

Notes for Using Telemedicine Service



**Thank you for choosing our Telemedicine Service.
Before getting started, please note the followings points and sign with your consent.**

Service Targets

1. Telemedicine Service ("The Service") covers **Family Medicine & General Physician Consultation**.
2. The Service is available to patients aged over 12 years old. Children aged under 16 years old should be accompanied by an adult during consultation.

The Service

1. Consultation Hours : Mondays to Sundays: 08:00 - 20:00
2. The Service is provided via the video calling function in WhatsApp Messenger Mobile Application Software ("WhatsApp"). (No alternative video calls/meetings software offered at this stage.)

Appointment

1. The Service is by phone appointment only, session will be scheduled by mutual agreement over the phone. For follow up consultation of medical checkup, appointment will be made during first visit.
2. Any rescheduling request should be made at least 24 hours prior to the scheduled time.
3. Please provide a local mobile number when you make the appointment, and also make sure that the number has been connected with the WhatsApp installed on your electronic devices (mobile phone , tablet etc.).
4. Our clinical staff ("Staff") will make a call to remind you to stay in a suitable environment with stable network coverage around 5 to 10 minutes before the scheduled time. If we fail to contact you after 3 attempts, the appointment will be cancelled & you need to be re arranged.
5. Booking can be made for another person upon provision of necessary information for registration with his/her consent.

Consultation

1. Depending on specific circumstances, our staff might advise you to attend a face to face consultation or assessment instead of the booked telemedicine service. Such circumstances include but are not limited to:
(a) Abnormal diagnostic imaging or laboratory results
(b) More in depth clinical assessment is needed in regard to described symptoms or issues during booking
2. Please prepare your identification document, i.e. Hong Kong Identity Card, before the consultation.
3. Standards of care that protect patients during face to face medical consultations apply equally to telemedicine.
4. During the telemedicine consultation, our doctors may decide that your condition warrant more throughout assessment in order to make more accurate diagnosis; and recommends further face to face consultation and hand on physical examination. Such service will be arranged after detail explanation; with additional, separated cost invoked.
5. During consultation, doctors may issue sick leave certificate upon patient's condition, but Vaccination Medical Exemption Certificate is not applicable.

Notes for Using Telemedicine Service (con.)



Payment

1. The service only accepts direct payment, it is not applicable to Elderly Health Care Voucher nor making insurance claims.
2. No refund will be arranged after the consultation.
3. Official receipt will be issued after settling payment.

After Consultation

1. After the consultation, for payment or collect any prescribed medication, diagnostic report, medical document and/or X-ray films, you can either:
 - (a) collect at our hospital and make full payment at a designated time in person or
 - (b) authorize us to arrange a third-party logistics company to provide delivery service to your address subject to delivery charges. Full payment should be made via direct bank transfer before delivery.
2. Delivery may be delayed due to recent COVID-19 pandemic situation, and the third-party courier company may not provide the "door-to-door receipt" service in every delivery. You will be solely responsible for the risk of loss or data breach during delivery. In case of any loss during delivery, the medication will be re-dispensed with charge. If the reports and document are damaged or missing, the Hospital will arrange to reissue accordingly. We do not accept any liability arising from the services provided by the third-party company.
3. Dangerous drugs regulated by relevant laws in Hong Kong should not be delivered by third parties, you should collect them in person at our hospital.
4. Your contact information will be deleted from our WhatsApp within 24 hours after the consultation. Further inquiry will not be provided via WhatsApp afterwards.

Personal Information Collection & Privacy Policy Statement

Personal Information Collection & Privacy Policy Statement Evangel Hospital endeavor to preserve, protect and keep confidential of all Personal Data stored, collected from you are for Evangel Hospital internal use only. Unless with prior consent, personal data collected from you will not be disclosed to any third party or institutions. You may at any time request access to and correct personal data relating to you in any of our records.

Evangel Hospital respects personal data privacy and committed to complying with the requirements of the Personal Data (Privacy) Ordinance ("PDPO"). In doing so, Evangel Hospital will strive to ensure compliance by our staff with the strictest standards of security and confidentiality. Despite our endeavors, breaches of security and confidentiality could occur. You acknowledge that we are not liable for any loss suffered by you as a result of any breaches in security. The person to whom requests general questions and complaints, please call us at 2711 5222.



[Patient Label] or

Name :

Hospital No :

Sex / Age :

Informed Consent of Telemedicine Service



I (Name) _____, holder of Hong Kong Identity Card / Identification document No : _____ (Hospital No _____), hereby agree to accept that Evangel Hospital will provide the telemedicine service through the WhatsApp Messenger software / telephone / email for communication.

I understand that on my own will, I have the right to request for face-to-face consultation. If further physical examination is required or there is concern about the insufficiency of using telemedicine consultation, I agree to accept the arrangement of subsequent face-to-face medical consultation.

I have read and understood all the above necessary information, limitation and precautions regarding the video consultation service; the final interpretation and decision of all matters belong to Evangel Hospital.

Signature :

Date :

If you would like to arrange delivery service provided by the third-party courier company, it represents that you agree Evangel Hospital's designated courier company to deliver your *medicine / diagnostic report / medical document / X-ray films (*please delete as appropriate) to you or any person whom you may have assigned to collect on your behalf to your designated delivery address below, by presenting your Hospital Number to the authorized delivery person at the time of the delivery for verification.

Contact Number of Recipient :

Address of Recipient :

SF-CMD132JUL23v02C
Requested by :OPD
Created by :CMD