



IHH Healthcare Berhad

FOR IMMEDIATE RELEASE

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IHH Healthcare rolls out telemedicine globally

- Integrated telemedicine and brick-and-mortar healthcare now available in Malaysia, Singapore, Turkey, India and Hong Kong
- Remote patient care in line with Group's refreshed strategy to meet the evolving needs of healthcare consumers

In an industry-first, IHH Healthcare ("IHH" or the "Group") today announced that it has made virtual consultation available across all its key markets worldwide, including in Malaysia, Singapore, Turkey, India and Hong Kong. This expansion of the Group's services is an integral part of its refreshed strategy to innovate to meet evolving patient needs, and is timely amid the COVID-19 pandemic.

The integration of telemedicine with existing healthcare services ranging from primary to quaternary care allows patients to receive quality medical care in the comfort and security of their own homes. They are now able to enjoy more convenient access to IHH's full suite of services from consultation to doorstep drug delivery, with the option for a seamless transfer to the Group's brick-and-mortar facilities, if necessary.

Dr Kelvin Loh, Managing Director and Chief Executive Officer, IHH Healthcare, said, "While our hospitals, medical centres and clinics have implemented the most stringent infection control measures to protect our patients' safety and health, we understand that many patients cannot or may choose not to visit these physical facilities in person now. Our planned integration of telemedicine into our brick-and-mortar services is therefore coming at a timely juncture as our patients can now enjoy peace of mind and access to uninterrupted quality medical care whether from their homes or at our facilities.

"The introduction of virtual consultation across the Group marks our continued efforts to transform care for our patients. We are encouraged by our progress in leveraging technology to help us deliver faster, better, easier and more cost-effective care. We will keep working hard to stay ahead of the curve to anticipate our patients' needs, in keeping with our vision to become the world's most trusted healthcare services network."

The rollout of telemedicine is spearheaded at the country level to cater to the varying needs of each market. IHH patients can book virtual consultations with our doctors from the following healthcare facilities for specified specialties and conditions:

- **Malaysia:** All 15 [Pantai](#) and [Gleneagles](#) hospitals
- **Singapore:** [Parkway Shenton](#) clinics
- **Turkey, Bulgaria, Macedonia, Netherlands:** All 21 [Acibadem](#) hospitals
- **India:** 23 [Fortis](#) hospitals; 5 Gleneagles Global hospitals; Continental Hospital
- **Hong Kong:** [Gleneagles Hospital Hong Kong](#)

Already, the Group has seen strong traction for its virtual consultation services. For example, Fortis has conducted more than 12,600 teleconsultations since it launched the service across 23 of its hospitals in India on 27 March and sees an average of more than 370 patients online daily. In Turkey alone, more than 1,300 teleconsultations have also been conducted at Acibadem hospitals since its Doctor Online platform went live on 31 March this year.

Earlier this March, IHH invested into regional telehealth platform Doctor Anywhere as a response to shifting patient trends. It had also invested in Lucence Diagnostics that offers blood-based screening and treatment monitoring solutions for oncology patients.

For more information or to speak to an IHH spokesperson, please contact:

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ABOUT IHH HEALTHCARE BERHAD (“IHH”)

As a leading international healthcare operator, IHH believes in the sustained demand for quality private healthcare in its home and growth markets. We are key players in our home markets of Malaysia, Singapore, Turkey and India, and key growth market of Greater China (including Hong Kong). We employ over 55,000 people and operate over 15,000 licensed beds across 77 hospitals in 10 countries worldwide.

Our vision is to become the world’s most trusted healthcare network and we will continue to make healthcare services more convenient and transparent to our patients. We offer our patients a full spectrum of integrated healthcare services from clinics to hospitals to quaternary care and a wide range of ancillary services across our portfolio which comprises of premium-brand healthcare assets, collectively representing a unique multi-market investment position in the healthcare sector.

- **Parkway Pantai Limited** is one of Asia's largest integrated private healthcare groups with a network of 29 hospitals throughout the region, including Malaysia, Singapore, India, China, Brunei and UAE. “Mount Elizabeth”, “Gleneagles”, “Parkway” and “Pantai” are among the most prestigious brands in Asia.
- **Acibadem Holdings** is Turkey’s leading private healthcare provider, offering integrated healthcare services across 21 hospitals in Turkey, Macedonia, Bulgaria and the Netherlands. The “Acibadem” brand is renowned for its clinical excellence in the Central & Eastern Europe, Middle East and North Africa (“CEEMENA”) region.
- **Fortis Healthcare Limited** is a leading integrated private healthcare provider in India. It operates across a network of 26 hospitals and 415 diagnostic centres in India, Dubai and Sri Lanka. Fortis is listed on the National Stock Exchange of India Ltd and Bombay Stock Exchange.
- **IMU Health** is IHH’s medical education arm and oversees the established higher learning institutions of International Medical College (“IMC”) and International Medical University (“IMU”) in Malaysia.

More information can be found at www.ihhhealthcare.com