

Health-related Services  
**ONE-STOP ONCOLOGY SERVICE**

# ONE-STOP ONCOLOGY SERVICE

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

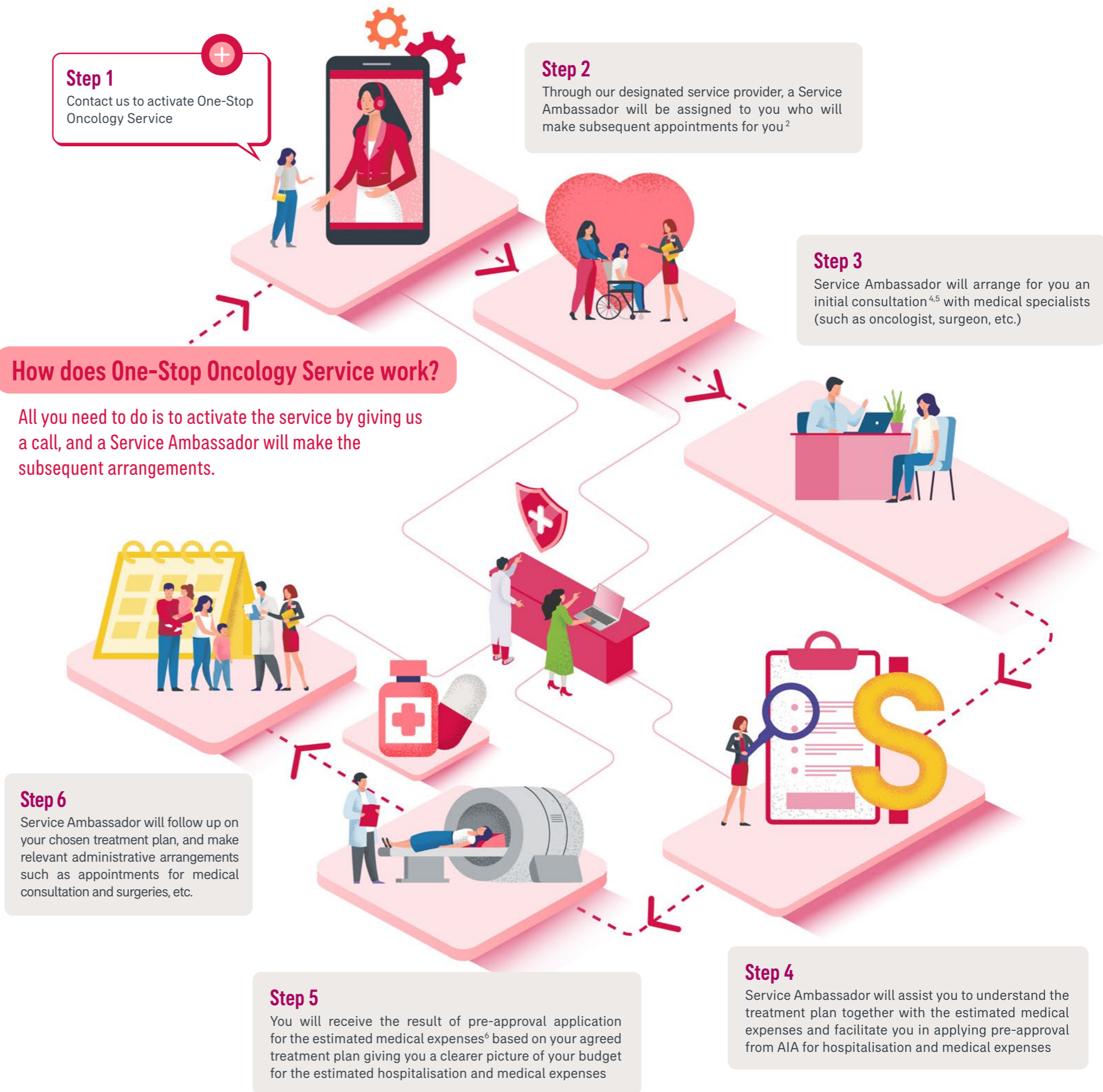
Your Service Ambassador will consolidate the details of the proposed treatment plan and the estimated medical expenses\* for your consideration to facilitate you making informed decisions.

\* 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.





## Eligibility

This service is provided to AIA's eligible customers, who are insured with eligible AIA plans and with medical reports of pathological or diagnostic imaging tests (including computed tomography (CT), Magnetic Resonance Imaging (MRI), Positron Emission Tomography (PET), PET-CT or PET-MRI scans only) available. For details, please visit [www.aia.com.hk/en/onestoponcologyservice](http://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. The above services are applicable to Insured of eligible AIA product(s) only.
2. The above services are provided in Hong Kong by the designated service providers engaged by AIA, such services are not applicable to Macau region. The designated service providers will review customers' medical reports to determine if the customers are entitled to use One-Stop Oncology Service.
3. One-Stop Oncology Service is provided by the designated service providers - Gleneagles Hospital ("Gleneagles") and/or Hong Kong Integrated Oncology Centre ("HKIOC") subject to the relevant terms and conditions thereto. Any medical service, product or solicitation of any kind provided by Gleneagles and/or HKIOC 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 Gleneagles and/or HKIOC.
4. Subject to individual insurance policy provisions, the above services are value-added services and do not form part of the contractual benefit in the relevant policies and are non-guaranteed. AIA reserves the right to amend or cancel the services or service provider(s) at any time without prior notice at its absolute discretion. For details, please contact AIA for enquiry. Please take note that the actual claim reimbursement shall be subject to the provision of complete claim documents, insured's benefits entitlement, exclusion, policy contract, terms and condition of eligible product(s).
5. Additional charges (including but not limited to the expenses of initial consultation) might be incurred in One-stop Oncology Service and must be settled by customer on his/her own.
6. The Medical Expense Pre-approval Service is subject to the terms and conditions of AIA. The approval of Medical Expense Pre-approval Service is subject to the final decision of AIA. Please refer to the [service leaflet](#) of the Credit Facility Service For Hospitalisation And Medical Expense Pre-approval Service for details.
7. With customer's informed consent, Gleneagles and/or HKIOC will use the customer's personal particulars for verification of identity and eligibility of service application, appointment booking and Medical Expense Pre-approval Service only.
8. AIA is not the service provider or the agent of the service provider. 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 services provided by the service providers. Under no circumstance shall we be responsible or liable for the acts or omissions or services of the service providers.