



JY HEALTHCARE GROUP SDN BHD (1185177-T)

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INTERNATIONAL MEDICAL INFORMATION & DIALOGUE PROGRAMME

50 Questions & Answers

For Patients, Families, NGOs & International Participants

International Medical Access | Patient & Family Information | Institutional Dialogue |
Professional Medical Education



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INTRODUCTION

JY Healthcare Group Sdn Bhd (JY HCG) is establishing an international online information and dialogue programme for patients, families, NGOs, healthcare-related organisations and members of the public who wish to better understand healthcare resources, medical institutions, specialist services and international medical access.

The programme is designed around a simple institutional principle:

Clear information before medical decisions.

Professional dialogue before assumptions.

Appropriate medical assessment before treatment.

JY HCG is not a hospital, clinic or medical practitioner. Its role is to provide structured information, facilitate institutional communication and support appropriate access to medical institutions and specialist resources.

Online sessions may be conducted once or twice each month, subject to the published programme schedule.

Sessions may be conducted separately in:

English

Chinese

Participants from Malaysia and other countries may join the relevant sessions according to the published arrangements.

The programme is not limited to one hospital.

It may include presentations, educational sessions or institutional dialogue involving:

Chongqing Haifu Hospital;

Shanghai International Medical Center (SIMC);

other established medical institutions;

specialist doctors;

professors;

qualified medical professionals;

relevant healthcare and institutional representatives.



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Where a particular medical technology, institutional programme or patented technology belongs to a specific medical institution, the relevant institution remains the appropriate source and provider of that medical service.

For HIFU-related services associated with Chongqing Haifu Hospital, JY HCG will maintain the institutional relationship and, where medically appropriate and requested by the patient, facilitate communication with Chongqing Haifu Hospital as the priority institutional resource for that specific HIFU pathway.

This does not prevent JY HCG from providing access information relating to other hospitals or specialists where relevant to a patient's enquiry.

PART I — ABOUT THE ONLINE PROGRAMME

Q1. What is the JY HCG International Medical Information & Dialogue Programme?

It is a structured online programme through which patients, families, NGOs and interested participants can receive reliable institutional information, listen to professional presentations and raise questions concerning healthcare access and medical resources. The purpose is to improve understanding before an individual proceeds further into a medical pathway.

Q2. How often will the sessions be held?

The programme is intended to operate on a regular basis, generally once or twice per month, depending on the published schedule, participating institutions and professional availability. The confirmed date and time will be published on the JY HCG website.

Q3. Who can participate?

Depending on the individual session, participation may be open to:

patients;

family members;

NGO representatives;

patient-support organisations;

healthcare-related organisations;

professional participants;

members of the public with a genuine interest in the subject.

The applicable participation arrangements will be stated on the website.



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Q4. How do I register?

Interested participants may register through the designated registration facility on the JY HCG website.

The website will provide the relevant:

date;

time;

language;

subject;

speaker information;

participation requirements; and

registration procedure.

Q5. Will the sessions be available in English and Chinese?

Yes.

JY HCG intends to provide separate English-language and Chinese-language sessions so that participants can understand institutional and healthcare information in a language appropriate to them.

Additional languages may be considered where appropriate.

Q6. Are the sessions only for Malaysian participants?

No.

The programme is designed with an international access perspective. Participants from Malaysia and other countries may participate according to the relevant published session arrangements.

Q7. Is this simply an online sales presentation?

No.

The programme is structured as an information and institutional dialogue platform. The objective is not simply to introduce a medical institution or promote a treatment. Participants should be able to understand the institution, the medical resource, the professional pathway, the relevant limitations and the process for obtaining further medical assessment.

Q8. Can participants ask questions during the session?

Yes.

Questions from patients, family members, NGOs and participants are an important part of the programme.

Questions may be addressed through the designated Q&A process, subject to time, privacy, professional scope and the nature of the question.



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Q9. Can NGOs participate as institutional participants?

Yes.

NGOs and patient-support organisations may participate in relevant sessions and institutional dialogue.

Where appropriate, JY HCG may also explore separate meetings, information exchanges, educational sessions and other forms of institutional communication with such organisations.

Q10. Why does JY HCG provide this programme?

Because patients and families frequently face an information gap before they know: which institution may be relevant, what information is required, what questions should be asked, who is responsible for medical judgement and what the next procedural step should be. The programme is intended to reduce that information gap through a structured and transparent process.

PART II — MEDICAL PROFESSIONALS & SPEAKERS

Q11. Who will conduct the presentations?

Depending on the subject, presentations may involve qualified medical professionals, specialist doctors, professors, hospital representatives or other appropriately qualified speakers. The speaker and institutional affiliation will be identified on the relevant programme information where applicable.

Q12. Is every session conducted by Chongqing Haifu Hospital?

No.

JY HCG's international medical access framework is not limited to Chongqing Haifu Hospital. Different sessions may involve different medical institutions and professional specialists according to the subject.

Q13. Will SIMC be included?

Yes.

Shanghai International Medical Center (SIMC) may be presented as part of JY HCG's international medical access resources, together with other relevant medical institutions. The website may provide institutional information so that patients and families can understand the respective medical resources available.



