

Personal Medical Advisor

What does the Personal Medical Advisor service include?

Personal Medical Advisor Service provides personalised medical support and guidance for serious medical conditions from diagnosis, treatment, through to recovery – all guided by a dedicated Physician Case Manager.

Service is available in English and Mandarin.

Actively-practising and locally licensed Physician Case Manager

Assistance with medical concierge, if necessary

On-going follow up and support for as long as you require

Expert Medical Opinion

- Over 53,000+ leading specialists globally available to you
- Covering 450+ sub-specialties
- Multi-disciplinary review
- Comprehensive report



Decision Support



The Right Direction

Validate diagnosis and evaluate treatment plan

Medical Concierge

- Referrals to Prudential network doctors
- Appointment booking



Navigation



Appropriate Treatment

Find the suitable doctor(s) for treatment

Monitoring

- Unlimited access to dedicated local Physician Case Manager
- Patient advocacy



Advocacy



Peace of Mind

Navigating across uncertainties or worries along the treatment journey

On-going support

- Follow up on recovery
- Proactively check to see if any assistance needed



Follow Up



On-going Empowerment

Continued guidance

How do we support you throughout your medical journey?

We know how tough it can be to make life changing decisions for serious medical conditions. That is why, Prudential has enhanced our holistic healthcare proposition by partnering Teladoc Health to provide personalised medical support and guidance from diagnosis, treatment, through to recovery.



Personalised In-depth Review on Medical Condition

"My oncologist recommended immunotherapy. Is this treatment best for me?"

Teladoc Health: Our panel of medical experts takes a careful, in-depth review of your treatment options, guided by the latest medical research. We help you understand your treatment choices so you can move forward with confidence.



Multidisciplinary Expert Perspective

"I have received very different diagnoses from various doctors. How do I know what's right?"

Teladoc Health: We connect you with a panel of multidisciplinary medical experts for a clear understanding of your medical condition.



Informed Decision Support

"My orthopedic doctor recommends surgery. When do I know it is the right time?"

Teladoc Health: Peace of mind about treatment plans and clarifications regarding the next steps.



Trusted Specialist Matching

"I am worried about my daughter's heart. How can I find a cardiologist I can trust?"

Teladoc Health: We help you find the right medical specialists within the PRUApex International Health provider network - so you can feel confident that your child is receiving care from a trusted expert who understands her needs.



Ongoing Care Guidance

"I have recently undergone chemotherapy. What should I be monitoring on a regular basis?"

Teladoc Health: Our dedicated Physician Case Manager is here to guide you with ongoing advice and support throughout your treatment journey.

How does Teladoc Health's Personal Medical Advisor service work?

Contact Teladoc Health

1



Enrolment via

- **Portal:** prusg.teladochealthasia.com
- **Email:** PRUHealthServiceSG@teladochealth.com

Hotline: 1800 303 7920 (+65 6303 7920 if calling from overseas)
Service Hours: Monday to Sunday from 9am to 9pm SGT
(except Singapore public holidays)

- Service Eligibility Check
- Medical Confidentiality & Consent Form obtained from customer



Scan to access portal

2



Assign Dedicated Physician Case Manager

- Contact customer to better understand medical condition
- Collect medical information and reports from customer
- Helps guiding customer through their questions about their condition and next steps

3



Identify suitable global expert(s) to review case

- Independent medical report with second opinion obtained from global expert(s)

4



Dedicated Physician Case Manager

- Compiles consolidated medical report with recommendation(s)
- Explains report in detail to member
- Dedicated Physician Case Manager clarifies treatment options and supports member in making objective treatment decisions

5



Support in making referrals and appointments with appropriate network specialists, where needed

- Follow up and provide ongoing guidance and support
- Answer all medical questions along the way

Medical conditions that are eligible for Personal Medical Advisor service

- 1 Cancer;
- 2 Neurological diseases;
- 3 Ear, nose and throat (ENT) diseases;
- 4 Ocular diseases/ophthalmology conditions;
- 5 Cardiovascular diseases;
- 6 Respiratory diseases;
- 7 Gastroenterological diseases;
- 8 Liver diseases;
- 9 Kidney diseases;
- 10 Urological conditions;
- 11 Endocrine diseases;
- 12 Orthopaedic conditions;
- 13 Haematological diseases;
- 14 Metabolic diseases;
- 15 Rheumatology/ Immunological diseases;
- 16 Infectious diseases, including HIV/ AIDS;
- 17 Cosmetic surgery which is medically necessary;
- 18 Fertility-related conditions or procedures;
- 19 Obstetric conditions;
- 20 Sexual diseases/ sexually transmitted diseases;
- 21 Paediatrics conditions;
- 22 Obesity;
- 23 Recovery/ rehabilitation phase for stroke;
- 24 Recovery/ rehabilitation phase for severe burns;
- 25 Medical conditions in the fields of dentistry;
- 26 Combined pathologies; and
- 27 All medical conditions other than those listed in Exclusion List below.

Remarks:

The tests, treatments, procedures, devices or medication recommended may or may not be covered by Policy with Prudential Assurance Company Singapore. Customers are advised to confirm the policy coverage with Prudential before undergoing any services.

Excluded Medical Conditions

Customer diagnosed with one of the following medical conditions is not eligible for the service:

- 1 Medical emergencies, such as cardiac arrest, severe breathing difficulty etc.;
- 2 Accidents;
- 3 Urgent or life-threatening situations, such as ICU admission;
- 4 Daily or common issues, such as colds, flu, fever, occasional rash etc.;
- 5 Long term chronic diseases management such as chronic hepatitis, diabetes, high blood pressure, high cholesterol etc. (however, any complications of chronic diseases shall be covered); or
- 6 Mental health conditions such as anorexia/bulimia, mental health-related sleeping disorder, anxiety, depression etc.

Note:

To join the programme, you'll need:

- An active PRUApex International Health plan;
- Previous medical inquiries and consultations with at least one medical practitioner, with a prior diagnosis and in need of second medical opinion from other medical practitioner; and
- A recent medical check-up and your official medical records.

About Teladoc Health



53,000+
Top specialists globally



98%
Satisfaction



450+
Sub-specialties covered



27+
Years Experience

