



# Telemedicine User Guide



# 1. Make an Appointment



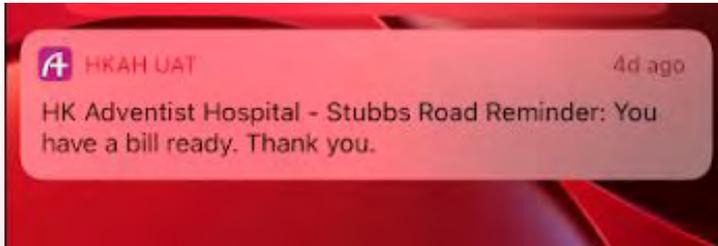
## Call 3651 8998

a. Call 3651 8998 to make an appointment

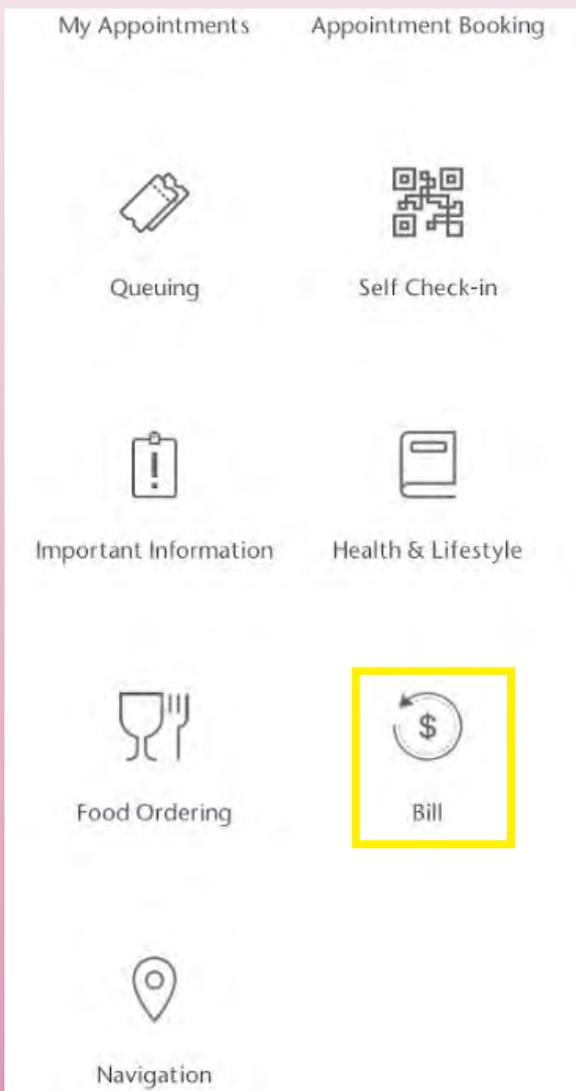


## 2. Pay the Deposit

### - View Your Bill



- a. You will receive a notification regarding the deposit payment. Click the notification and log in to the mobile app



- b. Click "Bill". All outstanding payments are listed under "Outstanding Bills"



## - Bill Settlement

< Back Outstanding Bills

Bill #874

Process Payment

< Back Bill #874

Please check payment details \$1,000

Bill# 874  
Deposit (20223180000)

Paid Amount \$0  
Outstanding Amount \$1,000  
Payment \$1,000

Continue Payment

< Back Credit Card

Select Payment Method Step 1 of 3

Pay with

VISA Visa/Master

UnionPay Online Payment

AlipayHK Alipay

Continue Payment

Cancel

- Check the bill and click "Process Payment"
- After checking the billing details, click "Continue Payment"
- Select your payment method and click "Continue Payment"



## - Payment Confirmation

< Back Bill #874

Payment Completed

Bill# 874	\$1,000
Deposit (20223180000)	
Paid Amount	\$100
Bill Amount	\$100
Outstanding Amount	\$900
Cumulative Pay Amount	\$100



The receipt can be viewed under transaction history in 24 - 48 hours.

Thank you!

**Request Receipt by Mail**

< Back Bill #874

The receipt will be mailed to the following address:

