

PRESS RELEASE

FOR IMMEDIATE RELEASE

**Pantai & Gleneagles Hospitals Nationwide Launches eHealth Video Consultation Services Offering Real-Time Medical Consultation Between Patients and Doctors.**

*eHealth Video Consultation gives patients convenient access to treatment options with their preferred specialist.*

**Kuala Lumpur, 8<sup>th</sup> May 2020** – Patients can now have online access to close to 200 specialists, with more to come, at 11 Pantai Hospitals and 4 Gleneagles Hospitals via the newly launched eHealth Video Consultation service. The easy-to-use virtual consultation platform allows patients to seek medical consultation with their preferred specialists from the comfort of their homes to identify the appropriate treatment options.

For a start, teleconsultations are open to existing patients from Pantai Hospitals & Gleneagles Hospitals for a variety of specialties such as Cardiology, Oncology, Orthopaedic, Neurology, Dermatology, Nephrology, Paediatrics, Urology, Obstetrics and Gynaecology, Ophthalmology, Psychiatry and many more.

Patients can also choose to have medications delivered to their doorstep or arrange for pick-up at the hospitals. eHealth Video Consultation is most importantly a private and secured online consultation platform for patients to consult specialists of their choice.

“We live in uncertain times but access to quality healthcare should not be compromised. While it’s safe for patients to visit our hospitals as we have put in place strict infection control procedures to protect our patients and staff, the launch of eHealth Video Consultation is a value added service to help patients who are unable to visit our hospitals for whatever reasons,” said Parkway Pantai’s Chief Executive Officer of Malaysia Operations Division, Jean-Francois Naa.

He further reassured that Pantai and Gleneagles Hospitals commit to ensure uninterrupted provision of specialists and services. The launch of eHealth Video Consultation is testament to its efforts to constantly evolve and revolutionise its medical practises with systems to keep up with current and future needs.

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“We want to provide patients with continuous care, giving them more convenience and access to consultation to a specialist of their choice. This is the driving force behind the launch of this platform,” he continued.

Appointment booking on eHealth Video Consultation platform is simple with only four easy steps: First, patients need to visit the respective hospital’s eHealth Video Consultation appointment page. Then select their preferred specialist, date and time slot. Next, they will be prompted to create their eHealth account using their mobile number and fill-up the patient details. Lastly, appointment is confirmed via SMS upon receipt of payment with options of online banking, credit or debit card and eWallet. An SMS reminder will be sent closer to the patient’s appointment date and on appointment day, patient needs to logon to the eHealth Video Consultation website and click ‘enter video room’ for their scheduled consultation.

Currently eHealth Video Consultation is available to follow-up patients, from Pantai and Gleneagles Hospitals, be it in Malaysia or overseas. While eHealth Video Consultation is easy and convenient, patients should seek immediate medical attention in case of an emergency or for any major health concerns, by visiting our nearest hospital.

**For eHealth Video Consultation Appointment Booking, please log on to;**

Gleneagles Hospital’s eHealth at <https://gleneagles.ehealth.com.my>

Pantai Hospital’s eHealth at <https://pantai.ehealth.com.my>

For further information about eHealth Video Consultation, please visit;

**Gleneagles Hospitals** [www.gleneaglesehealth.com.my](http://www.gleneaglesehealth.com.my)

**Pantai Hospitals** [www.pantai.com.my/ehealth](http://www.pantai.com.my/ehealth)

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### **About Gleneagles Hospitals**

Gleneagles Hospitals has been leading the way in delivering comprehensive and exceptional patient care in Malaysia and Southeast Asia for decades. Today, its name has become synonymous with best-in-class patient experience and outcomes, establishing itself as one of the region's best-known brands in private healthcare.

All Gleneagles Hospitals are accredited by the Malaysian Society for Quality in Health (MSQH). Recognised nationally and internationally, MSQH is a leading Malaysian organisation that promotes and improves safety and quality of healthcare services in Malaysia. Gleneagles Kuala Lumpur and Gleneagles Penang are also accredited by the Joint Commission International (JCI), an affiliate of the world's most trusted name in accreditation and considered the gold standard in global healthcare.

Intrinsic to the excellent healthcare services provided by Gleneagles Hospitals is its world-class specialist treatments using state-of-the-art medical equipment complemented by experienced medical professionals and highly trained support teams. In its efforts to meet the needs of patients now and in time to come, it continues to be at the forefront of medical innovation, committed to providing total medical solutions at the highest of standards.

### **About Pantai Hospitals**

Pantai Hospitals is one of Malaysia's leading healthcare groups with a network of specialized medical centres across Malaysia. With the ability to provide a full spectrum of integrated medical services and solutions of unparalleled quality and value, as well as a wide range of ancillary services including laboratory and rehabilitation, it has helped put Malaysia on the map as a regional medical hub.

As a group, Pantai Hospitals has a collective track record of more than 40 years as a healthcare provider, with one of its hospitals a pioneer in private healthcare services. The diverse experience gained over the years has given Pantai Hospitals an expert advantage in putting minds at ease and meeting an extensive range of medical needs.

With dignity, integrity, understanding and respect being the foundation of its approach to healthcare, Pantai Hospitals remains committed to the holistic satisfaction of every patient who puts their trust in its care. At the heart of it all, excellence in patient comfort and result-oriented medical experiences are both its driving force and inspiration.

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### **Part of A World-Class Brand**

Pantai and Gleneagles Hospitals are part of Parkway Pantai, one of Asia's largest integrated private healthcare providers operating in Malaysia, Singapore, India, Greater China, Brunei and Sri Lanka.

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Leveraging its global track record for medical excellence and managing world-class hospitals, Parkway Pantai is committed to making a difference in people's lives through excellent patient care, steadily expanding its reach in markets where demand for quality care is strong and growing.

In Malaysia, Parkway Pantai is the second largest private healthcare provider operating 15 hospitals including eleven Pantai Hospitals and four Gleneagles Hospitals as well as ancillary healthcare services including Pantai Integrated Rehab and Pantai Premier Pathology.

Parkway Pantai is part of IHH Healthcare, one of the world's largest healthcare groups by market capitalisation.

*For more information on Parkway Pantai, please visit [www.parkwaypantai.com](http://www.parkwaypantai.com)*

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