



Fullerton Healthcare Medical Concierge

Affordable and Accessible Care for All



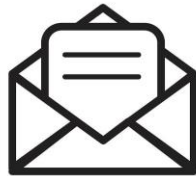
AIA – Fullerton Medical Concierge Service

Your Medical Concierge Services from Fullerton Healthcare just got better!

Enjoy enhanced medical privileges and conveniences with just a call or an email:



6672 5685



medical.concierge@fullertonhealth.com

AIA – Fullerton Medical Concierge Service

(The Fullerton Health Advantage)

- ✓ **Priority Access** to specialist appointment bookings at Fullerton Panel Specialists and Government Restructured SOCs
- ✓ **Cashless Outpatient Visits** at Fullerton Panel Specialists
- ✓ **Medical Second Opinion** and **Health-Related Queries**
- ✓ **Direct Access to Member's Coverage**, ensuring the best specialist care advice

AIA – Fullerton Medical Concierge (FAQs)

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

A1: The Panel GP will call the AIA-Fullerton Medical Concierge at **6672 5685**, and the Concierge will facilitate the referral process and contact the member within **24-48 hours**.

Q2: How 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 need 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 appointment to Government Restructured Specialist Outpatient Clinics (SOC), it will be subjected to their availability.

AIA – Fullerton Medical Concierge (FAQs)

Q4: How do I obtain the Specialist Referral Form?

A4: A softcopy of the Specialist Referral Form will be sent the Medical Concierge to the Member via email.

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

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

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



FULLERTON

— HEALTH —

Affordable, Accessible & Sustainable Healthcare