



## Press Release

# Telehealth platform HiDoc launches with backing from Singapore Medical Group; targets regional expansion in Southeast Asia

- Singapore-based HiDoc provides first-of-its-kind telehealth and video conferencing services while giving accredited specialists access to patient health records
- Supported by SGX-listed Singapore Medical Group, HiDoc intends to roll out features incorporating artificial intelligence while further expanding its existing network of 15 specialists into local GP's
- Near term, HiDoc will widen its geographic footprint into new markets such as Vietnam and Indonesia with further funding to be raised in 2Q2019 to support growth
- Strategic partnership with DBS allows patients to use DBS PayLah! for a more convenient and seamless payment process

**Singapore, 31 January 2019** - HiDoc, a platform that will provide telehealth and video conferencing services to patients and give accredited specialists access to patient health records was launched today. The new platform is backed by Singapore Medical Group (SMG), Singapore's leading private specialist and primary healthcare provider with a network of more than 20 medical specialties. HiDoc aims to augment the quality of follow-up healthcare and second opinion consultation among patients, making wellness simplified for anyone.

With its wide network of specialists and multi-faceted communication process, HiDoc aims to deliver the diagnosis within 24 hours or instantly through video conferencing – improving the quality and efficiency of follow-up healthcare. Specialists and users can both download the app for free which is available on iOS and Android mobile devices. There are currently close to 15 specialists on the platform.

A recent study by National University of Singapore's Centre for Health Services and Policy Research and PwC<sup>1</sup> states that patients with abnormal post-screening results were almost six times more likely to follow up via virtual consults than in-person.

Dr. Christina Low, CEO and Co-Founder of HiDoc, said, "We believe there is a huge opportunity in improving the patient experience and enabling healthcare providers access to a seamless platform for follow-up care in Singapore. We want to provide greater value where for example, a diabetic patient who has regular follow-ups with his or her endocrinologist can receive better and continuous management of care by using this platform. Examples of continuous care

---

<sup>1</sup> <https://www.pwc.com/sg/en/publications/assets/digital-health-roi-2017.pdf>



management are adjustment of medication, dietary advice, regular monitoring of hypertension and cholesterol levels, as well as recurring reminders of other diabetic-related care like eye check-ups. We believe continuous care reduces many medical complications, which is one of the reasons why we wanted to launch HiDoc. The platform will be a bridge between patients and specialists.”

HiDoc and DBS Bank have entered a strategic partnership to build an inclusive digital ecosystem for users. The two companies will collaborate with a shared vision to provide a superior user experience, starting with Singapore and extending to other countries as HiDoc expands its regional footprint. This includes simplifying payment processes on HiDoc by enabling users to transact more conveniently and seamlessly via DBS PayLah! in addition to credit and debit cards. Under the partnership, HiDoc will also be able to leverage DBS’ network of more than five million customers in Singapore as it continues to develop and strengthen the reach of its platform.

An Accenture study in 2016 on Singaporean patients embracing digital health<sup>2</sup> states that 66 per cent of consumers agree that the benefits of accessing medical information electronically outweighs its risks, an increase of 13 per cent from 2014. In the same study, 63 per cent of consumers believe technology is important in managing their health. Among them, 38 per cent say it helps them better understand their conditions and medications. Additionally, 58 per cent of consumers perceive virtual visits to be advantageous in terms of reducing their medical costs.

Dr. Low further added, “For HiDoc, the introduction of Patient Health Records make for the foundation of a two-way communication process between healthcare providers and patients more seamless and comprehensible. Through this platform, patients will be able to upload their health records and have access to better quality of healthcare services. Especially for overseas patients who are considering treatment in Singapore, HiDoc is a readily-accessible platform for specialists who can provide a second opinion consultation. Hence, this can be accomplished via our multi-faceted communication process.”

As part of the support garnered from Singapore Medical Group, specialists will have easy access to the platform. Commenting on behalf of Singapore Medical Group, Dr Beng Teck Liang, CEO said, “At SMG, our aim is to look for disruptive solutions in the healthcare sector that offer cutting edge solutions that makes the patient experience seamless and is of great value to our vast pool of specialists. We believe that HiDoc is one such platform and hence extended our support to them.”

---

<sup>2</sup> [https://www.accenture.com/t20160627T034015Z\\_w\\_/sg-en/acnmedia/PDF-22/Accenture-Digital-Health-Consumer-Survey-Research-Brief-Singapore.pdf](https://www.accenture.com/t20160627T034015Z_w_/sg-en/acnmedia/PDF-22/Accenture-Digital-Health-Consumer-Survey-Research-Brief-Singapore.pdf)



Carolyn Goh, CTO and Co-Founder of HiDoc, said, “Increasingly, there is a need for innovative digital healthcare models in order to reach out to patients who may lack the resources or access to these specialists physically. These steps would not only save time, but also costs and make follow-up healthcare a convenient process for both the patient and healthcare provider. Newer technologies in healthcare are of prime importance in today’s scenario. We believe the medical fraternity, the consumers and industry at large are seeking innovative technologies and we are excited to have made this foray.”

The added benefits of the HiDoc platform would be its readily-accessible information, its savings on costs and time on top of its secure HIPAA (Health Insurance Portability and Accountability Act) Compliant and 256-bit SSL encryption. In the next two years, HiDoc intends to roll out several features such as incorporating artificial intelligence, integrating with labs for reports, Health Wallet, additional language support and more. The firm also aims to include General Practitioners to its network and penetrate into other Southeast Asian markets such as Indonesia and Vietnam.

HiDoc is in the process of raising fresh round of funds.

**END**

#### **About HiDoc**

HiDoc is a recently set-up Singapore-based platform that provides telehealth and video conferencing services to patients and give accredited specialists access to patient health records. HiDoc aims to augment the quality of follow-up healthcare and second opinion consultation among patients, making wellness simplified for anyone.

Backed by Singapore Medical Group Limited, within the next two years, HiDoc intends to roll out several features such as incorporating AI, integrating with labs for reports, Health Wallet, additional language support and more. The firm also aims to include General Practitioners to its network and penetrate into other Southeast Asian markets such as Indonesia and Vietnam.

#### **For Media Inquiries, Please Contact:**

##### **Asia PR Werkz**

Anu Gupta  
Director  
Mobile: +65 8128 8126  
Email: [anu@asiaprwerkz.com](mailto:anu@asiaprwerkz.com)

Eugene Syn  
Associate  
Mobile: +65 9827 7359  
Email:

[eugene@asiaprwerkz.com](mailto:eugene@asiaprwerkz.com)