



Babylon Health

Executive Summary

Babylon is on a mission to put an accessible and affordable health service in the hands of every person on Earth. According to the World Health Organisation, half the world lacks access to essential health services. That's why Babylon combines technology and medical expertise to bring doctors and people closer together. They give people round-the-clock access to affordable - often free - holistic healthcare services. Like digital health tools and video doctor appointments. They work with governments, health providers and insurers across the globe, and support healthcare facilities from small local practices to hospitals.

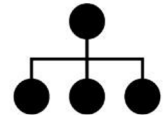
Website: www.babylonhealth.com

Awards and Recognitions:

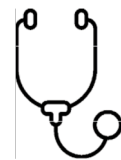
- The Financial Times ArcelorMittal Boldness in Business Awards, 2020
- World Government Summit award for Emerging Technology, 2019
- RDB's Business Excellence Award for Innovator of the Year, 2019
- Winner: Sunday Times Fast Track 100, 2019
- Winner, IoT AI Breakthrough, Best AI Solution for Healthcare, 2018



FOUNDED
2013



TYPE OF ORG
FOR-PROFIT



OFFERING
Prevention,
Screening,
Diagnosis,
Primary Care,
Rehabilitation



COUNTRY
US, UK, Canada,
Rwanda, plus
multiple
countries across
APAC and the
Middle East.

The Story Behind Babylon

In the city of Babylon almost 2,500 years ago, citizens needing medical advice gathered in the town square to share thoughts on treatments for common illnesses. It was a democratic system and the Babylonians enjoyed the longest life expectancy across the ancient world. It's from our health-conscious ancestors that Babylon takes inspiration for their 21st-century services.

Ali Parsadoust, commonly known as Ali Parsa, is a healthcare entrepreneur and the founder and CEO of Babylon Health. Headquartered in London, Parsa launched Babylon Health in 2014. In 2017 Parsa claimed that Babylon Health was "the beginning of the end for the old-fashioned way we use healthcare" and that within a few years computers would perform better than doctors at making diagnoses.

Babylon is home to a large passionate team of scientists, clinicians, mathematicians and engineers. Their team hails from over 60 different countries and is working on making healthcare delivery affordable and accessible for every person on earth. By combining the ever-growing power of AI with the best medical expertise of humans, Babylon can deliver unparalleled access to healthcare, including personalized health assessments, treatment advice and face-to-face appointments with a doctor 24/7.

Challenge

Everyone, everywhere, has the right to a long, healthy, happy life. But the system is broken. In developing nations, essential services are nonexistent for half the population. Even in the countries with the strongest economies, healthcare is difficult to access and unaffordable for many. Despite the trillions of dollars spent on healthcare every year, millions of people are being left behind. Babylon, combines human expertise with the ever-growing power of technology to tackle this problem.



Ali Parsadoust,
Founder and CEO, Babylon Health

Solution

"We're for health, for all." Babylon health provides an accessible and affordable health service in the hands of every person on earth. Babylon's Artificial Intelligence has been designed around a doctor's brain to provide accessible healthcare for millions in the palm of their hands. It can understand and recognize the unique way that humans express their symptoms. Using this knowledge, combined with a patient's medical history and current symptoms, it provides information on possible medical conditions and common treatments. A committed team of research scientists, engineers, doctors and epidemiologists are working together to develop and optimize Babylon's AI abilities. Much of the team's work is on the development of cutting-edge machine learning research; this is being driven through access to large volumes of data from the medical community, continual learning from our own users and through feedback from Babylon's own experts.



Operating and Business Model

Babylon works with governments, health providers and insurers across the globe, and support healthcare facilities from small local practices to hospitals. They build tailored services to meet the needs of their wide range of global clients, including partners such as Bupa, Prudential Asia, Centene, The Government of Rwanda and the Bill and Melina Gates Foundation.

Impact

In the first half of 2020, Babylon:

- Cared for a **patient every 6 seconds**, with 630,000 clinician consultations and nearly 2 million AI interactions
- Created a digital first COVID-19 Care Assistant in just 10 days and contracted to deliver it to **8% of England's population**, with some 8 million views of its specialist content
- Delivered their **1 millionth consultation in Rwanda** and signed a **new 10-year contract** with the government to create **Africa's first universal digital primary care** services for everyone over 12
- Launched their clinical **services to 2.6 million Americans including those on Medicaid health plans**, in the states of California, New York, Iowa and Missouri, with more to come soon
- Fast forwarded their launch with Mount Sinai Health Partners to serve **8.6 million New Yorkers** through their clinically integrated network, as the crisis hit the city
- Invested in consumer health engagement company, Higi to increase access to Babylon services across **10,000 community and retail units, within 5 miles of over 75% of the US population**
- Achieved **3x growth in their services across Canada** with expansion to 3 provinces in the country
- Went live in **6 more countries across South East Asia**, covering nearly **10 million Prudential** members, and expanded their services some **2 million Bupa members** in the UK
- **Achieved 5x growth in their annual revenue run-rate**, and maintained **employee satisfaction at some 80%** through this tough period
- And most importantly, through it all, they have **continued to be obsessed with delivering high member satisfaction: 90% 5-star ratings (and 95% 5 and 4 stars)**



INNOVATIONS IN HEALTHCARE™

