

MINUTES OF MEETING

1. MEETING INFORMATION

SUBJECT:	1 st Sponsor Meeting
DATE:	29 September 2016
TIME:	3:30 – 5:00 PM
VENUE:	Ulink Assist (50 Armenian Street, #04-02 Wilmer Place, 179938)
ATTENDEES:	Teh Kaixin (KX), Nicole Goh (NIC), Nabilah Banu (NAB), Sean Kwok (SK), Ms Linda Siow (L)
ABSENT WITH APOLOGIES:	Chien Shuyan (SY)

2. MEETING RECORDS

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
1.	Agenda The agenda of the meeting: <ul style="list-style-type: none"> Gather information about Ulink Assist 		INFO
2.	Information about Ulink Assist <ul style="list-style-type: none"> Medical concierge that helps foreigners from the start (choosing doctor booking of appointment) until the end (leaving the country) Manager, admin, medical and visa teams Some patients do not know which doctor is the most suitable Help foreigners look for hospitals and apply for visas if needed Ensure that everything is taken care of before patients leave the country After getting an appointment, they have to update on CRM and do regular follow ups with patients Send SMS reminders 	L	INFO
3.	Problems with current CRM <ul style="list-style-type: none"> Redundant functions Unable to retrieve information for analysis (top 10 conditions etc) No information or channel to create timeline for reminders <ul style="list-style-type: none"> Current system does not prompt patients 	L	INFO

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
	<ul style="list-style-type: none"> Milestones in lifetime + Suitable treatments/ screenings recommendations 		
4.	Confirmation of sponsor by 2 October		Team
5.	The meeting ended at 5:00 PM. The next sponsor meeting will be with on 3 October at Ulink Assist, 3.30pm.	TEAM	INFO

The meeting was adjourned at 5:00pm. These minutes will be circulated and adopted if there are no amendments reported in the next three days.

Recorded/ Updated by: Teh Kaixin

Reviewed/Edited by: Sean Kwok

Date: 29 September 2016