Address

**Edit**

Country/Area  
HONG KONG

District  
OTHER

Location  
OTHER

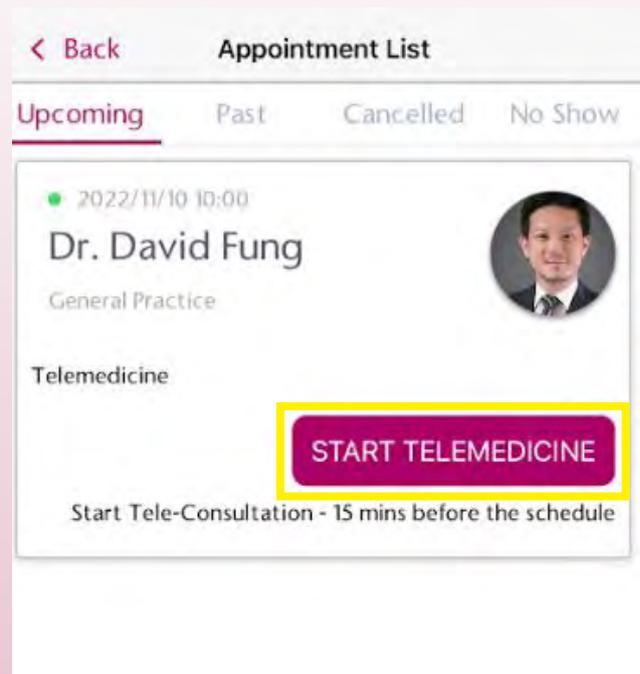
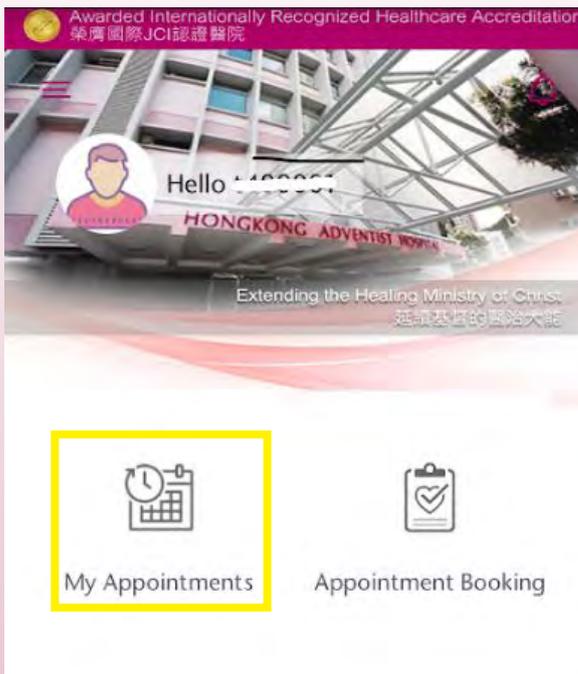
Address

**Confirm**

Cancel

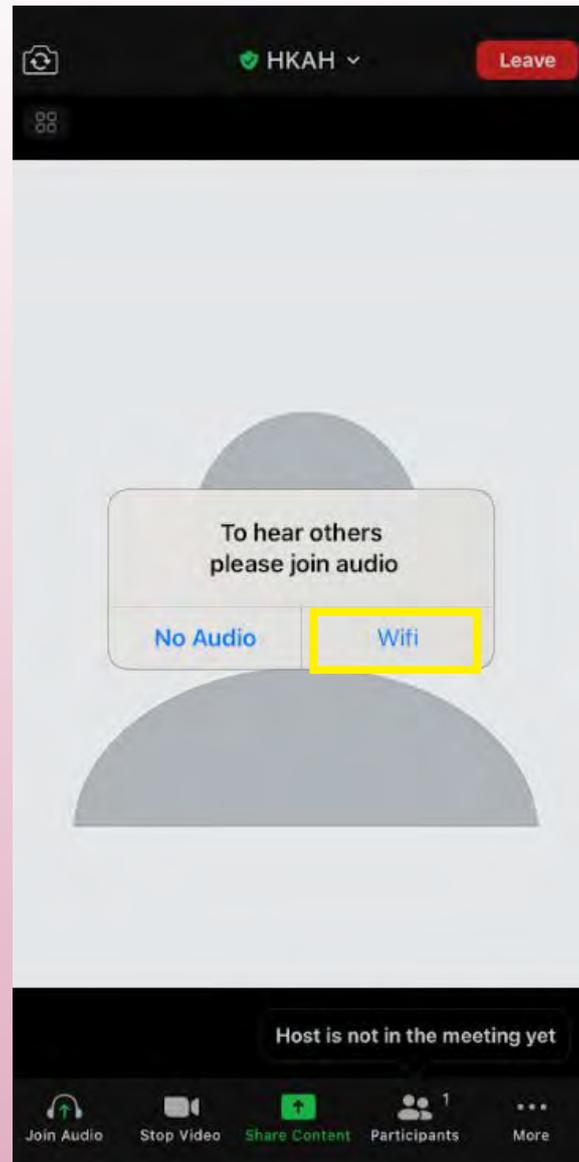
- Click "Request Receipt by Mail" if you would like to receive a paper copy of the receipt
- Edit your mailing address if needed

## 3. View Upcoming/Checked-In Appointments



- Click "My Appointments"
- Your appointment(s) will be displayed on the next page
- Click "Start Telemedicine" 15 minutes before the scheduled appointment time

