

The CareVoice App Supports Patients and Healthcare Players to Enhance Medical Care Experiences in China

New Review-based Social Mobile App Provides Open Platform Built on Patients' Experiences of Healthcare Services and Treatments

Beijing - 15 August, 2014 Today, *The CareVoice*, a new and innovative review-based app for the healthcare industry in China, reached the milestone of 10,000 reviews for its Shanghai pilot. *The CareVoice* announced the achievement at the France-China Health Forum, a meeting of 400 key opinion leaders from China and France to strengthen institutional, medical, scientific and economic partnerships in the field of healthcare.

The CareVoice is a health mobile app that provides an independent platform for patients to seek impartial and transparent information on medical providers and treatments from patients' real experiences. *The CareVoice's* mission is to assist patients in finding the hospitals, doctors and treatments that suit them best. The app also creates value for healthcare providers and healthcare companies by helping them to understand how to improve the services and products they deliver to their patients.

The CareVoice founder and CEO Sebastien Gaudin, said, "Having completed the first phase of development with a successful pilot in Shanghai, we are very pleased to take part in the France-China Health Forum which showcases the strengths of French healthcare companies in serving the needs of China's healthcare market. As an emerging player, we aim to expand our influence by cooperating successfully with professionals to enhance patients' positive experience and overall satisfaction."

The beta version of *The CareVoice*, recently launched in Shanghai, had over 10,000 reviews of hospitals, physicians and medicines in three months. The app's registered users are mostly women, 25-40 years old and keen to share their healthcare journeys. 35% of reviews have highly positive ratings (a rating of 5/5), showing users are keen to share good experiences, but indicating room for improvement in delivering patient care.

The CareVoice provides real value to healthcare providers and already cooperates with Dongfang Hospital South Branch's Obstetrics & Gynaecology Department in Shanghai, which is jointly operated by Natecia. Xiaofeng Shao, Quality Director, Dongfang Hospital South Branch, said, "Delivering excellent standards of care and patient satisfaction are our top priorities. The cooperation with *The CareVoice* provides us with an innovative approach into patient experiences and how we can continuously improve our medical services to addressing their expectations."

The CareVoice is entirely free for users and is currently available for iPhone, with a mobile web version recently released for beta usage for any mobile device such as Android. *The CareVoice* covers most hospitals and doctors in Shanghai and will be rolled out to Beijing and other key cities in the near future.

Zhenwei Xia, *The CareVoice* Product Lead and Business Development Manager, said, "*The CareVoice* is starting to attract discerning healthcare consumers. The healthcare industry is also gaining taste in learning and valuing patients' experience. One of the most important decisions a family makes is which hospital and treatments they put their faith in, and *The CareVoice* provides an open and easy-to-use platform for patients to find the medical services that suit them best."

The France-China Health Forum is part of the initiatives of the China Health Forum. In conjunction with the forums, CHINA-HOSPEQ, one of the most influential medical equipment exhibitions in China will be held from August 15-17 at the China National Convention Centre, Beijing. CHINA-HOSPEQ is the only medical exhibition supported by the National Health and Family Planning Commission (NHFPC) and 21 municipal or provincial health bureaus in China or departments. *The CareVoice* booth will be located at N01 French Pavilion.

Click [here](#) to start experiencing *The CareVoice* on your smartphone or tablet.



About Us:

The CareVoice is an Internet start-up company founded in 2013 that recently launched under the Chinese brand name 'KangYu' its mobile application. Literally meaning 'health voice' in Mandarin, *The CareVoice* is the first review-based social platform to help patients to make better healthcare decisions, and empower healthcare providers and companies to enhance positive patient experiences.

From a comprehensive listing of hospitals, doctors and treatments, patients can voice their true healthcare experiences by posting reviews based on their medical visits, providing valuable approach that can be shared with other patients undergoing a similar health journey. Created with the patient experience in mind, *The CareVoice* provides an open, trusted and reliable platform to make informed decisions based on individual healthcare needs for a healthier community.

The CareVoice provides value for doctors, hospitals and healthcare companies who want to understand the patient experience and continuously improve upon their services and treatments. In turn, they find value in ensuring they provide the best, positive experience to their most important stakeholder – the patient.

We believe that health is a journey we make together, and *The CareVoice* is dedicated to building a healthier future for all.

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