

# Recover Safely at Home, Supported by Professional Care



Value-Added Service | Homecare Programme





## Extending Care Beyond Treatment

Recovery doesn't end after hospitalisation. Through our **Homecare Programme**, professional care is available either at home or at a five-star care centre, so you can focus on healing with confidence.

# Support That Goes Beyond Recovery



## Homecare

Professional caregivers support your daily care needs, helping you recover safely and comfortably at home.

### Services may include:

- **Assistance with Activities of Daily Living (ADLs)** such as personal hygiene, grooming, toileting, and mobility
- Feeding assistance and simple meal preparation
- Light housekeeping in patient areas such as the bedroom, bathroom, and living room
- Laundry for patient related items only



## Exclusive Care Centre

Care centres provide a calm environment with professional support to help you rest, recover, and regain strength.



## Doctor Home Visit

Qualified doctors provide in-home medical assessments and treatment guidance, offering timely support without the need to travel.

### Services may include:

- Medical assessment and diagnosis
- Consultation
- Treatment planning and advice



## Skilled Nursing Procedures

Trained nurses provide essential nursing care, monitor health conditions, and support medication needs throughout your recovery.

### Services may include:

- Insertion or changing of feeding tubes
- Nebuliser treatment
- Medication injections
- Wound dressing for both simple and complex cases
- Stoma care
- Others

Terms and conditions apply.

Note: These value-added services are available for selected plans / riders and are provided as non-contractual benefits, subject to change.



# How to Get Started with Homecare Programme

1



## Claim Approval

Once your claim is approved, you are eligible for homecare programme, subject to your entitlement.

2



## Receive Your Value-Added Service Notification

You will receive a claim settlement letter from Prudential Assurance Malaysia Berhad (PAMB) confirming your approved claim and outlining the Value-Added Services available to you.

The claim letter will also state your Homecare Programme entitlement and include a link to our [corporate website](#) for more information.

3



## Contact a Homecare Partner

Reach out to our appointed Homecare Programme service providers (refer to our [corporate website](#) for the details)

4



## Complimentary Consultation and Care Assessment

Your selected service provider will arrange a complimentary consultation to understand your condition, care needs, and family expectations.

This includes a physical care assessment conducted by a staff nurse, either at home or in the hospital.

5



## Start Your Homecare Services

Based on the assessment, you may select the caregiving services that best suit your needs. Your Homecare Programme will then begin as scheduled, within your approved entitlement.

## Important Notes & Disclaimers

1. The Homecare Programme is a value-added service and does not form part of the contractual benefit and is not guaranteed and is subject to terms and conditions. It allows customers to have assistance with activities of daily living and recovery companion support, including preparation for and accompaniment to medical appointments, at no additional charge. The services offered under the Homecare Programme service will be provided by a third-party service provider contracted with Prudential Assurance Malaysia Berhad ("PAMB").
2. This service is applicable to all Life Assured under any of the eligible plans and is provided on a complimentary basis. The service shall cease upon termination of the eligible plan.
3. Please refer to the Corporate Website of PAMB ([www.prudential.com.my](http://www.prudential.com.my)) for the eligible plans, information on the service provider and the types of services provided, as well as the Frequently Asked Questions and terms and conditions for this service. The Homecare Programme is subject to availability and may be changed by PAMB from time to time.
4. The third-party service provider engaged by PAMB and is not agents or employees or representatives of PAMB. PAMB shall not be responsible for any act, omission or negligence of third-party service provider in the provision of services, treatments, opinions and advice.
5. Any service, product or solicitation of any kind provided by the third-party service provider are not sold or promoted by PAMB, and PAMB shall not be responsible and/or liable for any service, product or solicitation of any kind provided by the service provider.
6. PAMB makes no representation, warranty or undertaking as to the quality and availability of the Homecare Programme provided for the service provider and shall not be responsible and liable for the services provided by third-party service provider. Under no circumstance shall PAMB be responsible or liable for any act, omission or negligence in provision of the services by the third-party service provider.