



FULLERTON
HEALTHCARE

**Asian Healthcare,
Better Together**



AIA – Fullerton Medical Concierge Services

Your Medical Concierge Services from Fullerton
Healthcare just got better.

Enjoy enhanced medical privileges and convenience
with just one call:



6329 7075



AIA - Fullerton Medical Concierge

(The Fullerton Health Advantage)

1

Priority Access to specialist appointment bookings at Fullerton Panel Specialists and Government Restructured SOCs

2

Cashless outpatient visits at Fullerton Panel Specialists

3

Medical 2nd Opinion and **Health-related queries**

4

Direct Access to Member's Coverage ensures best advices on Specialist Care are given to members



FAQ on AIA – Fullerton Medical Concierge

Q1: How do I obtain a Specialist Referral from a Panel GP?

A1: Panel GP will call the AIA-Fullerton Medical Concierge at 6329 7075 and the Medical Concierge will facilitate the referral process and contact the member within 24- 48 hours.

Q2: Can I choose which Specialist to go to? Can I go back to my previous Specialist?

A2: Yes. AIA-Fullerton Medical Concierge will facilitate the request accordingly.

Q3: I have a severe medical condition and needs to be referred to a Specialist urgently, can I be put on priority?

A3: Once the Panel GP highlights that a member has a severe medical condition and requires urgent specialist care, the Medical Concierge will contact the member within 4 hours and facilitate priority access, depending on the availability of the Specialist.

For appointments to Panel Private Specialist, the average waiting time is 1 -3 working days for urgent cases. For appointments to Government Restructured Specialists Outpatient Clinics (SOC), it will be subjected to their availability.



FAQ on AIA – Fullerton Medical Concierge

Q4: How do I obtain the Specialist Referral Form?

A4: A softcopy of the Specialist Referral Form will be sent by the AIA-Fullerton Medical Concierge to the member via email.

Q5: How long do I need to wait for the Specialist appointment?

A5: For appointments to Panel Private Specialist, the average waiting time is around 3-5 working days.

For appointments to Government Restructured Specialists Outpatient Clinics (SOC), it will be subjected to their availability.





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