

Telemedicine – EC Healthcare



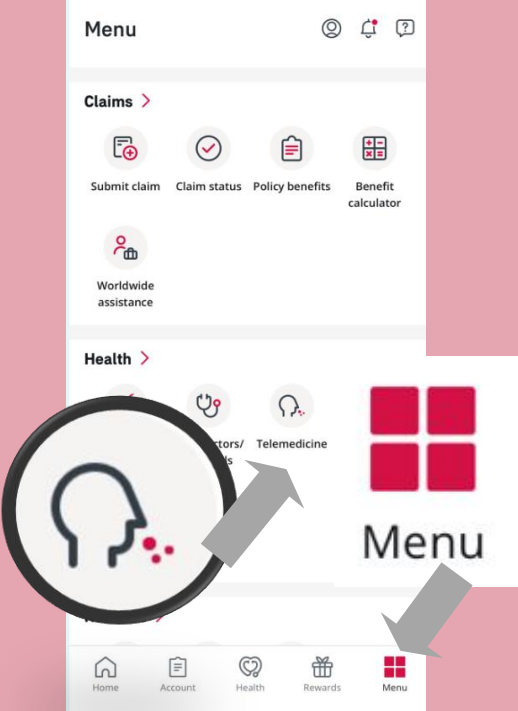
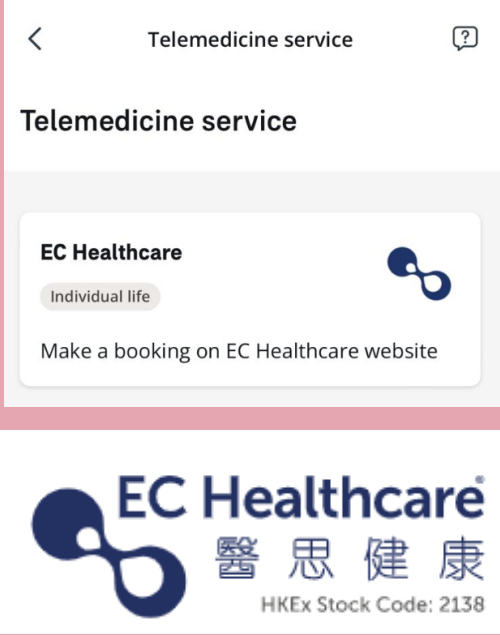
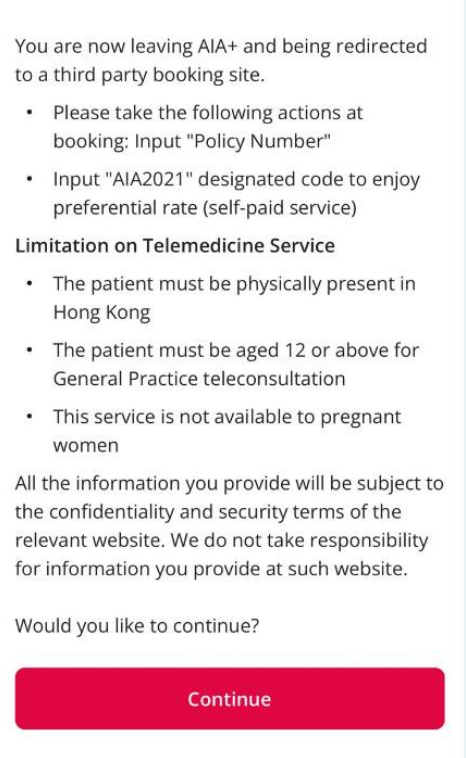
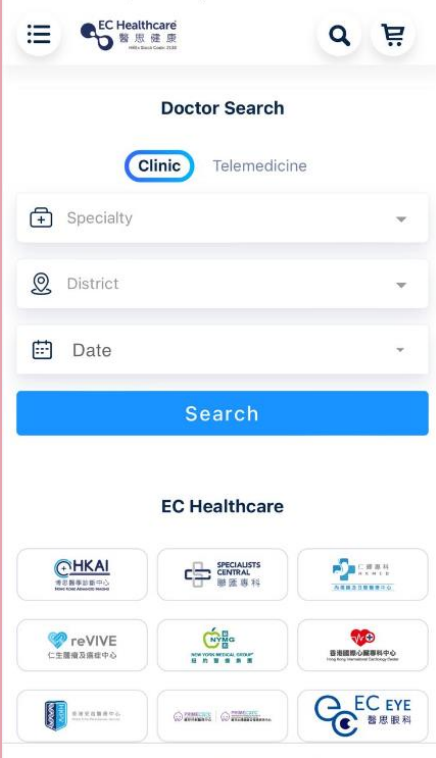
Group Medical Benefit

