

Medical care in China, made clear.

中国就医，看得明白。

A decade of experience in offering medical coordination in China—now open to patients and partners abroad.

十年沉淀的中国就医运营平台，现向海外病人及合作伙伴开放。



Four sections—from
company introduction
to case referral.

从机构介绍到个案转介

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立即转介

We are a Shanghai-based company, founded 2016. For a decade we have built the medical coordination solution that stands between demanding clients and China's medical system.

我们是一家总部位于上海的健康管理服务公司，创立于2016年。十年间，我们构建了客户与中国医疗体系之间的就医解决方案。



What we built · 我们建立的

Access to 3,000+ Grade 3A hospitals—as working relationships with specialists and department heads who decide who gets seen, not front-desk enquiries.

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Who trusts us · 客户构成

Our institutional clients include Fortune 500 insurers, leading banks, and listed companies, as well as their executives and families. CPIC and AIA have been strategic partners since 2020, with the partnership expanding to AIA Hong Kong in 2024.

服务对象包括世界500强保险、顶级银行、上市企业及其高管家属。2020年起为太保战略伙伴，2024年与友邦香港共同推出高端管家服务。



Why this brochure exists · 本手册的缘起

Our International Division, established in 2026, makes the same operating platform available to inbound patients through overseas partners.

2026年设立的国际事业部，将同一套运营平台开放给国际患者、分诊平台与保险合作方。

What we build for channel partners · 为客户伙伴提供的

A Single Point of Entry into China's Hospital System

一个入口，玩转中国医院体系



01



A Single Case-Manager Entry Point

单一个案经理入口

Every case is assigned to a named case manager—not a call center.

02



Precise Doctor-Case Matching

精准医患匹配

Every match is cross-verified by our Medical Advisory Board. We identify the right specialist for the case—not simply the biggest name.

03



End-to-end logistics

全程后勤

Registration, transportation, interpretation, discharge, and cross-border follow-up—all managed through a single coordinated plan.

04



Claim-Ready Documentation

理赔文件

Written cost estimates, itemized invoices, and insurance claim documentation—prepared in the patient's language and preferred currency where applicable.

From Shanghai to a Global Healthcare Service Provider

从上海的一支小团队，到一家全球健康管理公司。

Ten Years · Six Milestones · One Direction
十年 · 六个里程碑 · 一个方向

Institutional partners
机构伙伴



2016	2017-18	2019-20	2021-22	2023-24	2025-26
Founded in Shanghai 创立于上海	Built an In-House Medical Service Team 自建医疗服务团队	Nationwide Medical Network 覆盖全国的医疗合作网络	First step abroad 首次出海	International Expansion 国际化进程	NOW · Global Service Capabilities Established 全球服务能力建成
Hengyu Health was established in Shanghai. 恒予健康在上海成立。	- The team grew to more than 70 employees. - Solutions for Fortune 500 clients, including AIA, HSBC, and CPIC. - Launched corporate health management. - 团队扩至70+人。 - 携世界500强客户（友邦、汇丰、太平洋保险等）。 - 启动企业健管。	The network expanded to include 3,000+ Grade 3A hospitals. 3,000+三甲医院网络成形。	A Hong Kong subsidiary was established. 香港子公司成立。	- Revenue exceeded RMB 70 million. - Preparations began for a Japan office. - And a partnership was established with AIA Hong Kong. - 营收突破7,000万元。 - 日本办公室筹备中。 - 与友邦香港联合推出高端管家服务。	- Launched the Chengdu Internet Hospital. - Signed a 10-year, RMB 30 million strategic partnership with Fudan University. - Established the International Division in 2026. - 成都互联网医院启用。 - 与复旦大学签订十年3,000万元战略合作。 2026年国际事业部成立。

▼ SHANGHAI HEADQUARTERS

Offices & teams
办公室与团队



▼ JAPAN OFFICE



Medical Advisory Board

医疗顾问委员会



Senior specialists from China's top Grade 3A hospitals — review complex cases, verify feasibility, provide independent second opinions before travel.

