

Health-related Services
ONE-STOP ONCOLOGY SERVICE

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By providing you with one-stop integrated oncology treatments and services supported by leading multidisciplinary team of medical specialists, we ensure continuous professional care all along in your recovery journey.



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**HEALTHIER, LONGER,
BETTER LIVES**

No one should fight cancer alone

If you are fighting the biggest battle of your life, you would wish to receive the best possible medical care and treatment. Which hospital should you choose? This will be the most important, but not the easiest, decision you will make.

Through our One-Stop Oncology Service, we will connect you to a multidisciplinary team of specialists, and most importantly, your dedicated Service Ambassador (“Service Ambassador”) will be there to assist you step-by-step throughout the journey, so you can be rest assured to focus on your recovery.

Advantages of One-Stop Oncology Service



Integrated treatments and services

Access to quality oncology treatments and services provided by a multidisciplinary team of medical specialists of our designated service providers.



Enhanced transparency regarding treatment plans and expenses

Your Service Ambassador will consolidate the details of the proposed treatment plan and the estimated medical expenses* for your consideration to facilitate you making informed decisions.

* Treatment plan and medical expenses are subject to adjustment in accordance with doctors' clinical judgement and patient's condition

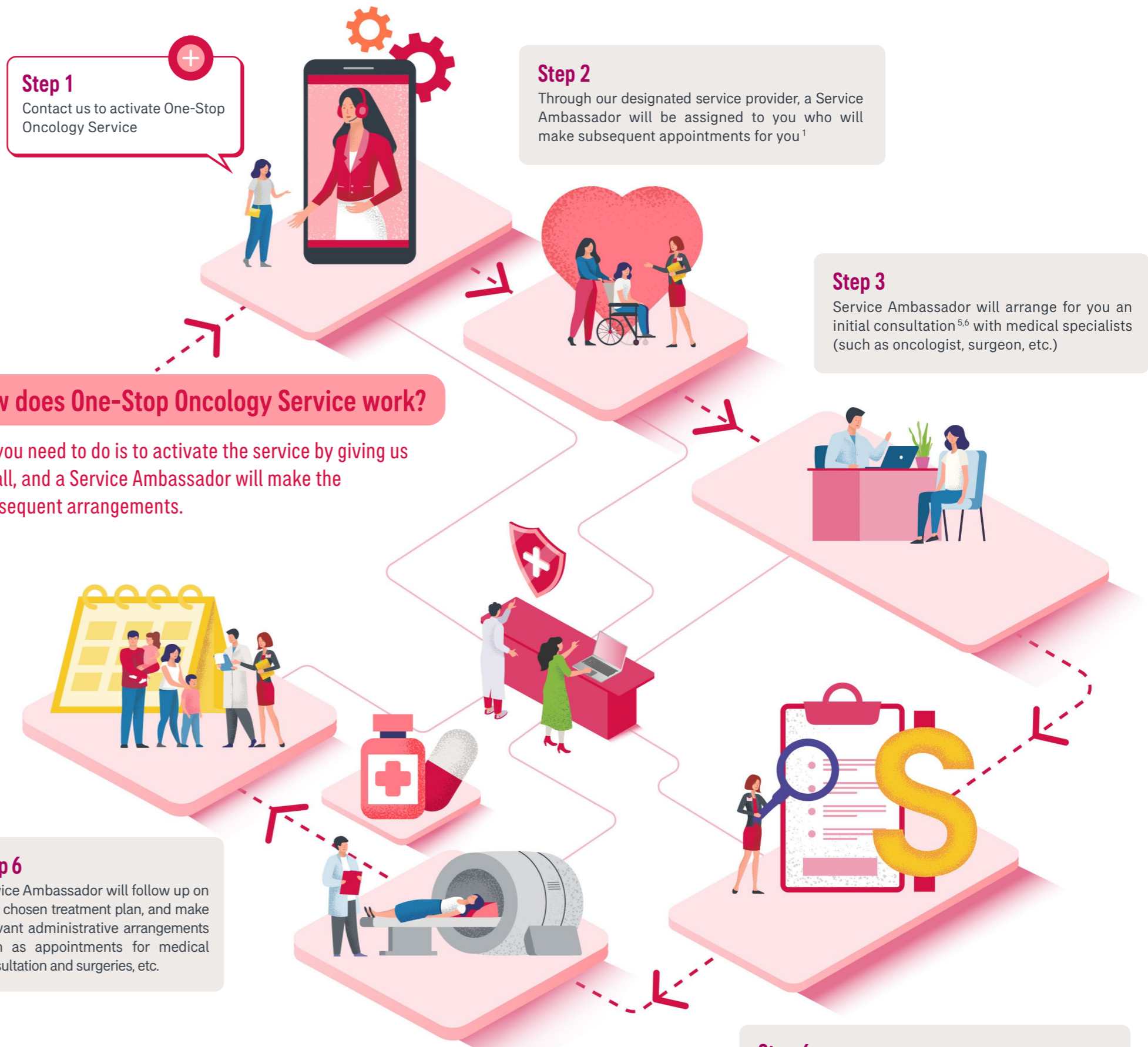


Dedicated Service Ambassador

A Service Ambassador will be assigned to you by our designated service provider to follow up on your case and provide you with support every step of the way. It may be a big battle, but you will not be fighting it alone.

How does One-Stop Oncology Service work?

All you need to do is to activate the service by giving us a call, and a Service Ambassador will make the subsequent arrangements.





Eligibility

One-Stop Oncology Service is provided to the insured of the eligible AIA product(s) with the relevant medical reports of pathological or diagnostic imaging tests. The eligibility of using One-Stop Oncology Service is subject to the review of the insured's medical report(s) by the designated service providers engaged by AIA. For details, please visit www.aia.com.hk/en/onestoponcologyservice.



Get in touch

Eligible customers may contact AIA at (852) 2232 8870 (CEO Plans, select language then press 1, 5) / (852) 2232 8888 (Other Medical Plans, select language then press #2, 5) / 4008428013 (Mainland China Toll Free Number, select language then press 1, #2, 5) or contact your financial planner for enquiries.

Important Information:

1. One-Stop Oncology Service is available to the insured of eligible AIA product(s) with medical report(s) of pathological or diagnostic imaging test. The eligibility of using One-Stop Oncology Service is subject to the review of the insured's medical report(s) by the designated service providers engaged by AIA.
