



私人医疗礼宾服务 MediCare Concierge Services



万通保险特选医疗计划设有私人医疗礼宾服务, 在您需要时, 为您提供一系列专业医疗建议及贴心服务。

YF Life's selected medical plans offer a suite of MediCare Concierge Services, giving you access to a range of professional medical advice and dedicated services in your moment of need.

YFLife
萬通保險

未來就在我手
Own the future

出院免找数服务

只须于入院前填写表格并获得预先批核，我们便会直接向医院为您缴付住院期间合格的医疗开支。出院免找数服务全球适用，除全港的私家医院外，亦包括世界各地大部分的私家医院；无论您身在何处，均可让您安心接受治疗，毋须为缴费而操心

国际专业医疗网络

透过国际专业医疗网络，联系了4,000多间美国医院，让投保人获得：

- 1) 由美国专科医生提供第二医疗意见；
- 2) 转介赴美就医，并协助您获取更相宜价格

国内就医贵宾通道服务

若需要于国内就医，可使用贵宾通道，优先预约及使用网络内指定医院（包括三甲医院）的医疗设施，无须长时间等候

海外就医贵宾服务

本服务更提供细心周到的海外医疗旅程协助，包括提供医院及医疗设施的选择及建议，协助申请签证、预订机票及酒店等

延伸家庭保障

我们深明住院期间难免会为家人生活造成影响，所以为您提供延伸家庭保障，于住院期间，协助您照顾家人，并支付相关费用：

- 安排一名家庭佣工处理日常家务、煮食及洗衣等工作
- 安排一名保姆照顾无人照料的12岁以下幼儿（最多两名幼儿）
- 安排一名保健人员照顾投保人65岁以上患病或受伤的父母
- 安排一名助理人员陪同投保人出院，并安排交通送回住所

注：

- i. 私人医疗礼宾服务适用于VIP环球医疗保 / VIP寰宇医疗保 / 优裕医疗保 / 丰裕医疗保。
- ii. 住院免找数服务是一项行政安排，并不属于保单的保障内容。我们有权随时终止此项服务而不作另行通知。若住院开支超出获预先批核的免找数金额，投保人需要支付该差额。查询有关住院免找数服务的详情，请致电 (852) 2533 5555 (香港) / (853) 2832 2622 (澳门)。
- iii. 其他私人医疗礼宾服务现时由国际救援（亚洲）公司提供，客户可致电国际救援（亚洲）公司热线（香港：(852) 2862 0101 / 中国：(免费拨打) 4001899784）以预约服务。本公司对于第三方服务提供者所提供的服务素质，概不负责。除特别声明外，投保人需自行支付所有的医疗费用及其他相关费用。
- iv. 国际专业医疗网络所提供的服务由国际救援（亚洲）公司提供。现时，每次征询第二医疗意见的费用为500港元，而转介手续费为500美元，投保人需自付所有就医的行政费及其他有关费用。国际救援（亚洲）公司保留调整收费及医院数目的权利，有关的更改将不作另行通知。
- v. 海外就医贵宾服务只适用于投保人患有指定严重疾病及在要求的情况下提供。
- vi. 延伸家庭保障只适用于投保人因伤病住院不少于连续72小时。服务只适用于香港，按每症计算，每项服务以8小时为限（每次最少为连续4小时），惟陪同出院服务则以连续5小时为限。

Cashless Hospitalization Service

All you need is to complete an application form to obtain our prior approval for cashless arrangement before being admitted to the hospital. This service is applicable worldwide, covering all the private hospitals in Hong Kong and most private hospitals in the rest of the world. We will settle the qualifying medical expenses directly with the hospital, giving you total peace of mind with no hassle over paying hospital bills

MediNet Pro

The following services are available at more than 4,000 US hospitals within the MediNet Pro network:

- 1) second medical opinion provided by US medical specialists; and
- 2) quality treatment referrals in the USA, and assistance in obtaining the competitive pricing

PRC MediCare VIP Passage Service

If the Insured needs to seek medical treatment in China, VIP Passage allows prior booking and access to medical services offered by designated hospitals (including Grade 3A hospitals) within the network, without a long waiting period

Travel for Treatment VIP Services

A full range of VIP services for overseas treatment is also provided, including advice on hospital selection, choice of best medical facilities, visa application, and assistance in reservation of air tickets and hotel accommodation, etc.

Extended Family Protection

We understand that your hospitalization will inevitably affect your family. Through Extended Family Protection, we will assist you in taking care of your family and paying the relevant fees:

- Arrange a home-helper to take care of house keeping, cooking and clothes washing, etc.
- Arrange a child-carer to take care of unattended children aged below 12 (up to 2 children)
- Arrange a health worker to take care of the Insured's parent(s) over the age of 65 if suffering from illness or injury
- Arrange escort personnel to handle hospital discharge, and arrange transportation to the Insured's home

Note:

- i. MediCare Concierge Services are applicable to VIP Worldwide MediCare / VIP Global MediCare / Prestige MediCare / Supreme MediCare.
- ii. The cashless hospitalization service is an administrative arrangement and is not part of the product benefits. We reserve the right to cease offering this service anytime without prior notice. For hospital expenses in excess of the approved cashless amount, the Insured have to settle the balance. For enquires concerning the cashless hospitalization service, please call (852) 2533 5555 (Hong Kong) / (853) 2832 2622 (Macau).
- iii. Other MediCare Concierge Services are provided by Inter Partner Assistance Hong Kong Ltd (IPA). Customers may reserve services via these IPA hotlines: Hong Kong (852) 2862 0101 / China (toll free) 4001899784. The Company is not liable for the quality of services provided by any third-party service provider. The Insured is responsible for paying the medical treatment and other related cost unless specified.
- iv. MediNet Pro is provided by IPA. The current administration fee for each Second Medical Opinion is HK\$500. For each referral to medical treatment in the USA, the current administration fee is US\$500. The Insured is also responsible for paying the administration fee and for any medical treatment and other related costs in the USA. IPA reserves the right to review the price and the number of hospitals from time to time without prior notice.
- v. Travel for Treatment VIP Services are applicable only to an Insured suffering from a designated critical illness, and upon request.
- vi. Extended Family Protection is only applicable in Hong Kong, up to a maximum of 8 hours per service (a minimum of 4 consecutive hours per visit) per illness or injury, subject to hospitalization of at least 72 consecutive hours. Hospital discharge assistance service is up to a maximum of 5 consecutive hours.