



Bupa EyeDAY

The Bupa Direct Access for You (DAY) programme provides direct access to day case centres around Hong Kong. Under this programme, our EyeDAY centres offer common types of eye procedures such as cataract removal.

At the modern, well-equipped day case centres in our EyeDAY programme, eligible Bupa customers¹ have direct access to cashless treatment for day case eye procedures.



Did you know?

In the public hospital system, the longest waiting time for an appointment at an eye specialist outpatient clinic can be up to 3 years, depending on your condition². For elective cataract surgery in the public hospital system, more than 47,000 people are currently on the waiting list³. With Bupa EyeDAY, you can receive treatment relatively faster at a private day case centre⁴.

In Hong Kong, day case centres must comply with a list of specific government standards to perform eye procedures. These guidelines are designed to ensure patient safety⁵.

If you choose a day case eye centre, you can enjoy...



High-quality and professional centres

- Achieving top industry standards
- In compliance with Bupa's clinic quality assurance and accreditation checklist
- Staffed by a team of experienced specialists and dedicated health professionals

Efficient and convenient treatment

- No unnecessary hospital stay
- Easy to access locations across Hong Kong
- No extra hassle as your specialist will help you get approval



Comfortable and well-equipped facilities

- Modern and well-equipped operating rooms
- Superior, hospital-grade amenities
- Personalised care in a quiet, peaceful environment

