

Need to see a doctor?

Access to virtual medical consultations with registered doctors through Heals Healthcare!



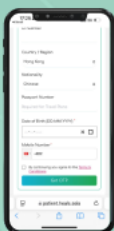
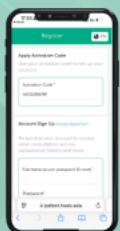
Welcome to your own virtual clinic!

Eligible Insured persons* will have complimentary access to teleconsultations with a Hong Kong licensed doctor online, and get medication delivered straight to your residence in Hong Kong.

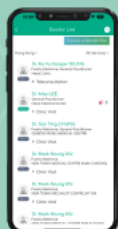
*Insured Person of a valid Domestic Worker Protection 3.0's Ultra Care Plan issued by AIG Insurance Hong Kong Limited. Terms and conditions apply.

Get started in 4 easy steps:

- 1 Scan QR code and complete registration with pre-filled Activation Code
- 2 Log on to the Heals App with registered phone number



- 3 Click "Video Consultation" and choose a doctor from the list
- 4 Speak to a doctor!



We encourage you to register as soon as you are eligible so that you have quick access to care when you need us.

Contact us: If you have any technical issues while using Heals App, please call +852 2592 5321

What can I use the service for?



Allergy



Medication Refill



Cold & Flu



Insect Bites



Menstrual Pain



Mild Skin Infection



Sore Throat



Strains & Sprains



Travel Medication Vaccine Advice



Conjunctivitis



Constipation



Diarrhea



Respiratory Tract Infection



Skin Inflammation



Skin Rash



Sinusitis



Urinary Tract Infection



Vomiting

What to expect?



Convenient access to your medical records, including case notes, e-referrals, e-medical certs and e-prescriptions.



Your own personal concierge, guiding you through the process.



Same day medication delivery, right to your doorstep.

Consultation Hours

Mon - Sat : 8:30 AM to 11:00 PM
(including public holidays)
Sun : Closed



18/F, Phase 1, China Taiping Tower
8 Sunning Road, Causeway Bay



GENERAL	
Who are Heals Healthcare (Asia) Limited ("Heals")?	Heals, a Hong Kong incorporated company, is a leading provider of telemedicine services in Hong Kong for insurers and corporates - enabling video consultations between patients and registered (General) Medical Practitioners under the Medical Council of Hong Kong via Heals' digital platform (or Heals App).
How do I access the service?	As part of your AIG plan, you will receive an invitation with a unique URL (QR Code) to activate your service and login to your Heals account. Once registered, you can simply log in to Heals, view availability of Hong Kong doctors, and join a real-time e-queue for a video consult You can access the services online through the web at https://patient.heals.asia (or Heals App).
What information is required when registering?	You will need to complete the following mandatory fields: • Full Name (as per passport/ID card); • Password; • Date of Birth; and • Mobile Number (for OTP verification for first-time login)



What are your service hours?	HK-doctor consultation, and Heals Concierge servicing hours: - Monday to Saturday, including Public Holidays: 8:00 am to 11:00 pm (Hong Kong Time) - Sunday: Closed.
DOCTORS / TREATMENT / CERTIFICATES	
Who are the doctors?	Heals' team of doctors are (General) Medical Practitioners who are registered and licensed to practice in the country in which the video consultation, prescription and delivery of medication is taking place.
What can the doctors treat?	Heals' telemedicine service is available to manage non-emergency symptoms or medical issues. You should not use this service if you are experiencing any emergency symptoms or Emergency Events (as defined below). This service may not be appropriate for diagnosis of conditions which would require immediate medical attention or emergency care at a hospital or clinic, such as (including but not limited to): - Chest pain - Severe bleeding - Loss of consciousness or fainting - Confusion or hallucination - Head or spinal injuries - Moderate and Severe burns - Seizures and convulsions - Speech difficulty

- Change in mental status (such as sleeplessness)
- Suspected fractures or serious limb impairment
- Sudden and severe pain in any part of the body
- Respiratory symptoms which have lasted over 1 week
- Severe breathing difficulty and/or shortness of breath
- Severe nausea, vomiting, abdominal pain and/or diarrhoea
- Thoughts of suicide or homicide
- Choking
- Severe fever
- Other serious medical or similar symptoms

(together referred to as “Emergency Events”).

Prior to proceeding with an appointment for the video consultation, you are urged to consider whether your condition is one of the Emergency Events or similar to the Emergency Events and consider if it is better for you to seek direct medical attention at a clinic or a hospital immediately. In case you still wish to proceed with the video consultation, please inform the doctor at the beginning of the video consultation whether you are experiencing such condition(s) in order for the doctor to determine whether you are suitable for the service.

