ALLIANZ MEDICAL PROTECT CLAIM PROCEDURE

安聯醫療保障索償程序





1.

請。

Claim Submission 提交索償

Submit your claim within 30 days from the date of accident/ sickness. 於意外/疾病起計30天內提交索償申



Your claim will be assessed in a timely manner to ensure smooth claim experience. 我們將盡快處理閣下提交的索償申請。



Claim result will be provided soonest we received all the required document(s). 索償審批的結果將於文件齊備後盡快通知閣下。

Submission Method 提交方式

By Post 郵寄至:

Allianz Global Corporate & Specialty SE Hong Kong Branch Suites 403-11, 4/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong

安聯環球企業及專項保險香港分公司 香港太古城太古灣道 12 號

4 樓 403-11 室

By Email 電郵至:

claimshk@allianz.com

General assistance and enquiries

一般協助及查詢

Allianz Customer Services Hotline 安聯客戶服務熱線 +852 8100 2402

Claims supporting document(s) 索償證明文件

- Completed and duly signed Claim Form 已填妥之索償表格
- Original medical receipt(s)/ bill with diagnosis 附有臨床診斷之醫療收費單據正本
- Original discharge slip/summary 出院紙 / 出院撮要正本
- Original medical certificate(s)/ note(s)

醫療證明 / 備忘正本

- Referral letters for any specialist consultation, if any
 專科治療轉介信.如有
- Completed Attending Physician Statement (Appendix E of the Claim Form) 已填妥之主診醫生報告 (索償表格之附件 E)
- rays, CT scans, MRI and any other imaging studies, laboratory evidence, angiograms, echocardiogram, etc. and any relevant hospital reports that are available 所有手術,組織病理化驗(活體組織切片檢驗/病理檢驗)報告,驗血結果,X 光檢查,電腦掃描,磁力共振及其他影像報告,化驗報告,血管造影術報告,超聲心動圖等,或任何有關的醫院報告之副本

Copy of all surgical, histopathology (biopsy/ pathology) reports, blood test results, X-

Important Notes 重要事項

- For reimbursement claim of medical expenses, original receipts with full details must be provided 有關醫療費用之索償,必須提供正本醫療收費單據
- For any document(s) to substantiate your claim, you have to bear the charges on your own expense 有關索償證明文件之費用須由申索人支付
- Depending on the nature of your claim, we may require you to provide additional document(s)/ information 我們將根據索償情況要求閣下提供其他索償證明文件
- Please retain a copy of all your documents submitted to us for your own reference 請於提交索償文件前保留一套參考副本



Allianz Global Corporate & Specialty SE

(incorporated in the Federal Republic of Germany with limited liabilities) Hong Kong Branch

安聯環球企業及專項保險

(於德意志聯邦共和國註冊成立之有限公司)

香港分公司

Suites 403-11, 4/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong

香港太古城太古灣道 12 號 4 樓 403-11 室

Tel 電話: +852 8100 2402 Email 電郵: <u>Claimshk@allianz.com</u>

www.agcs.allianz.com

ALLIANZ MEDICAL CLAIM FORM 安聯醫療索償表格

Part I - TO BE COMPLETED BY THE CLAIMANT 甲部 - 由申索人填寫

1	CI	ΔΙ	МΔ	NIT	DET	ΔΠ	ς由索	人容彩

Name of Insured Person 受保人姓名	
Place of residence (Insured Person) 居住地 (受保人)	
Occupation (Insured Person) 職業 (受保人)	
Name of Policy Holder 保單持有人姓名	
Policy No. 保單號碼	Mobile No. (Policy Holder) 手機號碼 (保單持有人)
Correspondence address (Policy Holder)	
通訊地址 (保單持有人)	
Email address (Policy Holder) 電郵地址 (保單持有人)	
2. CLAIM INFORMATION	√ 索償事項
Symptom(s) and complaint(s) 徵狀及疾病	
Final diagnosis 最後診斷	
Onset date of symptom(s) 首次病徵出現日期	(DD/MM/YYYY日/月/年) First consultation date (DD/MM/YYYY日/月/年) 首次看診日期 //
Name and address of the doctor for the first consultation	
首次求診之醫生姓名及地址	
Name and address of the doctor	
referring to hospitalisation 建議入院之醫生姓名及地址	
Name of hospital 醫院名稱	
置版五傳 Level of hospital ward 病房級別	□Ward 三等房 □ Semi-Private 二等房 □ Private 頭等房 □ Clinical Surgery 門診小手術 □ Others 其他
Date of admission (DD/MM/YYYY)	= Trail = 4,00 = Series in the extension of the series of
入院日期 (日/月/年) Date of discharge (DD/MM/YYYY)	///
出院日期 (日/月/年)	
Name and address of the usual doctor	
慣常就診之醫生姓名及地址	
Have you had any prior treatment for th	is or related conditions? (If applicable) 閣下有否曾經因同一病況而接受治療?(如適用)
☐ Yes 是 Date (DD/MM/YYYY)	// Name of physician

