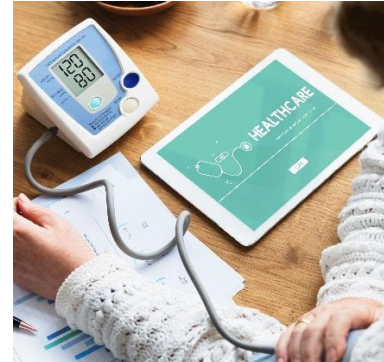


Notes for Using Smart TeleHealth and Virtual Care Service

Thank you for choosing the “Smart TeleHealth and Virtual Care Service” (“the Service”) by Evangel Hospital (“the Hospital”). Before getting started, please note the followings points and sign with your consent.



Purposes

Smart Telehealth allows healthcare professionals to monitor and collect health data of clients through virtual technology with no hospital visit assessing clients' health status, make recommendations, and provide advice. This remote health data monitoring can be defined as periodic transmission of vital signs, like blood pressure, oxygen saturation, glucose levels, heart rate. The system facilitates great convenience and health management for clients at a low cost. In-home remote monitoring can provide clients, their families, and doctors with the confidence that a client's healthcare needs are being looked after at designated time. Virtual consultation and care can be supplemented with this telehealth service, if appropriate.

The Service is prescribed by doctors for clients with any of the following condition(s) as appropriate :

1. Unstable/ High blood pressure
2. Diabetes
3. Chronic obstructive pulmonary disease
4. Asthma

The Service

1. Prescribed by doctor with preset personalized health plan & vital sign parameters according to individual client's needs.
2. Clients take vital sign measurements at designated time (specified in the consent form) as agreed with the client from their residence (SpO2, BP, Heart Rate, Glucose Level)* .
3. All measuring instruments are connected to the hospital's monitoring system via automation technologies. clients are not required to manually enter measurement data, which provides convenience for users and eliminates the risk of human error.
4. Clients' data is securely transmitted to the service provider's electronic health record system.
5. Hospital staff will review clients' health data from the monitoring system at designated times periods as agreed with the client. The system sends notifications to the Hospital and the Hospital's support team [and designated family members] if vital sign values fall outside preset parameters. In emergency situations, the Hospital will contact the designated family member.
6. Medical staff will also contact clients at designated intervals to review and evaluate the data.

The Devices

The devices enable remote monitoring of a client's vital signs and health status, include :

1. Control Panel : to connect all the devices and transmit the data;
2. Blood pressure monitor* and/or;
3. Blood glucose meter* and/or;
4. Pulse oximeter*.

All devices are designed to be user-friendly, portable, and secure, ensuring reliable data transmission and data privacy.

* Please delete if inappropriate

Installation & Use of Device

1. Client will be trained on how to properly use the devices by the Hospital staff.
2. Set up the device according to the instructions, ensuring it is placed in a secure and easily accessible location.
3. Ensure the device is used and maintained according to the manufacturer's instructions to guarantee accuracy and reliability.
4. Power on the Control Panel via the SIM card equipped for data transmission.
5. Register the device using the unique client ID provided by the Hospital.
6. Perform a test transmission of data to ensure the device is functioning correctly.
7. Client should ensure the internet connectivity for transmitting the health data to the Hospital.
8. Clients should notify their healthcare provider immediately if they experience any technical issues or difficulties using the device.
9. The devices are the property of the Hospital and are provided to clients on a rental basis. Clients are required to return the devices to the Hospital after the service is completed.
10. In case of damage or loss to the monitoring device(s), clients might need to cover the costs of replacements, which can also lead to service disruptions and data loss, potentially impacting the continuous care provided by the Hospital.
11. It is understood that the device is on temporary loan and should it not be returned to the Hospital, the client is responsible for the cost of purchasing a replacement.

Payment

1. The service fee will be charged on monthly basis, as recommended by the doctor.
2. A deposit will be required for each set of devices provided for use with the Service.
3. No refund or early termination option will be available once payment has been made.
4. The service only accepts direct payment. Neither Elderly Health Care Voucher nor claiming on medical insurance apply to the Service.
5. Official receipt will be issued after settling payment.

Personal Information Collection & Privacy Policy Statement

You are providing your Personal Data for purposes related to feedback, your case, carrying out of disease prevention projects and/or surveys or the purposes you are invited to provide data. If you fail to provide us with the information required or if the information provided is inaccurate or incomplete, our consideration of your case will be affected.

The Hospital endeavor to preserve, protect and keep confidential of your information. All Personal Data stored, collected from you may be made available to appropriate persons: in the Hospital who require it for matters related to feedback, your case, carrying out of disease prevention projects and/or surveys or the purposes you are invited to provide data; or in any relevant government departments/appropriate authorities when the Hospital is required to provide it under the relevant legislation for use for the purposes of that legislation. Unless with prior consent, personal data collected from you will not be disclosed to any other third party or institutions. You may at any time request access to and correct personal data relating to you in any of our records.

The Hospital respects personal data privacy and committed to complying with the requirements of the Personal Data (Privacy) Ordinance ("PDPO"). In doing so, the Hospital will strive to ensure compliance by our staff with our 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.