中国顶级三甲医院的高年资专家，处理复杂个案、验证医患匹配，并在患者出行前提供独立的二次意见。



Dr. Xu

徐侃

Associate Chief Physician ·
Department of Geriatrics
Zhongshan Hospital

CLINICAL EXPERT



Dr. Hu

胡亚蓉

Associate Chief Physician ·
General Internal Medicine
GUANG-CI Memorial
Hospital

CLINICAL EXPERT



Dr. Feng

冯灵斌

In-House Medical Director
· Medical Department
Former Shanghai No.8
People's Hospital

INHOUSE



Dr. Ji

季敏

In-House Medical Director
· General Internal Medicine
Former Shanghai No.6
People's Hospital

INHOUSE



Coverage: Oncology · Cardiology · Neurology · Pediatrics
TCM · General Internal Medicine

覆盖科室：肿瘤 · 心内 · 神经 · 儿科 · 中医 · 综合内科

Case Manager Team

个案经理团队



One case manager stays with the patient throughout all seven steps of the journey. No call centers. No handoffs.

线上线下，一位专案经理全程跟踪协调。

Team size · 团队规模

DEDICATED CASE
MANAGERS

专属个案经理

25

Average experience · 平均从业

IN MEDICAL SERVICE
COORDINATION

医疗服务统筹经验

6 YEARS

Languages · 服务语种

EN · AR · ES · JA · RU

英 · 阿 · 西 · 日 · 俄



Operating principle: one case, one manager —from the initial inquiry through recovery.

一个个案，一名经理——首次咨询到回国后随访。

WHY US

为何选择我们

Over a decade of medical navigation experience in China

—accurate, efficient, and focused on connecting patients with the right care.

超过十年的中国就医协调经验，准确高效，少走弯路。



Partner hospitals
合作医院

3,000+

Partner hospitals across China
全国三甲与专科医院，均为合作关系



Cumulative Consultations
累计咨询

261,704+

Consultations completed since 2016

2016 年至今，
全服务网络完成的咨询次数



Patients Served Daily
日均服务患者

200+

International Patients Served
国际患者

500+



The Relationships Behind the Numbers · 数字之外的关系

Long-standing working relationships with **department heads at leading hospitals in Shanghai, Beijing, and Guangzhou** —the people who help determine whether and how quickly a patient can be accepted.

与北上广顶级医院的科室主任保持长期工作关系——他们才是真正决定“患者能否接诊、多快接诊”的人。

Our Promise: Four Commitments for Every Case

每个案件，我们都给予四项服务承诺。

These are not marketing slogans. Every commitment is confirmed in writing.
这不是口号，而是经书面确认的四项信诺。

01 Transparency · 透明



No hidden fees and no conditional pricing. All costs—including hospital, physician, interpretation, and service fees—are itemized in a single written estimate before treatment begins.

无隐性费用与条件定价。医院、医师、翻译、服务费——均列于治疗前的书面报价。

Delivered as · 交付形式

Itemized quotation · Payment schedule · Claim-ready documentation
分项报价 · 付款时间表 · 理赔文件

02 Privacy · 隐私



Medical records, identity information, and communications are stored in an ISO 27001-certified CRM. Access is role-based, and no data is shared outside our system without the patient's written consent.

病历、身份、通信均于 ISO 27001 认证 CRM 内保存，权限分级。
未经患者书面同意，不外部共享。

Delivered as · 交付形式

ISO 27001-certified CRM · Data-processing agreement · Encrypted files
数据处理协议 · 加密档案

03 Genuine · 诚实



The doctor introduced to you is the specialist who will be directly involved in your care, as verified by our Medical Advisory Board. We focus on finding the right clinician for the case—not simply a famous name for promotional purposes.

你面诊的医师，就是实际主治你病情的专家——经顾问委员会交叉验证。
不是入手册的名医，而是对病的合适临床医师。

Delivered as · 交付形式

Physician name · Credentials · Hospital · Department profile
医师背景信息包

04 Continuity · 连续



One case manager stays with the patient from the first inquiry through cross-border follow-up. The same person remains responsible throughout.

一名个案经理从首次咨询到跨境随访全程同人。

Delivered as · 交付形式

Named case manager · Response within 24 hours
专属经理 · 24小时响应

Five questions your patient will ask "Coming to China" "Coming to China" sounds promising —until the questions begin.

