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Online Consultation and Medicine Service
at Specified Internet Hospital

User Manual

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USER MANUAL

The manual can only be used by the insured members of the Individual High-end Medical Insurance of AXA Global Healthcare (China). The services mentioned in the manual are provided by the domestic health service provider (hereinafter referred to as "service provider") which has been cooperating with AXA Global Healthcare (China).

Through this manual, you would have a clear understanding of the content and usage of the services as much as possible. The details of specific services shall be subject to the service contract signed with the service provider.

"Online Consultation and Medicine Service at Specified Internet Hospital" consists of "**Family Doctor**", "**RealTime Consultation**" and "**Online Prescription**".

This material is for reference only. Please pay attention to the application notice, service instruction manuals, and important matters such as exclusion clause. For complete insurance coverage and exclusion, etc., please refer to the terms and conditions of insurance policy and the terms and conditions shall prevail.

1 BINDING USER INFORMATION

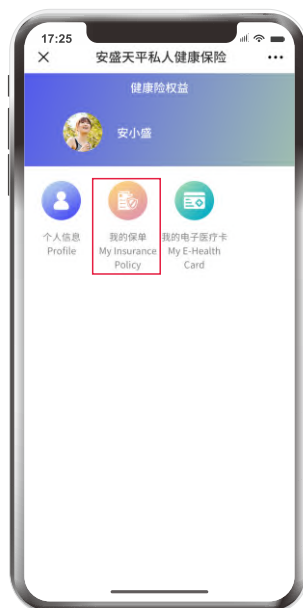
- 1 Please scan the QR code on the right side or search “安盛天平私人健康保险” to subscribe the Official WeChat Account of AXA Global Healthcare (China).

* Please login the WeChat account of AXA Global Healthcare (China) for Online Consultation at Specified Internet Hospital service.



- 2 Click **【My】 — 【My Insurance Policy】** . Bind the your information and your minor children (if any) *

* If your spouse and children have also purchased this insurance, please use their WeChat accounts to separately bind the information.



- 3 In the service dialog box, please select **【AXA Health Insurance Service】 — 【Internet Hospital】 / 【English Healthcare Advice】** to choose the insured (you or your children) who needs the inquiry.

This service is available to insured aged 6-65, otherwise, please go to an off-line hospital.

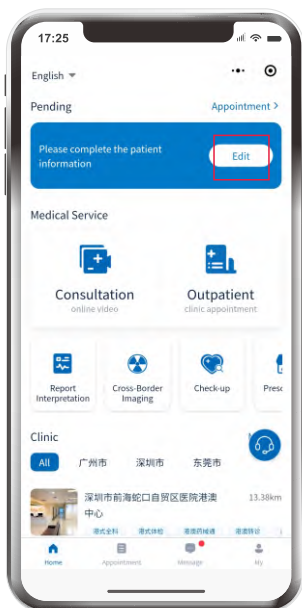


2 CHINESE SERVICE INTRODUCTION

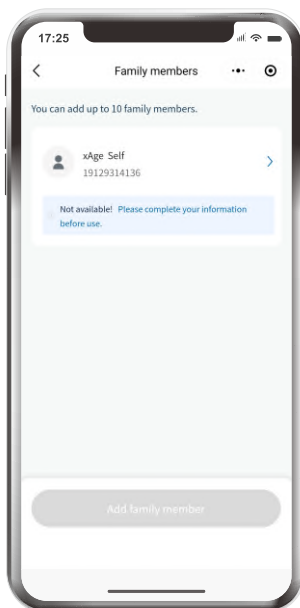
(1) First Registration

1 Fill in “Health Records”

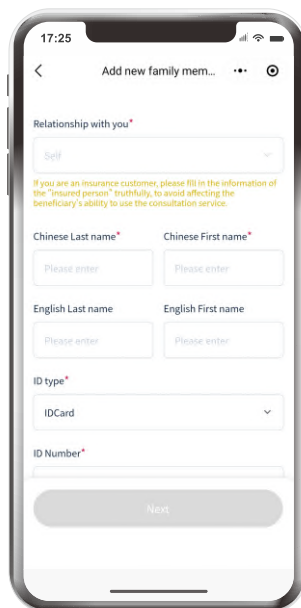
1) Click [Health Record] on the Home page



