

NEWS RELEASE

For Immediate Release

IHH Healthcare Malaysia Strengthens Partnership with Indonesia at Malaysia Healthcare Expo 2024 in Surabaya

Showcases quality patient care options, range of services and ease of access for international patients

Surabaya, Indonesia, 30 May 2024 – IHH Healthcare Malaysia is pleased to announce its latest initiative with Indonesia via its participation in the Malaysia Healthcare Expo (MHX) 2024 in Surabaya, Indonesia from 30 May to 2 June 2024. MHX 2024 is held at the Atrium Utama (Grand Atrium) Mall Pakuwon, Surabaya.

Hosted by the Malaysia Healthcare Travel Council (MHTC), MHX 2024 aims to position Malaysia as a premier healthcare destination. IHH Healthcare Malaysia is the exclusive partner for this event. It operates a network of 17 hospitals, including Gleneagles Hospitals, Pantai Hospitals, Prince Court Medical Centre, and the newly added Timberland Medical Centre. Over the past three decades, IHH Healthcare Malaysia has been providing quality patient care with positive clinical outcomes for Indonesian patients.

This year's expo marks another significant step in IHH Healthcare Malaysia's journey towards enhancing regional healthcare standards. This time, it involves via on-the-ground engagement with Indonesians, to share information on access to quality patient care and the availability of advanced medical treatment options in Malaysia. Additionally, IHH Healthcare Malaysia keenly supports medical tourism initiatives organised by the Malaysian government.

"I am grateful for the enthusiastic response that IHH Healthcare Malaysia received last year at the Malaysia Health Expo in Surabaya, and we are excited to share our latest healthcare offerings with our valued stakeholders in Indonesia," said Sipika Singh, Chief Commercial Officer of IHH Healthcare Malaysia. "We have established trust over three decades, providing care to over 50,000 Indonesian patients annually. This reflects our commitment to delivering exceptional value through our specialised services and patient-centric approach in the Indonesian market."

"We strive to meet the unique healthcare needs of our Indonesian patients through personalised care plans, advanced medical technologies, accessible treatment options and a dedicated team of specialists. This ensures optimal clinical outcomes and faster recovery, all while maintaining cost-effectiveness," she added. "Our collaborations, such as the partnerships with Bank Mega and Prodia, are designed to make our healthcare services more accessible and convenient for Indonesians."

Sipika Singh highlighted that these efforts are designed to strengthen IHH Healthcare Malaysia's status as one of the top choices for Indonesian medical tourists. "Malaysia's close proximity to Indonesia makes it a convenient destination for Indonesian patients. Additionally, our shared culture, cuisine, and language further establish Malaysia as a favoured option for high-quality medical treatments and tourism," she remarked.

At this expo, visitors will have the opportunity to interact directly with hospital representatives, acquire relevant information, and make informed decisions concerning their healthcare needs. The event features participation from Gleneagles Hospital Penang, Gleneagles Hospital Kuala Lumpur, Gleneagles Hospital Johor, Gleneagles Hospital Kota Kinabalu, Pantai Hospital Kuala

Lumpur, Pantai Hospital Ayer Keroh, Prince Court Medical Centre, and Timberland Medical Centre.

Visitors can drop by the booths to learn more about the hospitals' health screening packages, treatment options, and healthcare advancements. They can enjoy the enticing buy-one-get-one-free deals, or health screening packages with complimentary hotel stays. All these offers and more are available exclusively during this expo.

Understanding the specific needs and concerns of international patients, IHH Healthcare Malaysia implemented a patient-focused framework that resonates with healthcare travellers. This included creating a one-stop website with multiple communication channels, supported by an International Patient Hotline and medical professionals, to assist healthcare travellers make informed decisions. The website features a Location Selector to help patients easily choose their preferred hospital location and its available specialties and services for medical tourism.

IHH Healthcare Malaysia offers multiple communication channels, including email, hotline, and WhatsApp. The International Patient Hotline provides personalised support for consultations, hospital recommendations, doctor schedules, appointments, and cost estimates. The International Patient Centre (IPC) ensures a smooth visit for Indonesian medical tourists by handling airport transfers, travel, and accommodation arrangements.

IHH Healthcare Malaysia's excellence was recently recognised at the Healthcare Asia Awards 2024 and GlobalHealth Asia-Pacific Awards 2024, where the group received accolades such as 'Medical Tourism Initiative of the Year – Malaysia' and 'Healthcare Group of the Year in Asia-Pacific' respectively.

IHH Healthcare Malaysia values the trust and support from the Indonesian community and aims to compliment the local healthcare services through advanced medical expertise and personalised care. The expo offers an opportunity to deepen our partnership with Indonesia and continue providing value-driven healthcare solutions to Indonesian patients.

Malaysia Healthcare Expo 2024

Date : 30 May to 2 June 2024

Time : 10:00 am - 10:00 pm

Venue : Atrium Utama (Grand Atrium) Mall Pakuwon, Surabaya

Contact information

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ABOUT IHH HEALTHCARE MALAYSIA

IHH Healthcare Malaysia is one of the largest private healthcare providers in Malaysia, with approximately 3,000 beds.

Our healthcare network comprises 11 Pantai Hospitals, four Gleneagles Hospitals, Prince Court Medical Centre and Timberland Medical Centre, and is complemented by ancillary services including Pantai Integrated Rehab and a chain of primary care clinics under Twin Towers Medical Centre.

Our team of over 13,000 staff and more than 1,300 consultants are strongly committed to our aspiration to Care. For Good. where we prioritise, patients' needs to deliver quality clinical outcomes.

IHH Healthcare Malaysia is part of IHH Healthcare, a world-leading integrated healthcare provider with presence in 10 countries, including its key markets of Malaysia, Singapore, Turkiye, India, and Greater China (including Hong Kong). IHH's portfolio of trusted brands include Acibadem, Mount Elizabeth, Prince Court, Gleneagles, Fortis, Pantai and Parkway.

Our vision is to be the world's most trusted healthcare services network.

More information can be found at www.ihhhealthcare.com/malaysia