



FOR IMMEDIATE RELEASE: 2020/3/11

LINE Corporation
M3, Inc.
LINE Healthcare Corporation

LINE Healthcare: Adopted to Support METI's Health Consultation Hotline

~ Free Online Consultations on LINE Healthcare, Supported by 1,000 m3.com Physicians ~

LINE Healthcare Corporation (Headquarters: Tokyo, Japan; CEO: Shinichiro Muroyama; "LINE Healthcare Corp." below), a joint venture between LINE Corporation (Headquarters: Tokyo, Japan; Representative Director, President and CEO: Takeshi Idezawa; "LINE Corp." below) and M3, Inc. (Headquarters: Tokyo, Japan; CEO: Itaru Tanimura; "M3" below), has been adopted to support the Ministry of Economy, Trade and Industry's Health Consultation Hotline, by providing free online doctor consultations via LINE Healthcare β*.

* LINE Healthcare consultation services follow the standards for remote medical consultation services by doctors defined by MHLW: www.mhlw.go.jp/content/000534254.pdf

While demand for physician consultations regarding COVID-19 increases, measures to prevent unnecessary hospital visits that may increase the risk of exposure need to be established, as well as initiatives to reduce the burden on medical institutions so appropriate treatment can be provided to those who need it most. In response, the Office for COVID-19 Infection Preparedness and Response Headquarters, established by the Cabinet, has issued the Basic Policy on COVID-19 Control*.

* Issued by MHLW on February 25, 2020: <https://www.mhlw.go.jp/content/10900000/000599698.pdf>

As an immediate and effective platform, LINE Healthcare has been adopted to support METI's Health Consultation Hotline by providing free doctor consultations via LINE Healthcare β. This will allow users to consult directly with doctors regarding health concerns including COVID-19 through the LINE application, familiar across more than 83 million users in Japan. Serviced therapy areas include internal medicine, pediatrics, obstetrics and gynecology, orthopedics, dermatology, and otolaryngology.

In addition, LINE Healthcare will collaborate with M3, utilizing their database of over 280,000 physician members (more than 90% physician coverage in Japan), and over 160,000 pharmacist members (more than 50% pharmacist coverage in Japan), in effort to accelerate the on-boarding of up to 1,000 consultation physicians for this initiative.

【LINE Healthcare β for METI's Health Consultation Hotline Support】 <https://linehealthcarecorp.com/ja/lp/2019/1>

To Access: Search for "LINE ヘルスケア" within the LINE Application

Service Period : March 11, 2020 ~ March 31, 2020

Service Hours : 24 hours, 7 days a week

Service Therapy Areas: Internal medicine, pediatrics, obstetrics and gynecology, orthopedics, dermatology, and otolaryngology

Consultation Method: * Doctor-patient matching may require some time during peak hours

- Real-Time consultation (2,000 yen (incl. tax) / 30 min.) *Appointments available
- Text Mail consultation (1,000 yen (incl. tax) / 48 hours, up to 1,000 letters)