Telemedicine - GP/ SP

If you have selected the medical benefits, Telemedicine is covered under AIA, the medicine delivery charge is excluded for Telemedicine

- Network Telemedicine via **AIA+** > the visit will be deducted from the max. no. of visits per year
- Out-network Telemedicine - GP/ SP consultation is covered
- Reimbursement amount is subject to the max. benefit limit of your coverage, please submit the claims to AIA for processing

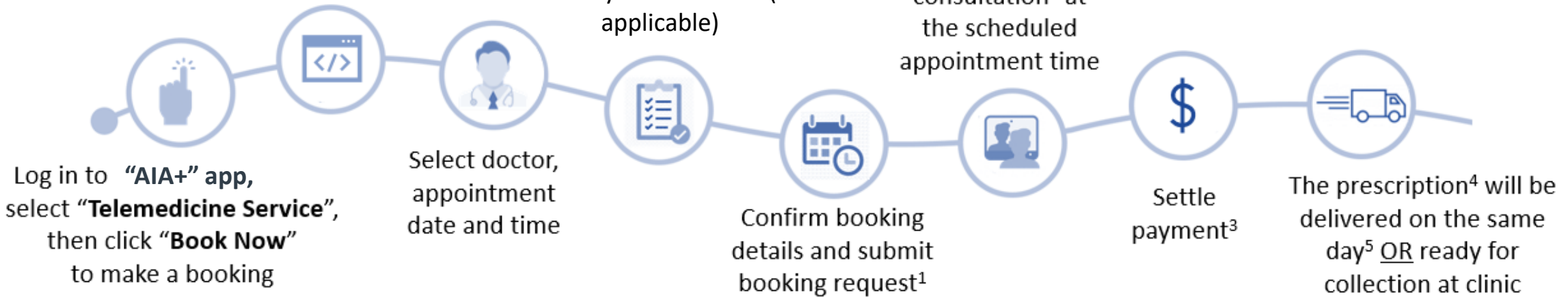
Network Telemedicine – accessible via AIA+ (Mobile App)

			
Menu -> Health -> Telemedicine	Medical Provider– EC Healthcare	Disclaimer – EC Healthcare	EC Healthcare – Telemedicine Service Booking Website



Group Medical Benefit - Network Telemedicine – accessible via AIA+ Member Journey

Log in to EC Healthcare website, select “**Doctor Search**”, then click “**Telemedicine**” to make a booking



Download “AIA+” app



OR visit “**EC Healthcare**” website
<https://booking.echealthcare.com/medical/aiaagpmedtelemedicine>

Service Hotline: **2152 8510** Telemedicine Service Hours⁶: **Mon-Fri 9:00am - 6:00pm**
Sat 9:00am - 1:00pm

Note: The General Practitioner (GP) service is not applicable to pregnant ladies, minors under 12 years of age, members currently outside HK or having a medical emergency, fainting, feeling dizzy, general weakness, sudden changes in vision (e.g. inability to see in one or both eyes), confusion or coma, slurred speech, emotional instability, sudden pain, severe fall or bleeding, severe or non-stop diarrhea or vomiting, hematemesis, obstacles in speaking or moving hands and feet. For conditions that are not listed, doctors will assess if an insured member is suitable for virtual consultation based on his/her medical conditions. The Paediatrics Specialist service is only applicable to minors under 18 years of age

¹ Cancellation must be made no less than 1 working day prior to the scheduled appointment time

² Insured member may be asked to present his/her HKID card/ Passport/ AIA medical card for ID verification during the consultation

³ Including co-payment, extra medication, delivery charge (if applicable)

⁴ Including receipt, sick leave certificate, referral letter (if applicable)

⁵ If the consultation and prescription of medicine have been completed before 5:30pm, delivery would be arranged on the same day. If not, delivery would be arranged on the next working day. Prescription delivery service is not applicable to medication that requires refrigeration and rural areas (such as Lo Wu, Mai Po, Man Kam To, Ta Kwu Ling, Island District and restricted areas)

⁶ The telemedicine service hours is subject to doctors' availability and may vary from time to time without prior notice. Insured member may visit the above-mentioned app or website for the latest service hours