Minutes of Meeting

# Meeting Information

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| SUBJECT: | 1st 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) |

# Meeting Records

| No | ITEM | REQUESTED  /REPORTED BY | Action BY |
| --- | --- | --- | --- |
| **1.** | **Agenda**  The agenda of the meeting:   * Gather information about Ulink Assist |  | INFO |
| **2.** | Information about Ulink Assist   * 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   * Redundant functions * Unable to retrieve information for analysis (top 10 conditions etc) * No information or channel to create timeline for reminders * Current system does not prompt patients * Milestones in lifetime + Suitable treatments/ screenings recommendations | L | INFO |
| **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