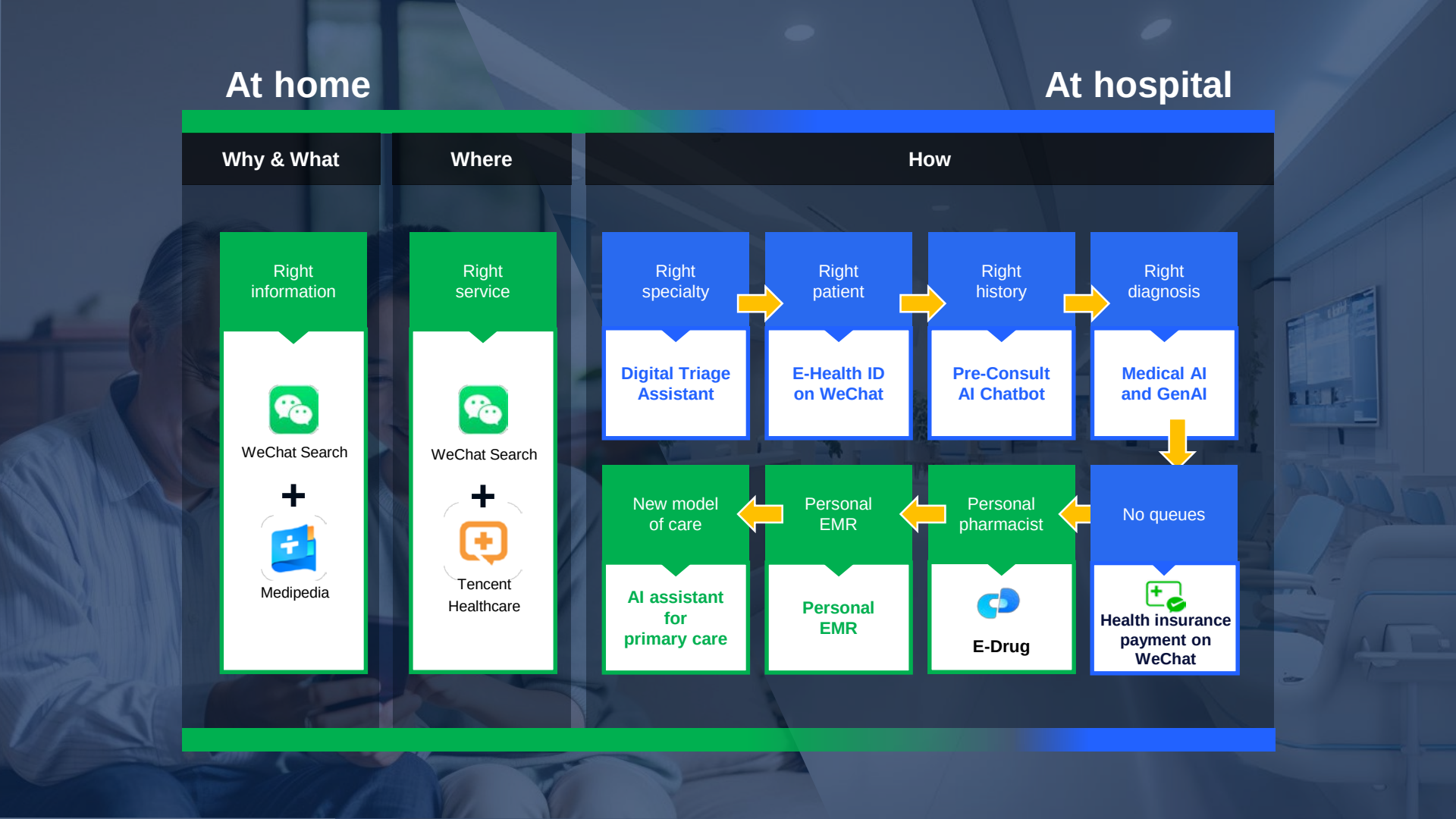


Using technologies only when it makes sense								
Big Data	IOT	AI	Blockchain	Cloud	Location based services	WeChat	WeCom	Cybersecurity


