

Specially prepared for Ulink partners



Ulink case study:

How a tele-consultation with a top Singapore doctor helped a Chinese patient with lung cancer Part 2

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Case-study: Tele-consultation in Singapore

What is tele-consultation?

A tele-consult is a virtual form of consultation between the doctor and the patient through the internet, it's like having a consultation with a specialist over Skype, but using a specialised platform.

Please reach out to Ulink if you did not receive last month's feature that explains tele-consulting with a Singapore doctor in more detail.



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Case-study: Tele-consultation in Singapore



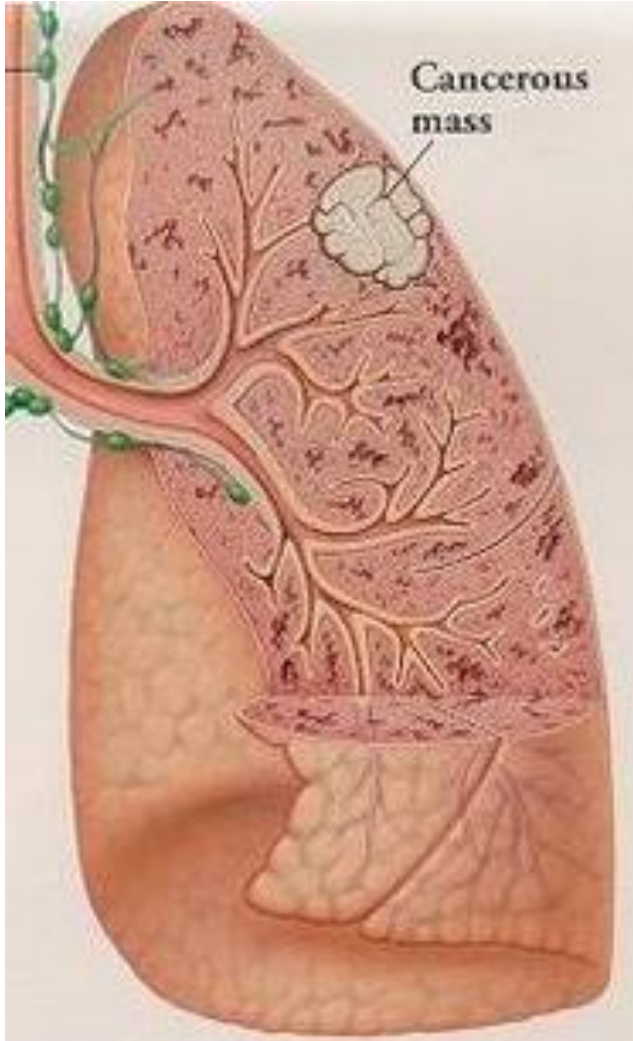
Patient's background

A 70-year-old Chinese patient, Jenny*, was diagnosed with final stage lung cancer in China. Following the diagnosis, she underwent surgery and was prescribed with the targeted therapy drug Tarceva. However, she subsequently developed drug resistance after a year of treatment. Her doctor in China suggested she do another surgery, but her family members were hesitant as they felt that a second surgery would be **too invasive** and have side effects she would not be able to tolerate due to old age.



After learning from Ulink's partner in China that **many of the latest FDA approved drugs are available in Singapore but not yet approved in China**, the patient's family decided to get a **second medical opinion** to find out more about **other treatment options** through a tele-consult with a Singapore oncologist.

Case-study: Booking the Tele-consultation



- Our partner reached out to Ulink with Jenny's enquiry, and Ulink replied with various treatment options.



- Ulink set up a mutually convenient timing for both Jenny and the doctor on the teleconsultation e-platform

1. Booking the tele-consultation



- Jenny chose her preferred doctor in Singapore out of two top oncologists recommended by Ulink. Ulink then sent Jenny's medical records to the doctor for a pre-assessment.

Case-study: Tele-consultation Follow-up



The family also conveyed their preference for less-invasive treatment, as Jenny's treatment in China made her very weak



Upon the patient's request, the doctor wrote a formal medical report with details of the assessment and diagnosis

2. During tele-consultation

3. Post-consultation follow-up



During the session, the oncologist clarified more details with the family regarding the patient's medical history, to conduct a more in-depth assessment



The oncologist confirmed that the patient would be suitable for a treatment plan using the immunotherapy drug Opdivo, and explained the expected rate of efficacy



The patient decided to undergo her first treatment in Singapore and continue her immunotherapy treatment in China if there were no side effects found

Summary: Tele-consultation in Singapore

Summary of outcome



Peace of mind

- ✓ Jenny's family was able to verify that the treatment prescribed by the physician in China was not optimal and **learn about the more effective treatment options** available and **estimated costs**, before committing to seek treatment overseas.



More affordable alternative

- ✓ Jenny and her family **saved on unnecessary travel expenses** (flights, hotels etc.) by tele-consulting with the doctor from the comfort of her home.



Reduce waiting time

- ✓ Jenny was able to **skip long waiting times** at her local hospitals to consult with a **internationally-trained doctor, that was fluent in Chinese**.



Easy follow-up

- ✓ With a written second medical opinion report, Jenny is better able to **continue her new treatment plan** in China, after the teleconsultation.

