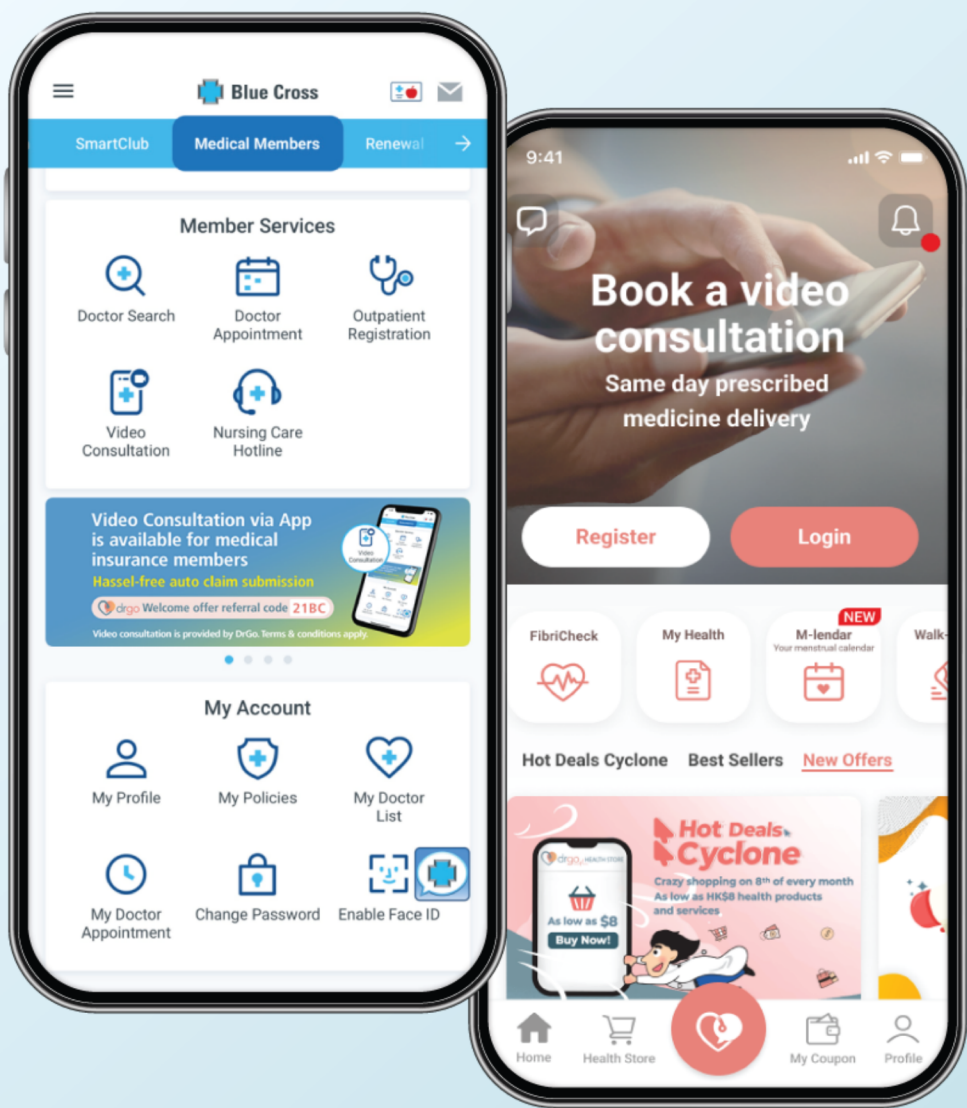




Blue Cross 藍十字

An AIA Company 友邦保險成員公司



Connect you with Hong Kong registered doctors, Chinese medicine practitioners and other healthcare professionals, so that you can benefit from a video consultation for medical and healthcare services.



Consult a doctor by video on DrGo



Daily service available*



Same day prescribed medicine delivery^A



Consultation fee with basic prescribed medicine (if any) from HK\$368[#]

Video Consultation via app is available for Blue Cross medical insurance members with "Pay and Claim" outpatient service. Hassle-free auto claim submission.

1. Eligible medical insurance members can download DrGo app and register an account.
2. Select "See a doctor", choose Blue Cross after selected "Insurance", and then create your insurance profile with the information on your medical card.
3. After linked your insurance account, choose the on duty doctor or Chinese medicine practitioner to make an appointment. The following medical partners are available for video consultation on DrGo app:



4. You need to pay a booking fee (if any)** to submit your booking request during appointment, and then wait for your chosen doctor or Chinese medicine practitioner to confirm the booking.
5. After consultation, settle your bill directly via DrGo app (booking fee will be deducted).
6. DrGo will automatically submit your claim to Blue Cross. Claim reference number can be found under "Appointment History" on DrGo app.
7. You can also check the claim status with the claim reference number on Blue Cross HK App anytime anywhere.



Blue Cross HK App

Download DrGo app



DrGo hotline: 2380-2323

* Operating hours of DrGo maybe suspended under bad weather conditions. ^A Normally delivery will reach to your door within 2-4 hours. Actual delivery time varies depending on the location. Delivery service of medicine does not cover certain locations, such as Outlying Islands, Frontier Closed Areas, Country Parks, Lau Fau Shan and non-urban areas of Shek O. Please refer DrGo app for details. [#]Actual video consultation fee may vary depending on the choice of doctors or Chinese medicine practitioners, consultation fee will be specified on DrGo app when you make a booking request. ^{**}The fee will be forfeited if you missed your scheduled appointment and you cannot claim the same from Blue Cross.

Video Consultation ("Service") is provided by DrGo. This service is applicable to medical insurance policy with "Pay and Claim" outpatient service. However, it is not applicable to medical insurance policy where its outpatient benefit is solely limited to designated network doctor and "All-in-one Outpatient Insurance" individual medical policy. As the service may not be covered by your policy, the actual claim settlement amount would be subject to the terms and conditions of your policy. This service is provided by independent healthcare providers. Blue Cross assumes no responsibility for the services provided by the healthcare providers and no warranty, representation, endorsement or recommendation is given by or may be implied from any information provided by the Company about such healthcare providers in relation to their quality or competence. This promotional material is for distribution in Hong Kong only. The distribution of this promotional material is not and shall not be construed as an offer to sell or a solicitation to buy or a provision of any insurance product outside Hong Kong. Blue Cross (Asia-Pacific) Insurance Limited is a subsidiary of AIA Group Limited. It is not affiliated with or related in any way to Blue Cross and Blue Shield Association or any of its affiliates or licensees.