

## MEDIA RELEASE

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### **PARKWAY PANTAI WINS BIG AT SG: D TECHBLAZER AWARD 2019**

- Parkway Pantai was awarded **Best Adoption – Enterprise** at this year's awards with its groundbreaking Artificial Intelligence (AI) powered hospital bill estimation system
- Probably the first healthcare group in the world to use AI for hospital bill estimations

**Singapore, 5 November 2019** – Parkway Pantai wins **Best Adoption – Enterprise** at SG:D Techblazer Awards for its use of AI in generating accurate and personalized hospital bill estimations for patients at its four hospitals in Singapore.

Gleneagles, Mount Elizabeth, Mount Elizabeth Novena and Parkway East Hospitals have generated more than 40,000 estimations since the system was launched in November 2018. The system is able to predict at 80% accuracy and continues to improve over time as it collects and references more data through a process of self-learning.

Giving patients more accurate bill estimations empower them to make better informed decisions on the medical treatment options available. More importantly, it gives them greater peace of mind over their healthcare expenditure so that they can focus on getting well.

“Winning this award is testament to Parkway Pantai’s digital transformation strategy. We are probably the first healthcare group in the world to use AI for hospital bill estimations,” said Mr Phua Tien Beng, Chief Executive Officer, Singapore Operations Division, Parkway Pantai. “The system will eventually be rolled out to more of our hospitals around the world.

“I am extremely proud of my team for their vision and tenacity to seek innovative solutions in improving operational efficiencies and greater patient satisfaction. We are committed to investing in inventive technologies to meaningfully transform industry wide practices for better healthcare outcomes,” added Mr Phua.

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**About Parkway Pantai**

Parkway Pantai is one of Asia's largest integrated private healthcare groups operating in Singapore, Malaysia, India, China, Brunei and United Arab Emirates. For over 40 years, its Mount Elizabeth, Gleneagles, Pantai and Parkway brands have established themselves as the region's best known brands in private healthcare, synonymous with best-in-class patient experience and outcomes.

Leveraging its global track record for medical excellence and managing world-class hospitals, Parkway Pantai is committed to making a difference in people's lives through excellent patient care, steadily expanding its reach in markets where demand for quality care is strong and growing.

Parkway Pantai is a leading healthcare player in its home markets of Singapore, Malaysia and India and key growth markets of China and Hong Kong.

It is part of IHH Healthcare, one of the world's largest healthcare groups by market capitalisation. IHH operates more than 15,000 licensed beds across 80 hospitals in 10 countries worldwide, offering the full spectrum of integrated healthcare services from clinics to hospitals to quaternary care and a wide range of ancillary services including medical education.

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

## **About SG:D Techblazer Awards**

SG:D Techblazer Awards is the nation's highest accolade for tech innovation and aims to provide recognition and endorsement to Singapore-based organisations and companies that have exemplified the spirit of innovation in their development of tech products and services, or their use of tech to achieve excellence. The Awards also aim to spur greater innovation from the winning companies and propel them to greater heights in the region and internationally, with the hopes that these companies will also blaze the trail for others.

The Awards is a merger of the bi-annual National Infocomm Awards (NIA) by then-Infocomm Development Authority of Singapore (IDA), and the annual SiTF Awards by then-Singapore Infocomm Technology Federation (SiTF), with the goal of strengthening and accelerating digital transformation efforts. The Awards will consist of new award categories and will be held annually hereafter, jointly organised by IMDA and SGTech.