



HA Go

「遙距醫療」程式使用簡介

“TeleHealth App” Introduction

Version 1.1
Updated in Feb 2023

歡迎使用HA Go「遙距醫療」程式! Welcome to HA Go “TeleHealth” app!

此簡介目的: 介紹參與遙距醫療的事前準備及流程

Purpose of this guide: Introduce the preparation and
consultation journey of TeleHealth

使用HA Go「遙距醫療」程式前的準備:

Preparation before using HA Go “TeleHealth” app:



已成為HA Go
正式會員

Registered as
HA Go
FULL Member



確保流動裝置
已連接**穩定網絡**

Ensure mobile device
has been connected to
Stable Network



確保流動裝置
支援「遙距醫療」程式

Ensure mobile device
supports HA Go
“TeleHealth” app

詳情請參閱下頁。 Please refer to next page for details.



參與遙距醫療前，
可點按HA Go「更多」檢查
您的流動裝置是否支援「遙距醫療程式」
Click “More” in HA Go to check if your
mobile device supports “TeleHealth” app
before joining Teleconsultation

支援遙距醫療

是

Support TeleHealth

Yes

此步驟只適用於安卓系統用戶。iOS系統用戶請略過此步驟，所有iOS作業系統皆能支援HA Go「遙距醫療程式」。
This step is applicable for Android only. For iOS, please skip this step as all iOS mobile devices support HA Go “TeleHealth” app.



允許 HA Go 傳送通知

Enable HA Go to send you notifications

「HA Go」要傳送通知
通知可包括提示、聲音及圖像標記。你
可以前往「設定」進行設定。

不允許

允許

「HA Go」Would Like to
Send You Notifications
Notifications may include alerts,
sounds and icon badges. These can be
configured in Settings.

Don't Allow

Allow



如病人有遙距醫療預約，
「遙距醫療」程式會顯示於
HA Go，點按以開啟
“TeleHealth” app will be shown
in HA Go for patients with
TeleHealth appointments,
click to open



開啟「遙距醫療」程式時，請確保已授權
HA Go使用流動裝置的相機及語音功能
Please ensure HA Go has permission to
access camera & microphone when open
“TeleHealth” app



iOS 作業系統

「HA Go」要取用相機
你必須允許手機的相機功能以掃描條碼
或拍攝相片。

“HA Go” Would Like to
Access the Camera

You must enable the phone camera
function to proceed the barcode
scanning or photo taking.

Don't Allow

OK

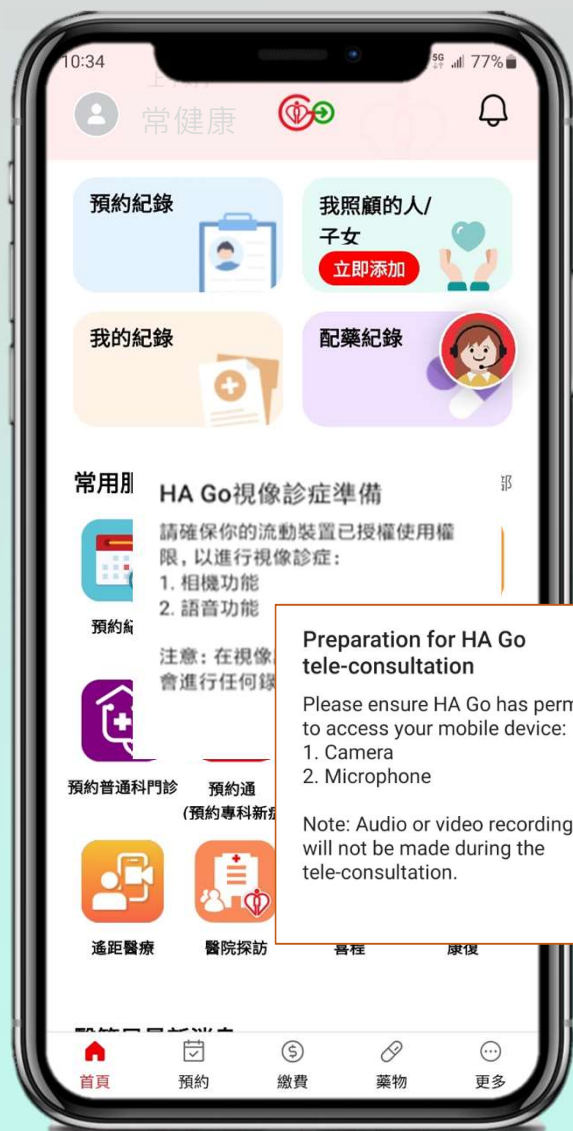
「HA Go」要取用咪高風
你必須允許手機的咪高風功能以傳送
聲音。

“HA Go” Would Like to
Access the Microphone

You must enable the phone
microphone function to proceed the
voice transmit.

