



**HKT partners with Quality HealthCare
to launch mental health and psychiatric video consultations**
First healthcare partner to offer specialist services on the DrGo platform

HONG KONG, March 25, 2021 – HKT (SEHK: 6823) and Quality HealthCare Medical Services (“Quality HealthCare”) today announced the launch of mental health consultations (including counselling and psychotherapy) and psychiatric services on the DrGo platform, providing DrGo users with access to specialty services for the very first time.

HKT’s one-stop telemedicine platform DrGo aims to connect users with registered Hong Kong doctors and other healthcare professionals for video consultations. As one of the largest private medical service providers in Hong Kong, Quality HealthCare has been supporting holistic healthcare while advocating the digitalisation of related services. Given the increasing public awareness of mental health issues, DrGo and Quality HealthCare have joined hands once again to expand the scope of services from general practice only to now include mental health video consultations, empowering users to manage both their physical and mental wellbeing.

The remote psychological consultation provided by Quality HealthCare includes counselling and psychotherapy, as well as psychiatric services. Psychiatric video consultation is the first specialty service being offered on the DrGo platform, providing a more comprehensive healthcare experience for users. The remote counselling and psychotherapy consultation will be conducted by counsellors or registered psychologists, who will help users cultivate a positive attitude and develop an optimistic outlook through education and by establishing a close and trusting relationship with them. Following professional assessment and if deemed necessary, users may be referred to psychiatrists who specialise in mood disorders, psychological problems, insomnia, anxiety, depression and other psychiatric disorders. Users can also directly book a video consultation with a psychiatrist. Appointments can be made via the online booking system on the DrGo platform. Users can then attend their scheduled video consultation from the comfort of their home. The new service not only removes the need for users to physically visit a clinic, but also allows them to choose an environment where they feel safe to share their personal mental health concerns, enhancing the overall treatment progress and experience.

In response to the current pandemic situation, DrGo and Quality HealthCare will jointly provide chronic disease caregivers from South Kwai Chung Social Service with 100 free remote counselling sessions (of 30 minutes each) on the DrGo platform. Through this initiative, the two companies hope to ease some of the stress experienced by these caregivers.

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Aside from video consultations on DrGo, a wide range of healthcare products and services are also available on the DrGo Health Store online. Currently, Quality Healthcare provides five categories of products and services including body checks, eye examinations, cancer screening, vaccination services and dietary consultations, making it the healthcare partner with the most comprehensive offerings on the DrGo Health Store. For product and service details, please visit Club Shopping at <https://shop.theclub.com.hk/shop/drgo-health-store/>.

Mr. Ringo Ng, Managing Director of HKT's Consumer Group, said, "When DrGo, HKT's one-stop telemedicine platform, was first launched, we partnered with a number of private hospitals and clinics to provide remote general practice consultations. Our scope of services is now extended to psychological and psychiatric consultations provided by Quality HealthCare, connecting users with registered psychologists and psychiatrists in Hong Kong. Through video consultations, we hope to bring users efficient and prompt mental health support. By employing HealthTech and collaborating with different healthcare providers, we are committed to offering more diverse and more user-friendly remote consultation services. Looking ahead, we aim to expand our services into the areas of chronic disease management and dietary consultations, supporting the public with healthcare services of a higher quality."

Ms. Elaine Chu, General Manager of Quality HealthCare, said, "Public health and wellbeing has always been our top priority at Quality HealthCare. We are dedicated to catering to the healthcare needs of people. Over the recent years, we have actively promoted the advancement of digital healthcare, combining online and offline services to bring the public more comprehensive and personalised protection. This has proved to be even more essential since the onset of the pandemic, which resulted in a significant change in people's lifestyles. We are delighted to be an important partner of DrGo. In addition to remote general practice consultations, we look forward to providing remote psychological counselling and psychotherapy services, as well as psychiatric service which is the first specialty service offered on the platform, together with our other healthcare products and services that are available on the health store. We believe that we can help users overcome some of the barriers to seeking mental health support by allowing them to open up in an environment of their own choosing. This collaboration with DrGo will allow our services to benefit the wider community, helping the public better manage their physical and mental health anytime, anywhere."

For service registration, please download the DrGo app at https://drgohkt.page.link/download_app.

For more DrGo service details, please call the service hotline on +852 2380 2323 or visit www.drgo.com.hk.

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Editor's Note

Service fees for video consultations provided by Quality HealthCare on the DrGo platform are as follows:

General Practice	From HK\$368* <i>*applicable from today to 30 June 2021, including a maximum of three days of basic medication (if prescribed) and a one-time free delivery service</i>
Counselling or Psychotherapy	HK\$900
Psychiatry	From HK\$1,960 (depending on the selected doctor)

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Mr. Ringo Ng, Managing Director of HKT's Consumer Group (left), and Ms. Elaine Chu, General Manager of Quality HealthCare, jointly announce the DrGo and Quality HealthCare partnership to provide psychological and psychiatric video consultations.

Please also refer to HKT partners with Quality HealthCare [video presentation](#).

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.

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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.

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 healthcare 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 Quality HealthCare

Quality HealthCare Medical Services Limited (QHMS), Hong Kong, became part of Bupa, an international healthcare group, in October 2013. QHMS' operations span diagnostics, primary healthcare and day care specialties. With roots tracing back to 1868, QHMS serves the community through a network of over 1,500 provider service points in the city, including over 100 self-owned multi-specialty medical centres and affiliated clinics offering Western Medicine, Traditional Chinese Medicine, Diagnostics & Imaging, Dental, Physiotherapy, Mental Health and Wellness services. It also operates a private nursing agency. QHMS is one of the largest providers of healthcare services to corporates in Hong Kong. In 2020, the Group recorded 2.5 million healthcare visits. QHMS endeavours to enhance the quality of our professional services continuously to satisfy the needs of customers and patients.

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Issued by HKT Limited and Quality HealthCare Medical Services Limited.
HKT Limited is a company incorporated in the Cayman Islands.