

# Ulink Assist's Most Requested Services in 2025



2025 was a milestone year for Ulink Assist, with sharp growth across Singapore, Malaysia, Indonesia and Myanmar for cross-border medical assistance and cash-less treatment access. As insurers and TPAs grapple with rising medical costs, cross-border care complexity and heightened member expectations for seam-less coordination, we wanted to share what worked. Here are insights on what insurers and TPAs require for their members across the region:

## 5 Most Requested Ulink Assist Services:

- LOG:** Insurers and TPAs authorised Ulink to issue LOGs when their members required cash-less treatment at top hospitals.
- Medical Documents Coordination:** Our clients trusted us to secure collections of medical documents, test results, and reports for claims approvals.
- Appointment Coordination:** Many clients require fast scheduling with specialists, GPs, diagnostic centers, and more across multiple facilities.
- Patient Accompaniment:** Clients relied on Ulink for on-ground support during consultations and procedures, with real-time updates.
- Evacuation:** Our clients turned to Ulink for emergency evacuations; air ambulances from resort destinations, medical repatriations, and inter-hospital transfers requiring physician escorts and rapid clearances.

## 5 Most Requested Hospitals in:

Singapore



1. Mount Elizabeth Hospital (Orchard)



2. Singapore General Hospital



3. National University Hospital



4. Mount Alvernia Hospital



5. Thomson Medical Centre

Malaysia



1. Pantai Hospital Kuala Lumpur



2. Gleneagles Kuala Lumpur



3. Island Hospital



4. Penang Adventist Hospital

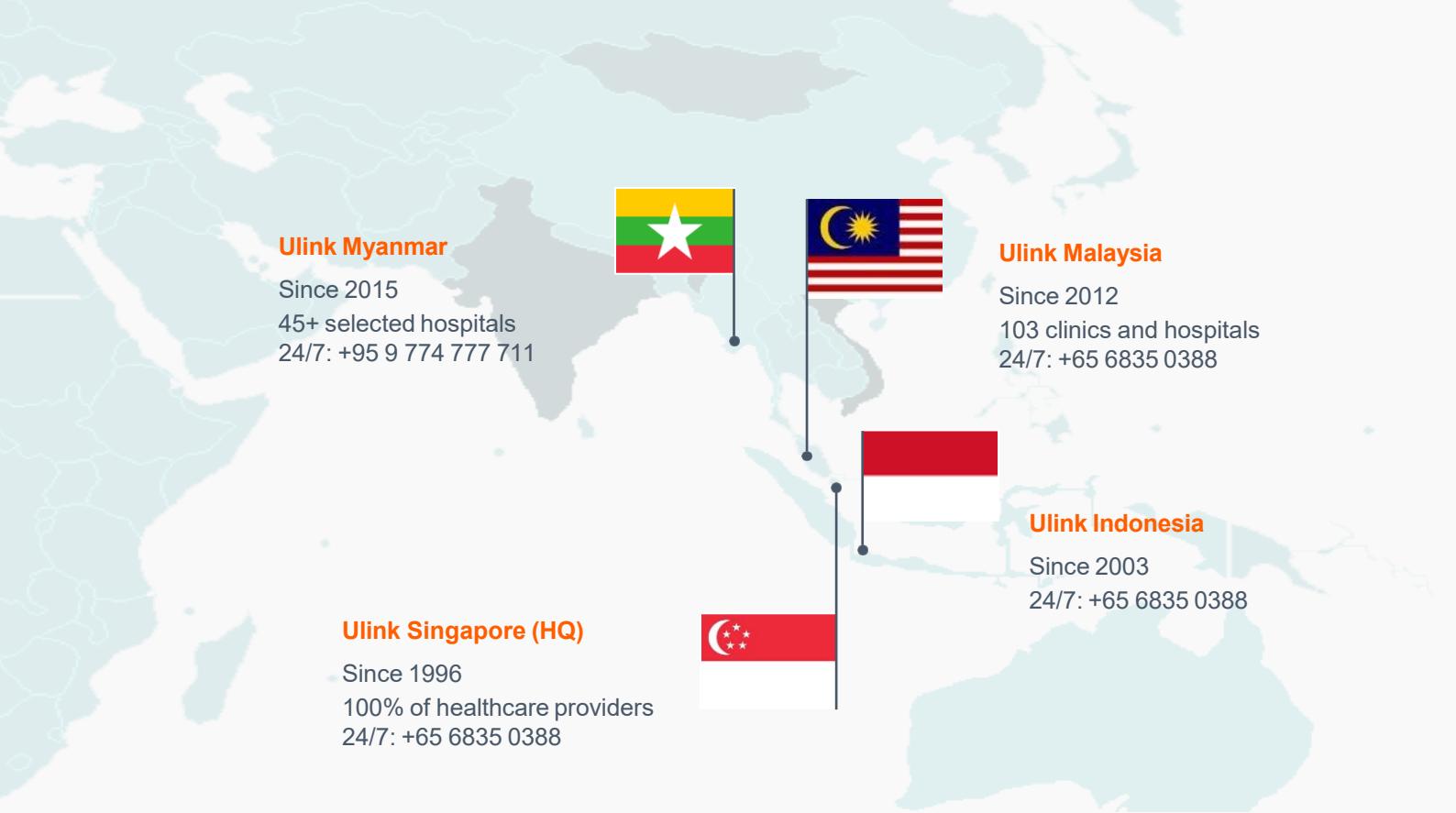


5. Sunway Medical Centre

## Most Active Payer Clients:



Email us at [bd@ulinkassist.com](mailto:bd@ulinkassist.com) to schedule a call today and discuss how we can enhance your healthcare offerings while driving value for your members.



## About Ulink Assist

Ulink Assist has 25+ years of patient assistance experience in Singapore, helping more than 2,000 patients every year receive the best medical treatment at top hospitals in Singapore through clinic and hospital arrangements, treatment plans and price estimates, travel arrangements and visas, patient accompaniment, cartransfers, medical evacuations by air ambulance, etc. We work with all the top private hospitals in Singapore and our letters-of-guarantee for global insurance patients are accepted at 100% of the healthcare providers in Singapore.

Our dedicated Singapore-based team includes medical professionals and is on-call 24/7 for all requests.  
[www.ulinkassist.com](http://www.ulinkassist.com)

For enquiries regarding local support or corporate administrative hub services, please contact us at:

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