

## 北京和睦家医院及诊所个人会员制

为了能向个人提供多重增值服务，北京和睦家医院及卫星诊所根据和睦家医疗的指导特别设立了个人会员优惠制度。以下是个人会员制的具体内容：

期限：

个人会员自购买之日起一年内有效，过期失效。

### 个人会员优惠细则：

- 本会员卡可在中国境内和睦家医疗旗下的医院及诊所使用。各机构的会员优惠与条款不同，本会员卡所享受的优惠细则以各医疗机构的具体会员权益为准。
- 成人（12岁及以上）每年会费为1600元人民币，儿童（12岁以下）每年会费为1000元人民币。
- 续办个人会员卡享受会费8折优惠（成人会费1280元人民币每年，儿童会费每年800元人民币）。
- 所有以现金/信用卡支付的医疗服务费用享受8折优惠，牙科服务费用享受9折优惠，部分的家庭医疗服务享受9折优惠（各类套餐价及其他季节性促销项目除外）。
- 享受与保险公司的直接结算服务时，只在受保范围以外的医疗服务上享受折扣，绝对免赔额及自付额需个人全额支付。

### 个人会员福利细则：

提示：以下成人及儿童会员福利仅限在北京和睦家医院主院及卫星诊所使用。

- 成人会员（12岁及以上）每年可享受一次免费全科医生预防保健门诊咨询服务，或一次全科医生疾病门诊咨询服务（二选一项目，限本人在会员有效期内使用，且不包括药费和检查费）。其中预防保健门诊包含的具体服务内容如下：
  - 病史回顾和讨论，包括：
    - 既往病史
    - 手术操作史
    - 饮酒史
    - 年度体检报告（含外院）解读
    - 癌症筛查建议
  - 用药史
  - 吸烟史
  - 家庭病史
  - 慢性病危险因素分析和建议
  - 健康的生活方式指导
- 儿童会员（12岁以下）可在全科门诊或者儿科门诊享受一次医生免费问诊咨询服务，例如宝宝的生长发育评估、体格检查及健康咨询，或者儿童患病门诊的诊疗咨询。（仅限本人在会员有效期内使用）。
- 个人会员会费一经支付，会员身份即时生效。在任何情况下，个人会员生效前的已付账单不予计入折扣。
- 以下项目不包含在会员折扣范围内：
  - 套餐项目（包括产前检查套餐、自然产及剖宫产分娩套餐、体检套餐、手术打包套餐等）
  - 医疗美容（皮肤和整形美容）服务
  - 非处方药品及处方药品的费用及药事服务费
  - 眼镜框及隐形眼镜
  - 牙齿矫正
  - 季节性促销
  - 非和睦家医院直接提供的医疗服务及其它医疗消耗品
  - 病历和影像资料拷贝
  - 疫苗
  - 核酸检测
  - 外院专家
  - 配血血液费用
  - 镇痛分娩
  - 复杂分娩
  - 指定产科专家/指定助产士
  - 择时/择日生产
  - 其他
- 会员在结帐时须向收银员明示会员身份以确保享受折扣，并有责任在付款前核对实付金额。

### 直接结算：

北京和睦家医院及诊所与40多家保险公司建立了直接结算合作，和睦家医院及诊所会把会员的理赔单直接寄给这些保险公司。如果保险公司在收到理赔单后30天内仍未支付款项，北京和睦家医院及诊所所有权向该会员本人收取医疗费用。非保险理赔项目的费用由会员本人支付。会员有责任阅读及理解其医疗保险的规则，北京和睦家医院及诊所没有义务解答任何有关医疗保险规则的问题。由于北京和睦家医院及诊所须向会员的保险公司确认口腔科医疗费用的理赔情况，所以一般而言，不提供第一次口腔科诊疗的直接结算服务。

和睦家医疗对以上条款保留最终解释权。

### 更多详情：

欲知更多北京和睦家医院的相关信息，敬请登陆网站[www.ufh.com.cn](http://www.ufh.com.cn)。

如有任何有关会费制的问题，请联系：

北京和睦家医院：+86 (10) 5927 7565

北京和睦家京北妇儿医院：+86 (10) 5682 2800

上海和睦家医院：+86 (21) 2216 3900

天津和睦家医院：+86 (22) 5856 8500

广州和睦家诊所：+86 (20) 8710 6000

北京和睦家康复医院：+86 (10) 8558 1800

关于就诊预约服务，敬请拨打24小时服务中心预约：4008-919191

北京和睦家医院急诊电话：010- 59277120



中文微信

## Beijing United Family Hospital and Clinics Individual Membership Guidelines

Beijing United Family Hospital and Clinics has developed an Individual Membership program that is designed to provide you with substantial healthcare benefits. Please find further information regarding the Individual Membership program below.