AGCSHK/HMPCF/2107 Page 1 of 4



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AGCSHK/HMPCF/2107 Page 2 of 4



5. PERSONAL INFORMATION COLLECTION STATEMENT 個人資料收集聲明

Allianz Global Corporate & Specialty SE Hong Kong Branch ("we", "us" "Allianz" or "the Company") may use the personal data we collect about you, which may include your name, address, email address, telephone number and other contact details, date of birth, bank account or credit card details, HKID card and/ or passport number and in some cases, medical records and/ or other data, and which we may collect when, for example, you apply for, renew or make a claim under a policy and/ or you correspond with us, for the following purposes:

安聯環球企業及專項保險香港分公司(「我們」,「安聯保險」,「本公司」)所收集您的個人資料,包括姓名、地址、電郵地址、電話號碼及其他聯絡資料、出生日期、銀行帳戶或信用卡資料、香港身分證及/或護照號碼、及部份情況下的醫療及/或其他資料,以及日後您提出保單申請、續保、索賠等及/或與我們通訊時收集的資料,本公司可能用作下列的用途:

- i) processing and evaluating your insurance application and any future insurance application you may make; 處理及評估您的保險申請及您日後提交的保險申請;
- ii) administering your insurance policy and providing services in relation to your insurance policy;

辦理您的保單及提供與該保單相關的服務:

iii) undergoing any alternations, variations, cancellation or renewal of any insurance and related services;

進行任何保單更改、變更、取消或續保及有關服務;

iv) investigating, analysing, processing and paying claims made under your insurance policy;

調查、分析、處理及支付您的保單相關索償:

v) conducting identity, medical or credit checks;

進行身份、醫療或信用核實;

vi) designing insurance and other financial products and/ or services for customers' use;

保險及其他金融產品及/或服務的設計以供客戶使用;

vii) exercising any right under the insurance policy including right of subrogation, if applicable;

行使有關保單所賦予的任何權利包括代位權,如適用;

viii) invoicing and collecting premiums and outstanding amounts from you;

發出繳交保費通知及向您收取保費及欠款:

ix) reinsurance purposes;

xiii)

再保險用途:

- x) conducting research, surveys and analysis for the purpose of product design and/or the development and improvement of our services to you; 進行用作產品設計及/或發展與改善公司向您提供之服務的研究、調查及分析;
- xi) conducting statistical or actuarial research, data matching and/ or verification purposes;

進行統計或精算研究、資料配對及/或核實之用;

- the operation and administration of the Company's internal business including without limitation any corporate reorganisation;
 - 公司內部業務的運作及管理,包括但不限於公司改組; contacting you for any of the above purposes;

就以上任何用途與您聯絡;

- xiv) other ancillary purposes which are directly related to the above purposes; and
 - 其他與上述用途直接有關之輔助用途;及
- xv) complying with any applicable laws, regulations or any industry codes, guidelines, requests from regulators, industry bodies, government agencies, law enforcement agencies and court orders.

遵守任何適用的法律及規例,及監管機構、業界團體、政府部門、執法機關所發出的業務守則、指引、要求,並法庭頒令。

You may also provide us with certain personal data about other proposed insured person(s) or third parties such as your dependents, and if you do so you confirm that you have their consent to provide their personal data to us.