患者必问的五个问题

“来中国就医”听上去不错——直到患者开始提问。



01



Which doctor is truly right for me?

哪个医生才是合适我的？

Hospital rankings can be difficult to interpret, and reputations do not always translate across borders. The most famous doctor may not be the specialist best suited to the patient's condition.

医院排名不透明，名声难跨国界；知名医师往往并非对症临床医师。

Our answer · 我们的回应

Cross-verification by our Medical Advisory Board. Case-based, not name-based.

顾问委会交叉验证，对病不对名

02



What will this actually cost?

到底要花多少钱？

Costs vary by hospital, department, and case complexity. Unexpected charges may appear at discharge, and insurance claims may be rejected without the correct documentation.

各地价格差异大，出院时冒出对账项；无正确文件则无法理赔。

Our answer · 我们的回应

A written, itemized estimate before travel, together with claim-ready documentation.

出发前书面报价，理赔文件齐备

03



Where do I even start?

从哪开始？

Registration requirements, referral procedures, transportation, and visa timelines can overlap. Every city has different processes, and there is no single English-speaking desk that can explain them all.

挂号、转诊、交通、签证——各城规矩不同，没有一个英文窗口能全告知。

Our answer · 我们的回应

One case manager coordinates all seven steps and is available 24/7.

一名经理统筹七个环节

04



Who can interpret accurately?

谁能准确翻译？

Medical interpretation requires more than general bilingual ability. An incorrect translation of terms such as "resection margin" or "dosage titration" can subtly alter the treatment plan without the patient realizing it.

医学术语非普通翻译。“切除边缘”或“剂量剂量”一字之差，均可改变治疗方案。

Our answer · 我们的回应

A medically trained interpreter—not simply a bilingual assistant.

医学专业口译，非双语助手

05



What happens after I return home?

回国后该怎么办？

Follow-up often breaks down at the border. Test results and prescription changes may arrive in an inbox with no one available to respond, leaving patients to manage recovery on their own.

回国后随访断链。化验报告或用药调整没人管，康复变成一个人的事。

Our answer · 我们的回应

Cross-border follow-up with the treating team, coordinated by the same case manager.

与主治团队线上跨境随访

Seven Steps. One Case Manager. No Handoffs.

七个环节。一名经理。
零中途移交。

From the first inquiry through cross-border follow-up
—the same person and the same case file throughout.

从首次咨询到跨境随访——同一个人、同一个案件，贯穿全程。



Complex Care Navigator

复杂案件导航

一个患者的病情输不起走错路。

For patients whose care leaves no room for a wrong turn.



Who it's for · 适用患者

Patients with cancer, cardiovascular, neurological, or other complex conditions who have decided to seek treatment in China and need every step handled correctly from the outset.

重大肿瘤、心血管、神经及其他复杂病情、确定来华就医的患者。



Typical cases we handle · 典型个案

- Complex oncology—multidisciplinary surgical and adjuvant treatment planning
复杂肿瘤 · 多学科手术与辅助治疗
- Cardiac interventions—TAVR, complex PCI, and congenital heart conditions
PCI心脏介入 · TAVR / 复杂 PCI / 先天性病变
- Neurosurgery—brain tumors and spinal reconstruction
神经外科 · 脑肿瘤 / 脊柱重建
- Complex pediatric care—congenital conditions and rare diseases
儿科复杂病 · 先天病 / 罕见病路径
- Escalation from the Second Medical Opinion service—see page 11
从二次咨询产线升级——见第 11 页

01 | Pre-travel · 行前准备



Multidisciplinary specialist review · Treatment plan · Itemized written cost estimate · Visa and travel arrangements · Pre-travel briefing in the patient's language · Family communication plan

多学科审阅 · 治疗方案 · 分项报价 · 签证与行程 · 患者母语行前说明会 · 家属沟通方案

02 | In-China · 入华治疗



VIP appointment coordination · On-site medical interpreter · Dedicated case manager · Family accommodation arrangements · Daily written progress updates · 24/7 emergency support

VIP挂号 · 现场医疗口译 · 专属个案经理 · 家属住宿 · 每日书面进展 · 24 小时紧急支援

03 | Post-treatment · 治疗后



Recovery coordination · Discharge summary · Cross-border follow-up with the treating team · Prescription continuity support

康复协调 · 患者出院记录 · 跨境随访 · 处方延续支持 · 远程问诊

Two Accessible Ways to Experience Our Services

两个轻量入口，验证我们的体系。

Most partnerships begin here—before a patient commits to the full Complex Care Navigator journey.

