

BY YOUR SIDE, when you need us

Modern life can be busy: your job, your family, your errands, your commuting... there are so many elements that you need to juggle! As your health insurer, we try to help by making at least one thing effortless for you: access to healthcare. Whether you need a routine health check or assistance with a more critical case, we are there for you to make you save time, reduce administration and let you focus on getting better!

As part of your insurance cover with us, you have access to a range of concierge services designed to give you easy access to medical service in China:

Appointment booking



Call our Helpline to book your (in-patient or out-patient) appointment with any hospital within our Network.

If you haven't chosen a hospital, we can provide advice on hospital specialties for your consideration.

Hospital representative



If you need it, our medical representative will meet you at the hospital for your treatment, helping you with any language challenges and assisting with your appointment.

Case management



For oncology cases, we will help you make the right choices at the right time.

Our Medical Team will follow your case and will advise you on your treatment.

OUR CONCIERGE SERVICES WILL HELP YOU:

Save time and reduce administration, as we handle that for you.

Smoothly access an unfamiliar healthcare system, where you are an expatriate.

Obtain direct assistance and advice in critical cases, when you need it most.



Allianz JD

DO YOU KNOW WHAT HOSPITALS ARE INCLUDED IN OUR NETWORK?

See below some examples of medical providers which are included in our list – for the full list, please check our website:



<https://globalhealth.jdallianz.com/>

Our list is updated periodically to ensure any change of provider's contact details is integrated and any new provider is added, so please ensure you always refer to our website for the most up-to-date list. This list applies to both individual and group products.

Specialty	Shanghai	Beijing
Cardiovascular diseases	Zhongshan Hospital affiliated to Fudan University	Beijing An Zhen Hospital affiliated to Capital Medical University
Neurology	Huashan Hospital affiliated to Fudan University	Tiantan Hospital Affiliated to Capital Medical University
Paediatrics	Paediatrics hospital affiliated to Fudan University	General Hospital of PLA
Endocrinology and metabolic diseases	Ruijin Hospital affiliated to the hospital of Shanghai Jiao Tong University	Peking Union Medical College Hospital of the Chinese Academy of Medical Sciences
Rheumatology and autologous immunology	Renji Hospital affiliated to the hospital of Shanghai Jiao Tong University	China-Japan Friendship Hospital

Allianz Jingdong General Insurance Company Ltd. are responsible for organising access to treatment only. Allianz Jingdong General Insurance Company Limited, its administrators and reinsurers are not liable for any claim, loss or damage directly or indirectly resulting from any act or omission of the medical providers including, treatment, advice, diagnosis, misdiagnosis or failure to diagnose.

TO ACCESS OUR CONCIERGE SERVICES (APPLIES TO BOTH INDIVIDUAL AND GROUP PRODUCTS), SIMPLY CALL US: WE LOVE TO HELP!

Helpline (available 24/7):

Phone (International Health Insurance): 400 067 1800 (from inside mainland China)
(+ 86) 10 85355624 (from outside mainland China)

Email: Health.ClientServices@allianz.cn



Follow us on WeChat for lots of great health and wellness articles for you and your family. Via our WeChat profile you can also find information on our International Health solutions, and you can access our medical provider finder.

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