

UMP Healthcare expands free telemedicine and drug delivery to COVID-19 patients

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Demand for telemedicine increases and expects to be a new trend in medical services



Hong Kong based UMP Healthcare Holdings Limited has announced the results of a recent service survey, which found that as the COVID-19 pandemic continues, the demand for video medical consultation (telemedicine services) among patients is increasing, with nearly 90% of surveyed COVID-19 patients claiming that they would recommend their relatives and friends to use it. Telemedicine services is expected to grow in popularity in the provision of clinical healthcare services in the future.

Since the launch of the free service up till now, 26% and 14% of users are patients over 60 years and under 12 years old respectively, which is in line with UMP's original intention to provide support to the most vulnerable segments of society: elderly and children. More than 45% of users were able to consult a doctor via video call within the first 4 days after their confirmed diagnosis. Common symptoms include fatigue (73.9%), sore throat (72%), runny nose (65.7%), headache (53.7%) and blocked nose (52%).

To improve and promote follow-up services, UMP surveyed COVID-19 patients who had received free telemedicine services from late February to 25 March this year. Results showed that over 87% and 90% of the patients did not use the public emergency service and private hospitals respectively; only about 7% and 10% of the patients consulted private doctors of Western and Chinese medicine respectively, indicating that telemedicine services could resolve most confirmed patients' needs. Nearly 74% of the patients had taken self-purchased over-the-counter medicines, mainly were western. Up to 97% of the patients used telemedicine for the first time, and most of these users felt that the appointment process was smooth and that they were satisfied with the doctor's consultation and medication collection arrangement.