

GREAT EASTERN PREFERRED HOSPITALS

32 HOSPITALS NATIONWIDE

W.P Kuala Lumpur

1. Columbia Asia Hospital, Setapak
2. Cardiac Vascular Sentral Kuala Lumpur (CVSKL)*
3. Prince Court Medical Centre
4. Pantai Hospital Kuala Lumpur*
5. Sunway Medical Centre Velocity*

Selangor

1. Assunta Hospital
2. Beacon Hospital
3. Bukit Tinggi Medical Centre
4. Columbia Asia Hospital, Bukit Rimau
5. Columbia Asia Hospital, Cheras
6. Columbia Asia Hospital, Klang
7. Columbia Asia Hospital, Petaling Jaya
8. Columbia Asia Hospital, Puchong
9. KPJ Damansara Specialist Hospital 2
10. Sri Kota Specialist Medical Centre
11. Subang Jaya Medical Centre
12. Sunway Medical Centre

Pahang

1. Kuantan Medical Centre

Perak

1. KPJ Ipoh Specialist Hospital

Kedah

Kedah Medical Centre
(effective till 31 October 2024)

Negeri Sembilan

1. Columbia Asia Hospital, Seremban

Melaka

1. Mahkota Medical Centre
2. Pantai Hospital, Ayer Keroh

Johor

1. Columbia Asia Hospital, Iskandar Puteri
2. Columbia Asia Hospital, Tebrau
3. KPJ Johor Specialist Hospital
4. Pantai Hospital, Batu Pahat
5. Regency Specialist Hospital

Pulau Pinang

1. Island Hospital
2. Loh Guan Lye Specialist Centre
3. Sunway Medical Centre Penang

East Malaysia

1. KPJ Sabah Specialist Hospital – Sabah
2. Borneo Medical Centre, Kuching – Sarawak

* Newly Appointed Preferred Hospital

Frequently Asked Questions

Q1: What is Great Eastern Preferred Hospital?

A1: Preferred Hospital is a group of panel hospitals throughout Malaysia that has established exclusive partnership with Great Eastern to offer additional benefits to our policyholders during their admission. These hospitals are known for their quality and cost-effective healthcare services. This initiative is applicable to Great Eastern Life Assurance (M) Berhad (GELM), Great Eastern Takaful Berhad (GETB) and Great Eastern General Insurance (Malaysia) Berhad policyholders where Letter of Guarantee(s) is issued by GELM.

Q2: How are these Preferred Hospitals selected?

A2: Preferred Hospitals are selected based on their capability to deliver superior care and their commitment to enhancing the patient's experience. Our evaluation criteria encompass patient feedback, the range of services provided and comprehensive hospital performance assessment. The List of Preferred Hospitals undergoes annual review every July to ensure we consistently offer optimal choices for our policyholders.

Q3: How does admission at Great Eastern Preferred Hospitals benefit our policy holders?

A3: Admission to Preferred Hospitals will help our policyholders save on the waivers offered:

Waiver for Administrative Charges

Preferred Hospitals offer waivers for administrative charges that are usually not covered by medical card such as Admission Fee, Hospital Fee (Visit Fee), Medical Record Fee, and ID Band.

Waiver for Covid-19 Screening Test

Preferred Hospitals also offer waiver for Covid-19 Screening test for Inpatient/ Daycare. The waiver is not applicable if tested positive for Covid-19.

Waiver for Admission Cash Deposit

Cash deposit upon admission is waived to facilitate Hassle-Free admission. However, the hospital may collect deposit in the following:

- (1) For consultation/ investigation/ treatment in the Emergency department prior to decision for Inpatient admission.
- (2) Prior to initial Guarantee Letter (GL) issuance.
- (3) Exceeded policy limit/entitlement or amount not covered by GL such as co-insurance, deductible & expenses related to policy exclusion.
- (4) Declined GL.

Scenario 1:

Policyholder had abdominal pain and diarrhoea. He was seen in Emergency Department and planned for further investigations. The Hospital may collect deposit while awaiting doctor's decision on whether the Policyholder requires Inpatient admission.

Scenario 2:

Policyholder had headache and vomiting, policy since 5 months ago, while awaiting lab and imaging report, Policyholder decided for admission first without initial GL. The Hospital may collect deposit from the Policyholder.

Scenario 3:

Policyholder sustained multiple fractures after a motor vehicle accident. Estimated cost is RM50,000. However, balance limit is only RM10,000. The Hospital may collect deposit from the Policyholder.

Scenario 4:

Policyholder is 8-months pregnant, had preterm labour secondary to urinary tract infection. GL declined due to policy exclusion on pregnancy. The Hospital may collect deposit from the Policyholder.

Discharge without Final Guarantee Letter with minimal deposit

Preferred Hospitals offer discharge with minimal deposit, without the need to wait for issuance of Final Guarantee Letter. Deposit amount will be determined by hospital based on estimation of non-covered amount.

Additional Value-Added Service

Most of our Preferred Hospitals offer additional value-added service such as fruit basket, admission gift, companion meal and etc. exclusively for Great Eastern Policyholder for admissions with minimum one (1) night stay (excluding daycare & ICU admission cases). The additional services are subject to review from time to time and given on best effort basis on weekends/public holidays and subject to availability.

Q4: Will Great Eastern continue to issue Guarantee Letter (GL) to hospitals which are not on the list of Great Eastern Preferred Hospitals?

A4: Yes, GL facility is available for all appointed Panel Hospitals. However, Policyholders admitted to Preferred Hospitals will enjoy the additional benefits as mentioned above.