



DrGo launches new Chinese telemedicine service for long-COVID patients

HKT (SEHK: 6823) – HONG KONG, 26 April 2022 – HKT’s one-stop telemedicine platform DrGo today announced the launch of a new Traditional Chinese Medicine (TCM) video consultation service, accompanied by same-day delivery of prescribed medication so that users can receive TCM attention and health advice from the comfort of their home or workplace. The first 100,000 DrGo users to successfully redeem the e-voucher offered are eligible for a HK\$200 subsidy[#], so that they can enjoy a session of TCM video consultation, along with prescribed medication for a minimum of two days and drug delivery service, all for HK\$168.

As one of the leading telemedicine platforms in Hong Kong, DrGo is committed to connecting users with different healthcare professionals. At present, over 100 healthcare professionals are providing medical and healthcare video consultation services at DrGo, which has now expanded its service scope to TCM. Collaborating with River Cam Chinese Medicine & Acupuncture Clinic, TCM services under Quality HealthCare Medical Services Limited (QHMS), and Dr Wendy Wong’s clinic, DrGo now offers telemedicine with TCM practitioners on the DrGo platform for users to undergo consultation and receive advice on different health problems.

Ms Teresa Ng, Chief Commercial Officer of DrGo, said, “Chinese medicine has always enjoyed the trust of Hongkongers. According to the Census and Statistics Department of HKSAR, TCM consultations accounted for 21.4% of the total number of medical consultations in Hong Kong in 2021[^], underscoring their increasing ubiquity. We are excited to partner with established TCM practitioners and organisations to broaden DrGo’s telemedicine services so that our users can enjoy more convenient and diverse telemedicine services.”

Treating long COVID with personalised TCM advice

The pandemic has increased the public’s health awareness. Many patients recovering from COVID-19 are faced with persistent symptoms, known as ‘post-COVID conditions’ or ‘long COVID’, and choose to seek advice from TCM practitioners on symptom alleviation.

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Dr Wendy Wong, registered TCM practitioner and a partner of DrGo, pointed out, “Cough, throat discomfort, dizziness, headache and cognitive impairment (widely known as ‘brain fog’) are common post-COVID symptoms. Despite them all being COVID-related, TCM takes the patient’s clinical presentation and body constitution type into consideration for individualised treatment instead of a standard prescription for all. For example, dry cough and productive cough with phlegm require different treatments, without which the case may worsen. Patients should therefore seek proper medical advice from TCM practitioners for long-COVID treatments that best fit their individual case.”

One-stop TCM telemedicine service right from home

QHMS has always been a key partner for DrGo. Now, our collaboration will extend to TCM services to enable patients to attend follow-up consultation for better treatment outcome.

Ms Cynthia Chow, Director of Business Partnership of QHMS, said, “Long-COVID treatments require adjustments based on the evolving health conditions of the patient. As many patients have work to go to, it may be challenging for them to personally visit the clinic for follow-up. DrGo, therefore, provides a convenient platform for them to attend consultations with their TCM doctor from their home or workplace to receive timely, appropriate treatment and advice according to their symptom presentation and physical changes, providing one more option for those who care about their health.”

As a one-stop telemedicine platform, DrGo places great emphasis on prescription medication delivery on top of virtual consultation. DrGo has partnered with professional couriers to provide same-day medication delivery service to the location designated by the patient.

Mr Alan Hoi-Lan Koo, Consultant Practitioner of River Cam Chinese Medicine & Acupuncture Clinic, said, “While most Chinese medications are now available in granular form, we still have to be cautious during the delivery process in order to avoid any contamination to the medication, which, in turn, can have major impact on the patient. Professional medication delivery, therefore, plays a crucial part in providing a promising healthcare experience to our patients.”

Dedicated to providing top quality healthcare services, all TCM partners of DrGo are required to comply with the current laws, guidelines and regulations relating to telemedicine for the peace of mind of doctors and patients.

Ms Teresa Ng, added, “Looking ahead, DrGo will continue to strive for the improvement of public health by and collaborating with different healthcare providers and utilising HealthTech to offer more diverse and user-friendly remote consultation services to improve the public’s health.”

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HK\$200 subsidy available for everyday tele-healthcare service

To support citizens in their fight against the epidemic, DrGo is pleased to offer HK\$200[#] subsidy for the first 100,000 users who successfully redeem their e-vouchers for general practice, TCM or specialty video consultation services. Take TCM as an example, a user who has successfully registered for the first time will be entitled to one video consultation session, along with basic prescription medicine for at least two days, if applicable, and medication delivery service, for just HK\$168. On top of TCM, DrGo also offers general practice, paediatrics, family medicine and other speciality services from Monday to Sunday, including public holidays, to care for the healthcare needs of users and their loved ones.

Free online seminars

With the aim of empowering the public with professional medical information, DrGo is hosting a free webinar on 5 May 2022 on the management of long COVID, delivered by a registered TCM practitioner. Register at <https://forms.gle/6rrSXCdLRHJq4ehDA> between 26 April and noon of 5 May to join for free.

For registration of DrGo services, please download the DrGo app at https://drgohkt.page.link/download_app. For further details of DrGo services, please call our service hotline at +852 2380 2323 or visit our website at www.drgo.com.hk.

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[#] Applicable to the first 100,000 users to redeem the e-voucher under the “Fight Against COVID-19 Campaign”. Limited e-vouchers available. All terms and conditions are subject to “DrGo Welcome Gift Terms and Conditions”.

[^] Reference: Census and Statistics Department of HKSAR
https://www.censtatd.gov.hk/en/data/stat_report/product/C0000015/att/B11302742021XXXXB0100.pdf
assessed on 24 April 2022.

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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, enterprise solutions, FinTech, e-Commerce, Big Data Analytics, media entertainment including the provision of interactive pay-TV services, and other telecommunications businesses such as customer premises equipment sales, outsourcing, consulting and contact centres.

HKT is the first local mobile operator to launch a true 5G network in Hong Kong 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, Big Data Analytics, 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.
LinkedIn: [linkedin.com/company/hkt](https://www.linkedin.com/company/hkt).

About DrGo

DrGo is an 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 telehealthcare services via 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.

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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.

At present, DrGo is partnering with over 100 healthcare professionals from the below medical organizations to provide remote telemedicine and healthcare services:



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