



UCARE.AI

PRESS RELEASE – FOR IMMEDIATE DISTRIBUTION

**UCARE.AI EMPOWERS PARKWAY PANTAI TO OFFER PATIENTS
PRICE GUARANTEED PROCEDURES;
FOR GREATER COST TRANSPARENCY AND INFORMED-DECISION
MAKING ON HEALTHCARE EXPENDITURE**

- As part of UCARE.AI's mission to empower patients to make well-informed decisions on medical treatment options, its innovative AI-Powered Pre-Admission Cost of Hospitalisation Estimation (APACHE™) has enabled hospitals to offer fixed prices for certain medical procedures for greater cost transparency and bill certainty.
- These encompass six common medical procedures for the removal of piles, breast lumps, ovarian cysts, gallbladder, thyroid and tonsils.
- In recognition of its revolutionary AI-powered technology, UCARE.AI's APACHE™ tool has won Singapore's highest accolades for technological innovation at the SG:Digital TechBlazer Awards 2019.

Singapore, 3 December 2019 – UCARE.AI, a Singapore-based health start-up, announced today that its innovative AI-Powered Pre-Admission Cost of Hospitalisation Estimation (APACHE™) system has enabled four hospitals operated by private healthcare provider Parkway Pantai to offer fixed prices for certain medical procedures. Parkway Pantai's Price Guarantee Programmes (PGP) will offer patients greater certainty and transparency in hospitalisation fees, so they can make well-informed decisions on medical treatment options.

Mr Neal Liu, Founder and CTO of UCARE.AI said, "Core to our mission is the ability to help healthcare providers leverage AI to provide better patient experiences at every stage of the hospital journey. The introduction of PGP by Parkway Pantai underscores APACHE's ability to lead a paradigm shift in how patients understand hospitalisation bills, and make decisions on treatment options. Looking ahead, we will continue roll out more AI systems and services to benefit patients globally."

APACHE™ was adopted by four major hospitals operated by Parkway Pantai in 2018, to provide more accurate hospital bill estimates. Using artificial intelligence and machine learning algorithms, APACHE™ analyses a various parameters specific to the individual patient to predict the patient's bill size from pre-admission until their eventual recovery. As a highly intuitive system, APACHE™ accounts for dynamically changing factors during the hospitalisation journey, such as disease aggravation, unexpected complications, or unplanned surgeries to generate personalised healthcare bills with an 82 per cent accuracy rate on average.

Through a process of self-learning, APACHE™ has the ability to improve the accuracy of its estimations as it references more data collected over time. After using APACHE™ for a year, Parkway Pantai's launch of PGP indicates their confidence in UCARE.AI's solution to provide highly-accurate predictions to offer guarantee prices for selected medical procedures. With the PGP, Parkway Pantai's patients will be guaranteed prices for six common medical procedures, even if related complications arise and require additional treatment for up to seven inpatient days.



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The introduction of PGP by Parkway Pantai marks yet another milestone for UCARE.AI in its mission to empower patients to make well-informed decisions on healthcare expenditure. Providing price guarantees also negates the need for patients to have financial counselling, and may focus their energies on recovery instead. For healthcare providers, this offers greater operational efficiencies with automated processes and augmented insights.

Since the introduction of UCARE.AI's APACHE in 2018, it has earned Parkway Pantai an award for [Best Adoption – Enterprise at the SG:D TechBlazer Awards 2019](#), for successfully leveraging innovative technologies to improve hospital operations. APACHE was also named by the Singapore government as the first successful case to align with the five principles espoused in the new [Model AI Governance Framework](#) set out in a white paper published by Personal Data Protection Commission (PDPC).

The company has also attained [accreditation from Singapore's Infocomm Media and Development Agency](#), recognising its innovative products and better position the company to scale overseas, and awarded the [2019 Asia-Pacific Healthcare AI Technology Innovation Award by Frost & Sullivan](#).

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About UCARE.AI

UCARE.AI (<https://www.ucare.ai/home/news/>) is a deep-tech company, with a proprietary online ML and AI platform built on a cloud-based microservices architecture, that provides real-time predictive insights to a range of clients across different industries for risk management, cost containment, and lead generation.

In the case of healthcare, UCARE.AI's solutions include recommendations and predictions for hospitalisation and health risk scores, health nudges, dynamic pricing, bill and claim estimations, anomaly detection, medical demand forecasting, lead generation, personalised wellness and patient-doctor matchmaking.

UCARE.AI concluded its Series A funding in 2018, with global investors including VC firm Walden International, Southeast Asia's oldest insurance group Great Eastern, Singaporean investor and philanthropist Peter Lim, and law firm WongPartnership's startup initiative WPGrowth Ventures.

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