2) Add patient information (support modification of personal information)



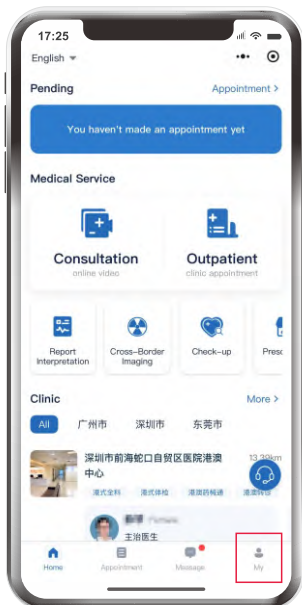
3) Fill in personal information and save it
(The insured is [self])



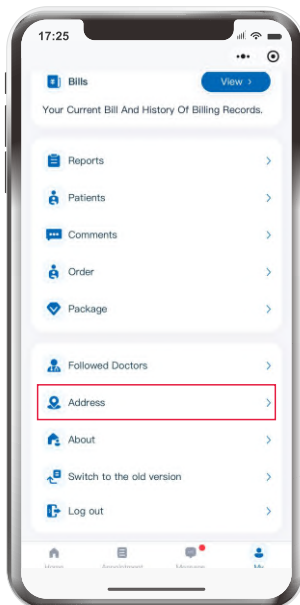
2 Add delivery address for medicine

You can setup the medicine delivery address during registration (multiple addresses, such as home and company, etc. can be appointed).

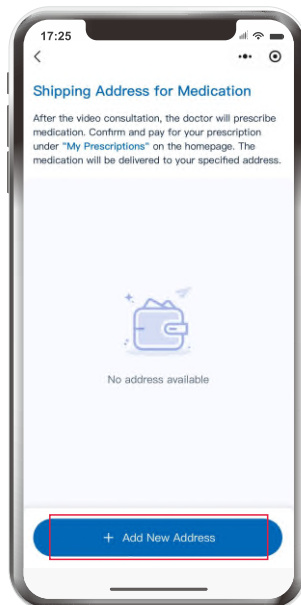
1) Click [My] on the Home page



2) Scroll down the page and click on [Address]



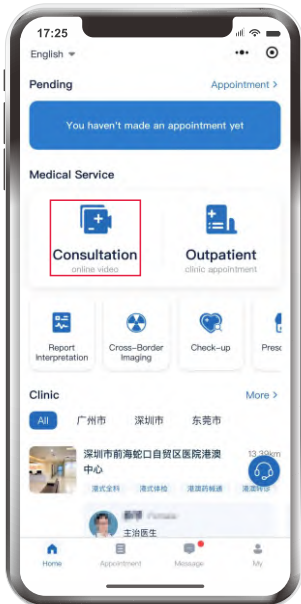
3) Click [Add New Address]



(2) Service Usage

1 Appointment for video consultation service: both video consultation appointment and quick consultation are supported.

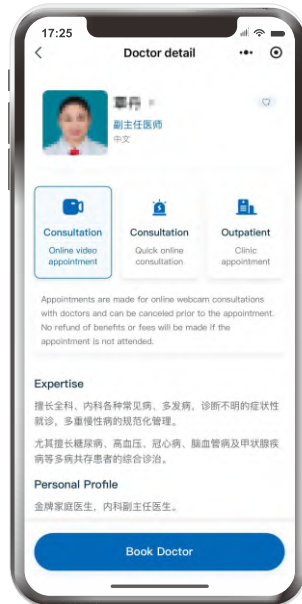
A、Click
[Consultation(online video)]