Don't Allow

OK



開啟「遙距醫療」程式時，請確保已授權HA Go使用流動裝置的相機及語音功能

Please ensure HA Go has permission to access camera & microphone when open “TeleHealth” app

Preparation for HA Go tele-consultation

Please ensure HA Go has permission to access your mobile device:

1. Camera
2. Microphone

Note: Audio or video recording will not be made during the tele-consultation.

OK

Android 安卓作業系統



要允許 HA Go 拍照及錄製影片嗎？

第 1 項權限 (共 2 項)



Allow HA Go to take pictures and record video?

1 of 2

Deny

Allow



要允許 HA Go 錄音嗎？

第 2 項權限 (共 2 項)



Allow HA Go to record audio?

2 of 2

Deny

Allow

遙距醫療包括四個程序:

There are 4 steps in TeleHealth journey:



往下拉以更新實時狀態

Scroll down to refresh for real time status



準備視像會診

Get ready to TeleHealth consultation

準備

- 已允許 HA Go 發送推送通知*
- 觀看介紹短片
- 閱讀病人須知*

Get Ready

- Enable push notification*
- Watch video guide
- Read 'Patient notice'*

* 此項目必需於視像會診前完成

This item must be completed before proceed to TeleHealth consultation



隨時查閱你未來的遙距醫療預約紀錄

Check your coming TeleHealth appointments anytime

我的預約紀錄

Check My Appointments

如有需要，可點按「新手指南」閱讀每個程序的簡介
Click "TeleHealth Journey" to see the introduction for each steps if needed



新手指南



TeleHealth journey



視像會診前，
查閱「病人須知」及
「準備事項」

Read “Patient Notice” &
“Preparations” before
consultation



於預約時間前兩小時內 點按「我的預約記錄」 辦理登記及繳費

Click “Check My Appointments”
to register & pay within 2 hours
before appointment

我的預約紀錄

Check My Appointments

有關HA Go「登記及繳費」詳情，可觀看程式內的短片介紹。
Watch in-app video for details of HA Go “Register & Pay” service



點按「登記/繳費」
Click "Register / Pay"

登記/繳費

Register / Pay



參閱並同意「病人須知」

Read and agree
“Patient Notice”

同意

Agree

由二零二一年十二月起,「病人須知」會於視像會診前自動顯示,病人必須同意其條款及細則以進行會診。
Starting from December 2021, “Patient Notice” will be shown in TeleHealth App automatically before teleconsultation, you must agree the terms & conditions to proceed.



選擇身份類別

Select identity category



身份類別

香港居民:

- 持有效香港身份證 / 符合資格人士

享有醫管局醫療福利人士:

- 現職或退休僱員或其合資格家屬

享有公務員醫療福利人士:

- 現職或退休公務員或其合資格家屬 / 其他合資格人士

獲醫療費用減免人士:

- 綜合社會保障援助計劃、高額長者生活津貼及其他醫療費用減免或豁免



Identity category

Hong Kong Resident:

- Has a valid Hong Kong Identity Card/ Eligible Persons

Person eligible for HA medical benefits:

- HA Staff(serving or retired) or their Eligible Dependent

Person eligible for Civil Servant medical benefits:

- Civil Servant (serving or retired) or their Eligible Dependent/ Other Eligible Persons

Recipient of Medical Fee Waiver:

- Comprehensive Social Security Assistance, Higher Old Age Living Allowance and other valid medical waiver

香港居民

Hong Kong Resident

「香港居民」，請參考以下登記及繳費詳情。

For “Hong Kong Resident”, please refer to next slides for details of “Register & Pay”.

