

Please note: Submitting a request does *not* confirm a fixed appointment slot. Our team will contact you via your chosen method. Confirmation is subject to clinic availability.

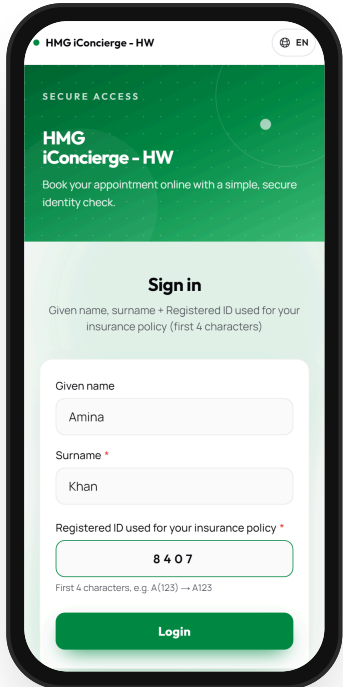
E-Booking — getting started

1

Sign in

Open E-Booking and sign in. There is no self-registration. Enter your **surname** and the first 4 characters of the **Registered ID used for your insurance policy**. **Given name is optional**.

- 1 Enter **Given name** (optional)
- 2 Enter **Surname** (required)
- 3 Enter Registered ID first 4 characters
- 4 Tap **Login**



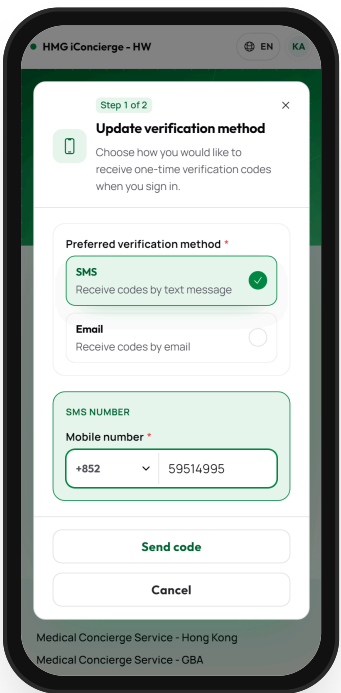
2

Choose verification method

After Login, set how to receive one-time verification codes: **SMS** or **Email**.

- 1 Select your preferred method (e.g. SMS)
- 2 Enter the matching contact (mobile / email)
- 3 Tap **Send code**

STEP 1 OF 2 · SMS OR EMAIL



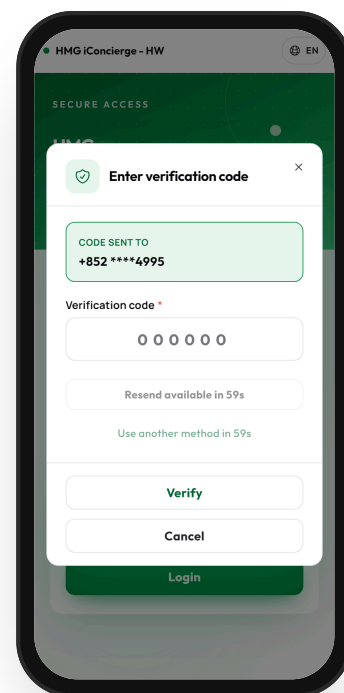
3

Enter verification code

Enter the one-time code sent to your chosen channel, then tap **Verify**. On later visits, the code is sent to your preferred method after Login.

- 1 Check SMS or Email for the code
- 2 Enter the 6-digit verification code
- 3 Tap **Verify**

STEP 2 OF 2

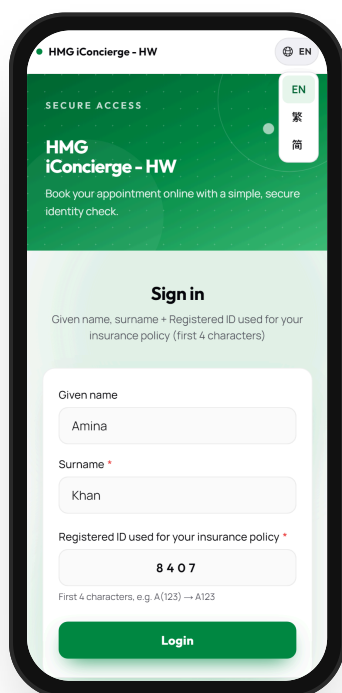


4

Change language

On the login screen (and anytime after), switch the whole app from the top bar.