如您向我們提供關於其他受保人或第三者例如家屬的個人資料,在提供當刻代表您確認您已獲取該等人士的同意以提供其個人資料予我們。

Such personal data may be disclosed, shared, divulged, supplied or otherwise transferred to the following persons for the purposes set out in the above paragraph or directly related purposes or as otherwise permitted by applicable law:

以上個人資料可能會被披露、分享、透露、提供或轉移到下列各方人士以作為上述或其直接有關之輔助用途,或其他適用法律所容許的用途:

- a) any of our directors, officers, employees, representatives, agents or delegates;
 - 任何本公司的董事、人員、僱員、代表、代理人、或受委托人士;
- b) any of our shareholders or related corporations, and any of their successors or assigns, and their directors, officers, employees, representatives, agents or delegates;
 - 任何本公司的股東或連繫公司,及其任何後繼或轉讓公司以及該公司董事、人員、僱員、代表、代理人、或受委托人士;
- c) any service providers, agents, contractors, delegates, suppliers or third parties (or subcontractors of the foregoing) which we may appoint from time to time to provide us with services in connection with the website and/ or the products and services that we offer to you, and their directors, officers, employees, representatives, agents or delegates;

任何我們不時委任有關於公司網站及 / 或我們向您提供產品及服務的供應者、代理、承辦商、受委托者、供應商或第三者(或其分包商),及其董事、人員、僱員、代表、代理人、或受委托人士:

- d) business partners (including reinsurers, brokers and bank partners), associates and third party service providers when reasonably necessary, and on a need-to-know basis:
 - 商業伙伴(包括再保險公司、經紀及銀行伙伴)、及有合理必要和需要知情的伙伴及第三者服務供應商:
- e) our professional advisers, consultants and auditors and any person who we believe in good faith to be your legal advisers or other professionals; 我們的專業顧問、專家與核數師及任何我們秉誠相信為您的法律或其他專業顧問;
- f) anyone who takes over or may take over all or part of our rights or obligations under this Personal Information Collection Statement ("PICS") or anyone



this PICS (or any part of it) is transferred to or may be transferred to;

任何接管或可能接管我們於此《個人資料收集聲明》(「聲明」)下所有或部份權利或責任的人士,或任何此聲明(或其部分) 正轉移或可能轉移其下之人士:

- g) another entity in the event Allianz is intended to be acquired by or merged with, or is acquired by or is merged with, that another entity; 如安聯保險有意或正被其他公司收購或與其合併的該其他公司:
- h) any relevant governmental or regulatory authority pursuant to a request by any relevant governmental or regulatory authority, or any person to whom we are, in our belief in good faith, under an obligation to make disclosure as required by any applicable laws;
 - 如任何相關政府或監管機構要求,則該政府或監管機構、或任何我們秉誠相信按適用法律有責任向其作出披露的人士;
- i) third parties for direct marketing purposes with your written consent and in accordance with our PICS (see further details in Direct Marketing section below); and/or
 - 如您已按此聲明(詳情請閱以下的直接促銷部份)給予書面同意,則促使直接促銷用途的第三者;及/或
- j) parties whom assist us in carrying out the purposes laid out above in this PICS.
 - 協助我們進行此聲明內上述用途的人士。

We may transfer, store, process and/ or deal with such personal data outside Hong Kong. The personal data will only be transferred to locations where we are satisfied that adequate or comparable levels of protection are in place to protect personal data held in that jurisdiction, and (where we are required to do so) with your consent. In doing so, we will comply with all applicable data protection and privacy laws, including the Hong Kong Personal Data (Privacy) Ordinance

我們或於香港境外地區轉移,保存,處理及 / 或處置該個人資料。但我們僅會在確保這些地區擁有令我們滿意的充足或具有足夠保護機制以保護該司 法管轄區內的個人資料時,方會將該個人資料轉移往該地區,且我們會先獲取您的同意(如屬於必須)。在這過程中,我們會遵守所有適用資料保障 及私穩法律,包括香港個人資料(私隱)條例。

In the unlikely event that our or substantially all of any of our assets are acquired by an unrelated third party, such personal data may be one of the transferred assets. We may disclose the personal data, on a confidential basis, to any prospective transferree and its professional advisors (in each case whether within Hong Kong or overseas) for the purposes of their due diligence investigations, the completion of any such transaction and the continued operation of the acquired business.