B、Enter the Family Doctor page

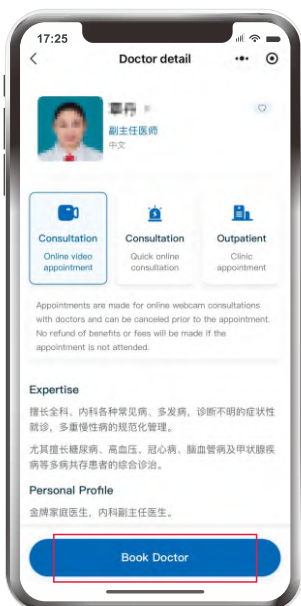


C、Select a doctor and
view the introduction

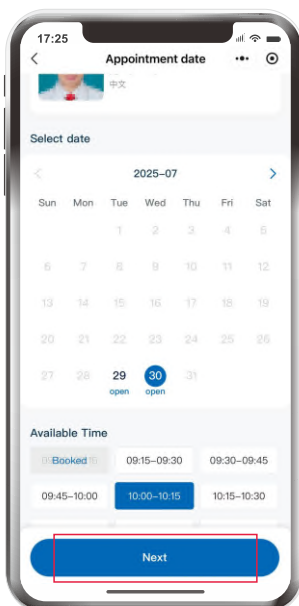


1 Appointment for video consultation service - Submit an appointment

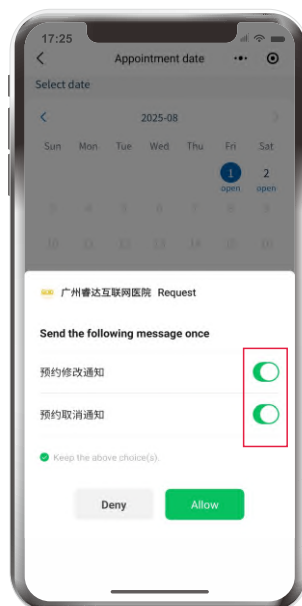
A Click [Book Doctor]
on the Doctor Detail page



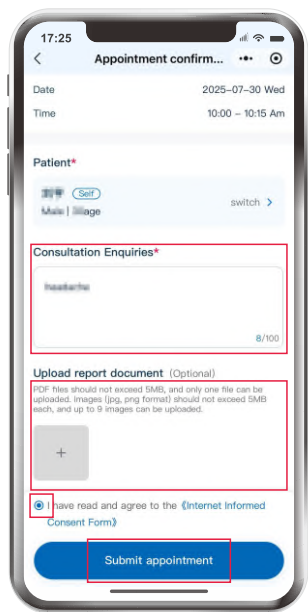
B、Fill in the consultation information
and select the appointment date
and time



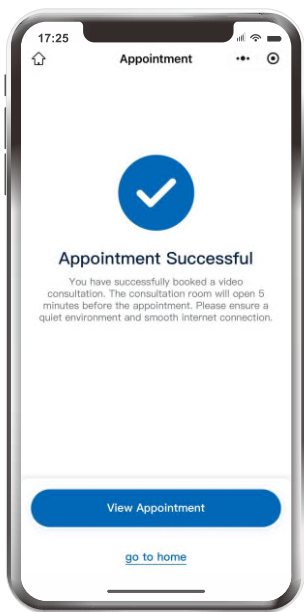
C、Authorize the mini-program
to send notification
of consultation



D. Describe the consultation content, upload the relevant inspection report, and tick the "Agree" option.

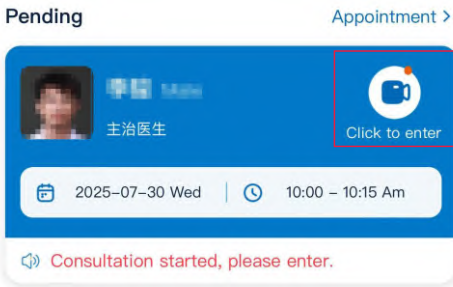


E. Appointment successful



2 Appointment for video consultation service - Notice and consultation

A. You will receive the "Notification of Appointment Status" sent by the WellDoc (Guangzhou)'s Official WeChat account at the appointment time. (The "Notification" is also your entrance link to your online Consultation Service.)



B. When you enter mini-program at the appointed time, you will see the "Pending". Click [Enter] to start the video consultation.

