

**VIRTUAL DOCTOR  
CONSULTATIONS, SKIP  
THE HOSPITAL VISIT!**

# TELEMEDICINE

## Online Medical Clinic



Consult doctors  
anywhere,  
anytime



Instantly claim  
with OPD benefits  
from your insurance\*



Medicine delivery  
to your home\*\*

\*Applicable to AIA customer with group insurance and AIA health insurance with OPD coverage, who bind their AIA insurance benefit to MorDee application, and consult a doctor with AIA logo by VDO call on MorDee application.  
\*\*AIA is not responsible for expenses related to transportation and logistics, such as medical personnel travel, delivery of medical supplies and equipment, laboratory specimen transportation, and various documents.

## Which illnesses are suitable for telemedicine?



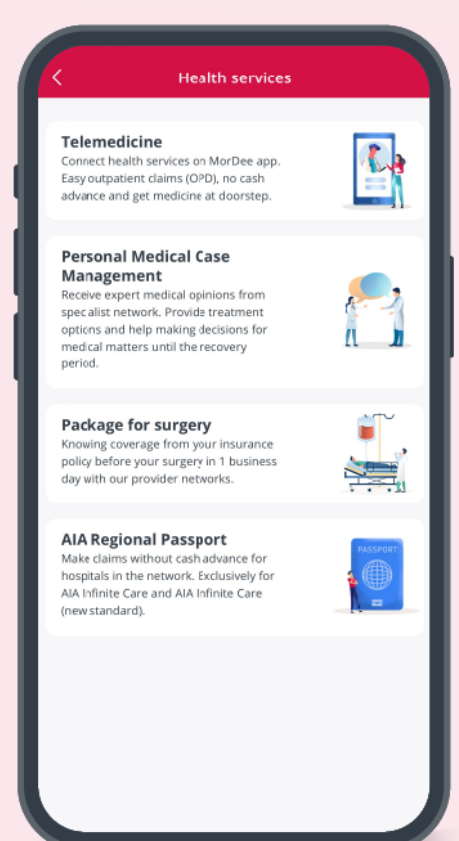
*Common illnesses that can be treated with medication and self-care at home, such as the common cold, influenza, diarrhea, dizziness, office syndrome, allergies, gastritis, acid reflux, and COVID-19.*

Download now. Don't have  
to wait until you need it.

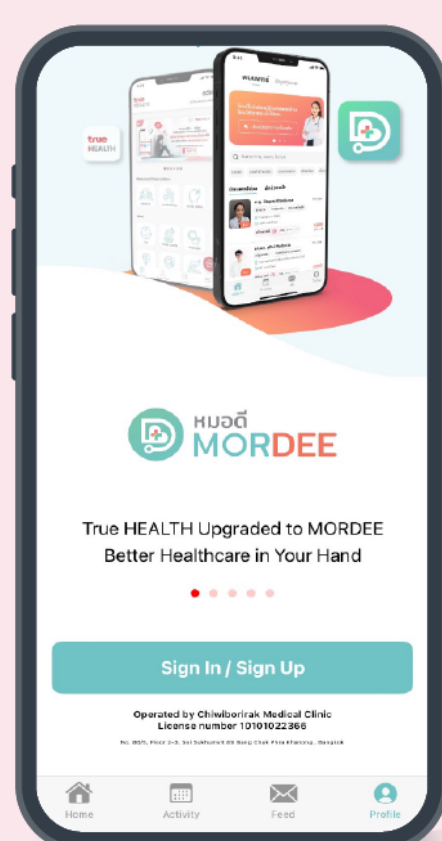
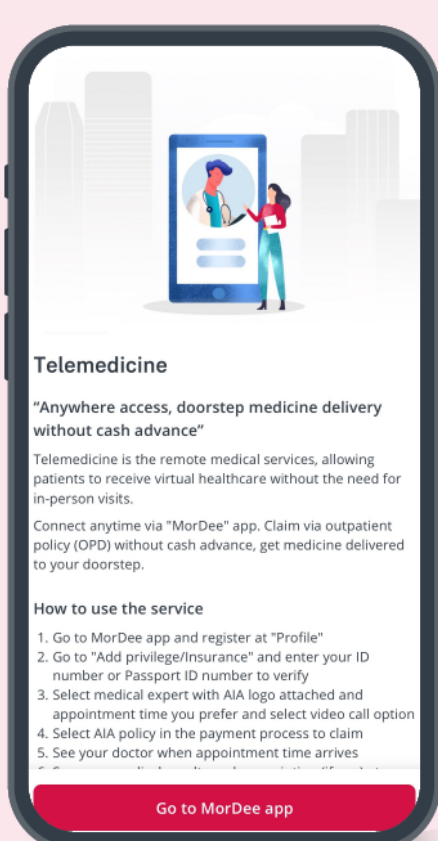


