

Latest News

PrimeChamp Medical Helpline

PrimeChamp Doctor Network

Will be launched together with the new product ChampCare Medical Insurance Plan on January 10, 2025



PrimeChamp Medical Helpline

24-hour hotline combines professional nurses, referrals to our network doctors and appointment services to provide personalized medical solutions for simple or complex medical conditions. An independent hotline for high-end medical customers (852) 3192 8033, equipped with a professional customer service team to answer customers' question on value-added services. The service line will be extended to medical consultation and registered nurses to answer complex medical questions. Provide doctor referral services after understanding the customer's condition and refer to appropriate and reputable network doctors.

1. **Medical Query** - All health-related questions: simple ailments such as signs and symptoms, medical terminology, diagnosis, treatment and explanation of test results, preventive care, test recommendations, post-treatment cases, long-term and chronic disease management, etc. Registered nurses will be on call to respond to any complex medical questions
2. **Referral and appointment service** - referral to relevant specialists (PrimeChamp Doctor Network*) for first consultation or second medical opinion, this service includes making an appointment with the doctor to apply Pre-approval for the client



***PrimeChamp Doctor Network**

- Medical Group such as Pedder Health、Chiron Medical、HKIOC、UMP
- Network Specialists cover complex treatments such as cardiology, oncology, neurosurgery, and gynaecology
- If the doctor requires hospitalization after consultation, he or she can apply Pre-approval for the client, and Chow Tai Fook Life Insurance will arrange to pay the designated hospital directly without having to worry about medical expenses

For details, please visit [Chow Tai Fook Life Insurance website](#) > Support > Value Added Service > Medical Support Service > PrimeChamp Medical Helpline