

International Medical Assistance

With the comprehensive International Medical Assistance services provided by Inter Partner Assistance Hong Kong Limited (IPA), you are always well protected while travelling outside your country of residence.

Service
Program

DO remember to bring your IPA Card when travelling abroad



What should member do in case of emergency while travelling abroad?

Simply call collect the IPA Hong Kong 24-hour Worldwide Assistance Service Hotline. Provide member's name, contact, Manulife policy number, location, conditions and reasons for calling to allow IPA to work on the case.



What if medical treatment is required?

IPA will refer the member to the physicians or specialists for consultation.



What if hospitalization is required?

IPA will arrange and pay for the member's transfer to one of the nearest hospitals and will monitor the condition and keep the member's family informed. IPA will guarantee or advance the hospital deposits subject to the conditions in "Procedure for Deposit Guarantee For Hospital Admission by IPA and Repayment to IPA". (For details, please refer to the Emergency Assistance Benefits Provisions of IPA on Manulife's web site at www.manulife.com.hk.)



What if facilities of local hospital are not adequate?

IPA will arrange and pay for the member's transfer to a hospital more appropriately equipped for the particular bodily injury or illness, or the direct repatriation to an appropriate hospital or health care facility near his/her country of residence for treatment.



What if member wants to be taken care by family?

If the member is hospitalized for more than 7 days, IPA will arrange and pay for a companion to visit the member. In addition to compassionate visit, IPA will arrange and pay for any unattended dependent children back to the member's country of residence.



What happens if member is going to be hospitalized for a long period away from home?

IPA will arrange and pay for the repatriation of the member to his/her country of residence following stabilization. If the member has been discharged from the local hospital where he/she has been admitted or transferred by IPA, IPA will arrange and pay for the repatriation of the member to his/her country of residence.



What if member dies overseas?

IPA will arrange and pay for the repatriation of mortal remains to member's country of residence or the local burial of the member.



What other services are provided?

Apart from medical services, IPA will provide Legal and Translator Referral, Pre-trip Information, Luggage Retrieval, Emergency Rerouting Arrangements, Administration Assistance on loss of travelling document and Transmission of Urgent Messages upon request.

Country of Residence shall mean the Hong Kong Special Administrative Region. For policies issued in the Macau Special Administrative Region, Country of Residence shall mean and be limited to the Macau Special Administrative Region.

This Service Program takes effect immediately. All service details are subject to future updates. This brochure is for reference only. The types and limit of services provided by IPA are governed by the Emergency Assistance Benefits Provisions of IPA. Please refer to the Provisions on Manulife's web site at www.manulife.com.hk or call IPA 24-hour Worldwide Assistance Service (collect call) Hotline Line at 2854 2762 for the latest service details.

國際救援(亞洲)公司(IPA)為您提供全面的國際醫療援助服務，
確保您身處原居地以外地方亦能獲得周全的保障。

會員於離港往外地時，請攜帶 IPA 會員咭



倘若會員於外地遇到緊急事故時

會員只需要致電香港 IPA 24 小時全球支援服務熱線（通話費由 IPA 支付），提供姓名、聯絡方法、宏利保單編號、身處地點、狀況及致電原因等資料，IPA 即會進行跟進。



倘若會員需要接受治療

IPA 會為會員介紹醫生或專科醫生。



倘若會員需要入院接受治療

IPA 會安排會員入住就近的醫院及負責有關安排之費用，密切留意會員情況，並向會員家人匯報最新病況。此外，IPA 可為會員提供保證墊支住院按金（詳情請參閱載於宏利網站 www.manulife.com.hk 之 IPA 緊急援助保障條款內入院按金程序及還款細則）。



倘若當地醫院的醫療設備不足

IPA 會安排會員轉往備有合適該傷病之醫療設備的醫院接受治療或安排撤離服務至接近其原居地，並負責有關安排之費用。



倘若會員希望獲得親人照料

若會員在外地住院接受治療超越 7 天，IPA 會安排一名會員的家屬前往當地照料及負責有關安排之費用。此外，若會員住院而子女乏人照顧，IPA 便會安排會員子女返回原居地及負責有關安排之費用。



倘若會員身處外地並需要長時期接受治療

IPA 會於會員情況穩定後或若會員於 IPA 安排下在當地接受治療後出院，IPA 會安排會員返回原居地及負責有關安排之費用。



倘若會員不幸在外地身故

IPA 會盡力協助會員家屬處理殮葬事宜，並運送會員遺體或骨灰返回原居地。如家屬要求及情況許可，IPA 可安排於當地進行殮葬事宜。



除以上各項醫療援助，IPA 還提供

IPA 可為會員提供律師及傳譯介紹、旅程前諮詢、代尋行李服務、緊急行程調配安排、補領旅遊證件手續諮詢服務及緊急訊息傳遞。

原居地意指香港特別行政區。如保單於澳門特別行政區簽發，原居地則指澳門特別行政區。

此服務計劃由現已即時生效，宏利保留修訂所有服務內容的權利。此小冊子只供參考用途，

有關服務種類及限制均受 IPA 緊急援助保障條款所約束。歡迎隨時登入宏利網站 www.manulife.com.hk

瀏覽有關條款或致電 IPA 二十四小時全球支援服務免費熱線 2854 2762 查詢最新的服務詳情。