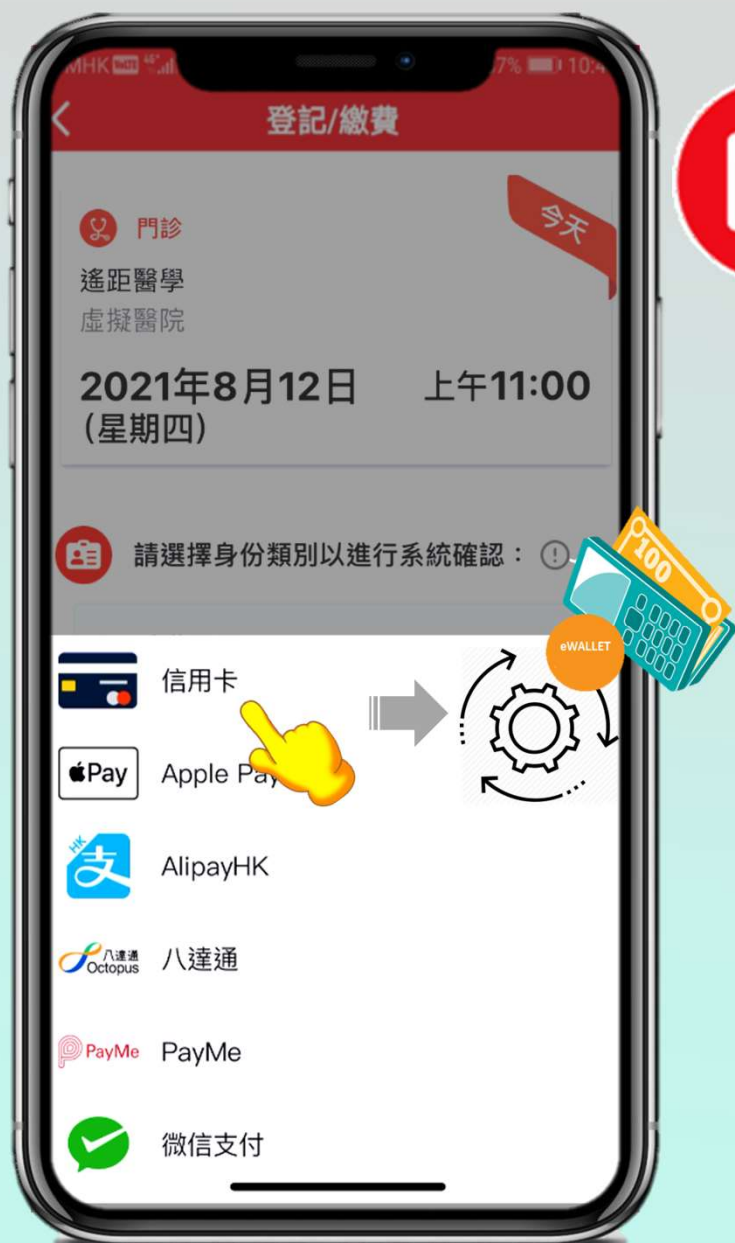


點按「登記及繳費」

Click "Register & Pay"

登記及繳費

Register & Pay



選擇支付方式

Select payment means



繳費完成

[點擊此處查看繳費紀錄](#)

備註：

1. 請準備有效身份證明文件，以便職員核實身份。
2. 請依時赴診，逾時者可能由職員另作安排。
3. 請查閱預約便條上其他相關資料(如有)。

☐ 儲存信用卡(代碼)

前往「遙距醫療」

查看預約紀錄



繳費完成後，
點按「前往「遙距醫療」」

Click “Go to Telehealth”
after payment

前往「遙距醫療」

Go to "TeleHealth"

享有醫管局/公務員醫療福利人士
獲醫療費用減免人士

Person eligible for HA medical benefits/Civil Servant medical benefits
Recipient of Medical Fee Waiver

以上類別人士，請參考以下登記詳情。

For the above categories, please refer to next slides for details of “Register”.



點按「登記」
Click "Register"

登記

Register



登記完成後，點按
「前往「遙距醫療」」

Click “Go to Telehealth” after
registration

前往「遙距醫療」

Go to “TeleHealth”

如要返回預約紀錄，可點按「確定」。

If you want to stay in “My Appointments”, please click “OK”.



登記/繳費後，請等待推送通知。
當收到通知，點按進入視像會診室

Wait for push notification after
registration/payment. Click the
notification to enter TeleHealth
consultation room



HA GO

TeleHealth reminder

KH SHEUNG - Tele-consultation will start shortly.



HA GO

遙距醫療通知

KH SHEUNG - 視像會診即將進行。...

現在



請準備香港身分證，等待職員
進入視像會診室

Please ready your Hong Kong
Identity card and wait for staff to
enter consultation room.



職員會核對您的身份
Staff will verify your identity





核對身份後， 醫護人員會與您進行 視像會診

Staff will start consultation
after identity verification

診症後如需跟進，醫護人員會安排您再次會見職員。

You may be referred to the staff for follow up after consultation if necessary.



「溫馨提示」

若會診過程中出現網絡不穩定/
斷線等情況，可點按
「進入視像會診」重新連接。

“Friendly Reminder”

When there is unstable network/
disconnection, please click “Enter
Teleconsultation” to reconnect.

進入視像會診

Enter Teleconsultation

下午4:57 95

意見調查

1. 我很滿意使用「HA Go 遙距醫療」的經驗

★★★★★ 😄

2. 參與視像會診的步驟很簡單

★★★★★ 😄

3. 如果日後疫情減退，你是否願意接受診所職員邀請以視像應診作為其中一種治療的模式？

★★★★★ 😄

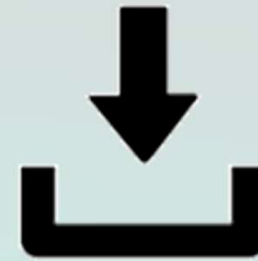
4. 其他有關「HA Go 遙距醫療」的意見 (選擇性填寫)

good

5. 電郵地址 (選擇性填寫)

期望得到
您的寶貴意見
Your feedback is
much valued

視像會診完成後，我們會邀請您填寫意見調查。
We will invite you for feedback after consultation.



下載 Download
HA Go

謝謝

Thank you

Several thin, white, parallel diagonal lines are positioned on the right side of the slide, extending from the middle towards the bottom right corner.