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Q14. Can other hospitals participate?

Yes.

JY HCG may establish institutional communication and cooperation with multiple medical institutions.

The framework is therefore not designed as an exclusive hospital-access arrangement.

Q15. Can specialist doctors or professors from recognised hospitals participate?

Where institutional arrangements and professional availability permit, qualified specialist doctors, professors or other medical professionals may participate in educational presentations or professional dialogue.

Their professional views remain their own professional views and do not become JY HCG's medical judgement.

Q16. Does a presentation mean that a doctor has recommended treatment to every participant?

No.

An educational presentation does not constitute an individual medical recommendation. Individual treatment decisions require appropriate review of the patient's medical information and professional medical assessment.

Q17. Can participants ask a doctor whether a particular treatment is suitable for them?

They may raise general questions during an appropriate professional session.

However, an individual suitability determination normally requires sufficient clinical information and professional assessment.

A public online session should not be treated as a substitute for an individual medical consultation or examination.

Q18. Can a patient receive a diagnosis through the online session?

The public information programme should not be regarded as a diagnostic service.

Where individual medical assessment is required, the patient should proceed through the appropriate medical institution and qualified medical professional.

Q19. Can a speaker guarantee a treatment outcome?

No responsible institutional programme should present a guaranteed medical outcome.

Medical outcomes depend on individual circumstances, diagnosis, disease characteristics, previous treatment, medical assessment and other factors.



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Q20. Why does JY HCG invite different institutions and specialists?

Because international patients may have different medical needs.

A structured multi-institutional framework allows patients to understand different institutional resources without assuming that one hospital or one medical technology is appropriate for every patient.

PART III — HAIFU, HIFU & INSTITUTIONAL RESOURCES

Q21. What is the role of Chongqing Haifu Hospital within JY HCG's framework?

Chongqing Haifu Hospital is an important institutional medical resource within JY HCG's international healthcare-access framework, particularly in relation to its HIFU-related medical capabilities.

Q22. Is Haifu the only hospital available through JY HCG?

No.

JY HCG's platform may include multiple hospitals and specialist resources. Haifu is an important institutional partner/resource, but the wider platform is not restricted to one medical institution.

Q23. If a patient is specifically interested in Haifu's HIFU technology, what happens?

The patient may first receive general institutional and process information through JY HCG. Where further medical evaluation is appropriate, relevant information may then be communicated to Chongqing Haifu Hospital through the appropriate institutional process. The hospital and its qualified medical professionals remain responsible for medical assessment and treatment decisions.

Q24. Does JY HCG provide HIFU treatment?

No.

JY HCG does not perform HIFU treatment.

Where a patient is medically assessed as appropriate for treatment at Chongqing Haifu Hospital, the medical treatment is provided by the hospital and its qualified medical team.

Q25. Why does JY HCG continue to direct Haifu-related treatment back to Haifu Hospital?

Because the relevant patented technology, medical system and clinical application belong to the relevant institution.

JY HCG's role is to facilitate access and institutional communication, not to claim ownership of another institution's medical technology.



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Q26. Does “Haifu priority” mean every patient must go to Haifu?

No.

“Priority” in this context refers to the relevant institutional pathway for enquiries specifically concerning Haifu’s HIFU technology and related medical resources. It does not remove the patient’s autonomy or prevent consideration of other appropriate medical institutions.

Q27. Can JY HCG introduce other hospitals for other medical needs?

Yes.

Where the patient’s enquiry concerns a medical field or institutional resource outside the relevant Haifu pathway, JY HCG may provide information concerning other appropriate participating medical institutions or specialist resources.

Q28. Can patients compare different hospitals?

Patients may review publicly available institutional information and seek appropriate professional medical advice.

JY HCG’s role is to provide structured access information and facilitate communication rather than declare one institution universally superior to another.

Q29. Will JY HCG claim that HIFU is better than surgery?

No blanket comparison should be made.

Different medical approaches have different indications, limitations and clinical considerations. The appropriate treatment pathway must be determined through professional medical assessment.

Q30. Will JY HCG promise that a patient can return home within a fixed number of days?

No fixed timeframe should be guaranteed in advance.

Travel and discharge arrangements depend on the patient’s medical condition, treatment plan, recovery, hospital assessment and other practical considerations.

PART IV — PATIENT & FAMILY QUESTIONS

Q31. Can family members join the online sessions?

Yes.

Family members are welcome to participate where the relevant session permits. Their involvement is important because healthcare decisions often involve information, logistics and support beyond the patient alone.



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Q32. Can a patient ask questions before submitting medical records?

Yes.

General questions can be raised during the information and dialogue stage. If an individual medical assessment is subsequently required, the relevant medical institution may request appropriate medical documentation.

Q33. What medical information may be required?

Depending on the medical issue, the institution may request relevant information such as:
diagnosis information;
previous treatment history;
imaging reports;
laboratory or pathology information;
medical records; and
other relevant clinical documentation.

The exact requirements depend on the medical institution and the individual case.

Q34. Why does the patient need to provide medical documents?

