# Virtual Consultation Service

1. Eligible Customers may, through the Platform, request and schedule virtual consultation services provided by Gleneagles Hong Kong. The service will be provided by designated doctors at Gleneagles Hong Kong.

2. The services only available for persons physically in Hong Kong at the time of Virtual Consultation.

3. Booking must be made at least one (1) hour in advance.

4. The service is applicable to people aged one (1) and above. Any Eligible Customers aged below sixteen (16) years must be accompanied by an adult aged twenty-one (21) or above to join the Virtual Consultation. The patient and the accompanying adult are required to present their valid identity cards before the start of the Virtual Consultation, and shall remain present throughout the Virtual Consultation.

5. The Virtual Consultation fee includes one-time Virtual Consultation service and one set of basic medications with one-time delivery service; additional charges will apply for prescription of other medications.

6. Eligible Customer will pay directly to Gleneagles Hong Kong the cost of the Virtual Consultation, together with any prescribed drugs, medications, and delivery costs. Payment should be made after the Virtual Consultation completed, according to payment instructions issued by Gleneagles Hong Kong.

7. Virtual Consultations shall be conducted via electronic means as determined by Gleneagles Hong Kong. Eligible Customers are solely responsible for ensuring that they have the necessary equipment, internet connection, and suitable environment to participate in the Virtual Consultation.

8. Gleneagles Hong Kong reserves the right to cancel or reschedule any Virtual Consultation appointment, and HMG accepts no liability for any such cancellation or rescheduling.

9. 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.

# 遙距診症服務

1. 合資格客戶可透過平台申請及預約由港怡醫療提供的網上診症服務。該服務將由港怡醫療的指定醫生提供。

2. 該服務僅適用於遙距診症時身處香港的人士。

3. 需至少提前一（1）小時預約診症。

4. 該服務適用於一（1）歲或以上人士。若求診者未滿十六（16）歲，必須由年滿二十一（21）歲或以上的成人陪同參與遙距診症。該未成年合資格客戶及陪同成人須於網上診症開始前出示其有效身份證明文件，並須於整個遙距診症過程中在場。

5. 遙距診症費用將港怡醫療包括視像診症服務一次及基本藥物一份連送遞服務一次；如需處方其他藥物，將另行收取藥費。

6. 遙距診症費用，以及任何處方藥物、藥品及送遞費用，均須由合資格客戶自行全數承擔，並將直接向港怡醫療支付。付款應依照港怡醫療指引，於遙距診症完成後作出。

7. 遙距診症將透過港怡醫療決定的電子方式進行。合資格客戶須自行負責確保其具備參與遙距診症所需的設備、互聯網連接及合適環境。

8. 港怡醫療保留取消或重新安排任何遙距診症預約的權利，而 HMG　對任何該等取消或重新安排概不承擔任何責任。

9. 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。