## HOW TO USE TELEMEDICINE

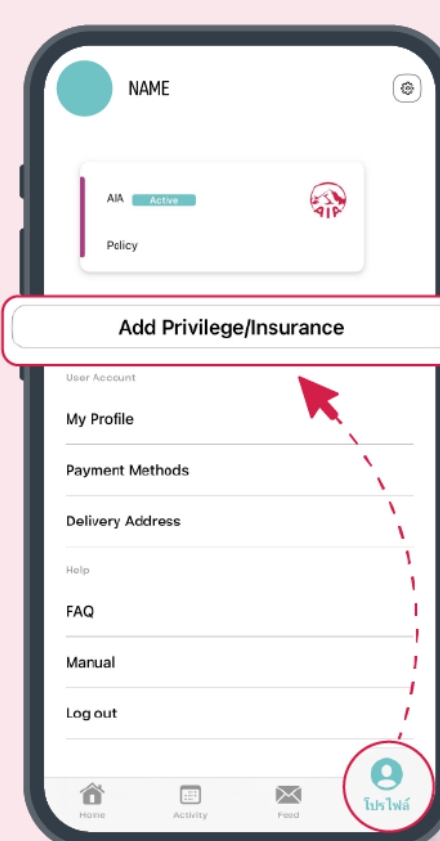
### First Time Registration



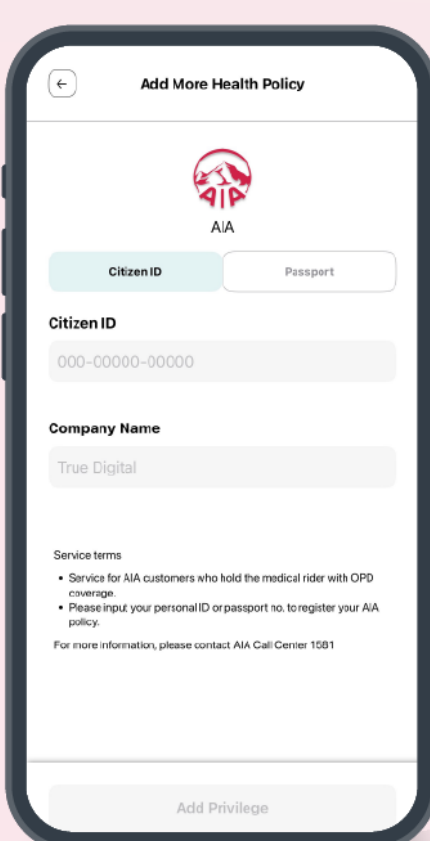
Check eligibility via  
**AIA+ application**, select the  
“**Health services**” menu, then  
“**Telemedicine**” menu and select  
“**Go to MorDee app**” button.