多数合作均从此开始——无需一开始就将患者推入完整 CCN 旅程。

RECOMMENDED FIRST TOUCH · 推荐首选

Second Medical Opinion 二次医疗咨询



What it is · 产品内容

An independent written review by a medical specialist, provided before the patient decides whether to travel. The reviewing specialist is matched to the patient's condition.
在患者确定来华前，提供一份独立专家审阅书面报告。



What's included · 交付清单

- Medical record translation and clinical summary
病历翻译与临床摘要
- Specialist matching through our Medical Advisory Board
顾问委员会医患匹配
- Written report in English and the patient's language
书面报告（英文 + 患者语言）
- One follow-up Q&A session with the reviewing specialist
一次审阅专家 Q&A



Turnaround · 交付时限

Report delivered within 7–10 business days after receipt of the complete medical records.
收病历时 7–10 个工作日交付

STANDARDIZED · FOR PATIENTS ALREADY IN CHINA · 已在华患者

Medical Care Pass 就医通



What it is · 产品内容

A single, high-quality consultation for patients already in China, including expatriates, business travelers, and people visiting family. Fast, standardized, and dependable.
为已在中国的患者提供一次高质量面诊——适用于外籍人士、商务旅行者、探亲家属。快速且可预期。



What's included · 交付清单

- VIP appointment at a partner hospital
合作医院 VIP 挂号
- On-site medical interpreter
现场医疗口译
- Written consultation summary in the patient's language
患者母语面诊总结
- Prescription assistance and 30-day follow-up
处方协助 + 30 天短期随访



Turnaround · 交付时限

Appointment confirmed within 72 hours of case submission.
提交后 72 小时内确认预约

Health & Travel— Wellness That Travels with You

健康与医疗旅行——伴随患者同行的健康。

Our next product line is designed for a different kind of client: healthy, curious, and already planning to visit China.

下一条产品线，面向另一类客户：健康、好奇、已在前来中国的途中。



Who it's for · 适用客群

Travelers, expatriates, and tour groups visiting China who want to incorporate premium health screenings, TCM experiences, or wellness programs into their itineraries. The service is also relevant to insurers seeking to bundle wellness services with travel insurance products.

旅行者、外籍人士、来华团组——将高端体检、中医体验或健康项目约入行程。同等适用于“旅行 + 健管”打包的保险产品。



What We're Building · 产品矩阵



Premium Health Screenings at Leading Hospitals
高端体检



TCM and Integrative Wellness Programs
中医与整合健康



Cosmetic and Aesthetic Procedures
医美项目



Dental and Ophthalmology Packages
口腔 / 眼科套餐



Corporate Wellness Retreats
企业健管休养



Executive Checkup and Travel Packages
高管体检套餐



Fertility and Reproductive Health Services
生育与生殖健康



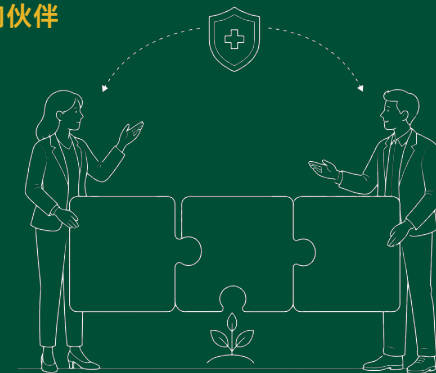
Recovery and Rehabilitation Travel Programs
康复旅行项目



For partners · 面向伙伴

A second revenue stream for triage platforms and insurance partners. Work with us to shape these products before their public launch.

