



Should I see a doctor online or at the clinic?

Preventative measures for COVID-19 are still in place and to support our existing patients we have set up a video call consultation service with our general practitioners. We speak to Chief Medical Executive Dr Hans Schrader to learn more about the telemedicine service.

Q: Who can access the online consultation service?

A: Our team of general practitioners offer video consultations to patients we are familiar with as we understand patients may experience stress and anxiety at this difficult time. We have served patients of all age ranges and have been able to reassure many patients regarding their condition and arrange treatment, advice and/or follow up.

Patients can also make use of the [DrGo platform](#) for booking an online appointment (*designated doctor only*).

Q: Can the patient use the telemedicine service if they have a chronic health condition or injury?

A: The vast majority of all diagnosis and management plans are based on a good clinical history and prior knowledge of the patient. Video-consultations allow for good visual and verbal interaction that support making a sound diagnosis.

The doctor can order tests and prescribe medication if able to make a diagnosis and treatment plan through the video-consultation. If the doctor needs further clarification they may request to see the patient at the clinic before commencing treatment.

For instance, video-consultations can be used to advise patients with high blood pressure or diabetes on their treatment plans as these patients can monitor their own blood pressure and glucose levels at home.

For health issues which require clinical examination, as is most often the case in urgent care, infectious disease, sport injury and trauma, video-consultation may not be appropriate.

Q: How can the patient make a booking?

A: Matilda's secure telemedicine platform <https://matilda.ringmd.com/ui/login> can be accessed from any mobile device or desktop with a camera and a microphone. The patient selects the doctor, a preferred consultation time and date and pays for the service (HK\$590 for the first consultation + drug fee, and usual clinic fees thereafter).

The doctor will receive the booking and commence the consultation at the appointed time.

Q: How about prescribing medicine?

A: The doctor can prescribe through the clinic where the patient can collect the medication. Drug delivery can be arranged through a dedicated courier with a small fee.

Q: Can I order a COVID-19 test at home?

A: Matilda patients can book a consultation and discuss with the doctor the concerns and any existing symptoms. The doctor will advise the most appropriate test if required and make arrangements.

Q: Can the patient consult the doctor by phone instead?

A: Yes, if there is no access to a video call then the clinics can help arrange a telephone consultation.



matilda
International Hospital
明德國際醫院



到診所、還是上網睇醫生？

新型冠狀病毒病的預防措施仍然生效，明德醫院為病人提供支援，包括家庭醫生視像會診服務。我們跟醫務行政總監史威達醫生傾談，以了解更多視像會診服務的詳情。

問: 什麼人可以使用這項服務？

答: 明德的家庭醫生團隊特別為我們熟識的病人提供視像會診服務。使用服務的病人來自不同年齡層，不少人透過視像會診得以釋除疑慮，包括其狀況和安排治療、提供意見及跟進其病情。

病人亦可於 [DrGo 平台預約網上睇醫生](#)(僅限於指定醫生)。

問: 病人若有長期病患或受傷，可以使用視像診症嗎？

答: 大部分的診斷和治療方案乃根據對病人之前的了解及足夠的臨床病歷作判斷。視像應診的影像互動已很高質素，能支援穩健的診斷。

若醫生透過視像會診能夠作出判斷和治療方案，則可為病人安排測試及藥物。若醫生需要進一步評估，或會要求病人前往診所才作診斷。

許多病人在家中可以自己量度血壓和血糖水平，故此醫生能夠為患有高血壓或糖尿病的病人透過視像諮詢診症。然而，視像應診或不適用於一些需要臨床檢查的健康問題及緊急治療、傳染疾病和創傷等。

問: 病人如何預約？

答: 只須利用流動裝置或備有鏡頭和擴音器 (mic) 的電腦便可登入明德的視像會診平台 <https://matilda.ringmd.com/ui/login>，然後選擇醫生、診症日期時間及繳付診金(首次為 590 港元，另加藥費；其後按診所之收費)。醫生會收到預約通知，於該預約時間應診。

問: 如何配藥？

答: 醫生可從一般途徑指示診所安排藥物，讓病人取藥。我們亦可安排送遞藥物，而送遞服務另外收費。

問: 我可以回家預約新型冠狀病毒病測試嗎？

答: 明德病人可預約會見醫生，並跟醫生討論其所擔心的問題及症狀，如需要，醫生會建議合適的測試及作出安排。

問: 病人可以要求以電話診症嗎？

答: 可以，若未能使用視像會診，診所可安排透過電話診症。



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