

MEDIA RELEASE

RafflesMedicalGroup Buoy the Singapore-Hong Kong Air Travel Bubble With the Launch of First App-based COVID-19 Test Booking

- **Consumers can pre-book, pay and receive COVID-19 test results with Raffles Connect**
- **Pre-book round trip departure tests in Singapore and Hong Kong**

12 November 2020, Singapore – As Singapore prepares to re-start travel and reopen borders with the world's first reciprocal Air Travel Bubble (ATB) with the first Singapore-Hong Kong bubble flight on 22 November, **RafflesMedicalGroup** (the Group) announced today the first seamless app-based booking, payment and receipt of COVID-19 polymerase chain reaction (PCR) tests in Singapore.

Through the Group's proprietary integrated healthcare platform [Raffles Connect](#), travellers will be able to book their COVID-19 PCR tests in advance, ahead of their travel plans. Currently available for travellers in Singapore, individuals are able to pre-book their appointments for the COVID-19 PCR tests and head to any of the 36 **RafflesMedical** clinics in the Group's extensive network islandwide for the test. Payment for the tests and receipt of individual test results will all be available on the same platform in-app; results for the COVID-19 PCR tests will be available within 24 - 36 hours of administration of the test. Presently travellers will continue to receive the physical copy of their test results from the respective clinics as aligned with the guidelines from the relevant authorities.

Travellers also benefit from a full continuum of existing health services in-app, such as telemedicine services leveraging video consultations with a Raffles doctor, medical appointment booking and purchase of health supplements and services. The launch of this service underscores the Group's continual commitment to the fight against COVID-19, whilst keeping Singaporeans and residents safe and tackling the evolving challenges of COVID-19. This is the culmination of the deep medical expertise and experience of Singapore's largest home grown private healthcare provider.

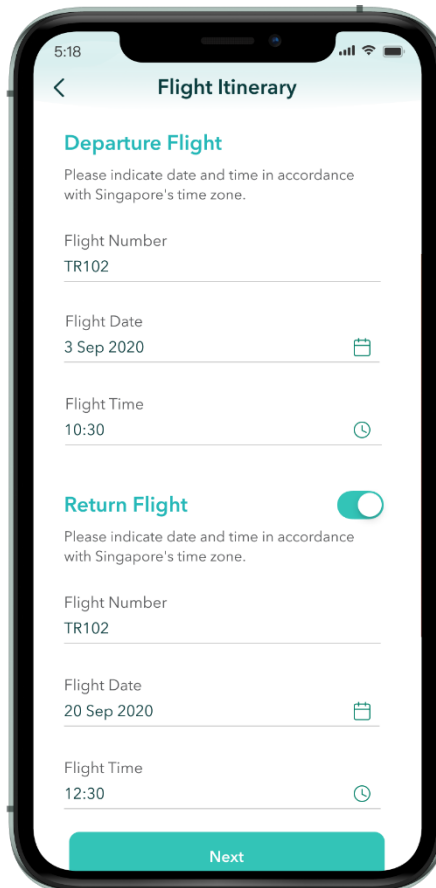
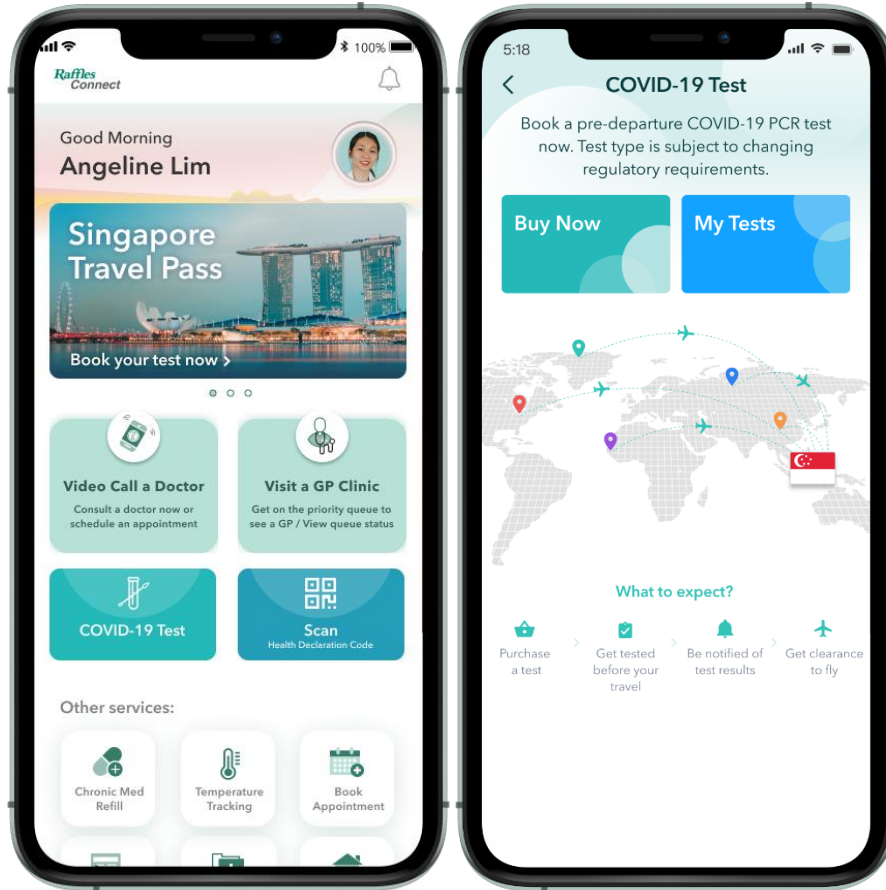
Mr Yong Yih Ming, General Manager, *RafflesMedical* said: “*RafflesMedicalGroup* has been working closely with the relevant authorities in combating the COVID-19 pandemic, embarking on a diverse range of national projects that support the screening, testing and care for those affected by COVID-19. As the world and Singapore begins its journey towards recovering economies and restarting travel, we continue to invest in our testing capability in our clinical labs, building our digital healthcare offering and optimising to ensure we can cater to the demand and needs of Singaporeans and residents.

