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StarHub launches digital health service in Singapore

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Collaborates with Singapore's Alexandra Hospital and ConnectedLife with Fitbit to connect patients with doctors, health coaches and caregivers



(left to right): Dr Alex Yip, Clinical Director, AH's Healthcare Redesign; Steve Morley Director, Fitbit Health Solutions International and APAC; Johan Buse, Chief, Consumer Business Group, StarHub; Dr Jason Phua, CEO AH; Daryl Arnold, CEO of ConnectedLife

Singapore's multinational telecommunications conglomerate StarHub launched LifeHub+, a digital health service in partnership with Singapore's Alexandra Hospital (AH) and ConnectedLife in collaboration with electronics and fitness company, Fitbit on 14 September.

The collaboration leverages a platform for the users to share their Fitbit data through the LifeHub+ app, and receive dynamic health scores, data alerts, and metrics which give them simple, clear insights into their health for tracking and daily improvement.

The unique strategic patient care solution grants access to a pre-programmed care team of family doctor or General Practitioner (GP), a health coach from AH, caregivers, and even doctors from other healthcare institutions, to review user's health data via a dedicated secure LifeHub+ dashboard. LifeHub+ can also be programmed to improve health by pushing towards a physically active lifestyle, medication reminders, exercise, or scheduling medical check-ups.

"We believe in the massive potential of technology in transforming healthcare and improving patient experience. Aligned with our DARE+ strategy, we are leveraging our expertise in connectivity, to create a digital health service that helps doctors channel attentive care and enroll their consenting patients into a holistic health plan. With LifeHub+, clinicians can access the latest health data and evaluate their patients' wellness quickly and accurately, and intervene early when they discover risk factors. The initiative bridges patients with their family doctors and caregivers," said Johan Buse, Chief, Consumer Business Group, StarHub.

300 eligible patients from AH and GP clinics with preventable chronic health risks will be among the first to be onboarded to LifeHub+ and have their wellness activities and certain metrics monitored by AH health coaches and their GPs. The initiative improves patients' health and lifestyles, especially in the prevention and management of chronic diseases.

Health and wellness data in the LifeHub+ app include Fitbit metrics such as steps, exercise, sleep patterns, heart rate, heart rate variability, skin temperature variation, breathing rate, oxygen saturation (SpO2) and more. This data, together with user-recorded blood pressure and blood glucose from third party devices are combined in the LifeHub+ app and used to generate a dynamic wellness score. Fitbit data which users choose to share are integrated into the LifeHub+ platform via the public WebAPI.

These wellness insights will assist in holistic management of chronic health conditions including obesity, diabetes, high blood pressure and high cholesterol and more. Health coaches from AH will offer digital health interventions through the LifeHub+ app by providing personalized health plans with lifestyle and dietary modifications. Further, ConnectedLife is developing features for integration into LifeHub+ include lifestyle questionnaires and disease risk assessment tools.

LifeHub+ is a free scalable cloud service for doctors. Patients subscribe to ConnectedCare, a plan under LifeHub+ through their healthcare providers at bare minimum monthly fare.

Dr Alexander Yip, a gastroenterologist and integrated care consultant who is the Clinical Director of AH’s Healthcare Redesign to seal this partnership with StarHub said, “AH is a designated sandbox for new digital health and technology innovations”.

Steve Morley, Director, Fitbit Health Solutions International and APAC said, “We continue to collaborate with ConnectedLife to facilitate engagement with strategic partners like StarHub and AH to support solutions that play a key role in building the digital health ecosystem in Singapore".

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