

MEDIA RELEASE

Patients Can Now Better Manage Their Time Through New eQueue Feature in *RafflesConnect*

11 December 2019, Singapore – *RafflesMedicalGroup* (RMG), a leading integrated private healthcare provider in Asia, is proud to launch eQueue – a digital personal queue system that enables patients to better plan and manage their time when visiting a GP.

eQueue is a new feature within the *RafflesConnect* platform that provides patients with a more seamless experience from getting a queue number for registration and seeing the doctor, to collecting medication and making payment at a *RafflesMedical* clinic.

Patients can now conveniently obtain a queue number wherever they are before arriving at a *RafflesMedical* clinic of their choice. It also provides them with the flexibility to decide what time to visit the selected clinic within the available period of their queue number.

To do so, patients are required to first download *RafflesConnect* on their mobile phones and create a personal account, if they have not already done so. After which, all they have to do is simply go to “visit a *RafflesMedical* GP Clinic” to select a preferred clinic. An estimated waiting time at each listed clinic is available in real time for patients to make an informed decision, and getting a queue number to see a doctor is just a click of a button away.

Upon arrival at the clinic, patients can proceed to check in by scanning a unique QR code that they would receive after successfully obtaining a queue number. Through *RafflesConnect* or sms, they will be notified of when to register, consult a doctor, and collect medication until their visit is completed at the clinic.

“We are digitalising healthcare to provide our patients a greater seamless experience. By allowing our patients to know what to expect in advance through eQueue, they can have better control of their time, and make informed decisions about which clinics to visit when they are unwell. We now interact with our patients directly through their smartphones during their GP visits. This innovation creates a more personalised and intuitive experience for them during the care process. eQueue has streamlined the registration process and improved productivity for our staff at the clinics. This allows them to spend more time in ensuring patient safety and care,” said Mr Yong Yih Ming, General Manager, *RafflesMedical*.

RafflesConnect aims to provide RMG patients access to a full suite of quality healthcare services in the palm of their hands. Patients can see a *Raffles* doctor through a video-consultation session anytime, anywhere; book medical appointments, access their personal health records with ease, stay updated with their health progress, and retrieve information about their previous health appointments. Accessing emergency services, receiving timely health alerts, and purchasing health supplements can also be done conveniently on this integrated platform.

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About Us

RafflesMedicalGroup (SGX: BSL) is one of the largest integrated private healthcare provider in the region, providing comprehensive services from primary to tertiary care.

RafflesMedical clinics form one of the largest networks of private family medicine and health screening centres in Singapore.

RafflesHospital is the flagship tertiary hospital of Raffles Medical Group that is located in the heart of Singapore. As the only private hospital in Singapore certified by the Ministry of Health to meet the stringent standards of acute trauma care, it offers a wide range of specialist medical and diagnostic services for both inpatients and outpatients. Representing more than 30 disciplines, its team of specialists constitutes a group practice combining sub-specialty expertise and teamwork to ensure optimal, affordable and high quality care for our patients. The Group also has representative offices and patient liaison offices in Bangladesh, Indonesia, Myanmar and Vietnam.

RafflesMedical International operates medical facilities beyond Singapore in 13 other cities across China, Japan, Vietnam and Cambodia. They include **RafflesHospital Chongqing** – Singapore's first international tertiary hospital in China, and **RafflesHospital Shanghai** – a second international hospital that is slated for opening in 2020.

RafflesDental is an established team-based multi-specialty dental group in Singapore and China.

RafflesHealthinsurance provides healthcare insurance to corporate and individual clients, and has been approved by the Ministry of Health to provide integrated Shield plans.

For more information, please refer to our website at www.rafflesmedicalgroup.com.