Our Bupa EyeDAY centres located around Hong Kong

Causeway Bay: **1 centre**

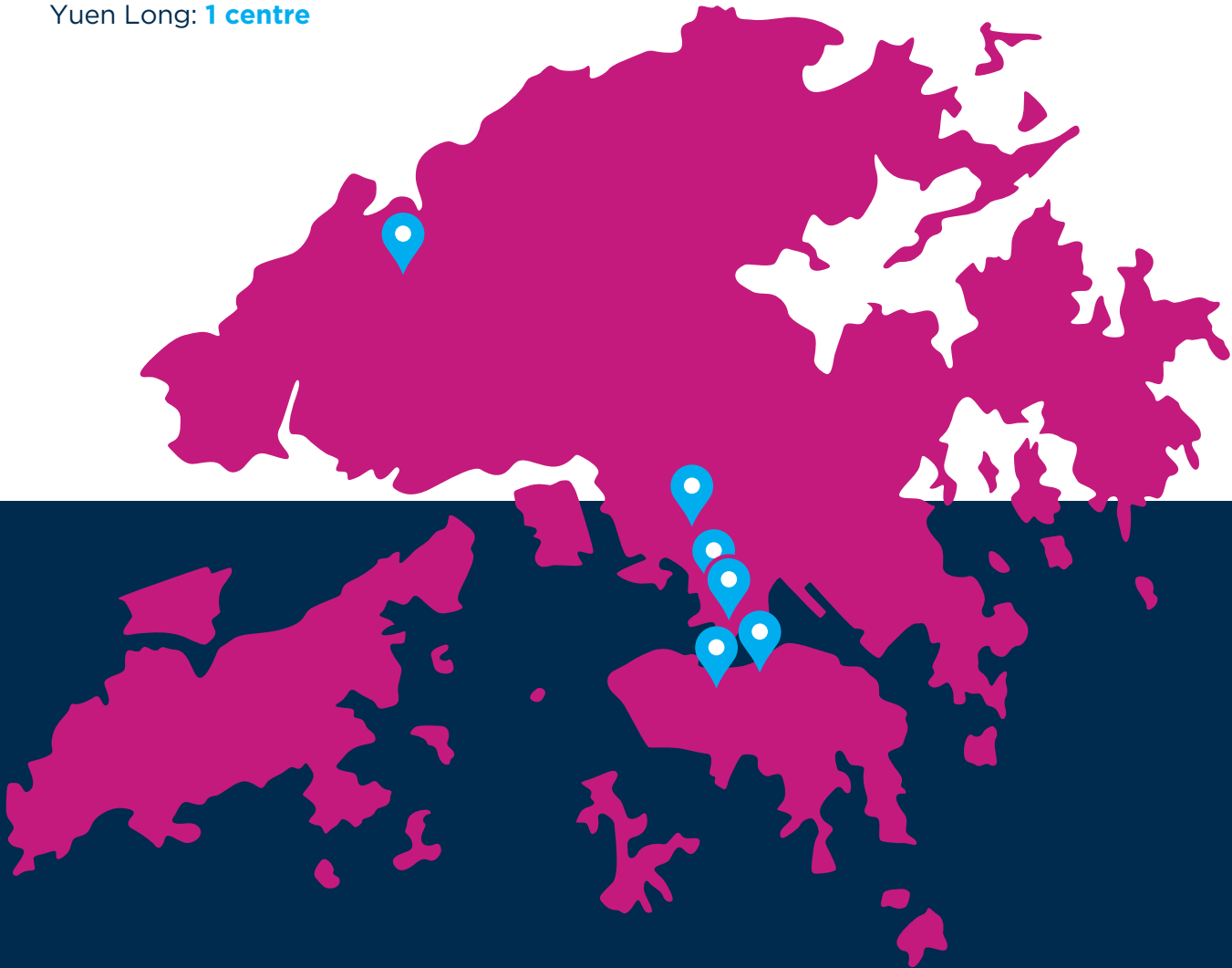
Central: **1 centre**

Jordan: **2 centres**

Mong Kok: **1 centre**

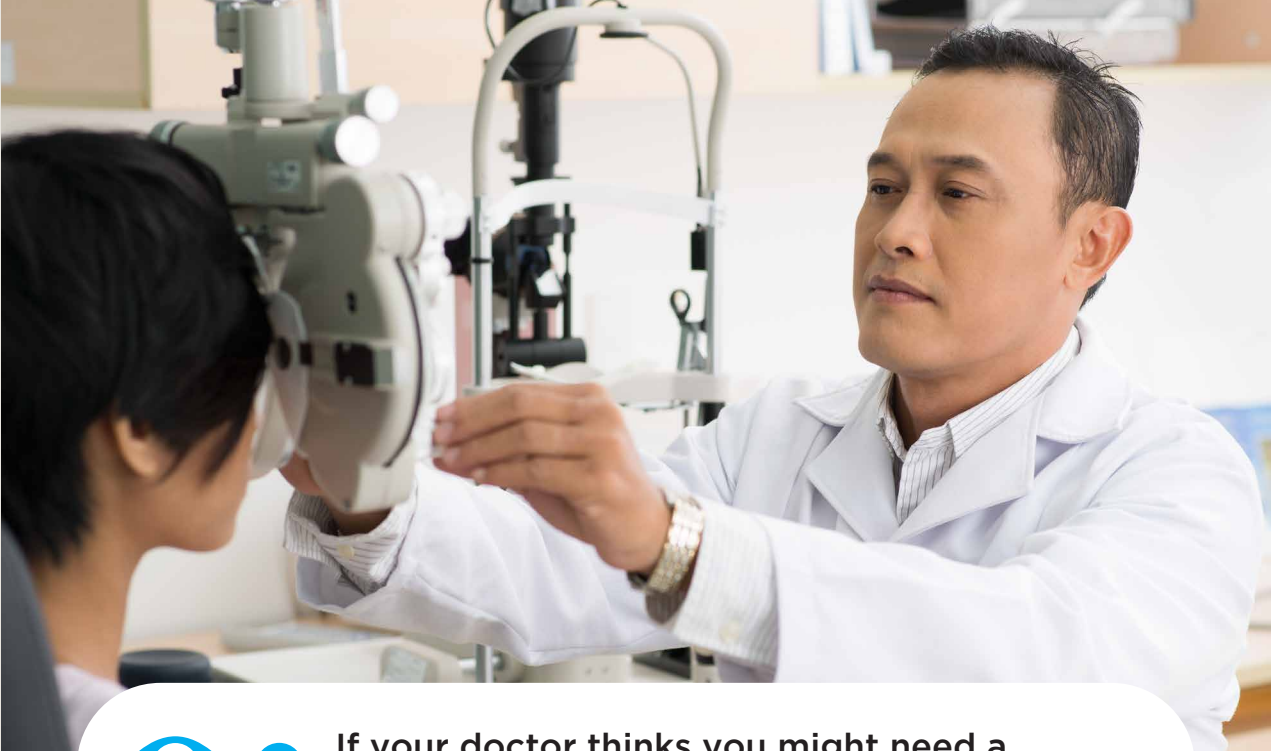
Tsim Sha Tsui: **1 centre**

Yuen Long: **1 centre**



More details about our centres are available on myBupa⁶.

How to use our EyeDAY centres



1

If your doctor thinks you might need a clinical eye procedure...



2

Get a valid referral letter from him or her.



3

Make an appointment with an on-site network specialist in one of our EyeDAY centres.