2. One-Stop Oncology Service is provided in Hong Kong and not applicable to Macau.
3. One-Stop Oncology Service is provided by the designated service providers, CUHK Medical Centre, Gleneagles Hospital, HEAL Medical, Hong Kong Integrated Oncology Centre, and/or Virtus Medical Group ("Service Providers"), subject to the relevant terms and conditions of the service and the Service Providers (if applicable).
4. Subject to the relevant policy contract, One-Stop Oncology Service is additional value-added service and does not form part of the contractual benefit and is not guaranteed. AIA reserves the right to change, suspend or cancel the service (including service provider(s), any details and/or terms and conditions relating thereto) at any time without prior notice at its absolute discretion. In the event of dispute, AIA reserves the right of final decision.
5. Please take note that the approval and payment of claim shall be subject to the provision of complete claim documents, insured's benefits entitlement, exclusion, policy contract, terms and condition of eligible product(s).
6. Additional charges which are not covered under One-Stop Oncology Service (including but not limited to the expenses of initial consultation) shall be settled by the insured directly with the relevant Service Provider. For details, please contact the relevant Service Provider.
7. Pre-approval - Medical Expense & Cashless Service is available to the insured of AIA designated medical plans only and subject to the terms and conditions thereof. Subject to the relevant policy contract, Pre-approval - Medical Expense & Cashless Service is additional value-added service and does not form part of the contractual benefit and is not guaranteed. The approval of Pre-approval - Medical Expense & Cashless Service is subject to the final decision of AIA. For details, please visit <https://www.aia.com.hk/en/health-and-wellness/pre-approval-medical-expense-cashless-service>
8. With the insured's consent, the insured's personal particulars will be used for verification of identity and eligibility and provision of service, appointment booking and Pre-approval - Medical Expense & Cashless Service.
9. Any service, product or solicitation of any kind provided by the Service Providers are not sold or promoted by AIA, and AIA shall not be responsible and/or liable for any service, product or solicitation of any kind provided by the Service Providers.
10. AIA is not the service provider or the agent of the service provider of One-Stop Oncology Service. AIA makes no representation, warranty or undertaking as to the quality and availability of the services provided by the Service Providers, and shall not accept any responsibility or liability for the services provided by the Service Providers. Under no circumstance shall AIA be responsible or liable for any act, omission or negligence in the provision of services by the Service Providers.
11. In case of discrepancy or inconsistency between the Chinese and English version of the terms and conditions herein, the English version shall prevail.