Because medical suitability cannot responsibly be determined from a general description alone. Relevant clinical information enables the appropriate medical professionals to understand the case and determine what further assessment may be required.

Q35. Can JY HCG decide whether the patient is suitable for treatment?

No.

JY HCG facilitates communication and access.

The medical suitability assessment remains with the relevant qualified medical professionals and medical institution.

Q36. Can JY HCG tell a patient which treatment to choose?

JY HCG may provide institutional information and facilitate access to qualified medical professionals.

The final medical decision belongs to the patient, informed by appropriate professional medical advice.

Q37. Can a patient choose not to proceed?

Yes.

Participation in the JY HCG information programme does not create an obligation to proceed with any hospital, examination or treatment.



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Q38. Can a patient choose another hospital?

Yes.

JY HCG does not require a patient to select a particular hospital.

The purpose of the platform is to facilitate informed access, not to remove patient choice.

Q39. Can patients and families ask about costs?

Yes.

General information concerning expected institutional charges or package structures may be discussed where verified information is available.

However, medical costs can vary according to diagnosis, treatment requirements, clinical complexity, hospital arrangements and other factors.

The final quotation should come from the relevant medical institution.

Q40. Can JY HCG guarantee a fixed total cost?

No.

Any indicative figure should be treated as preliminary information unless formally confirmed by the relevant medical institution.

PART V — NGO, PATIENT SUPPORT & INFORMATION GOVERNANCE

Q41. Why does JY HCG want to work with cancer NGOs?

NGOs often maintain direct communication with patients, families and communities. Institutional dialogue can therefore help improve access to reliable healthcare information and create a structured channel for questions, education and communication.

Q42. Is JY HCG asking NGOs to become patient-referral agents?

No.

The proposed relationship is based on institutional communication, information exchange, education and patient-support access.

It should not be characterised simply as a commercial patient-acquisition arrangement.

Q43. Will NGOs receive payment for introducing patients?

The institutional framework is not built around patient-referral commissions. Any separate arrangement, if contemplated, must be independently reviewed for legality, regulatory requirements, institutional policy and ethical considerations.



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Q44. Can NGOs organise their own questions for a JY HCG session?

Yes.

NGOs may collect general questions from their communities and submit them through the agreed process.

Questions involving personal medical information should be handled through appropriate privacy and professional channels.

Q45. Can a patient ask a question anonymously?

Where the technical and administrative arrangements permit, general questions may be submitted without public identification.

Individual medical enquiries requiring clinical review may require identification and appropriate documentation.

Q46. Will patient information be publicly displayed?

No.

Personal medical information should not be publicly disclosed merely because a patient participates in an online session.

Any handling of personal information must follow applicable privacy requirements and the relevant institutional procedures.

Q47. Can patient stories, photographs or medical cases be published?

Not automatically.

Any use of identifiable patient information, photographs, testimonials or case materials requires an appropriate legal and consent basis and must comply with applicable requirements.

Q48. Can NGOs say that they officially endorse a particular hospital?

Not merely because they participated in a JY HCG session.

Participation, dialogue or information exchange does not automatically constitute institutional endorsement.

Any formal endorsement or partnership statement should be separately authorised.

Q49. What happens after a patient or family member becomes interested?

The process should remain structured:

Information → Question → Clarification → Appropriate Medical Documentation → Institutional Communication → Professional Medical Assessment → Patient Decision → Treatment / Further Care, if chosen

No step should be represented as a guaranteed outcome.



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Q50. What is the ultimate purpose of the entire programme?

The purpose is not simply to increase the number of patients entering a hospital.

The purpose is to establish a clear, professional, transparent and traceable pathway through which patients, families and NGOs can understand available medical resources, ask meaningful questions, communicate with appropriate institutions and make informed decisions.

The institutional principle is:

Information before assumption.

Professional assessment before treatment.

Patient understanding before decision.

Procedure before expansion.

JY HCG therefore seeks to build an international healthcare-access framework in which patients are not treated as commercial leads, NGOs are not reduced to referral channels, hospitals remain responsible for medical care, and qualified medical professionals remain responsible for professional medical judgement.

JY HCG — INSTITUTIONAL OPERATING PRINCIPLE

The programme follows a simple causal structure:





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The website therefore serves as the public institutional reference point for:

- programme dates and times;
- registration;
- session languages;
- speakers and institutions;
- educational subjects;
- participation arrangements;
- general medical-resource information;
- Q&A;
- patient and family information;
- NGO engagement;
- appropriate follow-up procedures.

The programme may develop continuously as new questions are raised by patients, families, NGOs and professional participants.

Accordingly, this 50-question framework should be treated as a living institutional Q&A framework, subject to periodic review and appropriate professional, legal and institutional verification.

JY Healthcare Group Sdn Bhd

International Medical Access & Patient

JY HCG × Chongqing Haifu Hospital × Shanghai International Medical Center × Participating Medical Institutions

This document is an institutional information and communication framework. It does not constitute medical advice, diagnosis, treatment recommendation, legal advice or a guarantee of medical outcome. Individual medical decisions remain subject to qualified professional medical assessment, the policies of the relevant medical institution and applicable laws and regulatory requirements.