

First TeleCare SmarHub Launches in the Northern Metropolis

Gleneagles Hong Kong and SmarTone Join Forces to Deliver Quality Telemedicine Services

Extending quality healthcare services into the community and creating a new smart health experience

(Hong Kong, 18 August 2026) Gleneagles Hong Kong (Gleneagles), part of the IHH Healthcare multinational network, and SmarTone jointly announced a collaboration to advance smart health development through providing telemedicine services for residents in Yuen Long. The first **TeleCare SmarHub** is located in the 3/F lobby of YOHO Midtown, a large-scale residential estate in Yuen Long developed by Sun Hung Kai Properties. Via a dedicated mobile application, residents can enjoy convenient access to appointment making and receive video consultations with Gleneagles's doctors at the TeleCare SmarHub, without the need to travel to hospitals or clinics. The telemedicine services are provided by Gleneagles with SmarTone Solutions, the enterprise solutions arm of SmarTone, delivering comprehensive technical support. The initiative aligns with the development direction of Hong Kong's Northern Metropolis and the Guangdong-Hong Kong-Macao Greater Bay Area (GBA), leveraging innovative technology to enhance community access to healthcare services, promote the development of a smart health ecosystem, and pave the way for new possibilities for interconnected healthcare service models in the future.

Dr Kenneth Tsang, Regional Chief Executive Officer of IHH Healthcare North Asia, said: "Gleneagles Hong Kong is committed to advancing healthcare innovation by integrating new technologies into clinical services. Through actively collaborating with partners across different sectors, we explore how technology can enhance the quality,

efficiency and accessibility of healthcare services. This collaboration with SmarTone exemplifies the complementary strengths of the healthcare and technology sectors. By combining our respective expertise, we are extending professional healthcare services beyond traditional care settings and into the community, providing patients with more convenient and timely access to medical support. We look forward to further expanding this innovative service model to bring high-quality healthcare closer to people's everyday needs while contributing to the development of a more sustainable and connected smart healthcare ecosystem."

Fiona Lau, Chief Executive Officer of SmarTone, stated: "SmarTone actively supports the development of the Northern Metropolis. With the future growth of the Northern Metropolis and its expanding population, not only residents but also a growing workforce will require the hospital-grade, premium medical services. This partnership with Gleneagles Hong Kong successfully combines the innovative technology applications of SmarTone Solutions with the community network of the Northern Metropolis, enabling residents to receive video consultations with Gleneagles' doctors without the hassle of travelling or waiting in queues. Moving forward, we will continue to deepen our collaboration by leveraging 5G and innovative digital technologies to seamlessly connect professional healthcare with daily life, expanding TeleCare SmartHub coverage to more communities and diverse scenarios, and support the smart city development of the Northern Metropolis and the Greater Bay Area by helping build a more interconnected and convenient smart health ecosystem."

A One-Stop Healthcare Experience Supported by Professional Health Monitoring Devices

At the **TeleCare SmarHub**, video consultations are supported by professional health monitoring devices which allows the medical team to access real-time health data for clinical reference. Residents can make an appointment through the **TeleCare SmarHub** mobile application and attend their scheduled video consultation at the station. Health data will be automatically uploaded to the system for the doctor's reference while patients can view the relevant health data within the mobile application. Following the video consultation, prescribed medication, sick leave certificates and related documents will be delivered to the registered address, providing residents with a seamless and convenient healthcare experience. To ensure a safe and comfortable environment for every patient, the TeleCare SmarHub undergone regular cleaning and disinfection.

Gleneagles's telemedicine service is the first in the Asia-Pacific region to have achieved accreditation from the Australian Council on Healthcare Standards International (ACHSI) for telehealth and remote care services. This achievement underscores Gleneagles's adherence to international standards for safety, effectiveness and accessibility, providing patients with a reliable and high-quality remote care experience.

Gleneagles Hong Kong and SmarTone are poised to build on their close collaboration. Leveraging the development opportunities presented by the Northern Metropolis and the GBA, both parties will continue to explore new applications for quality healthcare services in different care settings. The **TeleCare SmarHub** will be extended to more

residential communities, including Sierra Sea, The Visionary, Riva, Royal Palms and Palatial Coast as the two partners continue to promote the development of smart healthcare.

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Remarks:

SmarTone does not provide any medical advice, diagnosis, treatment, prescription or clinical judgment. Delivery arrangements for medication and sick leave certificates are handled by Gleneagles Healthcare or third-party logistics providers. Before using the TeleCare SmartHub, please refer to the disclaimers and other important information in the relevant mobile application. The use and operation of the facilities and/or services are also subject to the relevant consent or licences issued by the Government.