



## **HKT, FWD and Gleneagles Hospital Hong Kong co-launch an innovative hybrid hypertension care programme**

**HONG KONG, April 13, 2021** - HKT (SEHK: 6823), FWD Hong Kong (“FWD”), and Gleneagles Hospital Hong Kong (“Gleneagles”) today jointly launch an innovative hybrid hypertension care programme, which combines face-to-face and online consultations to provide patients with holistic hypertension care via HKT’s one-stop telemedicine platform DrGo.

The joint programme is the first of its kind and is being launched by DrGo, FWD and Gleneagles in Hong Kong. It is free of charge for eligible FWD customers and provides users with a wide spectrum of hypertension care support, including medical and dietary advice, blood pressure monitoring and door-to-door delivery of prescribed medicine (Please refer to the Appendix for details).

The hybrid hypertension care programme uniquely combines face-to-face and video consultations provided by healthcare professionals from Gleneagles, facilitating more accurate and comprehensive monitoring of users’ health conditions and adherence to treatment plans. Via HKT’s one-stop and proprietary telemedicine platform DrGo, coupled with the smart use of a connected blood pressure meter, users can record their daily blood pressure for remote monitoring by Gleneagles’ doctor who can then adjust the medication if necessary.

In Hong Kong, about one in three adults suffer from hypertension, which remains an important cardiovascular risk factor and the commonest chronic disease. Among those diagnosed with hypertension, about 70% are prescribed blood pressure lowering medication, but only about 40% of this treated group attain good control of blood pressure<sup>#</sup>.

Mr. Ringo Ng, Managing Director of HKT’s Consumer Group, said, “We are pleased to extend our medical services to hypertension care in a time-saving and efficient manner. The key to successful chronic disease management is to increase users’ motivation for sustained monitoring of their health conditions by giving them better access to healthcare support, as well as practicable and easy-to-use solutions. HKT possesses ample experience in offering remote monitoring services to the community. The DrGo platform integrates HealthTech and device and cloud platforms to provide a one-stop solution comprising teleconsultation, regular recording and remote monitoring of blood pressure and door-to-door medication delivery. The result is increased programme compliance and thus significantly improved hypertension control for both doctors and users, which in turn can save lives.”

Mr. Ken Lau, FWD Managing Director of Greater China and Hong Kong Chief Executive Officer, said, “We are committed to providing innovative and value-added services with better coverage and comprehensive protection for our customers. We are confident this market-first\* hypertension care programme will be a breakthrough for chronic disease management that applies the medical and technological expertise of our partners. Involving patients in regular self-monitoring is the future of healthcare and patient empowerment.”

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Dr. Kenneth Tsang, Chief Executive Officer of Gleneagles Hospital Hong Kong, said, “According to the Government’s Population Health Survey, around 27% of people aged 15 to 84 had hypertension. If left uncontrolled, a number of serious health problems may arise, including stroke, coronary heart disease and heart failure, chronic kidney disease, and even early death. The concept of combining remote monitoring of blood pressure with teleconsultation helps enhance patients’ self-awareness of their health conditions, while empowering them to play a more active role in the management of their health. Auto charting of the readings provides insights into patients’ adherence and response to treatments, helping doctors advise the most appropriate follow-ups or intervention. The care programme is a showcase of better chronic disease management via the innovative use of technology.”

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- # Centre for Health Protection, Department of Health, HKSAR <https://www.chp.gov.hk/en/features/28272.html>.
- \* This innovative Hybrid Hypertension Care Programme is new to the market among the major insurers in Hong Kong, according to the market research conducted by FWD Life Insurance (Bermuda) Company Limited (incorporated in Bermuda with limited liability) in March 2021.



(From left to right) Mr. Ringo Ng, Managing Director of HKT’s Consumer Group; Mr. Ken Lau, FWD Managing Director of Greater China and Hong Kong Chief Executive Officer; and Dr Kenneth Tsang, Chief Executive Officer of Gleneagles Hospital Hong Kong, jointly announce the launch of an innovative hybrid hypertension care programme via DrGo.

Please also refer HKT DrGo x FWD x Gleneagles Hospital [online press conference](#).

## **About HKT**

HKT (SEHK: 6823) is Hong Kong's premier telecommunications service provider and a leading innovator. Its fixed-line, broadband, mobile communication and media entertainment services offer a unique quadruple-play experience. HKT meets the needs of the Hong Kong public and local and international businesses with a wide range of services including local telephony, local data and broadband, international telecommunications, mobile, media entertainment, enterprise solutions and other telecommunications businesses such as customer premises equipment sales, outsourcing, consulting and contact centers.

HKT is the first local mobile operator to launch a true 5G network with differentiated value-added services. Backed by its substantial holding of 5G spectrum across all bands and a robust and extensive fiber backhaul infrastructure, HKT is committed to providing comprehensive 5G network coverage across the city.