Today the Raffles Connect app will provide travellers in Singapore with a unified one-stop solution to their pre-departure travel health needs. By simply using our Raffles Connect mobile app, travellers will have access to a continuum of healthcare offerings including the ability to book, pay and receive results of the COVID-19 polymerase chain reaction (PCR) tests. This further enhances and complements our existing digital health offering through Raffles Connect, empowering travellers to be prepared to re-engage in travel safely.”

App-based booking, payment and receipt of COVID-19 PCR tests

Using the Raffles Connect app, travellers will be able to conveniently make a booking for COVID-19 PCR tests, payment as well as receive the results of the test. Travellers simply have to follow the following steps:

1. Register or sign-in to the Raffles Connect app.
2. Click on the “COVID-19 Test” category in the main app interface.
3. Click on the “Buy Now” purchase button for COVID-19 PCR test and submit a Health Declaration Form.
4. Select a Raffles Medical clinic of choice and an appointment slot will be offered to you closest to your departure date.
5. Submit flight details of the travel itinerary.
6. Choose a mode of payment in-app.
7. Receive reminders of the appointment through the app and within 24-36 hours of administration the test, receive test results in-app and from the clinic.



RafflesMedicalGroup

This service is currently available primarily to outbound travellers from Singapore, and at *RafflesMedical* clinics in two locations in [Hong Kong](#) – Central and Tsim Sha Tsui. As more reciprocal travel arrangements are established, the Group has the capability to scale this offering to other cities and cater for more travellers. RMG will be proactively ramping up testing capabilities and optimising operations in relation to the ATB ahead of the first passenger flight to Hong Kong on 22 November as well as in preparation to cater for the demand for voluntary testing from 1 December.

The Group also continues to be heavily involved in national projects involving different forms of testing for COVID-19 including rapid Antigen testing and serology tests. This could see the Group offering more types of tests for consumers in collaboration with the relevant authorities and guidelines in market.

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About Us

RafflesMedicalGroup (SGX: BSL) is one of the largest integrated private healthcare providers in the region, offering 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.

Raffles China Healthcare is the operating division of Raffles Medical Group in China that provides comprehensive services from primary to tertiary healthcare. The network spans Greater China across eight cities – Dalian, Shenzhen, Hong Kong SAR, Tianjin, Nanjing, Chongqing, Beijing and Shanghai, and includes **RafflesHospital Chongqing**, Singapore's first tertiary hospital in China. In Q4 2020, the Group expects to inaugurate **RafflesHospital Beijing** and **RafflesHospital Shanghai** – the second and third international hospitals in China for the Group.

The Group has been in operations in Hong Kong SAR since 1995 when we opened at Lane Crawford Building on Queen's Road Central followed by the Chep Lap Kok International Airport clinic opening in 1998 and our third location at Tsim Sha Tsui.

RafflesMedical International operates medical facilities beyond Singapore in 13 other cities across Greater China, Japan, Vietnam and Cambodia.

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.