- 1 Tap the language button (globe + **EN** / 繁 / 简)
- 2 Choose English, Traditional Chinese, or Simplified Chinese

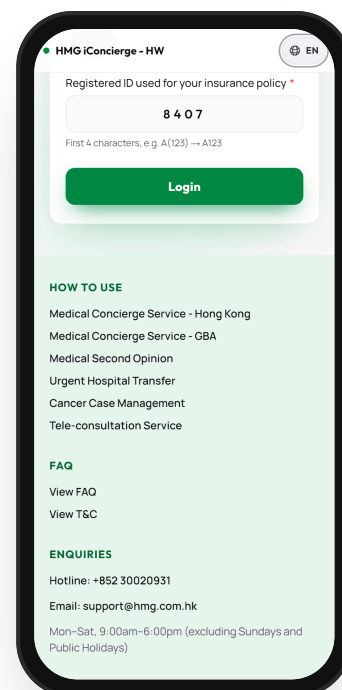


5

How to use

On the login screen (and anytime after), scroll to the footer for per-service E-Booking PDF guides.

- 1 Open the footer **How to use** section
- 2 Tap the service name (e.g. Medical Concierge Service - Hong Kong) to open its PDF

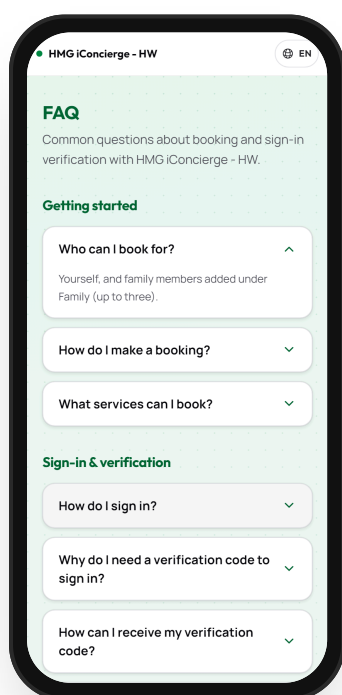


6

FAQ

Still on the login screen, open **View FAQ** from the footer for common booking questions.

- 1 Scroll to the footer **FAQ** section
- 2 Tap **View FAQ**
- 3 Expand any question to read the answer



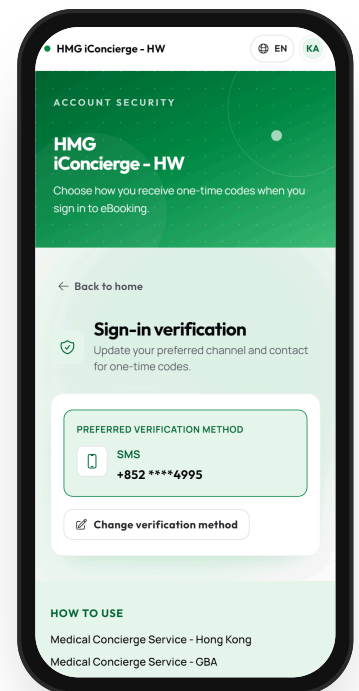
7

Change verification method later

After you are signed in, you can update how you receive one-time codes anytime from the top-right account button.

- 1 Tap your initials (account menu) at the top right
- 2 Choose **Sign-in verification**
- 3 Tap **Change verification method** to switch SMS or Email

TOP RIGHT · ACCOUNT → SIGN-IN VERIFICATION



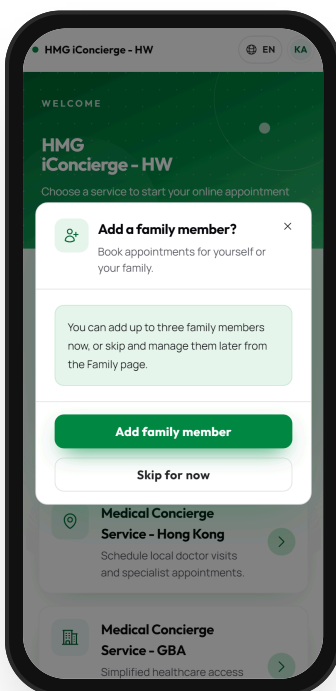
8

Add a family member? (popup)

After login, membership accounts with no family members yet may see this prompt.

- Only for **MEMBER** accounts
- Only if you have no family members yet
- Only if you have not previously chosen Skip for now

- 1 **Add family member** → opens Family form
- 2 **Skip for now** → continue; prompt won't show again

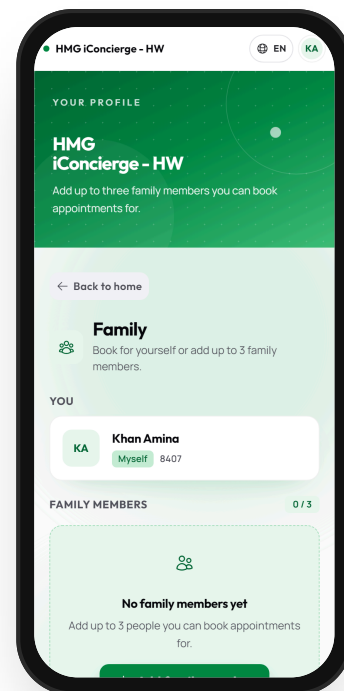


9

Family page

Tap **Family** in the top bar to add, edit, or remove up to **3** family members. Your own Registered ID prefix is shown on the **Myself** card. Family members do not need an ID.

TOP NAV → FAMILY · MAX 3

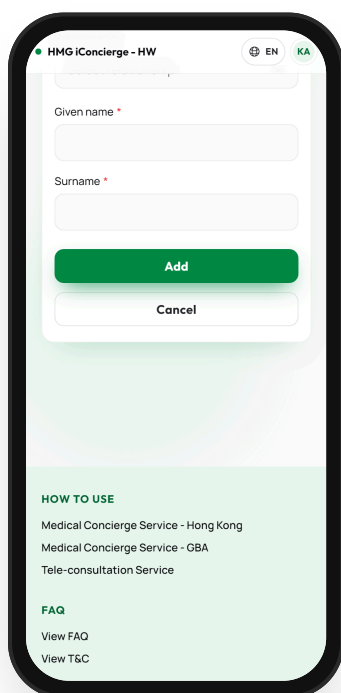


10

Add a family member

Tap **Add family member**. Enter relationship, given name, and surname. Registered ID is **not** asked when adding a family member.

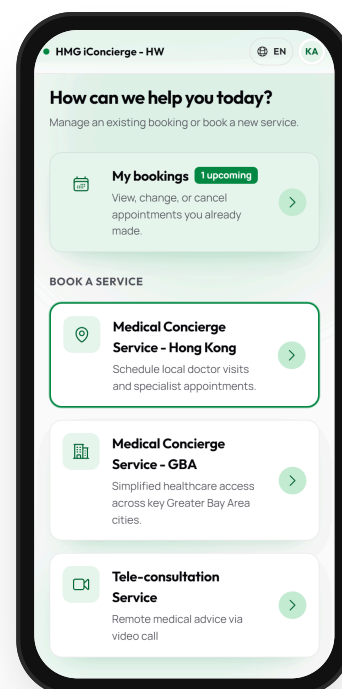
- 1 Relationship
- 2 Given name
- 3 Surname



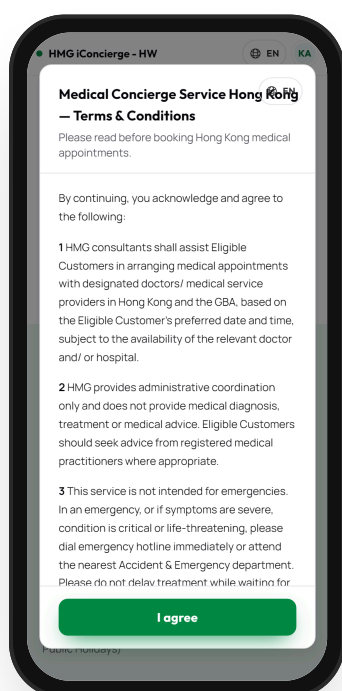
11

Choose the service

On Home, select **Medical Concierge Service - Hong Kong** from your entitled services.



Medical Concierge Service – Hong Kong booking



12

Accept Terms & Conditions

Each time you open Medical Concierge Service - Hong Kong, review and accept the channel terms before continuing.

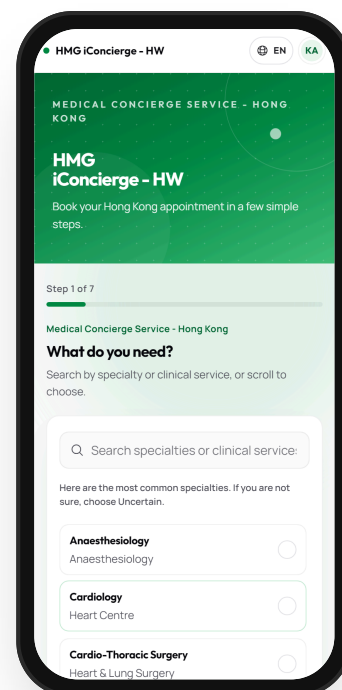
- 1 Read the terms
- 2 Tap **I agree**

13

Choose speciality

Search or scroll, then tap the speciality / clinical service you need.

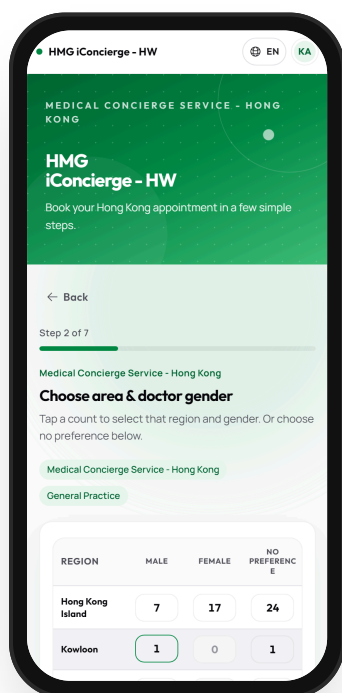
PATIENT STEP IS SKIPPED WHEN YOU HAVE NO FAMILY MEMBERS



14

Choose area & doctor gender

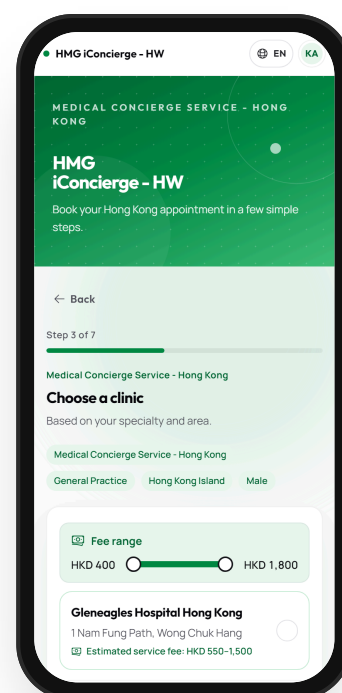
Tap a count in the region × gender matrix, or choose **No preference** at the bottom.



15

Choose a clinic

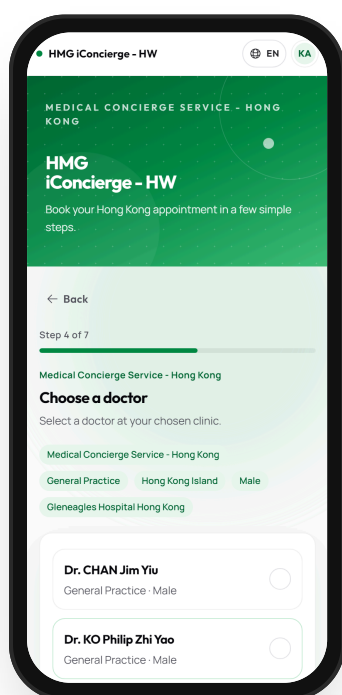
Select a partner clinic based on your specialty and area. Use the **Fee range** slider to narrow clinics by estimated service fee if needed.