HKT delivers end-to-end integrated solutions employing emerging technologies such as 5G, cloud computing, Internet of Things (IoT) and artificial intelligence (AI) to accelerate the digital transformation of enterprises and contribute to Hong Kong's development into a smart city.

Riding on its massive loyal customer base, HKT has also built a digital ecosystem integrating its loyalty program, e-commerce, travel, insurance, FinTech and HealthTech services. The ecosystem deepens HKT's relationship with its customers thereby enhancing customer retention and engagement.

For more information, please visit [www.hkt.com](http://www.hkt.com).

## **About DrGo**

DrGo is a new end-to-end app-based platform connecting users with Hong Kong registered doctors and other healthcare professionals who will provide medical and healthcare consultation services and advice via video consultation on mobile device. Certain prescribed medicine will be delivered to the user's designated address. DrGo is the first HealthTech platform pioneered by HKT, offering convenient tele-healthcare services via on an end-to-end app-based platform developed and managed locally by HKT professionals. With HKT's advanced technologies, the entire consultation journey, including service registration, appointment booking, video consultation and payment will take place with encryption, aiming at protecting users' privacy.

DrGo users in Hong Kong can get access to a one-stop medical consultation via their mobile devices. They can speak to a doctor or other healthcare professional from their home or workplace without the need to making a physical visit or queuing at a hospital or clinic. Remote consultation provides sense of ease and convenience, which is particularly important at a time when social distancing is critical during the current pandemic.

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## **About FWD Hong Kong & Macau**

FWD Hong Kong & Macau is part of the FWD Group, the primary insurance business of investment group, Pacific Century Group. FWD Group spans 10 markets in Asia including Hong Kong SAR & Macau SAR, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan, Malaysia and Cambodia.

FWD Hong Kong has been assigned strong financial ratings by international agencies. It offers life and medical insurance, general insurance, employee benefits, and financial planning. FWD Macau provides a suite of life and medical insurance.

FWD is focused on creating fresh customer experiences and making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology. Through this customer-led approach, FWD aims to become a leading pan-Asian insurer that changes the way people feel about insurance.

For more information about FWD Hong Kong & Macau please visit [www.fwd.com.hk](http://www.fwd.com.hk) and [www.fwd.com.mo](http://www.fwd.com.mo).

## **Gleneagles Hospital Hong Kong**

Located at Wong Chuk Hang on Hong Kong Island South, Gleneagles Hospital Hong Kong (Gleneagles) is a multi-specialty private hospital, providing 500 beds, cutting-edge medical technologies and a comprehensive range of clinical services spanning more than 35 specialties and subspecialties. As Hong Kong's top-notch private teaching hospital, Gleneagles also contributes to the training and development of healthcare professionals and advancement of clinical research. Gleneagles is a joint venture between IHH Healthcare and NWS Holdings Limited, with The University of Hong Kong as its exclusive clinical partner. IHH Healthcare is one of the largest healthcare groups in the world by market capitalisation, operating more than 15,000 licensed beds across 80 hospitals in 10 countries worldwide.

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**Appendix**

<b>Hybrid Hypertension Care Programme by FWD, HKT and Gleneagles</b>		
<b>Eligible FWD customers are entitled to this 3-month programme worth HK\$4,550 free of charge</b>	<p>Eligible FWD customers refer to the insured persons of the following designated insurance plans, the policies of which must be effective between April 13, 2021 and June 30, 2021 (both days inclusive).</p> <p>Designated insurance plans underwritten by FWD Life Insurance (Bermuda) Company Limited are as follows:</p> <ul style="list-style-type: none"> <li>- Critical illness plans: Crisis XDefender Signature, Crisis XDefender Signature (Plus), Crisis XDefender Light, and Crisis OneCover;</li> <li>- VHIS plans: vCare Supreme Medical Plan, vCANsurance Medical Plan, and vPrime Medical Plan</li> </ul> <p>Eligible FWD customers must be aged 18 years or above and their policies of the designated insurance plans must be in force when they are using the programme. This programme is not applicable to pregnant women.</p> <p>The programme is subject to relevant terms and conditions. For enquiries about the details of the programme, please contact your financial advisor or FWD customer service centre at 3123 3123. FWD reserves the right of final decision related to the above programme.</p>	
<b>Covered period</b>	Within the first 3 policy years where the insured persons are first diagnosed with hypertension by a registered medical practitioner.	
<b>3-month hybrid hypertension care programme provided by DrGo and Gleneagles</b>	<b>Service items</b>	<b>Frequency</b>
	Face-to-face consultation with a Gleneagles registered medical practitioner	1
	Face-to-face consultation with a Gleneagles registered dietitian	1
	Video consultation with a Gleneagles registered medical practitioner via the DrGo App	2
	Remote blood pressure report monitoring by a Gleneagles registered medical practitioner	2
	Delivery service for prescribed medicine within HK\$2,000 of net fee. (Eligible customers need to pay for any prescribed medicines)	1
A complimentary smart blood pressure meter with a 1-year free 4G SIM card for data uploading to DrGo Cloud		