



Gleneagles Hospital

HONG KONG

港怡醫院

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) 2122 1333

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

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 doctor's 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.



香港黃竹坑南風徑一號
1 Nam Fung Path,
Wong Chuk Hang, Hong Kong



(+852) 3153 9000



www.gleneagles.hk