

港怡專科視像會診 適用於現有指定專科覆診病人*

Gleneagles Specialist Virtual Consultation
For existing follow-up patients of designated specialties *

stay home, stay safe!

安坐家中， 安心放心！



- 港怡專科視像會診適用於現有指定專科覆診病人，如家庭醫學、普通外科、腦神經科、心臟科、呼吸系統科、腸胃肝臟科及腫瘤科等。有關服務詳情及所需專科有否提供視像會診服務，請向相關門診查詢。
- Gleneagles Specialist Virtual Consultation available for existing follow-up patients of designated specialties including Family Medicine, General Surgery, Neurology, Cardiology, Respiratory Medicine, Gastroenterology & Hepatology and Oncology, etc. For more details and whether virtual consultation service for the required specialty is available, please check with the respective clinic.

服務流程 Procedures

1 查詢和預約
Enquiry & Appointment

Tel: (+852) **3153 9000**

2 客服專員聯絡安排預約及繳費
Customer services will contact you to confirm the appointment and arrange payment

3 成功繳費後，預約詳情會以電郵通知
Appointment details will be sent by email upon successful e-payment

5 與醫生進行視像會診
Attend the video consultation with our doctor

4 護士會為你進行診症登記
Nurse will contact you for consultation registration before appointment time

6 診症後，客服專員聯絡以安排取藥流程及繳費
After consultation, customer services will contact you to arrange medicine payment and delivery

病人可選擇到本院自取藥物或授權本院安排專人送遞服務*
You may choose to collect prescribed medicine in person or give consent to arrange for medication delivery*.

如有需要，
藥劑師可提供
電話藥物諮詢服務
Drug counselling service
via phone will be provided
by pharmacist on request

*藥物送遞服務須另行收費，並僅限於香港範圍地區（不包括羅湖、米埔、文錦渡、打鼓嶺、離島、邊境禁區、愉景灣及車輛無法進入的村屋及別墅範圍）。
Medication delivery fee will be charged. Delivery service is limited to Hong Kong only (excluding Lo Wu, Mai Po, Man Kam To, Ta Kwu Ling, Outlying Islands, Frontier Closed Area, Discovery Bay and village house/villas that vehicles cannot access).

備註:

- 此服務只適用於港怡的現有客戶，並以醫生的最後決定為準。
- 此服務不適用於保險索賠或直接結算客戶。
- 繳款獲確認後恕不可自行取消預約。如需取消預約及安排退款，本院將收取港幣\$200行政費用。
- 此服務只適用於居港人士。
- 所有已提取的藥物，恕不退換。
- 港怡醫院保留提供此服務的權利。如有任何爭議，港怡醫院保留最終決定權。

Remarks:

- The service is only available for existing patients and is subject to doctors' final decision.
- Not applicable for insurance or direct billing claim.
- No cancellation will be allowed once payment is confirmed. If cancellation and refund are required, an administration fee of HK\$200 will be charged.
- Only available for persons currently residing in Hong Kong.
- All medications delivered are non-refundable.
- Gleneagles Hospital Hong Kong reserves the right to provide the above services. In case of any dispute, Gleneagles decision is final.



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