

FAQs from Aon – How your insurance policy may respond to COVID-19 related scenarios

Will my insurance cover me if I'm working virtually and/or providing my services via telehealth?

If you have the Combined Professional Indemnity, Public and Products Liability insurance that Aon arranges for Health Professionals, this policy will cover you while you're providing services to your clients remotely (including providing telehealth services), subject to full policy terms, conditions and exclusions and provided you and your practice are authorised by law and when applicable, your registration body, to do this.

Does my insurance cover me if a client claims they have contracted COVID-19 from me?

Your policy/s cover you where your patient alleges they have contracted COVID-19 from you, subject to full policy terms, conditions and exclusions. Of course, you must comply with all policy terms and conditions, public health laws and government directives regarding the pandemic, and you must take reasonable precautions to prevent injury/infection or property damage.

There will be some changes made to the policy on 1 January 2022, however the changes only affect those whose annual revenue is more than \$5 million. If your annual revenue is more than \$5 million, please contact Aon to discuss whether the policy will still be suitable for your needs.

How do I stay up to date with the latest information and updates?

We recommend you stay in contact with your relevant registration body and/or association to ensure you're staying informed of relevant updates or changes that may be announced. If you have any questions or concerns about your insurance coverage, please contact Aon's friendly Health Team on 1800 805 191 or email au.ot@aon.com

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