At home
At hospital
Why & What
Where
How
Right information
WeChat Search
+
Medipedia
Right service
WeChat Search
+
Tencent Healthcare
Right specialty
Digital Triage Assistant
Right patient
E-Health ID on WeChat
Right history
Pre-Consult AI Chatbot
Right diagnosis
Medical AI and GenAI
No queues
Health insurance payment on WeChat
Personal pharmacist
E-Drug
Personal EMR
Personal EMR
New model of care
AI assistant for primary care

Right information

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Medical Wikis

Contemporary articles

Animations

Patient short stories

Live streaming

Right services

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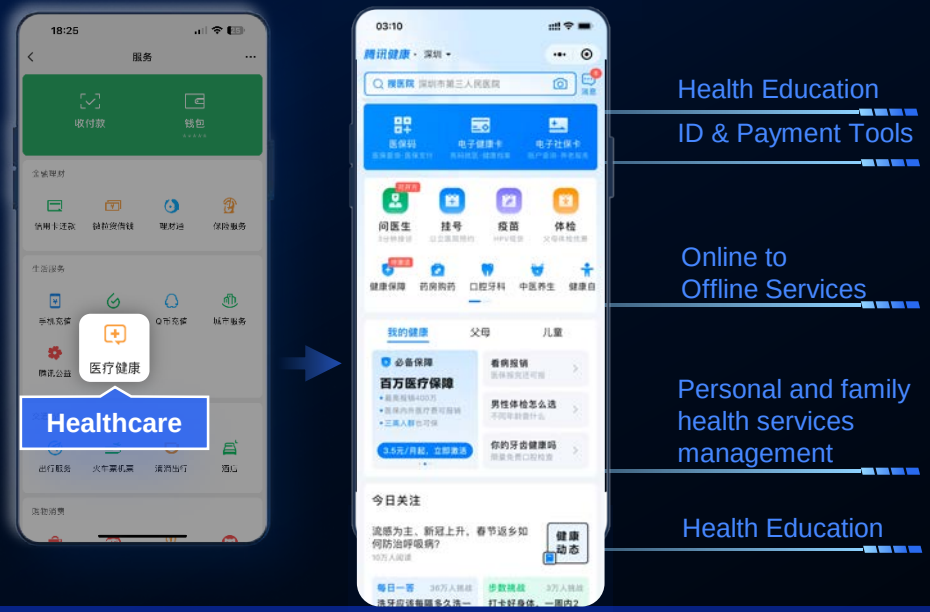

Cumulative users 800M

MAU 70M+, DAU 3.5M+

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

Right specialty

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

Right patient: Personal and family health ID management
Long term vision of One Health ID across China

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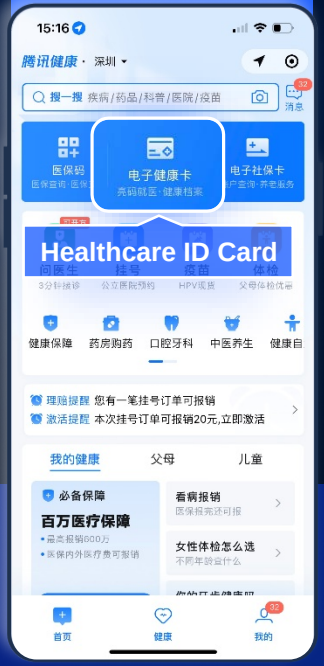
Healthcare Mini Program



Healthcare ID Card

7,600+
Healthcare institutions

630 M+
Registered users

170 B+
person-times in accumulation usage

Right history

Pre Consult Summary:

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

No queues

600M+
Registered Users

100M+
Monthly Active Users

400k+
Pharmacies

32
Provinces/Municipalities /Autonomous Regions

400k+
Hospitals + Clinics

300+
Cities

Personal pharmacist

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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 Quizes
- Content Subscription

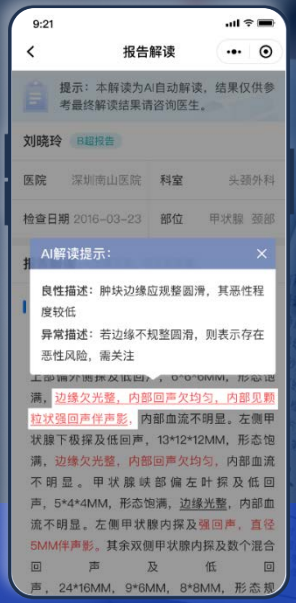
Throwing out the unreadable package insert