Can my doctor prescribe diagnostic tests? Where do I go for these tests? Will the results be shared with me, or sent directly to my doctor?	This service is currently not available. However, if further diagnostic tests are indicated after your video consultation, the doctor will advise you on what tests may be necessary and you may be referred offline for these services. A diagnostic test performed offline will not be shared with you automatically. You would be able to share any files with the doctor during a consultation if it is needed or requested.
Will the doctor issue a referral; sick leave; and/or prescription?	Yes, if the doctor determines that it is necessary and appropriate based on his/her professional judgment after the video consultation, he/she may issue a medical certificate (e.g. sick leave certificate) and/or referral letter (collectively, "Medical Certificate") and/or prescribe Dispensed Medication to you. Any such Dispensed Medication and Medical Certificate, will be delivered to your designated address via the Delivery Service (at no additional cost on the delivery fee for the prescribed Dispensed Medication) and/or via your account on the Heals platform in electronic format (available for download at no additional cost). You can refer to the full service terms and conditions which are available to view prior to proceeding with a video consultation on Heals' digital platform (or Heals App).
VIDEO CONSULTATION	



How do I contact a doctor?	Once registered (through your unique URL or QR Code from AIG), you can simply log in to Heals, view availability of Hong Kong doctors, and join a real-time e-queue for a video consult You can access the services online through the web at https://patient.heals.asia (or Heals App). Heals Concierge will be on-hand to assist you.
Can I pick the same doctor for subsequent consultations?	The availability of the same doctor will depend on the doctor rostered. It may not always be possible to consult with the same doctor when you schedule your consultation. Please contact Heals Concierge to assist with scheduling related enquiries.
What is the length of my appointment?	The typical duration of a video consultation can be up to 15 minutes or less depending on the case.
I would like to share medical reports with my doctor during the video consultation. How do I do that?	You will be able to share files (photographs, PDF's etc) with your doctor by uploading these files, or through Heals Concierge.
I wish to know the status of my request for a video consultation. What should I do?	Once you have confirmed to proceed with a video consultation, the status of the consultation will remain in a "(e-) queuing" state, together with a (real-time) estimated time of appointment, until the doctor is available to join the consultation. You will receive notification(s) prior to the start time



	of your consultation through Heals Concierge on WhatsApp.
What should I do if the doctor has not joined?	Please contact Heals Concierge by phone at +852 2592 5321 or WhatsApp at +852 4627 1672 or by email (support@heals.asia).
PRESCRIPTION / MEDICATION / DELIVERY	
How do I get a prescription?	The doctor will determine if a prescription is required. For any Dispensed Medication* prescribed by the doctor, Heals Concierge will assist after the consultation to coordinate confirmation of your required medications; delivery address and delivery status; and if any additional payment is required (subject to your AIG plan). Dispensed Medication includes up to three days of medication for treatment of symptoms and conditions that can be appropriately diagnosed by the doctor through Heals telemedicine services ("Basic Medication"). Eligible Insured persons of a valid Domestic Worker Protection 3.0's Ultra Care Plan have complimentary access to unlimited number of teleconsultations during the policy term, including up to three days of Basic Medication and delivery per teleconsultation at no additional cost. Any additional medication (exceeding Basic Medication) shall be subject to payment on an incurred cost basis



	as advised by Heals Concierge prior to confirmation of prescription and delivery.
When will I receive my medication at my chosen delivery address?	Same-day (prescribed/ Dispensed Medication will normally be delivered by 11pm on the same day for video consultations completed by 6pm - at no additional cost, otherwise within the next business day. A surcharge, as advised by Heals Concierge, shall apply for same-day delivery for video consultations completed after 6pm). Delivery service is currently limited to Hong Kong Island, Kowloon, New Territories, Tung Chung and Discovery Bay* (*where same-day delivery is not applicable) and is not available for the Outlying Islands, Ma Wan, Hong Kong International Airport, Cheung Chau, Lantau Island, Mui Wo, Pui O, Chang Sha, Tong Fuk, Shui Hau, Shek Pik, Po Lin Monastery, Tai O, and areas that vans are restricted to access.
I have a question about my prescription/medication. Who do I ask?	Please contact Heals Concierge by phone at +852 2592 5321 or WhatsApp at +852 4627 1672 or by email (support@heals.asia). If necessary, Heals Concierge will arrange for the doctor to contact you to follow up on your enquiry.
TECHNICAL / OTHER	
I would like to share feedback on the services. What should I do?	You can provide your feedback to Heals at any time by emailing support@heals.asia. Heals may also



	send a survey via email after a consultation to obtain feedback on your experience.
I would like to get further guidance on how to use the service. Where can I get this?	Please contact Heals Concierge by phone at +852 2592 5321 or WhatsApp at +852 4627 1672 or by email (support@heals.asia).
What are the supported browsers to use the service?	Most browsers are supported, such as recent versions of Google Chrome, Microsoft Edge, Firefox, Safari etc.