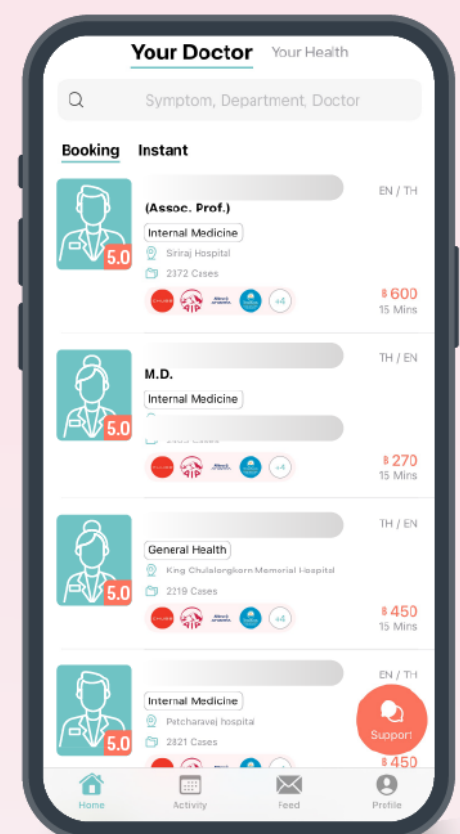
Go to Mordeee application  
for registration and  
identity verification.



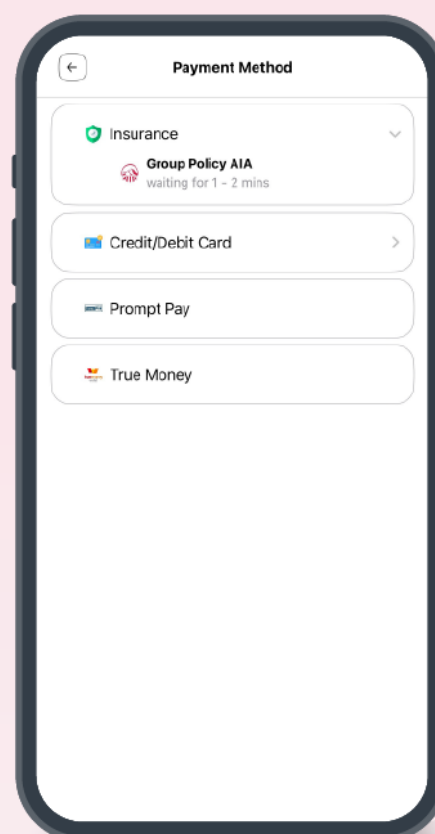
Add “**Privilege/Insurance**”  
by click “**Profile**” menu and  
select “**Add Privilege/insurance**”.



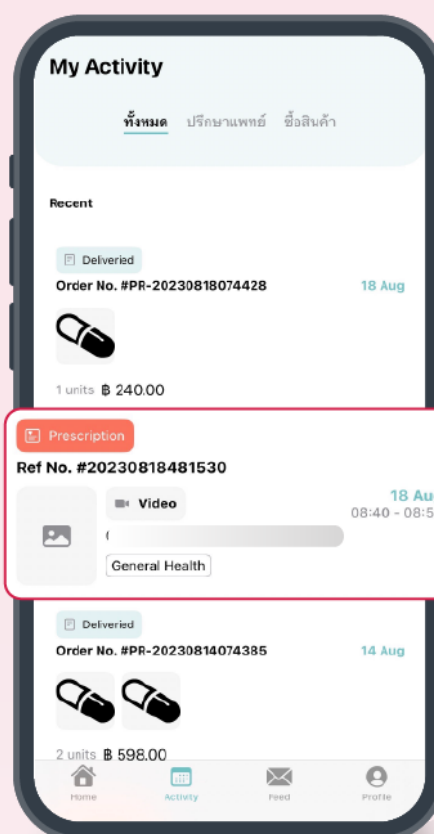
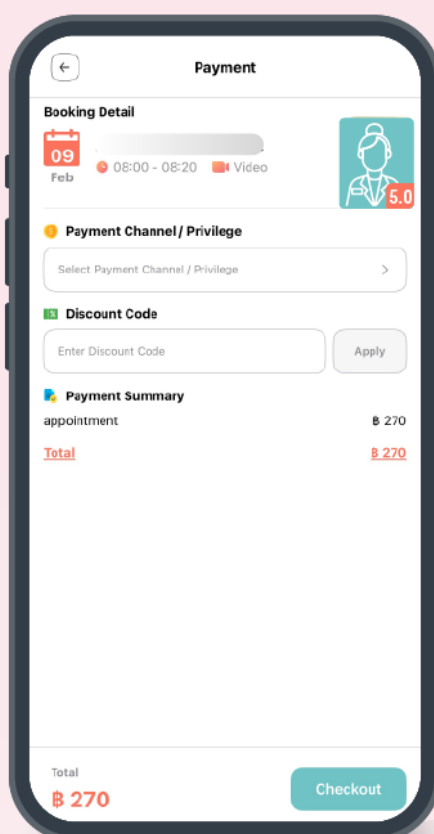
### Online Doctor Consultations