Estimated cost:

- Virtual consultation: Prices normally starts from S\$160 for a 20 minute consultation
- Written second medical opinion: Prices normally start from S\$500, the doctor can write a customised medical report and treatment plan based on the patient's preferred format
- Ulink case fee will apply to all arrangements: S\$200 per case

Notes:

1 Charges apply for additional consultation time: starting from \$33 per 5 mins

2 1S\$ = 4.77 RMB



Dr. Sue Lo Soo Kien

Medical oncologist



Gleneagles Hospital
Ulink panel since 2010

Qualifications:

- MBChB (Sheffield, UK)
- MRCP (UK)
- CCT Medical Oncology (UK)

Dr. Lo is trained in the management of most solid tumours and has a special interest in breast cancer and gastro-intestinal cancer.

Dr. Lo obtained her medical degree at Sheffield Medical School, England and worked at The Royal Hallamshire Teaching Hospital for 3 years. In 1997, Dr. Lo became a member of the Royal College of Physicians, London. She performed her specialist training in oncology at the world famous cancer centre, The Royal Marsden Hospital, London, and obtained her certificate of completion of specialist training in medical oncology in 2006.

During her time at the Royal Marsden Hospital London and the National Cancer Centre Singapore, Dr. Lo was actively involved in clinical research and was the principal investigator of several Multinational Clinical Anti-Cancer Drug Trials. Dr. Lo is a senior consultant at the National Cancer Centre Singapore.

Dr. Lo has published her research in numerous high-impact international peer-reviewed journals and presented her work at national and international meetings. She is also actively involved in educating medical students from Yong Loo Ling School of Medicine, Singapore, and Duke-NUS Graduate medical school, Singapore.

Speciality

Medical oncology

Breast cancer

Gynaecological cancer

Gastro-intestinal cancer

Fluent

✓ *English*

✓ *Mandarin*

Trained at internationally recognized medical centres

- Trained at the world famous cancer centre, The Royal Marsden Hospital, London

Key appointments at various medical institutions

- Former Chairman, National Cancer Centre Singapore Chemotherapy Safety Control Committee
- Member, American Society of Oncology
- Member, Singapore Society of Oncology
- Committee member, Singhealth medical safety committee

[More on Dr Sue Lo](#)



Dr. Daniel Tan

Radiation Oncologist



Gleneagles Hospital

Qualifications

- MBBS (Singapore)
- FRCR (United Kingdom)
- FAMS

Dr. Daniel Tan is a radiation oncologist specialising in using radiosurgery and radiation therapy (SRS/SBRT) to treat cancers in the brain and spine, breast and prostate. He currently serves as the consultant radiation oncologist and medical director of Asian American Radiation Oncology (AARO), a newly established division of Asian American Medical Group, in collaboration with University of Pittsburgh Medical Centre (UMPC).

Dr Tan graduated from the National University of Singapore in 2002 and was awarded a Health Manpower Development (HMDP) fellowship by Ministry of Health (MOH) Singapore in 2008. He then went on to obtain another fellowship in 2011 at the Royal College of Radiologists, UK. Dr Tan was admitted as a Fellow of the Academy of Medicine of Singapore (radiation oncology) in 2012.

Dr Tan's research involves the application of SRS and SBRT in benign and malignant tumours of the brain and spine, as well as in oligometastatic and prostate cancers. His work has been presented at major international conferences and he is frequently invited to lecture on these subjects in regional meetings.

Specialties

Stereotactic radiosurgery

Stereotactic body radiation therapy

Central nervous system, prostate and breast cancers

Fluent

- ✓ *English*
- ✓ *Mandarin*
- ✓ *Cantonese*
- ✓ *Hokkien*

Contributed to the National Cancer Centre Singapore

- Instrumental in the development of the Novalis Brain and Spine Stereotactic Radiosurgery Program

Trained at internationally prestigious institutions

- University of Pennsylvania's Roberts Proton Therapy Center (USA)
- Princess Margaret Hospital (Toronto)
- Sunnybrook's Odette Cancer Centre (Toronto)
- Tokyo Metropolitan Komagome Hospital (Japan)

[More on Dr. Daniel Tan](#)



Gleneagles Hospital

Located in Singapore's embassy district and close to Orchard Road. Providing a wide range of medical and surgical services within various clinical disciplines. Received accreditation of quality care by the Joint Commission International (JCI).



337 doctors



270 beds



A&E service

Strengths:

Liver ICU

Robotic SurgiScope

Strong in orthopedics

Fertility and reproductive health

6A Napier Road, Singapore 258500

30 mins from Changi airport

Nearby places to eat/shop:

UE Square, Forum Mall

Nearby hotels:

Hotel Jen Tanglin, Regent, Hilton Hotel

<https://www.gleneagles.com.sg/>
<http://ulinkchina.com/gleneagles>

Medical Specialties:

Cardiac Screenings

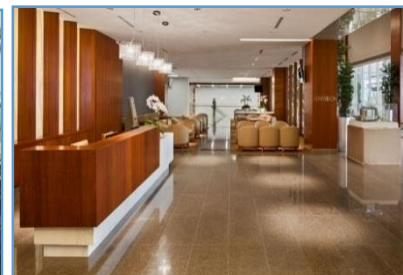
Liver/Kidney Transplant

Oncology

Orthopedic Medicine

Neonatology

Renal



Ratings:

Facilities/technology ✓✓✓✓

Luxury ✓✓✓

Cost-effective ✓✓✓

Instead of flying to the U.S., our clients choose to come to Singapore because:

