

## Telemedicine service from the University Health Services Centre

### 1. Suitability for telemedicine service

- Certain kinds of medical condition are not suitable for telemedicine service. Clinic staff will check the patient's eligibility and suitability when he/she makes the appointment by phone at 3411 2011.
- Telemedicine service is not for medical emergencies or urgent medical situations.
- Telemedicine service shall be provided for patients located in Hong Kong only.

### 2. Appointment for telemedicine service

- Make an appointment by calling 3411 2011.
- The Centre will assess whether or not telemedicine service is suitable for the patient. If not, face-to-face consultation at the Centre will be advised.

### 3. Preparation

- Produce HKID card and University Staff Card/Affiliate Card/Student Card for verification of the patient's identity by clinic staff.
- Ensure a smartphone stays in a stable network connection.
- Install the Octopus App on a smartphone and ensure the value on the Octopus is sufficient to cover consultation fee by the Octopus App.
- Install the WhatsApp on a smartphone in case that a video chat is needed for further diagnosis.

### 4. Consultation and payment

- The Centre will initiate a phone call for the telemedicine service before the appointment time.
- Clinic staff will verify the identity of the patient and ask for prior payment for consultation fee through the Octopus App.
- An Octopus link to pay consultation fee will be sent to the patient via the University email. The patient shall settle the payment through the link before attending a telemedicine consultation with doctor. The patient is advised to capture the screen of successful payment for record purposes.
- After successful payment, the doctor will call the patient to start the telemedicine consultation.
- The doctor may request the patient to have physical examination at the Centre when necessary. No additional consultation fee will be incurred in physical examination. If the patient refuses to visit the Centre for further examination, the consultation fee paid will not be refunded.

## 5. Collection of medication and medical certificate

After the telemedicine consultation, if the doctor decides to prescribe medication, and/or to issue a medical certificate to the patient (collectively known as 'Medical Items'), clinic staff will contact the patient for collection or delivery of the Medical Items.

- Collection in person or by an authorised person
  - Patient can collect the Medical Items at the Centre in person or by an authorised person who has the campus access right and holds an authorisation letter ([LINK](#)) duly signed by the patient.
  - If there is an extra medication fee, such payment shall be made upon collection of the Medical Items at the Centre.
  
- Delivery by a third-party service provider
  - Medical Items can be delivered to an address designated by the patient for a fee by a third-party service provider (Please refer to **Appendix 1** for details).
  - If there is an extra medication fee, such payment shall be settled through the Octopus App before the Centre arranges the delivery.
  - The delivery cost incurred shall be paid directly to the third-party service provider by the patient upon the delivery of the Medical Items to the designated address.
  - In the event that the third-party service provider arrives at the designated address at the agreed delivery time but is not able to make the delivery for whatever reason, the Medical Items will be sent back to the Centre for collection in person or by an authorised person as described above. The delivery cost incurred will be charged to the patient.
  - The availability of the delivery service is subject to doctor's discretion and types of medication (e.g. delivery service not able to be arranged for dangerous drugs).

**Delivery service for Medical Items**

The service offered by the current third-party service provider, which is subject to change without prior notice, is as follows:

- Courier: SF Express
- Delivery rate and time: Please refer to the information on the website of SF Express (<https://htm.sf-express.com/we/ow/#/hkmo/en/price-query>). For quick reference, in general, the delivery rate for an item is HKD\$ 30 for the first kg and HKD\$12 per kg for the additional weight. The delivery time is about 2 to 3 days.