



Allianz Partners Case Study

Australian registered clinicians available online 24/7 via a secure, modern telehealth platform for overseas students and visitors.

Customer Scenario

Allianz Partners was founded in 1983 as Worldcare, providing global medical assistance services. Now part of the Allianz Group, Allianz Partners provides services to millions of policyholders across the areas of health, travel and assistance services. With over 300,000 overseas health cover students in Australia, Doctors on Demand helps provide Allianz Partners customers with cost effective, accessible primary care service for consultations, medical certificates and prescriptions for repeat medications.



Customer: Allianz Partners

Industry: Insurance

Requirements:

- Virtual care platform for employees, students and policy holders
- Access to primary care clinicians (GPs), prescriptions and mental health practitioners 24/7

Benefits:

- Students are no longer presenting at a hospital emergency department for a GP-related illness
- No out of pocket access for International Students to access primary medical care 24/7

Functional Solution

- Students simply enter their policy (membership) number on the DoD Platform
- Eligible policy holders can select appointments online with GPs or Psychologists at no cost to the patient
- Access to Doctors on Demand GPs available 24/7 – all AHPRA registered and many bilingual speakers

Technical Solution

- Platform validates policy numbers against Allianz-supplied database
- Web browser or mobile application, minimum 3G (iOS, Android)
- API integration or white label web user interface available
- Microsoft Azure - cloud technology and security

Allianz Partners

Darryl Goodhand, General Manager, International Health at [Allianz Partners Australia](#)

“Meaningful health outcomes being generated by our partner Doctors on Demand. Allianz Partners Telehealth, powered by Doctors on Demand helps our student policy holders every day to stay healthy through 24/7 access to Australian GP’s...because they have Allianz Global Assistance OSHC.”

