



United Family Healthcare

和睦家医疗

和睦家医院个人会员制

为了能向个人提供多重增值服务，和睦家医院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：

个人会员优惠细则：

- 成人（12岁及以上）每年会费为1035元人民币，儿童（12岁以下）每年会费为415元人民币。
- 续办个人会员卡享受会费8折优惠（成人会费每年828元人民币，儿童会费每年332元人民币）。
- 该会员卡可在中国境内任何一家和睦家医院及诊所使用。
- 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（各类套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。
- 成人会员（12岁及以上）每年免费享受一次体检服务。体检项目包括：
 - 吸烟、用药、饮酒
 - 家族史
 - 免疫接种史
 - 家庭冲突
 - 避孕方法
 - 饮食、运动状况
 - 工作及出行安全宣教
 - 生命体征
 - 常规检查
 - 体重指数
 - 肺流量检测
 - 心电图
 - 全血细胞计数
 - 空腹血糖
 - 肝功能检查(丙氨酸氨基转移酶、 γ -谷氨酰基转移酶)
 - 胆固醇、高密度脂蛋白、低密度脂蛋白、甘油三酯
 - 血肌酐
 - 尿常规
- 在和睦家医院组织和赞助的活动中享受特别优惠。
- 获得有关医疗、健康知识的和睦家季刊和电子月刊。

个人会员其它细则：

- 免费体检仅限会员本人在会员有效期之内使用（12岁及以上），转让无效。
- 个人会员卡生效前的任何未付款项均不能享受会员折扣。
- 个人会员会费一经支付，会员身份即时生效。在任何情况下，个人会员生效前的折扣金额不予返还。
- 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、自然产及剖腹产分娩套餐、体检套餐等）
 - 皮肤科激光治疗
 - 非处方药品
 - 药品费用与药事服务费
 - 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
 - 其他
- 会员在结帐时必须出示会员卡以享受折扣，并有责任在付款前核对买付金额。
- 补办会员卡须支付50元人民币。
- 已在和睦家医院做过注册的会员，请向前台出示会员卡，以便前台工作人员及时更新会员身份。

直接结算：

和睦家医院与20多家保险公司建立了直接结算合作，和睦家医院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，和睦家医院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规则，和睦家医院没有义务解答任何有关医疗保险规则的问题。由于和睦家医院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。

和睦家医疗集团对以上条款保留最终解释权。

更多详情：

欲知更多和睦家医院的相关信息，敬请登陆网站www.ufh.com.cn。

如有任何有关会员制的问题，请联系：

北京和睦家医院：+86 (10) 5927 7362

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



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Individual Membership Guidelines

United Family Healthcare (UFH) has developed an Individual Membership program that is designed to provide substantial healthcare benefits to you. Below is information regarding the Individual Membership program.

Individual Membership Benefits

- The membership enrollment fee is 1035RMB for adults (12 years and over) and 415RMB for children (up to 12 years) annually.
 - 20% discount on membership renewal (828RMB for adults and 332RMB for children)
- Membership cards can be used at any UFH network facility in China.
- Members receive a 20% discount for healthcare services and a 10% discount for dental services. The following terms and conditions apply to the discount:
 - The discounts apply only to cash/credit card payments at the time of service.
 - The discounts apply only to non-covered items after direct billing is applied (deductible & 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.
- Members are entitled to one free physical examination, including lab tests, for adults (12 years and over). The examination may be claimed by the member for himself/herself only while membership is active. Items include:
 - Smoking, drugs, alcohol
 - Family history
 - Immunization review
 - Domestic conflict
 - Contraception
 - Dietary fat, physical activity
 - Workplace & lifestyle safety
 - Vital signs
 - General exam
 - Body mass index
 - Peak expiratory flow rate (PEFR)
 - ECG or EKG
 - CBC
 - Fasting blood sugar
 - Liver function tests (ALT and GGT)
 - Cholesterol, HDL, LDL, Triglyceride
 - Creatinine
 - Urinalysis
- Members enjoy special rates for UFH-organized or UFH-sponsored events.
- Members receive subscriptions to UFH quarterly magazine Health Matters and UFH monthly e-newsletter *Health-Line*.

Individual Membership Regulations

- The 20% discount for healthcare services and 10% discount for dental 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 birthing, prenatal, health checkup packages)
 - Laser Skin Center treatments
 - Glasses frames and contact lenses
 - Over-the-counter (OTC) products
 - Medication Charge and Pharmacy Service Fee
 - Orthodontics
 - Seasonal promotions
 - Indirect services, consumables and file copies
 - Vaccinations
 - Other restrictions also may apply
- To enjoy membership privileges, members MUST present a valid form of identification (passport, ID card), membership card and insurance card (if applicable) at the time of service when payment is due.
- Lost cards may be replaced for a 50RMB fee.

Direct Billing

UFH has direct billing with over 20 insurance companies and sends claim forms on behalf of members. If the insurance company does not pay within 30 days of receiving the claim, UFH reserves the right to collect the amount due from the member. Members are ultimately responsible to pay for any charges not reimbursed by the insurance company. Members are responsible for reading and understanding their own insurance policies. UFH 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.

UFH reserves the right to make all final interpretations and decisions regarding UFH membership.

More Information

For more information, please visit our Web site: www.ufh.com.cn.

For any questions regarding the membership program, please contact:

Beijing United Family Hospital at +86 (10) 5927 7362
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



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