



**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 consult a doctor via VDO call through a partnered Telemedicine provider.
**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.

A comparison example :

visiting a doctor
at a **hospital**

VS

Telemedicine
in Bangkok



Travel to a hospital

**2
hrs.**



Register and wait
to see a doctor

**1
hr.**



Consult the doctor

**15
min.**



Wait to make payment
or claim insurance
(Doctor fee, medication cost, hospital
service fee, nursing service fee)

**30
min.**



Travel back home

**2
hrs.**



Download application
or add LINE

**1
min.**



Register and link
your AIA insurance

**3
min.**



VDO call to consult
a doctor

**15
min.**



Claim with
AIA insurance
(Doctor fee and medication cost)

**1
min.**



Resting while waiting
for medication
delivery

**1-4
hrs.**



Which illness are suitable for **telemedicine**?



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

**Easily access the service
through AIA+ application
Click “Telemedicine” menu**



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.
- LINE application: @healthatwork is provided by Health At Home Medical Clinic.
- MorDee applications is provided by Chiiwii Borirak Company Limited (“Chiiwii”) and True Digital Group Company Limited (“True Digital”).
- AIA is not related to partnered Telemedicine providers in terms of shareholding and management and do not involve in any business operations of the partnered Telemedicine providers. AIA is not responsible for the services, products, or any offers presented by the partnered Telemedicine providers.
- Details and conditions are as prescribed by AIA and the partnered Telemedicine providers. The terms and conditions of service are subject to change.
- Applicable to AIA customer with group insurance and AIA health insurance with OPD coverage
- Criteria and claim payment considerations are in accordance with the terms and conditions specified in the policy.

Visit AIA website to read more details of Telemedicine service
<https://www.aia.co.th> -> Health Services -> Telemedicine