16

Choose a doctor

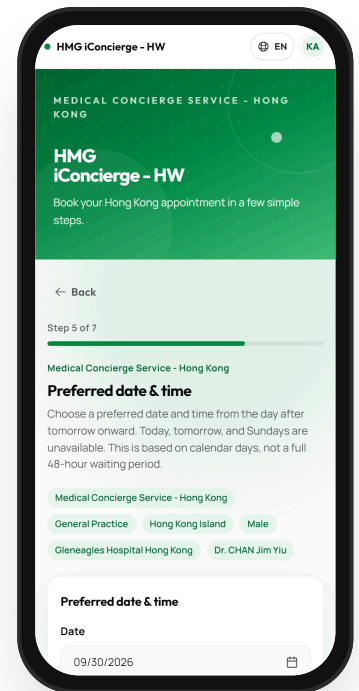
Select a doctor at your clinic. Some clinics skip this step automatically.



17

Preferred date & time

Choose a preferred date and time. Any date except today and tomorrow. Times are in 15-minute slots.

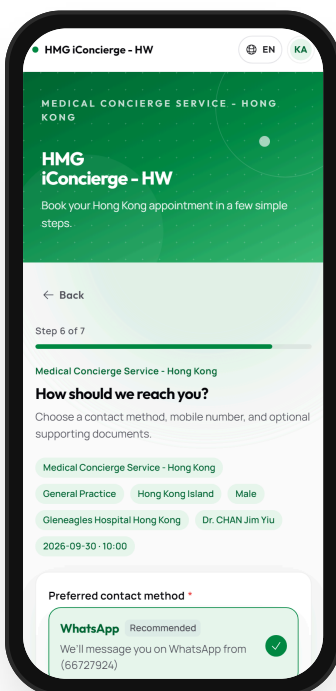


18

Contact details & documents

Choose WhatsApp, WeChat, or Hotline. For WhatsApp, pick the country calling code and enter your mobile number. For WeChat, scan the QR code and send an initial message. Hotline is for enquiries only. Optionally upload supporting documents (PDF or image, up to 10 files, 5 MB each).

- WhatsApp: **66727924**
- WeChat: scan QR code (no number shown)
- Hotline: **30020931**



19

Review & submit

Confirm booking details and the **How we will contact you** panel. Use **Edit** on any section if needed, then tap **Submit booking request**.

HMG iConcierge - HW

Location
Hong Kong Island - Male

Clinic
Gleneagles Hospital Hong Kong

Doctor
Dr. CHAN Jim Yiu

Preferred date & time
Wed, Sep 30, 2026 - 10:00

Supporting documents
None uploaded

HOW WE WILL CONTACT YOU

WhatsApp

+852 91234567

Please confirm this is correct before submitting.

Submit booking request

HOW TO USE

Medical Concierge Service - Hong Kong

Medical Concierge Service - GBA

Tele-consultation Service

20

Before you submit

A confirmation dialog reminds you that the client is responsible for the consultation fee. Tap **Confirm and submit** to send the request, or **Cancel** to go back.

HMG iConcierge - HW

MEDICAL CONCIERGE SERVICE - HONG KONG

HMG iConcierge - HW

Book your Hong Kong appointment in a few simple steps.

Before you submit

The client is responsible for the consultation fee.

Cancel Confirm and submit

Service
Medical Concierge Service - Hong Kong

Specialty
General Practice

Location
Hong Kong Island - Male

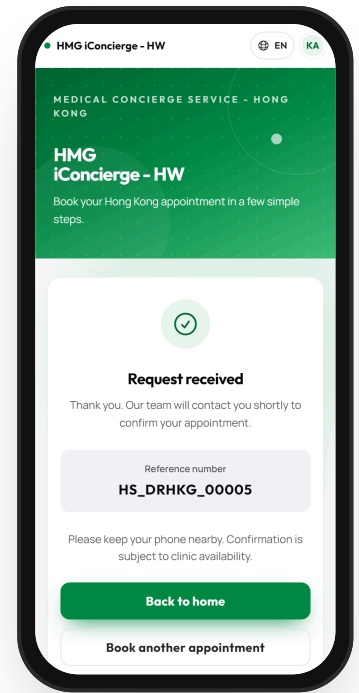
Clinic
Gleneagles Hospital Hong Kong

Doctor

21

Request received

Save your **reference number**. Keep your phone nearby — the team will contact you via your chosen method to confirm. Confirmation is subject to clinic availability.



22

Track later — My bookings

Open **My bookings** from the top navigation to view pending and confirmed requests. You can edit preferred time, upload documents, or cancel a pending or confirmed booking at any time. Cancellation cannot be undone.

