



For Immediate Release

HKSH Launches Telemedicine Service for Family Medicine and COVID-19 Screening Tests

(6 April 2020, Hong Kong) Hong Kong Sanatorium & Hospital today launched telemedicine service for Family Medicine to cater for the needs of patients for COVID-19 screening tests and outpatient services as the coronavirus threat in Hong Kong continues.

Video consultation with a Resident Medical Officer of the Hospital's Outpatient Department will be arranged to enable existing, non-emergency patients residing in Hong Kong to receive care from home. The new service also allows those in need to arrange and conduct deep throat saliva tests for COVID-19 screening without entering medical facilities and get the result within 6 to 24 hours after the submission of specimen.

Deputy Medical Superintendent of the Hospital, Dr. Joseph CHAN, said that it was the first time for the Hospital to have introduced telemedicine service. He believed that the service would help promote the safety of patients, staff and community.

“Telemedicine can contribute positively to healthcare during the pandemic, helping contain the spread of the virus in the community and frontline medical staff. During the pre-launch period in the past two weeks, over 30 patients had received COVID-19 screening tests through phone consultation with one preliminary positive case having been identified and reported to the Centre for Health Protection (CHP) for handling,” Dr. CHAN said, adding that the Hospital has considered the feasibility of introducing telemedicine for some time.

“Service demand has been on the rise lately as some patients do not wish to come to the hospital although feeling unwell. Some others may be under quarantine and are eager to conduct screening tests to keep their close contacts safe.”

“As the pandemic continues, patients still need normal medical care and the Hospital is obligated to take care of non-COVID-19 patients with a view to minimising their risk of contracting the virus. We think it is an opportune time to introduce the service to our patients,” Dr. CHAN added.

Appointment for telemedicine service can be made by phone (Tel: 2835 8602) or email (opd.telemed@hksh-hospital.com). After assessment of one's suitability for the service, appointment and video consultation details will be confirmed by email and video consultation with a Resident Medical Officer at the appointment time arranged. E-payment will be made online. Drug and test kit delivery and collection can be arranged for the patient upon request. Patients will receive drug counselling service from our pharmacists/dispensers over the phone.

For COVID-19 screening tests, results will be available within 6 to 24 hours after the specimen is collected. All laboratory procedures are carried out within the laboratory of the Hospital to ensure quality and safety control and optimal turnaround time. If the conditions of patients fall into the reporting guidelines of the CHP, the cases will be reported to the CHP accordingly. Over 1,800 tests have been conducted since early February.



A video demonstration of specimen collection is available on HKSH Medical Group's official YouTube channel: <https://www.youtube.com/watch?v=6FaMyF4eov4>

For details of our telemedicine service, please visit <http://www.hksh-hospital.com/>

Service Charge:

Family Medicine One-time Video Consultation HK\$320* * Subject to Outpatient Price Schedule	Deep Throat Saliva Test COVID-19 test kit: HK\$2,500 COVID-19 test kit delivery and pick-up by courier: HK\$320
	Medication To be confirmed and charged after the tele-consultation

** Terms and Conditions apply*

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HKSH Medical Group

Officially launched in September 2017, HKSH Medical Group promotes public health and advanced medicine through a multi-faceted, coordinated approach in clinical services, medical education, scientific research and public health education. Members of the Group, including Hong Kong Sanatorium & Hospital, HKSH Healthcare and HKSH Eastern Medical Centre, are dedicated to offering top-quality holistic care to patients, upholding the motto "Quality in Service, Excellence in Care".

Hong Kong Sanatorium & Hospital

Hong Kong Sanatorium & Hospital is one of the leading private hospitals in Hong Kong. With the motto "Quality in Service Excellence in Care", the Hospital is committed to serving the public as well as promoting medical education and research.

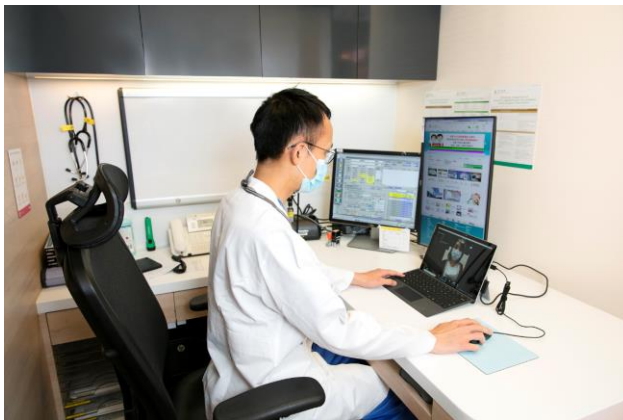


Photo:

1. A nurse will contact the patient before appointment time.



2. Video consultation provides extra convenience to patients who will receive medical care from home.



3. To put patients' mind at ease, pharmacists/dispensers will call patients and give instructions on the use of medicine by phone.



For media enquiries, please contact:

Ms. Mandy SO Tel: 3156 8077

Ms. Tracy CHUNG Tel: 3156 8079

Email: media@cad.hksh.com