

RafflesHospital

Media release

[For immediate release]

RAFFLES HOSPITAL SETS UP REPRESENTATIVE OFFICE IN HO CHI MINH, VIETNAM

23 May 2014 - *RafflesHospital* is pleased to announce the opening of its Representative Office in Vietnam. Having established a strong network of clients in Vietnam, the opening of the Representative Office marks the Hospital's commitment to providing quality service to the Vietnamese patient. The Representative Office is exclusive to Raffles and is managed wholly by experienced staff from *RafflesHospital* to deliver seamless customer experience for our patients from Vietnam.

Situated at The Landmark Building in Ho Chi Minh City, directly opposite the Saigon River, the Representative Office will offer information on the services available at *RafflesHospital*. In addition, the Representative Office will facilitate patients based in Vietnam who intend to come to *RafflesHospital* for treatment with the following services:

- Handling of medical enquiries and information on *RafflesHospital*'s services
- Recommendation of specialists in *RafflesHospital*
- Booking of medical appointments with specialists in *RafflesHospital*
- Medical Translation if required
- Flight reservation and confirmation
- Arrangement of accommodation in Singapore
- Assistance before, during, and after hospitalisation
- Other services upon request

"Vietnam is an important source of patients for *RafflesHospital*. By opening a Representative Office in Ho Chi Minh city, we can reach out to our Vietnamese patients in a timely manner, allowing us to serve them better, thus strengthening our vision as a trusted partner for health," says Ms Foo Min Meng, Deputy Director, Hospital Marketing, *RafflesHospital*.

Today, *RafflesHospital* is fast gaining a reputation as the destination of choice among international patients. Currently, a third of *RafflesHospital's* patients are foreigners, comprising nationals from more than 100 countries. When an international patient reaches *RafflesHospital*, native-speaking Patient Relations Officers are on ground to assist them in their arrangements to ensure that the experience is a smooth and efficient one, from touching down at the airport to consultation with the doctors, and to subsequent follow-ups upon their return back to their home country. Apart from a comfortable international lounge where patients can rest in between appointments, the Officers will personally take care of each international patient's needs.

Singapore is one of the top medical destinations for Vietnamese patients. And **RafflesHospital**, a full service private hospital offering a full complement of specialist services combined with advanced medical technology is a popular destination for many Vietnamese patients.

For appointments booking and enquiries, please contact:

Representative Office (Ho Chi Minh)		Patient Liaison Office (Hanoi)	
Address	5B Ton Duc Thang Street District 1, Ho Chi Minh City Vietnam	Address	50 Vo Thi Sau Street Hanoi Vietnam
Telephone	08-3822 6086 / 08-3822 7236	Telephone	+84 913 560 450
Hotline	0947 815 338 / 0964 918 966		
Email	enquiries@raffleshospital.vn	Email	enquiries@raffleshospital.vn
Website	www.raffleshospital.vn	Website	www.raffleshospital.vn

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For media queries, please contact:

Katherine Teo (Ms) Executive, Corporate Communications Raffles Medical Group Tel: 6311 2016 HP: +65 9061 0461 Email: teo_katherine@rafflesmedical.com	Magdalene Lee (Ms) Manager, Corporate Communications Raffles Medical Group Tel: 6311 1318 HP: +65 9673 7403 Email: lee_magdalene@rafflesmedical.com
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RafflesMedicalGroup (SGX: RafflesMG) is a leading integrated private healthcare provider in Singapore and the region.

RafflesMedical clinics form one of the largest network of private family medicine centres in Singapore. We also operate a clinic network in Hong Kong and a medical centre in Shanghai.

RafflesHospital, the flagship of Raffles Medical Group, is a private tertiary hospital located in the heart of Singapore. We offer a wide range of specialist medical and diagnostic services for both inpatients and outpatients. Representing more than 30 disciplines, our team of specialists form a group practice combining sub-specialty expertise and teamwork to ensure optimal, affordable and high quality care for our patients.

We also have representative offices and Patient Liaison Offices in Indonesia, Vietnam, Cambodia, Brunei, Bangladesh and the Russian Far East, as well as associates throughout the Asia-Pacific region.

RafflesDental is a team-based dental group in Singapore comprising of a specialist dental practice at Raffles Hospital and a network of general dental clinics.

RafflesHealthinsurance provides healthcare insurance to corporate and individual clients.

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