在鮮有情況下當我們的全部或大部份資產被非關連第三者收購時,該個人資料或屬於其中一項的被轉移資產。在保密的情況下,我們或向任向潛在收 購者或其專業顧問透露該個人資料(此情況下不論香港或海外)以供其盡職審查或完成任何收購業務下的交易及繼續營運的用途。

If you do not agree to the provision of the personal data requested or the use of such data for the above purposes, we may not be able to process your application and render the services or to otherwise correspond with you.

如果您不同意為上述用途按要求提供個人資料,我們或無法處理您的申請及為您提供服務。

Allianz Global Corporate & Specialty SE Hong Kong Branch is a company incorporated in the Federal of Republic of Germany with limited liabilities. 安聯環球企業及專項保險香港分公司屬於德意志聯邦共和國註冊成立之有限公司。

We are committed to ensuring your personal data is kept secure and confidential and not kept for longer than is necessary.

我們承諾確保您個人資料安全及保密,並且不會存留超過所需時間。

Note: In case of discrepancies between the English and Chinese version of this PICS, the English version shall apply and prevail.

註: 中文本與英文本如有歧義,概以英文本為準。

Part II 乙部: Appendix E - Attending Physician Statement 附件 E - 主診醫生報告

- 1. To be completed by the Insured Person's attending doctor at the Insured Person's own Expenses. 由受保人之主診醫生填寫而費用由受保人負責。
- 2. Please attach copies of any specialist or hospital reports, together with any tests, or similar evidences to support the validity of your patient's claim. 請附上任何有關專科診治、住院報告、測試檢查或其他證明文件,以協助病人的索償申請。

Full name of Patient 病人全名	HKID/ Passport Number 香港身份證 / 護照號碼 Gender 性別
Part I: General Information 第一部份: 一般資料	
Are you the patient's usual physician? 閣下是否病人慣常求診的醫生?	☐ Yes, please specify the details below: 是,請提供以下資料:
Medical records trace back to	/年)
醫療紀錄追溯至 :/(DD/MM/YYYY 日/月/	(+)
Period of consultation :	
應診期間 L L L L L L L L L	
Past health history :	
Date of first consultation related to this sickness/ accident	How long had the patient been experiencing these symptoms
有關是次疾病 / 意外之首次看診日期	before the first consultation?
	在首次看診前該病徵已經出現於病人身上多久?
//(DD/MM/YYYY 日/月/年)	
Symptom(s)/ complaint(s) of the patient relating to the first consultation/	Diagnosis 診斷
hospitalisation 病人就有關首次看診 / 住院之徵狀 / 疾病	
According to your best knowledge, has the patient ever been diagnosed with or suffer Diabetes, raised blood pressure, mental disease, HIV/AIDS or any medical condition of the patient of the patien	
breast, liver, kidney, uterus, ovaries, colon, bones or prostate?	arrecting his or her brain, trigroid, blood, heart, tangs, gastric,
就閣下所知・病人曾否被診斷或患有癌症或任何異常增生、心臟病或中風、糖尿病	、高血壓、精神病、人類免疫力缺乏病毒/愛滋病;或任何醫療狀
■	· · · · · · · · · · · · · · · · · · ·
□ No 否	
Yes, please provide details whether the patient ever had any physical or health of	onditions not mentioned above that required any form of medical
treatment, consultation, investigation or repeat tests in last 3 years? (Apart from usua	•
有,請詳述病人過去三年曾否患有任何上述沒有提及的身體或健康問題而需要進行個	任何的治療、咨詢、檢查或重覆測試? (除了一般流感、傷風及產前
檢查)	
1a. For insured between age 2 to 15 只適用於 2-15 歲:	
According to your best knowledge, has the patient ever been told to have or ever ha	
physical development. 就閣下所知·病人曾否被告知或患有以下情況: 自閉症、精	仲以身體發展遲緩。
□ No 否	
□ Yes, please provide details 有,請詳述	
1b. For insured age below 2 years 只適用於 2 歲以下:	
According to your best knowledge, did the patient born with low birth weight (less t	· · · · · · · · · · · · · · · · · ·
就閣下所知,病人出生時是否屬於低體重(少於 2.5 公斤)或是早產(少於 37 周孕期))?
□ No 否	
□ Yes, please provide details 是,請詳述 2. According to your best knowledge, in last 3 years, has the patient ever had any physi	ical or health conditions not mentioned above that required any
form of medical treatment, consultation, investigation or repeat tests?	icat of health conditions not mentioned above that required diffy
就閣下所知‧過去3年內‧病人曾否患有任何上述沒有提及的身體或健康問題而需	要進行任何的治療、咨詢、檢查或重覆測試?
□ No 否	
□ Yes, please provide details (Apart from usual flu, colds and prenatal care) 是,請詳述	(除了一般流感、傷風及產前檢查)
3. According to your best knowledge, does the patient have two or more natural parent	
kidney disease, multiple sclerosis or inherited disease before age 55?	
就閣下所知,病人的父母或兄弟姊妹中,是否有兩位或以上在 55 歲前曾被診斷患者	与癌症、中風、心臟病、糖尿病、腎病、多發性硬化症或遺傳性疾
病?	
□ No 否	
□ Yes, please provide details 是,請詳述	
4. A Was the patient referred to you by another doctor for further management? 病人是	是否由另一位醫生轉介予您作進一步治療?
□ No 否	
□ Yes, please specify the name and address of referral doctor 是,請提供該醫生之姓名.	及地址
5. Was there any hospitalisation for the patient?病人有否住院?	

