

PRESS RELEASE

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Allianz Partners expands its telehealth offerings to assist customers through the COVID-19 pandemic and beyond

The COVID-19 outbreak has accelerated the digitalisation of healthcare services with the demand for remote consultation and advice growing significantly. Allianz Partners' [Life after COVID-19](#) report predicts that digital health technology will become the norm, as the digital delivery of medical services and information allows for convenience, safety, reassurance and cost efficiency.

Allianz Partners has expanded its range of digitally-accessible healthcare solutions during this critical period to ensure access to healthcare while providing peace of mind to customers. These solutions also include [HelloBetter](#) digital mental health support, recognized by the [World Economic Forum](#) as one of 15 initiatives globally which are helping address COVID-19 issues and their aftermath.

A dedicated COVID-19 helpline and symptom checker

Allianz Partners' dedicated telehealth subsidiary, Medi24, established a helpline for coronavirus-related queries for its customers. Each caller is directed to a qualified nurse who determines whether the case should be handled by a doctor online or if a physical intervention is required. Offering telehealth services for over 20 years, Medi24 employs 25 doctors and 80 nurses who provide 24/7 medical services in English, German, Italian and French.

Medi24 also launched a digital symptom checker on its website for the lockdown period between March and June to help customers gauge if they could indeed be infected with the virus. This AI-based "self-service" tool guided patients through their symptoms and provided fast suggestions.

Since March, over **65,000 calls related to coronavirus**, and nearly **45,000 digital COVID-19 assessments have been handled**. About 60 percent of all cases (calls and digital symptom assessments) were resolved through the medical triage and self-treatment recommended to patients, leading to a reduction in visits to the doctor where this could be avoided.

Dr. Chat: Medical questions answered via messaging

Dr. Chat is a virtual assistant that enables users to get in touch with real, accredited doctors and get answers to their medical questions and problems within minutes. The service is GDPR compliant and users can connect to medical professionals in a variety of ways such as SMS, WhatsApp, Telegram and Viber.

Already launched in Switzerland and Austria, this medical consultation service is offered in partnership with ABI Global Health and is available in several languages including German, English, Italian, French, Slovenian and Croatian. Dr. Chat will also be rolled out in Germany in the fall.

“We are simplifying access to care and scaling our telehealth solutions worldwide for our partners. More than 7 million Allianz Partners customers can contact doctors 24/7 via on-demand video, chat or a simple phone call.” said Ida Luka-Lognone, CEO International Health and Travel, Allianz Partners. “The digital delivery of medical services and information help ease some of the stress on both patients and doctors, meeting customers’ needs in the moments that matter. At Allianz Partners, we bring convenient, direct access to quality medical care to our customers, thanks to our innovations, technological capacity and medical network. We will further unleash the potential of telehealth, as wider adoption could go a long way in opening new pathways to healthcare.”

About Allianz Partners

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 75 countries, our 21,000 employees speak 70 languages, handle over 71 million cases each year, and are motivated to go the extra mile to help and protect our customers around the world.

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