4

The on-site network specialist will perform your eye procedure in the EyeDAY centre.



5

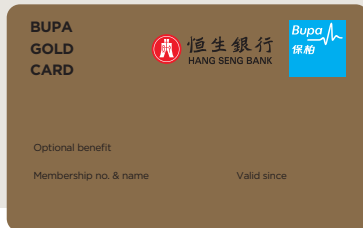
Make sure to present your Bupa medical card for cashless treatment before you leave.

Tip

Our EyeDAY network provides you with one-stop specialist services and cashless treatment, without the hassle of consulting a specialist separately to save time.

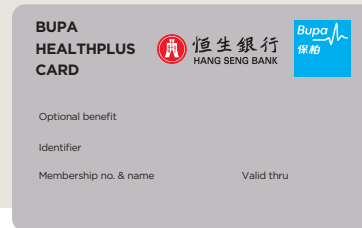
Here's a few important things to remember

Before scheduling your visit, check if your insurance plan includes hospital and surgical benefit and your medical card is valid for cashless treatment. In general, Bupa medical cards¹ with the following services listed on the front can be used at our EyeDAY centres.



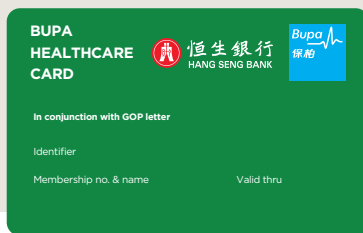
BUPA GOLD CARD

- Hospital & Clinical



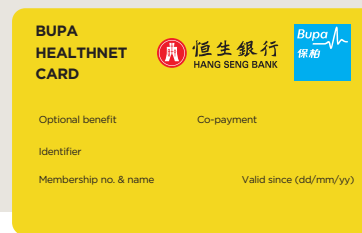
BUPA HEALTHPLUS CARD

- Hospital & Clinical
- Hospital



BUPA HEALTHCARE CARD

- For clinic procedure only



BUPA HEALTHNET CARD

- Hospital & Clinical
- Clinical

More details are available on myBupa.



You'll need the following documents on hand for your consultation and procedure:

- Valid Bupa medical card
- Hong Kong ID card
- Valid referral letter from your doctor



Questions?
Call our Customer Care helpdesk.

Essential members:
Excel, Excel Plus, Global Prestige VHIS,
Global Supreme members:
Group members:

2517 5588
2517 5688
2517 5988

Notes

1. Only Bupa members with the Bupa HealthCare Card (for clinic procedure only), Bupa HealthNet Card (Hospital & Clinical, Clinical), Bupa HealthPlus Card (Hospital & Clinical, Hospital) and Bupa Gold Card (Hospital & Clinical) are eligible for cashless treatment at Bupa EyeDAY centres. However, some medical cards are only accepted at selected centres. Please refer to the EyeDAY centre list on myBupa for details.
2. Source: Hospital Authority: Waiting time for new case booking at eye specialist out-patient clinics. 30 September 2019.
3. Source: Hospital Authority: Elective cataract surgery. 30 June 2019.
4. Treatment at private day case centres is generally faster compared with the waiting time in Hong Kong public hospitals in general.
5. Source: Department of Health, Hong Kong Academy of Medicine. Core Standards for Day Procedure Centres. April 2018.
6. The name and contact information of each Bupa EyeDAY centre, including address and telephone number, are available in the centre list on myBupa. The list is subject to change from time to time.

Terms and conditions

1. Each member is required to present a valid Bupa medical card, Hong Kong Identity Card and referral letter from a registered general practitioner or specialist upon registration at the EyeDAY centre.
2. Eligible members must present a valid Bupa medical card for cashless treatment at EyeDAY centres. If the medical expenses exceed the member's coverage or aren't covered by the insurance plan (e.g. excluded conditions), a shortfall notice will be sent to the member for settlement.
3. Medical services offered by the EyeDAY centres listed are subject to the medical insurance coverage and/or benefit limits of each member. Before receiving any service, members should check their benefit entitlement in their membership certificate and/or schedule of benefits. Please contact our Customer Care helpdesk for more information.

This leaflet contains general information about the eye centres and cashless arrangement only. The coverage and conditions of the medical insurance plans are subject to the terms, benefits and exclusions set out in the insurance contract/policy. Please refer to your contract/policy for details. Bupa may update the information in this leaflet from time to time without prior notice. Please visit Bupa's website (www.bupa.com.hk) for the latest information.

December 2019(HASE)