

# PRESS RELEASE



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## **Allianz Partners accelerates the digitalization of its health services; Already more than 7 million beneficiaries of teleconsultation around the world.**

Patients want healthcare to be simple and easy, and the digital transformation of medicine promises to deliver better and more accessible care. Allianz Partners is advancing in incorporating digital technology into its health products and services, creating a comprehensive and simplified healthcare journey to support customers at all stages, whether it is a regular consultation or a wellness issue.

A highly secure and private teleconsultation service offering is a key component of Allianz Partners' holistic health approach. Today, more than 7 million Allianz Partners' customers in 9 countries across the world including Australia, Brazil, France, Germany, Poland, Spain, Switzerland, UK and United Arab Emirates, can contact doctors 24/7 via on-demand video or a simple phone call.

Convenient and accessible care just a click away

Allianz Partners' customers can reach doctors by phone or video through a variety of devices (website, smartphone, etc.). Once connected, accredited doctors will conduct a full consultation, during which they may ask the patient to examine or to show certain parts of their body via video; the doctor will then establish a diagnosis and a treatment plan, monitoring in agreement with the patient, and may issue medical prescriptions\* (in accordance with their local regulatory requirements), and in the most severe situations, redirect towards emergency services. However, in most cases, a teleconsultation is enough to resolve the issue.

"Digitalization has been slower in healthcare than in other industries like media or automotive. However today, we see a steep increase in the usage of services such as teleconsultation, online appointment booking or digital therapeutics. Our beneficiaries value the convenience, accessibility and peace of mind that these services bring. For our employer clients for example, these services also mean more productivity and wellness for their staff. At Allianz Partners, we are innovating and scaling our teleconsultation solutions globally to meet these new needs and fully empower our beneficiaries in their care journey." says Marc Chipot, Acting Head of Health Innovation Center, Allianz Partners.

"In most countries, the demand for healthcare is rising faster than the supply of doctors. By providing quick and direct access to fully accredited doctors with no need for an appointment, teleconsultation has numerous benefits as it ensures a complementary role in improving health care delivery: reducing waiting time, reducing emergency room overcrowding with non-urgent pathologies, optimizing doctor/hospital visits, and helping cut the costs incurred

when patients don't turn up for appointments." adds Dr Anne Lepetit, Group Chief Medical Officer, Allianz Partners

The Group plans to further expand this service to all of Europe in early 2020. Medical experts across Allianz Partners Group work hand in hand with the Health Innovation Center in the implementation of teleconsultation services as well as other digital health solutions.

\*Depending on local legislation, this service is not available in every country

## About Allianz Partners

One of Allianz entities, Allianz Partners is a world leader in B2B2C insurance and assistance, offering global solutions that span international health and life, travel insurance, automotive and assistance. Customer driven, our innovative experts are redefining insurance services by delivering future-ready, high-tech high-touch products and solutions that go beyond traditional insurance. Our products are embedded seamlessly into our partners' businesses or sold directly to customers, and are available through four commercial brands: Allianz Assistance, Allianz Automotive, Allianz Travel and Allianz Care. Present in 76 countries, our 21,500 employees speak 70 languages, handle over 65 million cases each year, and are motivated to go the extra mile to help and protect our customers around the world. We opened our China business unit in 2003 as a wholly foreign owned company in Beijing. As the first assistance company in China certified with ISO9001:2008; upgraded to ISO9001:2015 in 2017, Allianz Partners is today the leading provider of outsourced roadside services in mainland China. With our national provider network and advanced technologies, we've been consistently working on providing more excellent, efficient and secured solutions, creating more value for your clients and customers.

For more information, please visit: <http://www.allianz-partners.cn>

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