

Medical Concierge Service

Specialist Referral and Booking Service – Hong Kong/ Greater Bay Area (GBA)

1. HMG consultants shall assist Eligible Customers in arranging medical appointments with designated doctors/ medical service providers in Hong Kong and the GBA, based on the Eligible Customer's preferred date and time, subject to the availability of the relevant doctor and/ or hospital.
2. HMG provides administrative coordination only and does not provide medical diagnosis, treatment or medical advice. Eligible Customers should seek advice from registered medical practitioners where appropriate.
3. This service is not intended for emergencies. In an emergency, or if symptoms are severe, condition is critical or life-threatening, please dial emergency hotline immediately or attend the nearest Accident & Emergency department. Please do not delay treatment while waiting for service arrangements.
4. Doctors/ Medical service providers reserve the right to reschedule or cancel any appointment, and HMG accepts no liability for any such rescheduling or cancellation.
5. Booking requests must be submitted at least **two (2) Business Days** in advance.
6. All fees arising from medical services, including but not limited to consultation fees, diagnostic tests, treatments, and associated costs, shall be borne solely by the Eligible Customer.

醫療禮賓服務

專科轉介及預約服務 — 香港 / 大灣區 (GBA)

1. HMG 顧問將協助合資格客戶根據其首選日期及時間，安排與香港及大灣區指定醫生 / 醫療服務提供者的醫療預約，惟須視乎相關醫生及 / 或醫院的可預約情況而定。
2. HMG 僅提供行政統籌支援，並不提供任何醫療診斷、治療或醫療建議。客戶應在適當情況下向註冊醫生尋求專業意見。
3. 本服務不適用於緊急情況。如遇緊急事故，或病徵嚴重、情況危急或危及生命，請立即致電緊急求助熱線或前往最近的急症室。請勿因等候服務安排而延誤治療。
4. 醫生 / 醫療服務提供者保留更改或取消任何預約的權利，而 HMG 對任何該等更改或取消概不承擔任何責任。
5. 預約申請必須至少提前**兩 (2) 個營業日**提交。
6. 所有醫療服務，包括但不限於診症費、診斷測試、治療及相關費用，均須由合資格客戶自行全數承擔。