AGCSHK/HMPCF/2107 E Appendix E 附件

□ Yes, please complete Part II to Part IV of this form 有,請填寫本表格之第二至第四部份
Part II: Details of Hospitalisation :
Name of Hospital/ Day Care Unit 醫院名稱 / 日症中心
Date of admission 入院日期 Date of discharge 出院日期
//(DD/MM/YYYY 日/月/年)//(DD/MM/YYYY 日/月/年)
Final diagnosis 最終診斷 ICD 10
Operation procedure(s) performed 手術名稱 ICD 10 CPT
Codes
If the patient has consulted other physician during this hospitalisation, please provide the following:
如病人於是次住院期間曾向其他醫生求診,請提供以下資料: □ No 沒有
□ Yes, please specify the following: 有,請填寫詳情:
Name of physician and clinic address 醫生名稱及診所地址:
Treatment performed 提供治療:
L
Please provide reason(s) for hospitalisation if this type of cases can be managed on day care/ out-patient basis.
假若這類個案可於日間/門診護理,請提供入住醫院原因。
Part III: Professional Comment 第三部份: 專業意見
According to your professional opinion, was the hospitalisation a result of recurrent episode/ chronic illness or related to a previous condition? 閣下認為是次看診是否因為複發性 / 長期疾病或之前的疾病 / 意外?
□ No 沒有
□ Yes, please provide details. 是,請詳述。
Please tick the box if the medical condition and its subsequent treatment are associated with the followings. 如上述病況及其後的治療與下列情況有關,請於下列方格加上剔號。
□ Accident or related disorder 意外或有關疾病 □ Pregnancy conditions or any related complications 懷孕或由此引發之病況
□ Cosmetic/ Plastic Surgery 整形外科手術 □ Prophylactic treatment or Preventive care 預防藥物治療或護理
□ Dental or Maxillofacial treatment 牙齒或面頜治療 □ Eye correction or Refractive error 矯視或視光問題
□ Venereal & Sexually transmitted disease 性病 □ Congenital condition, Infertility or Sterilization 先天性疾病,不良或絕育情況
□ Mental psychiatric problems 心理精神病 □ HIV & its related disability 人類免疫力缺乏病毒疾病
□ General Check-up or Vaccination 身體檢查或疫苗注射 □ Experimental or Unproven medical technology or Procedure 試驗性質或未經証
□ Influence of drugs/ alcohol 藥物或酒精影響 實的醫療技術或手術
Part IV: Declaration 第四部份: 聲明
I hereby declare that all the above information are to the best of my knowledge, is true and complete. 本人證明上述的資料根據本人所知皆為正確無訛。
Signature and chop of attending physician 主診醫生簽署及蓋章 Address and telephone no. 地址及聯絡電話
Data 日期:/(DD/MM/YYYY 日/月/年)

AGCSHK/HMPCF/2107 E Appendix E 附件