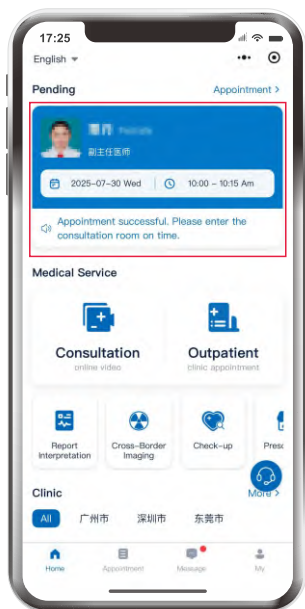


3

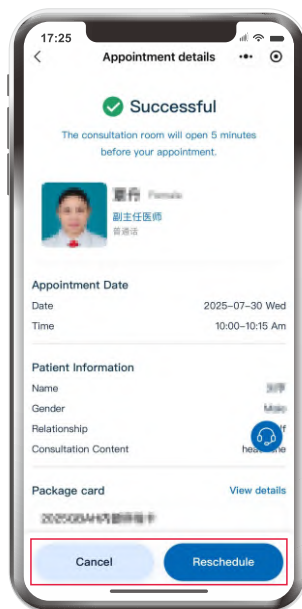
Appointment for video consultation service - Change the appointment

If you need to cancel the service or reschedule the appointment for special reasons, please log in to the mini-program to cancel the appointment or reschedule it.

A. Click the appointment on the "Pending" on the Home page



B. Enter the Appointment Details page, and click [Reschedule]



* If you are unable to have your consultation on time, please cancel it in advance.

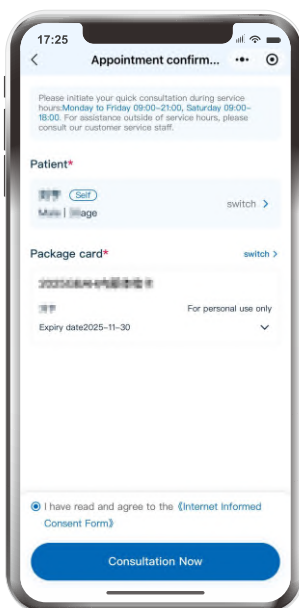
2 Quick consultation service

If you need to consult a doctor immediately, please select the "Quick Consultation" service. "Quick Consultation" service hours:
Monday to Friday 9:00-21:00, Saturday 9:00-18:00.

1) Initiate a quick consultation on the Family Doctor page

2) Click [Submit appointment]

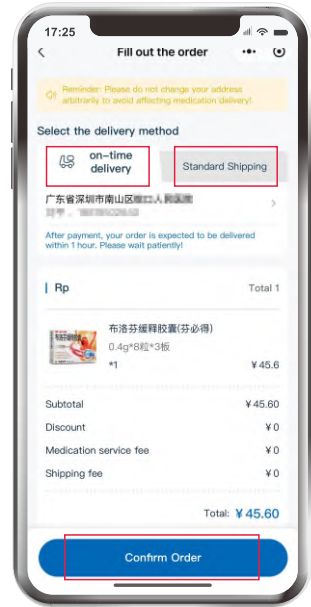
3) Wait for the doctor



3 Online Prescription Service:

- 1) After the doctor's consultation, they will provide you with a consultation report and medication suggestions.
 - 2) After the pharmacist reviews the prescription, your WeChat will receive a "Consultation Prescription Notification" from GOLD™ Internet Hospital.
- Click "Notification" to pay the relevant fees of your medicine list (including the self-paid portion and the express delivery fee)(WeChat payment is supported) and complete the medicine purchase. order.

- 3) You can view your prescription and medicine order on the Home Page--Prescription (Prescriptions are valid for three days).

