

MEDICAL PROTECTION

Personal Medical Case Management

Personal Medical Case Management service provided by Medix

AIA brings you an exclusive and innovative medical solution to improve your medical journey

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It's a matter of life



THE REAL LIFE
COMPANY

Have you ever thought about what you would do if you had to cope with a serious illness?

How would you know which doctor to go to? Which treatment should you get, and from whom? How could you confirm your diagnosis and ensure you are receiving the best treatment? How would you handle different specialist opinions from different disciplines?

AIA makes a positive difference by helping people live healthier, better and happier lives. By offering access to third party expert advice, support and assistance along your medical journeys, the Personal Medical Case Management provided by Medix will alleviate stress and ensure that you are receiving the best possible medical care for your condition.

What is Personal Medical Case Management?

A personal and dedicated 24/7 service for a minimum period of 3 months

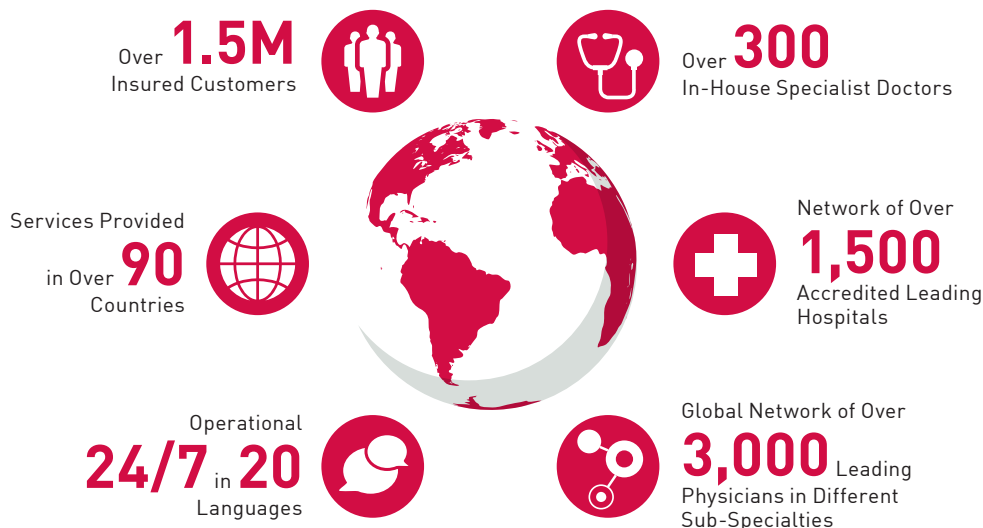
A unique quality-accredited global network supported by over 3,000 leading specialists from USA, Israel, and foremost European countries

Offers a third-party quality independent opinion for serious medical conditions along with ongoing support

Gathers collective multidisciplinary opinions for discussion with your doctor. With consensus among doctors, Medix will advise you on the optimal and most efficient treatment, avoiding unnecessary testing and invasive treatment

Medix is an independent third-party company which specializes in Personal Medical Case Management

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How does it work?

Medix will:

Assign you a case doctor, with assistance from a case nurse who speaks English, Cantonese and/or Mandarin



Review and re-evaluate your medical conditions



Ensure your diagnosis is correct



Upon need, refer and help arrange further tests and appointments with different medical service providers locally



Help you make the best medical decisions and coordinate your case



Monitor your progress



Answer all your medical questions and support you in dealing with complications and side effects throughout your medical journey, until recovery



The step-by-step process shown above indicates just how the Personal Medical Case Management service by Medix will actually work for you

The whole process will remove much stress, uncertainty and pressure from you and your family members. You will not be alone.

The real-life story of baby Emily from mainland China

- At 18 months, experiences jitteriness and eye rolling
- Admitted to hospital for observation
- Diagnosed with a urinary tract infection
- But her condition does not improve and Medix is requested to assist

Medix steps in at the request of Emily's parents

- ♥ Medix reviews the case and considers the diagnosis questionable
- ♥ A case summary is sent to specialists at Great Ormond Street Hospital in London
- ♥ Additional tests show Emily is suffering from unregulated insulin secretion which, if left untreated, can be fatal
- ♥ Emily is treated with a unique therapy for her condition
- ♥ Medix's intervention gives Emily a normal healthy life



Eligibility



This third-party service will be provided by Medix for free for eligible customers until July 2017.

Customers who are insured with selected AIA high-end medical plans are eligible for the service. For details, please visit www.aia.com.hk/medix

Remarks: 1. Eligible customers can enjoy the service for free till July 2017, additional charges might be incurred for some particular services stated by Medix. 2. Please contact Medix for full details of the scope of the service. 3. Provision of service is subject to evaluation by AIA and Medix.

Get in touch

For further details, please visit www.medix-global.com (both English and Chinese are available).



If you are an eligible customer and suspect that you have a serious illness, you can call (852) 2232-8820 directly or contact your financial planner for assistance.

Alternatively you can email Medix at aia@medix-asia.com

Important Information: 1. AIA shall not be responsible or liable for any medical service, product and solicitation effort provided by Medix, which are not sold or marketed by AIA. Provisions of service may be subject to certain terms and conditions of Medix. 2. With customer's informed consent, their medical history will be passed to Medix for the purpose of medical assessment. 3. Statistics and service information stated in this leaflet have been verified by Medix only. 4. Please contact Medix for full details of the scope of the service.