

Our Community



Affordable and Accessible Treatment

The financial situation should not restrict an individual's access to healthcare. We are dedicated to providing affordable treatments for all patients while still offering the high level of service and quality that our patients expect. To assist patients in making informed decisions about treatment options, our pricing structure is transparent and easy to understand.

Case Study: Fixed price packages in Hong Kong

For some of our patients, uncertainties concerning the cost of healthcare can prevent them from seeking an appointment. To ensure patients are not surprised by bill sizes, we present a transparent price list of major items. Furthermore, we offer complimentary financial counselling to all patients to help them manage their costs and make informed decisions before undergoing any treatment.

We pride ourselves on our transparent price packages. All costs associated with the procedure are included in the package price, and there are no additional costs if the patient is discharged within the scheduled length of the stay. Packages include everything from a doctor's fee to an anaesthetist's fee, room charges to meals, laboratory testing and diagnostic

imaging to operating room charges, nursing procedure charges, inpatient medication, and consumables. The packages we offer are tailored to meet the specific needs of our patients in each of our areas of operation. Gleneagles Hospital Hong Kong, for example, currently offers 240 fixed-price medical packages in various specialties.

Available since 2017, the packages have steadily gained popularity with our patients. This year, Gleneagles Hospital Hong Kong has 7,513 admissions under the price package system.

The packages are promoted on our website, social media, and press releases.



Community Engagement

We are dedicated to improving the lives of our patients and the communities in which we operate. We conduct community education and engagement programs throughout the year to promote health awareness and improve the quality of life for those who need it most.

Case Study: Social Initiatives at Fortis

Embracing social initiatives is at the heart of Fortis' Vision, philosophy, and commitment to staying connected to the greater community. As well as identifying those most in need of help and support, we strive to meet the unmet needs of marginalised groups within the community. Fortis' social initiative policy can be found on its corporate website.

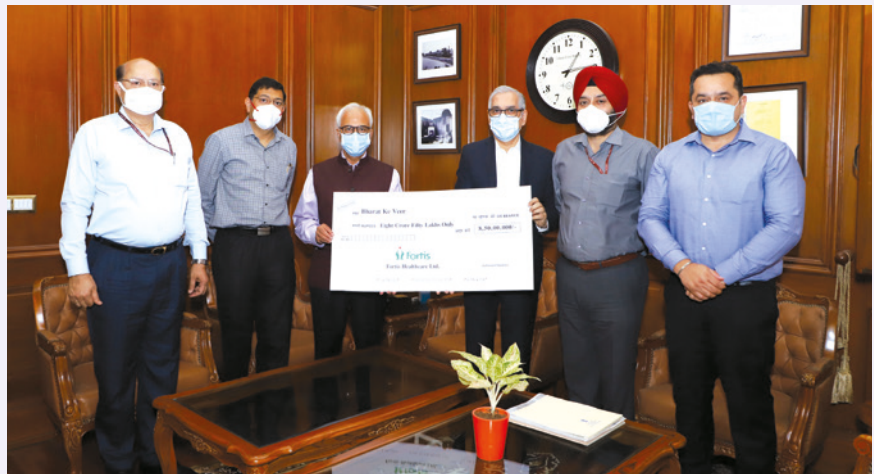
During FY2021¹, Fortis and its subsidiaries contributed a total of INR 17.02 crores (approx. MYR 9.5 million) to various social initiatives. The three primary donation projects in FY2021 were:

1. PM CARES Fund: Donation of INR 5.90 crore on 2 April 2020, to set up

effective healthcare facilities and services across the country for patients affected by COVID-19.

2. Indian Council of Medical Research ("ICMR"): Donation of INR 2.5 crores on 26 September 2020, to support the Central and State Government's medical infrastructure set-up for COVID-19 patients.

3. Bharat Ke Veer Corpus Fundz by India's Ministry of Home Affairs: Donation of INR 8.62 crores on 30 March 2021, to benefit the family members of the Central Armed Police Forces' officers who had given their lives in the service of the nation.



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¹ Fortis follows an April-March financial year.