AXA 安盛

31 January 2020

Latest Update on Medical Service Suspension

Due to the novel coronavirus outbreak, the following services will be suspended with immediate effect until further notice.

Quality Healthcare Medical Services (QHMS)

- Endoscopy (including colonoscopy and gastroscopy) and other day care procedures
- Physical check-ups such as Urea Breath Tests
- Only basic dental services will be maintained. Please contact the clinic for details when arranging your appointment.

Health Maintenance Medical Practice (HMMP)

- All dental services

United Medical Practices (UMP)

- Only basic dental services will be maintained. Please contact the clinic for details when arranging your appointment.

In case of any emergency, your doctor can arrange services (such as endoscopy) for you at a hospital. Subject to the relevant policy terms and conditions, AXA Hong Kong will honour such claims if the procedure is deemed medically necessary. Please be informed that private hospitals may also impose additional admission criteria (such as no recent travel to China) for infection control purposes.

Furthermore, if you feel unwell and need to seek medical attention, we advise contacting the clinic prior to your visit for further information on clinical services. Clinics may be required to temporarily close for disinfection without prior notice, should they have treated suspected cases of novel coronavirus infection.

We will provide timely updates on the latest situation via our website and mobile application, EMMA.

Thank you for your kind understanding.