为现有合作伙伴打开第二条变现路径，公开上线前欢迎共同塑造产品。



A Second Growth Opportunity for Triage Platforms and Insurance Partners
为现有合作伙伴打开第二条增长路径。

Work with Us as a Channel Partner

作为渠道伙伴与我们合作。



We welcome long-term partnerships with international physicians, triage platforms, insurance brokers, and assistance companies.
欢迎与国际医师、分诊平台、保险经纪及援助公司建立长期合作。



Commercial terms are discussed individually and tailored to each partner's business model. Referral fees, retainers, white-label arrangements, and revenue-sharing models are all open for discussion.
商业条款逐一商定，适配不同伙伴的业务模型。推介费、顾问费、白牌合作、收入分成均可谈。

Get in touch · 联系我们

Let's discuss how we can work together.

作为渠道伙伴与我们合作。

Partnership Lead · 合作负责人

 Li Juan

International Division · Hengyu Health · 国际事业部

Email · 邮箱
workcoord-zcb@hengyu-health.com

Website · 官网
hengyu-health.com



WeChat & WhatsApp · 即时通讯

Scan the QR code on the left, or contact us via
WhatsApp at +86 158 2127 1685.

扫左侧二维码，或通过 WhatsApp 联系我们

Partnership Credentials and Certificates



Quality & Information Security 质量管理与信息安全

ISO Certification

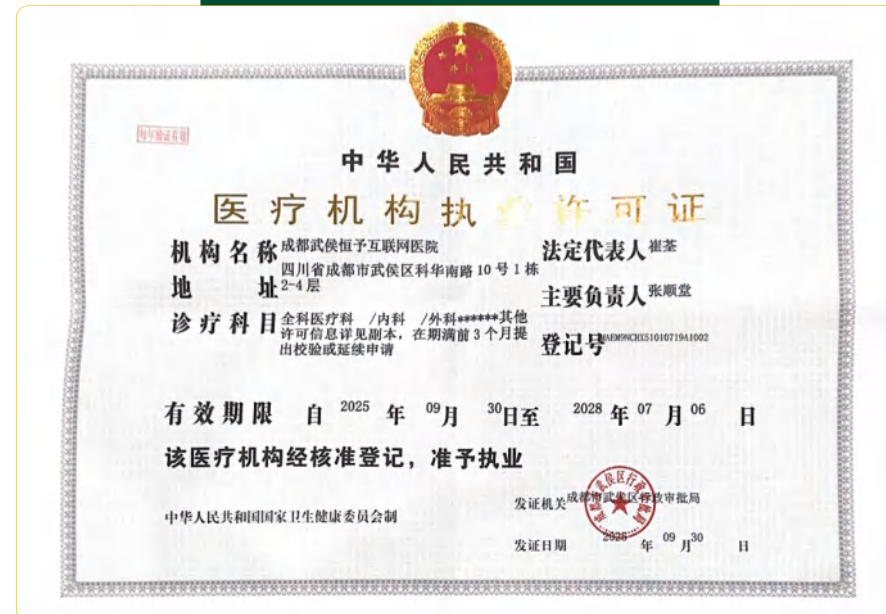


MLPS Level III Certification



Government Recognition & Partnerships 政府认可与合作

Medical Institution Practice License



The Multi-Level Protection Scheme, or MLPS, is China's national cybersecurity classification and protection framework. Level III is a stringent standard commonly applied to systems that handle important data and services.

Partnership Credentials and Certificates



Industry Affiliations & Memberships 行业影响力与协会身份

Member of the Shanghai Pudong New Area Elderly Care Services Industry Promotion Association



ESG 环境社会和治理



Have a patient in mind?

您手上有一位患者吗？

Start with a Second Medical Opinion.

从一份二次咨询开始。

Scan to submit a case → a member of our team will respond within 24 hours.

扫码提交个案 → 24 小时内真人回复。

Or Contact Us Directly · 其他联系方式

✉ Email: workcoord-zcb@hengyu-health.com

📞 WhatsApp: +86 158 2127 1685

🌐 Website: hengyu-health.com

🕒 30-Minute Briefing Call Available on Request



Submit a Case

提交个案