

HOSPITALIZATION FLOW CHART – Private

Go Direct to hospital



Or Call



If NOT



Coverable

Fax / Swipe System

- Medical Form
- Provisional Diagnosis / Member Verification

Coverable



Initial LG



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**Final LG /
Excess Letter**

Discharge



- Treatment
- Final Diagnosis
- Billing
- Lab report



Etiqua Healthcare 24 Hour CallCentre

Call Centre Details

Tel No: 1800 88 9998

- ☒ Enquiries on medical benefits & coverage
- ☒ Letter of Guarantee (LOG) issuance
- ☒ 24 Hour Toll Free Service
- ☒ Enquiries on Panel Listing
- ☒ Others

Fax No: 1800 22 9988

Email: etiquahealthcare@etiqua.com.my



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