



NEWS RELEASE

New Frontier Healthcare's United Family Healthcare Tops Ding Xiang Yuan 2019 Top 100 Hospital Brands List; Beijing United Family Hospital Ranked No.1 Private Hospital Brand

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BEIJING--(BUSINESS WIRE)-- New Frontier Health Corporation ("NFH" or "the Company") (NYSE: NFH), operator of the premium healthcare services provider United Family Healthcare ("United Family" or "UFH"), today announced that five of its hospitals have been ranked in the top 50 of the Ding Xiang Yuan ("DXY") 2019 Top 100 Hospital Brands List, which is widely regarded as the "Oscars" of the Chinese healthcare service industry. Beijing United Family Hospital, Guangzhou United Family Hospital, and Shanghai Puxi United Family Hospital have been ranked first, fourth, and sixth, respectively.

Established on July 23, 2000, DXY is currently the largest and most influential online community for physicians, healthcare professionals, pharmacies, and facilities. Its Top 100 Hospital Brands List has served as a benchmark for the hospital and healthcare industry in China since it first launched in 2015. According to DXY, selection to the list is based on five brand recognition criteria; in 2019, these included the WeChat Index, Weibo Index, Search Index, Official Website Index, and Public Opinion Index. More than 6,000 medical institutions were considered for the list.

Even though the ranking is based on the performance of healthcare institutions in 2019, it reflects these institutions' efforts and achievements over several years. Government policies have also supported the industry, but the development of a healthcare brand is a long and complicated process because the basis of a healthcare brand is quality of care and service capability. Both require the test of time.

The Covid-19 outbreak in the first half of 2020 is a touchstone that tested healthcare institutions' abilities to

respond to major health events and revealed the true capacity of these brands. The responses of both its management and medical teams were exemplary of United Family's brand values.

Even in the midst of the outbreak, seven United Family hospitals and more than 10 of its clinics continued to provide uninterrupted general outpatient and inpatient services, including 24/7 emergency and ICU services. In addition, Beijing United Family Hospital became a government designated fever clinic.

With rich experience in pandemic response, United Family swiftly adjusted its treatment workflow under the supervision and guidance of local health commissions. Patient/staff flow, airflow, and the flow of supplies were strictly separated, while measures such as patient isolation and body temperature monitoring were taken to prevent cross-contamination and infection. UFH has reported zero patient and staff infections to date.

Since the reopening of many cities across China, a number of United Family facilities have been appointed by local health bureaus as designated Covid-19 sample collection and analysis locations. The facilities have been providing individual and group testing services to numerous corporates, schools, and embassies. Since the beginning of the outbreak, more than ten thousand people have been tested by United Family.

Besides strengthening the offline medical service quality, United Family has become an innovator by leveraging its cutting-edge digital platform. During the pandemic, United Family activated its online consultation services, which has laid down the foundations of an online-to-offline integrated healthcare services experience. United Family has consulted with more than 5,000 customers online and held over 300 healthcare seminars across social media platforms, accumulating over 14 million views.

United Family's exploration of the online health services date back as early as 2010. United Family first established Weibo accounts and cultivated a group of doctors as key-opinion-leaders to bring healthcare education programs to Weibo. In 2013, United Family started its Wechat accounts. Today, there are more than 700,000 followers on United Family's collective Wechat accounts. In 2015, United Family established its presence on Tmall and its venture into e-commerce. During the 618 promotion campaign in 2020, United Family initiated its first "CEO live broadcast," which set a record for the highest total transaction amount under the healthcare category on Taobao.

"With the stabilization of the pandemic, United Family's patient volumes have started to recover since March. As of mid-May, our business has returned to the level of the same period last year. We are encouraged by the fact that outpatient volume of Chinese customers has actually grown since then. The United Family brand has remained resilient during this trying period," said Mr. Carl Wu, Chairman of Executive Committee of New Frontier Healthcare Corporation, the parent company of United Family.

"United Family Hospitals will internalize the experience of our pandemic response and make the necessary

adjustments to be ready for the next wave," said Ms. Roberta Lipson, CEO of New Frontier Healthcare Corporation and founder of United Family. "At the same time," she added, "we are accelerating the effort to digitize our services so that we can continue to serve our patients in spite of the pandemic."

About New Frontier Health Corporation

New Frontier Health Corporation (NYSE: NFH) is the operator of United Family Healthcare (UFH), a leading private healthcare provider offering comprehensive premium healthcare services in China through a network of private hospitals and affiliated ambulatory clinics. UFH currently has nine hospitals in operation or under construction in all four 1st tier cities and selected 2nd tier cities. Additional information may be found at www.nfh.com.cn.

Source: New Frontier Health Corporation

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