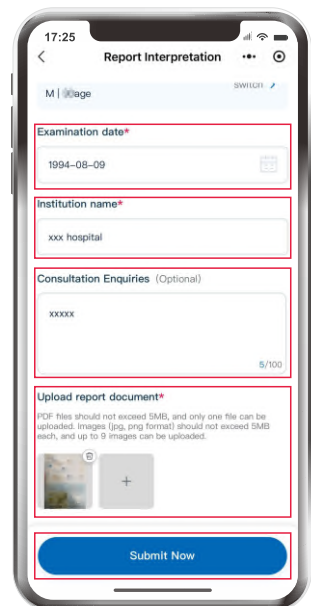
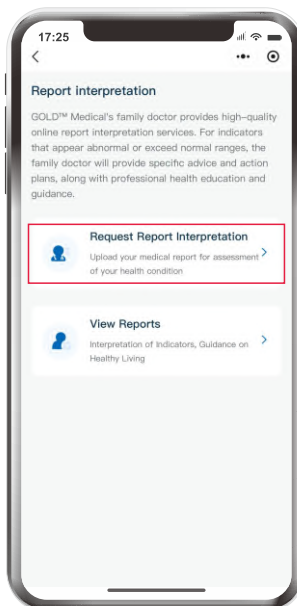
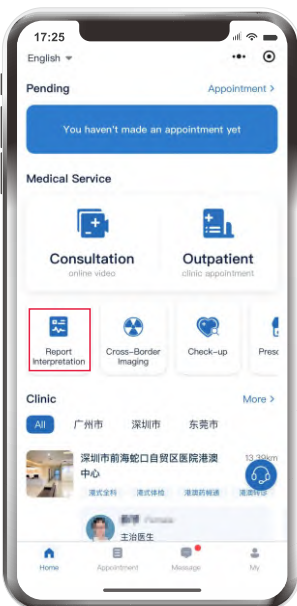


4 Physical examination report interpretation service

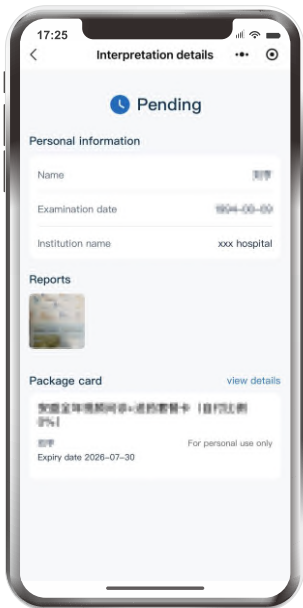
- 1) Click [Report Interpretation] on the Home page

- 2) Click [Request Report Interpretation]

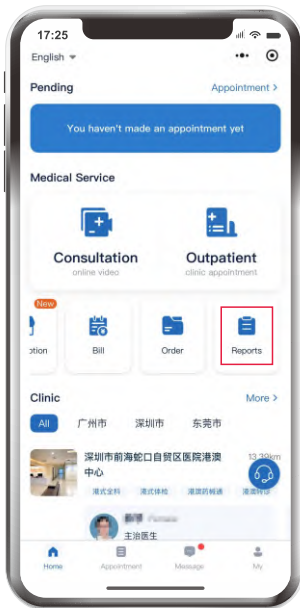
- 3) Fill in the required information, upload report document and click [Submit Now]



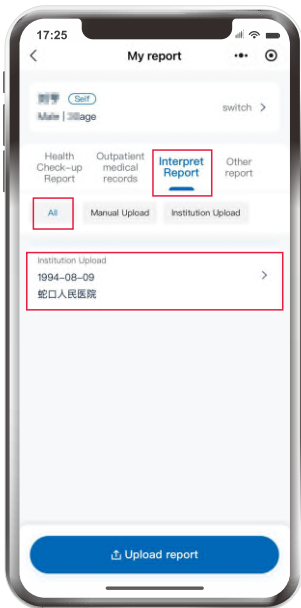
4) Wait for the doctor's interpretation
(within 4 working days)



5) After interpretation,
click [Reports]



6) Click [Interpret Report]--[All],
and select your upload report to
view the interpretation details (PDF)



3 ENGLISH HEALTHCARE ADVICE

According to regulation, specified Internet hospitals can only provide online consultation and medicine services to users who speak Mandarin or accompanied by interpreter. In the absence of an interpreter, users can benefit English healthcare advice with reservation in advance.

- 1 Please scan the QR code on the right.
- 2 Please fill in the appointment questionnaire sent by the customer service.
(working hours Monday-Saturday: 9:00-18:00)
- 3 English customer service personnel will contact you to confirm the appointment time.
- 4 The doctor will call you and provide Healthcare advisory service at the appointment time through 0755-36561467. Please be aware of the incoming phone calls.