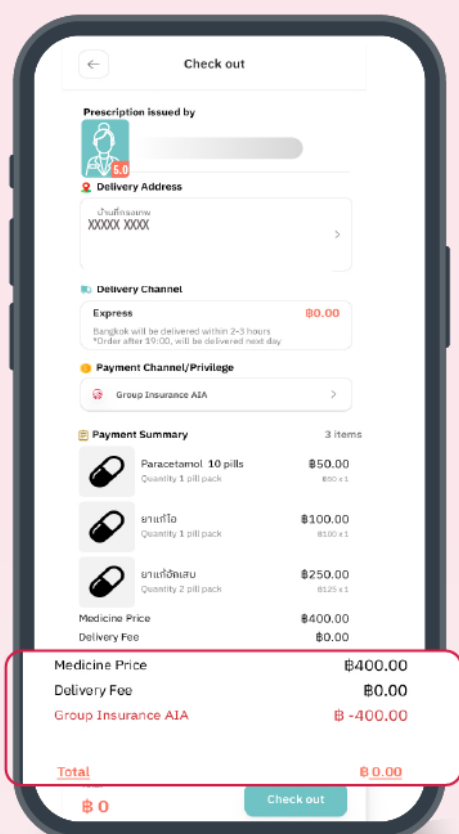
Book an appointment with  
an AIA logo doctor and  
select **video call channel**  
from “**Home**” menu



Select AIA insurance in the  
“**Payment channel/Privilege**” to  
claim from your insurance instantly.



Pay for medication in the  
“**Activity**” menu, click “**Prescription**”,  
use AIA insurance to pay, and  
provide the delivery address.



#### Remarks

- This information is preliminary for presentation purposes only. The insured should study and understand the terms and conditions of coverage, including non-insurance exclusions of insurance products and conditions announced by AIA before deciding to get insurance every time.
- The company reserves the right to change, cancel, or amend any details or conditions by notifying in advance through the company's communication channels.
- The service may incur additional charges. Insured members should study further details, terms and conditions.
- Telemedicine is the marketed term of the remote doctor consultation service.
- The primary insured can access the service through AIA+ application before registering/ logging-in to MorDee application.
- Dependents can access the service directly through MorDee application.
- Mordee application is provided by Chiiwii Borirak Company Limited (“Chiiwii”) and True Digital Group Company Limited (“True Digital”) are independent non-AIA companies. AIA is not related to Chiiwii or True Digital in terms of shareholding and management and does not involve in any business operations of Chiiwii or True Digital. AIA is not responsible for the services, products, or any offers presented by Chiiwii and True Digital.
- Details and conditions are as prescribed by AIA, Chiiwii and True Digital. The terms and conditions of service are subject to change.
- Criteria and claim payment considerations are in accordance with the terms and conditions specified in the policy
- If you have any questions about the service or encounter usage problems, please contact at LINE OA: @mordeeeapp (with @ symbol) or Customer Service via the in-app chat.

Visit AIA website to read more details of Telemedicine service

<https://www.aia.co.th/> -> Health Services -> Telemedicine