## 4. Attend Telemedicine Session



a. Click "Wifi" to switch on the audio

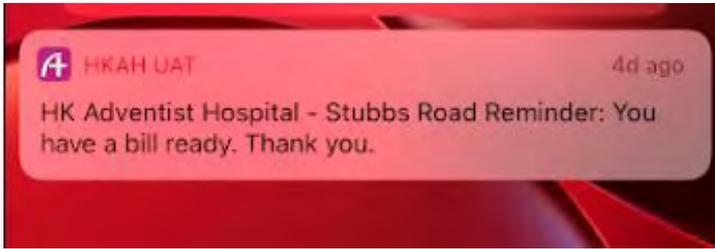
## 5. Medicine delivery or pickup



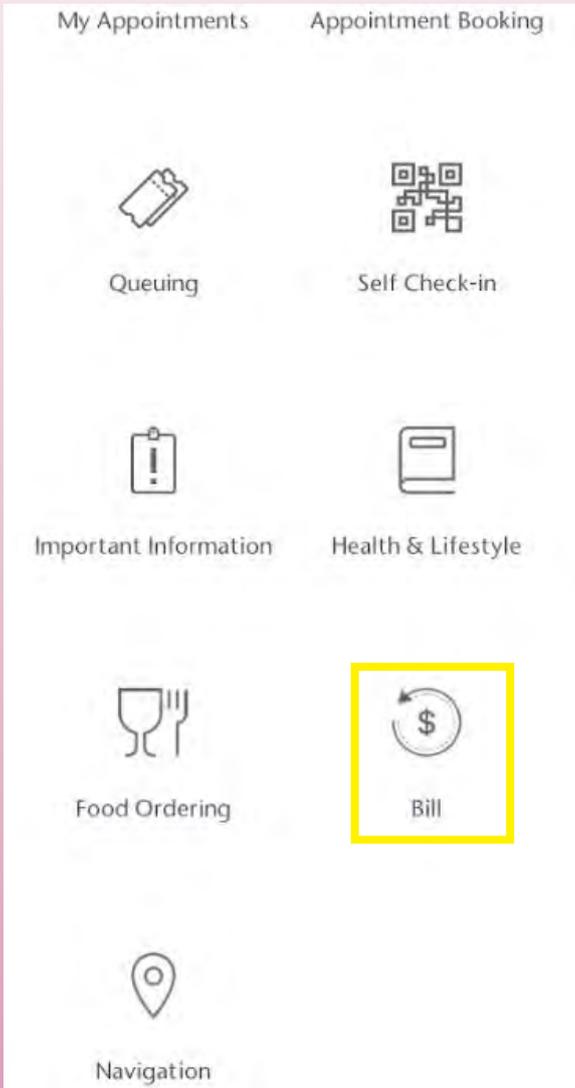
- a. Pharmacy will call you for follow-up
- b. Choose to have your medicine delivered or collect in person from the Hospital
- c. Settle medication and delivery fees (if applicable)



## - View Your Bill



- a. You will receive a notification regarding medication and delivery fees (if applicable). Click the notification and log in to the mobile app



- b. Click "Bill". All outstanding payments are listed under "Outstanding Bills"



## - Bill Settlement

< Back Outstanding Bills

Bill #874

**OFFICIAL STATEMENT 結單**

PATIENT NO. 488388  
 PATIENT NAME 吳小姐

DOCTOR / HEALTHCARE PROF. 區醫生  
 BILL NO. 20223180000

DATE 2022-11-15 DESCRIPTION 診症 (全科) (G.P. CLINIC)

ITEM NO.	DESCRIPTION	UNIT	UNIT PRICE	AMOUNT
1	GP CONSULTATION - GENERAL PRACTICE (G.P.)	1	1,000.00	1,000.00
				BALANCE DUE 1,000.00

FOR REFERENCE ONLY

Printed Date & Time: 14 NOV 2022, 16:15:48 Page 1/1

Process Payment

< Back Bill #874

Please check payment details \$1,000

Bill# 874  
 Deposit (20223180000)

---

Paid Amount \$0

Outstanding Amount \$1,000

Payment \$1,000

Continue Payment

< Back Credit Card

Select Payment Method Step 1 of 3

Pay with

**VISA** Visa/Master

UnionPay Online Payment

Alipay

Continue Payment

Cancel

- a. Check the bill and click "Process Payment"
- b. After checking the billing details, click "Continue Payment"
- c. Select your payment method and click "Continue Payment"



## - Payment Confirmation

[← Back](#) **Bill #874**

**Payment Completed**

Bill# 874	\$1,000
Deposit (20223180000)	
<hr/>	
Paid Amount	\$100
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Thank you!

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[← Back](#) **Bill #874**

The receipt will be mailed to the following address:

**Address**

[Edit](#)

Country/Area

District

Location

Address

**Confirm**

Cancel

- a. Click "Request Receipt by Mail" if you would like to receive a paper copy of the receipt
- b. Edit your mailing address if needed



## - Medication delivery



Pick up your medicine in person from the Hospital

# OR



Have your medicine delivered for an additional HK\$200  
(per delivery, if applicable)

## - END -