



Listening. Understanding. Delivering.

## Medical Green Channel

Get priority booking for outpatient and/or hospitalisation appointment at Medical Green Channel's selected hospitals in Mainland China



### What is Medical Green Channel?

If you were to fall sick and need medical services in Mainland China (including outpatient and/or hospitalisation), the following questions may run through your mind:

- How do I make an appointment for medical services quickly?
- Is there a suitable hospital for me?



Medical Green Channel is a one-stop booking service for medical appointment provided by Advance Medical, our partner provider, which allows you to receive treatment more quickly by saving you from long waiting times and clumsy booking procedures.



### Benefit Highlights



#### Priority booking at selected hospitals in Mainland China

Get priority booking for outpatient and/or hospitalisation appointment at Medical Green Channel's selected hospitals in Mainland China. It covers over 1,000 3A-Grade hospitals in Mainland China, located in major cities such as Beijing, Shanghai, Shenzhen and Guangzhou.



#### Multiple channels of enrollment

You can enrol to make medical appointment through our online platform or 24-hour service hotline anytime to receive treatment quickly.



#### Dedicated case manager

Your dedicated case manager will follow up the whole service journey with you\*.



#### Escort service

An escort staff will go to the appointed hospital to assist you on the registration process for outpatient and/or hospitalisation service.

\* The case manager will not provide any medical advice



## How does Medical Green Channel work?

### Step 1

#### Service Enrolment

Visit the online portal or call the 24-hour Medical Green Channel service hotline (supports Cantonese, English and Mandarin) for enrolment.



### Step 2

#### Communicate with dedicated case manager

A case manager will contact you within 24 hours, in your chosen language, by phone to understand your needs.



### Step 3

#### Escort service

An escort staff will be assigned to go to the appointed hospital, assisting you on the registration process for outpatient and/or hospitalisation services.



## Is Medical Green Channel available to me?

Medical Green Channel is available to life assured after expiry of the cooling-off period of any of Prudential's designated medical plans below:

- **PRU**myhealth prestige medical plan
- **PRU**Health VHIS VIP Plan
- **PRU**health medical plus
- **PRU**Health FlexiChoice Medical Plan
- **PRU**med lifelong care plan



**Looking for more information or would like to activate the service?**

### Online enrolment portal



### Medical Green Channel service hotline\* (24-hour, 365-day service)

- Hong Kong SAR: (852) 8229 2880
- Mainland China: (86) 400 920 6012

\* You may be required to pay the IDD/international roaming service fee to the telecommunications service provider if you call from outside the locations above (including Macau)

For more information, please refer to Prudential website <https://pruhk.co/green-channel-en> or contact your Financial Consultant.

### Terms and Conditions

- Medical Green Channel is provided by Advance Medical, which is an independent third-party service provider designated by us. This service offers priority booking for outpatient and/or hospitalisation appointment at Medical Green Channel's selected hospitals in Mainland China for the life assured of designated medical insurance plans.
- Medical Green Channel's case managers and escort staff are appointed by Advance Medical.
- The life assured is responsible for all registration fees, diagnosis/treatment fees, examination fees, prescription fees, hospitalisation fees, and all administration fees and medical expenses incurred on the relevant outpatient and/or hospitalisation services at the relevant hospital. The amount of medical expenses the life assured can claim is subject to the terms and conditions, and the benefit limit of the life assured's medical insurance plan.
- Medical Green Channel is not suitable for a life assured who has an acute medical condition, has been involved in an accident, or has conditions requiring emergency or immediate medical assistance.
- It is subject to the terms and conditions of the relevant service provider.

### Disclaimer

- Medical Green Channel service is provided by third party service provider we have designated.
- We maintain sole discretion to change the scope of this service (including the list of Medical Green Channel hospitals) and the service provider from time to time without advance notice. We may also cease and/or suspend this service at our sole discretion.
- We are not the service provider for this service. The relevant service provider is not our agent, and vice versa. We make no representation, warranty or undertaking as to the quality and availability of the service and shall not accept any responsibility or liability for the service provided by the service provider. Under no circumstance shall we be responsible or liable for the acts or omissions of the service provider in the provision of such service.
- This leaflet does not constitute a contract of insurance or an offer, invitation or recommendation to any person to enter into any contract of insurance or any transaction or similar transaction.
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