

# HKAH-SR Telemedicine Service 港安遙距診症服務

More Details  
了解詳情



Family Medicine  
家庭醫學

General Practice  
普通科



## How it Works 遙距診症服務流程

### 1 MAKE AN APPOINTMENT 致電預約



- Call 3651 8998 to make an appointment  
致電3651 8998預約

### 2 CONFIRM APPOINTMENT 確認預約



- Make payment via HKAH mobile app to confirm appointment  
通過「香港港安醫院」流動應用程式繳費，以確認預約

### 3 VIRTUAL CONSULTATION WITH DOCTOR 醫生視像診症



- Log in to the telemedicine session through the link in the HKAH mobile app 15 minutes before your appointment.  
提早15分鐘登入於流動應用程式內的遙距診症連結
- Attend the virtual consultation with doctor  
醫生為您視像診症

### 4 MEDICINE DELIVERY OR PICKUP 送藥上門或自取



- Choose medicine delivery service of collect in person from the Hospital  
選擇藥物送遞服務或到本院自取
- Settle the medication and delivery fees (if applicable)  
支付藥費及藥物送遞費（如適用）

## Service Charge 收費



Telemedicine 視像診症  
(per session 每次)  
Family Medicine 家庭醫學門診HK\$450  
General Practice 普通科門診HK\$450



Medication 藥物



Medicine Delivery 送藥上門  
(per delivery 每次送遞) HK\$200\*  
\* If applicable 如適用

- Note 註
1. Our telemedicine service is provided by hospital-designated physicians.  
此服務由香港港安醫院—司徒拔道醫院指定醫生提供。
  2. Doctors may issue sick leave letters depending on each patient's condition. Other medical certification letters may be issued on a case-by-case basis.  
醫生於遙距診症期間會因應求診人士情況而批出病假證明，其他醫學證明書需要視乎個別情況而定。
  3. Once the appointment is confirmed after payment, it is non-transferable, non-exchangeable, and may not be canceled. The payment is non-refundable.  
遙距診症服務一經付款確認，不得兌換其他服務或產品，亦不能轉讓他人。不設退款。
  4. This service is not eligible for direct billing. Health care vouchers are not accepted.  
此服務不適用於保險直接繳付或醫療券。
  5. All delivered/picked up medication may not be returned. Please note that medication delivery is limited to Hong Kong only (excluding remote areas), and is only applicable to prescribed medicines and arranged by the Pharmacy of the Hospital. Emergency medicine, refrigerated medication, and medication classified as dangerous drugs are not eligible for delivery service. Same-day delivery of medication may be arranged for patients who make e-payment on or before 2 p.m. If, due to unforeseen circumstances such as traffic, the medication is unable to be delivered on the same day, you will be notified by phone. Next-day delivery of medication before 10 p.m. will be arranged for patients who make e-payment after 2 p.m.  
所有已提取的藥物，恕不退換。請注意，送藥上門只適用於香港範圍地區（偏遠地區除外），並只限由本院藥劑部安排的醫生處方藥物。同時，不適用於運送緊急、危險類或需冷藏藥物。如於下午2時前繳付藥物和送遞費用，將安排於繳款當日送遞，如因交通情況未能即日送達，將獲電話通知。如於下午2時後繳付藥物和送遞費用，將於繳款翌日晚上10時前送遞。
  6. Hong Kong Adventist Hospital - Stubbs Road reserves the right to provide telemedicine service. In case of dispute, the Hospital's decision shall be final.  
香港港安醫院—司徒拔道醫院保留提供遙距診症服務的權利。如有任何爭議，本院保留最終決定權。