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Zurich Malaysia partners with DoctorOnCall

December 13, 2019 | News

To provide Malaysians a convenient way to manage their health



Zurich Life Insurance Malaysia Berhad and Zurich Takaful Malaysia Berhad (Zurich Malaysia) have recently signed an agreement with leading online healthcare provider DoctorOnCall to extend complimentary digital healthcare services to its new insurance policyholders and takaful participants.

This value-added benefit provides customers with free access to online consultation with a certified doctor without having to be physically present at the clinic. Patients can also receive prescriptions following consultation and order the prescribed medication for home delivery.

Zurich Malaysia's tie-up with DoctorOnCall reflects the company's commitment to provide customer-centric solutions, services and experiences designed to meet the evolving needs of Malaysians. Zurich Malaysia Country Head, Stephen Clark, commented, "Rapid advances in technology have altered and shaped the modern lifestyle -- from communication to finances to the consumption of products and services. And with increasing demands placed on families, time is fast becoming a precious commodity. We are well-aware of these changes, and hence, we are continuously looking into solutions and value-added services that will enhance the lifestyle of our customers. Our collaboration with DoctorOnCall is in line with this mission and we believe our customers will find it a convenient platform to manage their health."

The DoctorOnCall consultation and medication delivery service comes at no extra cost for Zurich Malaysia customers who sign up for life insurance or family takaful plans, subject to terms and conditions. Customers who utilise the DoctorOnCall service are only required to pay for the medication prescribed or ordered on the website.

DoctorOnCall currently has a network of over 100 Malaysian Medical Council registered doctors and 208 pharmacies serving over 1.2 million website visitors on a monthly basis. All doctors on the DoctorOnCall roster have at least six (6) years of experience in their practice and are vetted to ensure that their Annual Practicing Certificate (APC) is up-to-date.

Photo Caption- Zurich Malaysia's Country Head, Stephen Clark (left), together with DoctorOnCall's co-founder and director, Maran Virumandi (center) and Zurich Takaful Malaysia Berhad's Chief Executive Officer, Mukesh Dhawan (right)