



私人醫療禮賓服務 MediCare Concierge Services



萬通保險特選醫療計劃設有私人醫療禮賓服務，在您需要時，為您提供一系列專業醫療建議及貼心服務。

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

出院免找數服務

只須於入院前填妥表格並獲得預先批核，我們便會直接向醫院為您繳付住院期間合資格的醫療開支。出院免找數服務全球適用，除全港的私家醫院外，亦包括世界各地大部分的私家醫院；無論您身在何處，均可讓您安心接受治療，毋須為繳費而操心。

國際專業醫療網絡

透過國際專業醫療網絡，聯繫了4,000多間美國醫院，讓受保人獲得：

- 1) 由美國專科醫生提供第二醫療意見；
- 2) 轉介赴美就醫，並協助您獲取更相宜價格。

國內就醫貴賓通道服務

若需要於國內就醫，可使用貴賓通道，優先預約及使用網絡內指定醫院（包括三甲醫院）的醫療設施，無須長時間輪候。

海外就醫貴賓服務

本服務更提供細心周到的海外醫療旅程協助，包括提供醫院及醫療設施的選擇及建議，協助申請簽證、預訂機票及酒店等。

延伸家庭保障

我們深明住院期間難免會為家人生活造成影響，所以為您提供延伸家庭保障，於住院期間，協助您照顧家人，並支付相關費用：

- 安排一名家庭傭工處理日常家務、煮食及洗衣等工作
- 安排一名保姆照顧無人照料的12歲以下幼兒（最多兩名幼兒）
- 安排一名保健人員照顧受保人65歲以上患病或受傷的父母
- 安排一名助理人員陪同受保人出院，並安排交通送回住所

註：

- i. 私人醫療禮賓服務適用於VIP環球醫療保 / VIP寰宇醫療保 / 優裕醫療保 / 豐裕醫療保。
- ii. 住院免找數服務是一項行政安排，並不屬於保單的保障內容。我們有權隨時終止此項服務而不作另行通知。若住院開支超出獲預先批核的免找數金額，受保人需要支付該差額。查詢有關住院免找數服務的詳情，請致電 (852) 2533 5555 (香港) / (853) 2832 2622 (澳門)。
- iii. 其他私人醫療禮賓服務現時由國際救援（亞洲）公司提供，客戶可致電國際救援（亞洲）公司熱線（香港：(852) 2862 0101 / 中國：(免費撥打) 4001899784）以預約服務。本公司對於第三方服務提供者所提供的服務質素，概不負責。除特別聲明外，受保人需自行支付所有的醫療費用及其他相關費用。
- iv. 國際專業醫療網絡所提供的服務由國際救援（亞洲）公司提供。現時，每次徵詢第二醫療意見的費用為500港元，而轉介手續費為500美元，受保人需自付所有就醫的行政費及其他有關費用。國際救援（亞洲）公司保留調整收費及醫院數目的權利，有關的更改將不作另行通知。
- v. 海外就醫貴賓服務只適用於受保人患有指定嚴重疾病及在要求的情況下提供。
- vi. 延伸家庭保障只適用於受保人因傷病住院不少於連續72小時。服務只適用於香港，按每症計算，每項服務以8小時為限（每次最少為連續4小時），惟陪同出院服務則以連續5小時為限。

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.