### Individual Membership benefits

This membership is valid for one year from the date of issue.

- Membership cards can be used at any UFH network facility in China, subject to the individual membership status of the local facility providing services (different markets may have different discounts, exclusions, etc).
- The membership enrollment fee is RMB 1,600 for adults (12 years and over) and RMB 1,000 for children (under 12 years) annually;
- We offer a 20% discount on membership renewal (RMB 1,280 for adults and RMB 800 for children);
- Members receive a 20% discount on healthcare services, a 10% discount on dental services, and a 10% discount on select Home Health services (membership discounts do not apply when using a separate discount package or any type of seasonal promotion);
  - The discounts only apply to cash/credit card payments at the time of service;
  - The discounts only apply to non-covered items after direct billing is applied (deductible and co-payment must be paid in full at the time of service);
  - The discounts apply to the total bill amount when the direct billing option is not applied;
- Adult members (12 years and over) are entitled to one free consultation annually at the Center for Family Medicine and Integrative Health Care at the main campus of Beijing United Family Hospital (2 Jiangtai Road). This consultation may be either a preventative health consultation or a sick visit (medications, laboratory tests, and radiology/ultrasounds are not included). The member may claim this consultation for himself/herself only while their membership is active;
 

Consultation items include:

  - History review and discussion, including:
    - Past medical history;
    - Surgery/procedure history;
    - Alcohol history;
    - Medication history;
    - Smoking;
    - Family history;
- Annual health checkup report review;
- Risk analysis for chronic diseases and recommendations;
- Cancer screening recommendations;
- Healthy lifestyle recommendations;
- Children (under 12 years) with a membership will receive one free consultation annually at the Center for Family Medicine and Integrative Health Care or the Department of Pediatrics at the main campus of Beijing United Family Hospital (2 Jiangtai Road). This consultation may be either a preventative health consultation or a sick visit (medications, laboratory tests, and radiology/ultrasounds are not included). The member may claim this consultation for himself/herself only while their membership is active.

### Individual Membership regulations

- The 20% discount for healthcare services and 10% discounts for dental services and Home Health services CANNOT be applied to any outstanding balance before the effective date of the Individual Membership Card;
- The membership card is effective at the time of payment. Retroactive discounts will not be granted under any circumstances;
- The following items are excluded from the discounts:
  - Special packages (including packages for prenatal checkups, natural births, C sections, health checkups, and surgery);
  - Medical Cosmetology (skincare, cosmetic surgery, and plastic surgery) services;
  - All pharmacy medications, products, and related service fees;
  - Glasses frames and contact lenses;
  - Orthodontics;
  - Seasonal promotions;
  - Indirect services, consumables, and file copies;
  - Vaccinations;
  - Other restrictions also may apply;
  - COVID-19 testing;
  - Special invited expert from outside the Hospital;
  - Blood crossmatching fee;
  - Labor analgesia;
  - Complex delivery;
  - Appointed obstetric specialist/midwife;
  - Choosing the date/time for delivery;
- To enjoy membership privileges, members MUST present a valid form of identification (passport, ID card) and an insurance card (if applicable) at the time of service when payment is due;
- Members are responsible for verifying the payment amount before making their payment.

### Direct billing

Beijing United Family Hospital and Clinics has direct billing with over 40 insurance companies and sends claim forms on behalf of members. If the insurance company does not pay within 30 days of receiving the claim, Beijing United Family Hospital and Clinics reserves the right to collect the amount due from the member. Members are ultimately responsible for paying for any charges not reimbursed by the insurance company. Members are responsible for reading and understanding their own insurance policies. Beijing United Family Hospital and Clinics is not obliged to answer any queries with regards to members' insurance policies. Generally, direct billing is not available for a member's first dental clinic visit if pre-verification with the insurance company has not been completed.

**Beijing United Family Hospital and Clinics reserves the right to make all final interpretations and decisions regarding this membership.**

### More Information

For more information, please visit our website [www.ufh.com.cn](http://www.ufh.com.cn).  
If you have any questions regarding the membership program, please contact:  
Beijing United Family Hospital at +86 (10) 5927 7565  
Shanghai United Family Hospital at +86 (21) 2216 3900  
Tianjin United Family Hospital at +86 (22) 5856 8500  
United Family Guangzhou Clinic at +86 (20) 8710 6000  
Beijing United Family Rehabilitation Hospital at +86 (10) 8558 1800

#### How to schedule an appointment:

To make an appointment, please call the UFH 24hr Service Center at 4008-919191.

#### ER Service:

24hr ER Hotline at Beijing United Family Hospital (BJU): (010) 5927 7120



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