Personal EMR without hospital interoperability

Lab Test Report

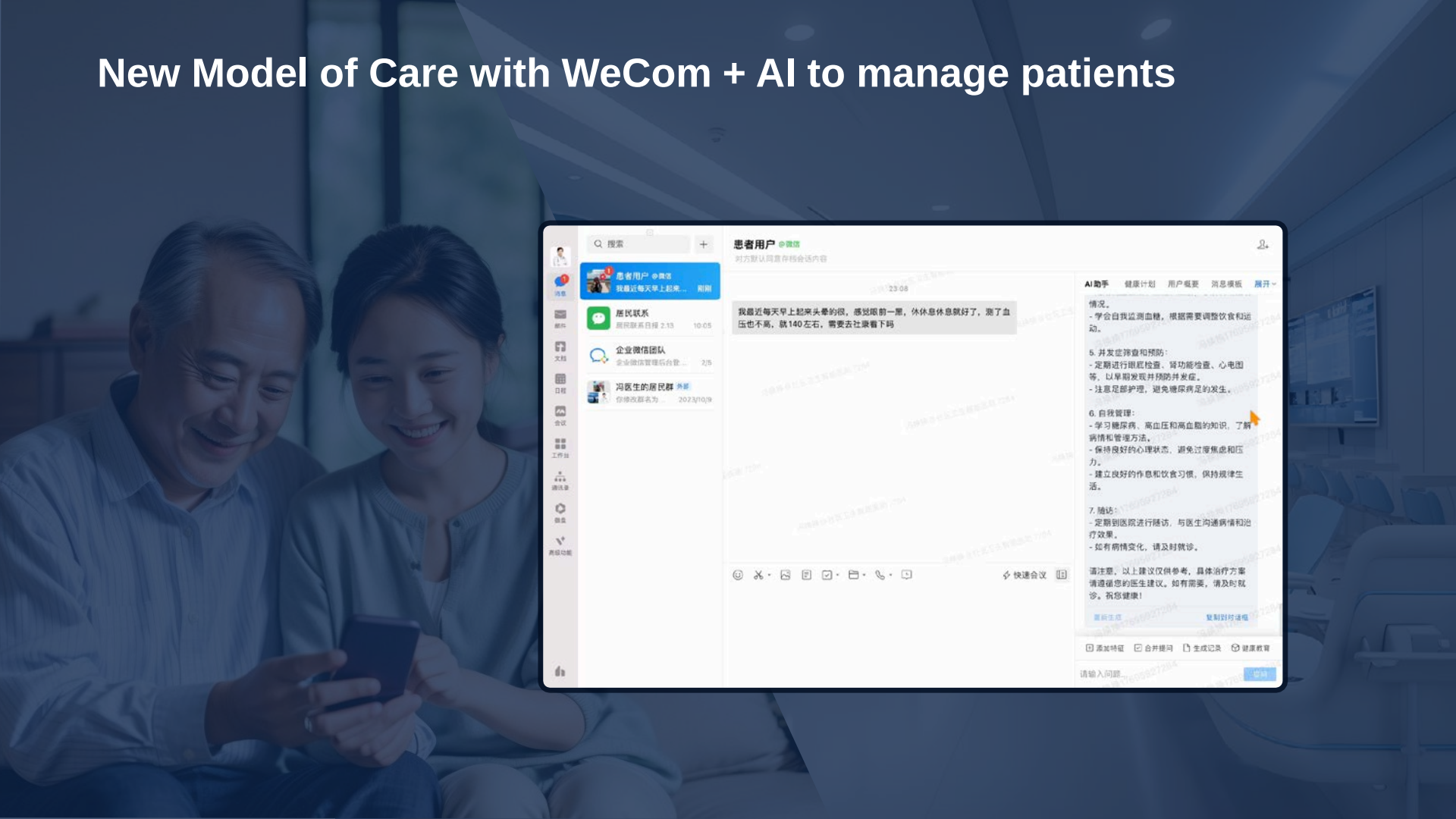
Visualization

Radiology Report



Professional terms explanation

New Model of Care with WeCom + AI to manage patients



New partnership to enable screening in primary care

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X

What could Hong Kong primary care look like?

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Thanks!