

Need to see a doctor?

Access to virtual medical consultations with registered doctors through MyDoc!


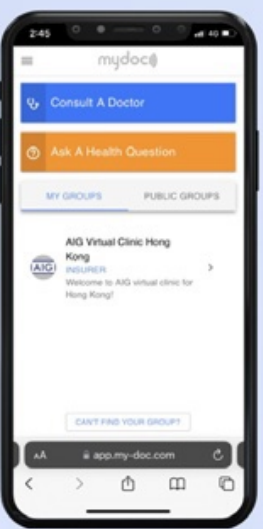




Welcome to your own virtual clinic!

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 Helper Protector 3.0's Ultra Care Plan issued by AIG Insurance Hong Kong Limited. Terms and conditions apply.

Get started in 4 easy steps:

- 1** Click on join link and create an account

- 2** Arrive at Care Network Page

- 3** View group info + click "consult a doctor"

- 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 MyDoc, please call +852 2592 5321

What can I use the service for?



What to expect?

-  Convenient access to your medical records, including case notes, e-referrals, eMCs and e-prescriptions.
-  Your own personal concierge, guiding you through the process.
-  Medication delivery, right to your doorstep.

Consultation Hours

- Mon. - Fri. : 9:00 AM to 5:00 PM
- Sat. : 9:00 AM to 1:00 PM
- Sun. + Public Holiday : Closed



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GENERAL	
What is MyDoc?	<p>MyDoc is a Hong Kong-headquartered company that provides an easy-to-use access point to your personal healthcare network consisting of doctors and pharmacies. MyDoc provides members with direct access to healthcare professionals for consultations and follow-ups. This enables patients to save time and have access to world-class healthcare services, all from the comfort of their home.</p>
How do I access the service?	<p>As part of your AIG plan, you will receive an invitation with a unique URL to activate your service and login to your MyDoc account. Once registered, you can simply log in to MyDoc, access the AIG group, and use the services freely! You can access the services online through the web at https://auth.my-doc.com/</p>
How do I contact support?	<p>You can contact us at support@my-doc.com with any general questions about the service.</p>
What information is required when registering?	<p>You will need to complete the following fields:</p> <ul style="list-style-type: none">• Email• Mobile number• HKID/Passport number• Date of birth• Gender• Home address



DOCTORS	
Who are the doctors?	<p>MyDoc's team of doctors are general practitioners who are registered and licensed to practice in the country in which the consultation is taking place, with an average of more than 12 years of clinical experience. MyDoc works with leading healthcare providers in each market to provide comprehensive healthcare solutions, from online care to in-person clinics. All MyDoc doctors are also required to take additional clinical and product training, as well as pass test consultations via MyDoc Way: A certification programme developed by MyDoc and used by doctors regionally.</p>
What can I do in case of an emergency?	<p>The virtual doctor consultation is available to manage non-emergency symptoms or medical issues. You should not use this service if you are experiencing any emergency symptoms. If you are experiencing a medical emergency, you should seek immediate care at your nearest A&E.</p> <p>NOTE: It depends on the clinical judgement by the doctors and the local health guidelines whether the conditions are suitable for teleconsultation.</p>



What can the doctors treat?

A virtual doctor consultation is not intended to replace your primary GP, but it may sometimes substitute such a visit. One of the limitations of virtual consultation is that the doctor is unable to perform a full physical examination and may not have access to objective vital signs.

MyDoc's doctors are trained to manage a wide range of conditions. Some of the medical conditions that are appropriate for a virtual consultation include but are not limited to:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Constipation
- Diarrhoea
- Ear Infection
- Fever
- Headache
- Insect Bites
- Joint Aches
- Nausea
- Rashes
- Sinus Infections
- Sore Throat
- UTI



<p>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?</p>	<p>This service is currently not available. However, if further diagnostic tests are indicated after your virtual doctor 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.</p>
<p>Will the doctor facilitate referrals?</p>	<p>If a referral is needed, MyDoc doctors will issue a referral letter and reinforce to the patient to bring this digital referral letter (or printed hardcopy) to the nearby clinic / hospital. The referral letter itself already served as a “communication” between MyDoc doctors and the offline doctors. If further information is required, MyDoc doctors' contact number is available on the referral letter as well.</p>
<p>How effective are the doctors in diagnosing my condition through video consult?</p>	<p>Working diagnoses are provided by MyDoc doctors based on the symptoms presented by the patients and the physician-guided patient self-examination, if applicable. The treatment will be based on the working diagnoses (e.g. to prescribe medicines to relieve symptoms, to get blood or radiological tests to confirm diagnoses, to rule out underlying serious conditions, to see specialists for a procedure etc.)</p> <p>Getting an accurate diagnosis (or complete diagnosis) will require an accurate history given by patients (also depends on the symptoms presented by patients – as they can change as time goes by), efficient and complete physical examination (which is limited via</p>



	teleconsultation), relevant investigations (to confirm working diagnoses or to rule out serious conditions), and teamwork among healthcare professionals (e.g. early referral to a specialist for confirmation and early intervention).
VIRTUAL CONSULTATION	
How do I contact a doctor?	The automatic triage will connect you with the on-call doctor by generating a new conversation between the patient and the doctor. At this time, you can begin sending messages to the doctor. You will then begin your consultation with the doctor via video call.
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.
What are the teleconsultation hours?	The service hours for virtual consultation are as follow: <ul style="list-style-type: none"> • Monday to Friday: 9:00 am to 5:00 pm • Saturday: 9.00 am to 1.00 pm • Sundays and public holidays: Closed.
What is the length of my appointment?	The standard duration of a virtual consultation is 15 minutes.



<p>I would like to share medical reports with my Doctor during the Virtual Consultation. How do I do that?</p>	<p>You will be able to share files (photographs, PDF's etc) with your doctor by uploading these files into the conversation.</p>
<p>Do I have to do a video consultation to get prescriptions/advice/MC/referral?</p>	<p>Yes, consultation with the doctor is required to issue a electronic Medical Certificate (e-MC), electronic prescription (e-Rx), or electronic referral. Do note that no signature is required as the e-MC is electronically signed.</p>
<p>I wish to know the status of my request for a virtual doctor consultation. What should I do?</p>	<p>Once you have scheduled your virtual consultation with the doctor, the status of the consultation will remain in a "pending" state until the doctor has confirmed the consultation timeslot. Once it has been confirmed by the doctor, the status will change to "consultation confirmed." You will receive notifications prior to the start time of your consultation.</p>
<p>What should I do if the doctor has not responded?</p>	<p>You may contact MyDoc at support@my-doc.com or contact our Customer Hotline at: +852 2592 5321</p>



Prescription Coordination	
How do I get a prescription?	The doctor will determine if a prescription is required. If there are any prescriptions, MyDoc's medical concierge will contact you after the consultation to coordinate.
I have received an ePrescription. What do I do next?	Once the doctor has issued your prescription, you will receive a watermarked copy of the prescription. MyDoc's Medical Concierge will contact you to assist in coordinating your prescription process.
When can I expect my medication to arrive?	<ul style="list-style-type: none"> • Monday to Friday: If your payment for medicines completed by 1:00pm, Dispensed medications can be delivered on the same day by 10:00pm. • Saturday: If your payment for medicines completed by 11:30 am, Dispensed Medications can be delivered on the same day by 10:00pm. • If payment is applicable and is completed after the above stated time, the Dispensed Medication will be delivered on the following Business Day.
Is my area covered for medication delivery?	In Hong Kong: Delivery is nationwide except government restricted areas & outlying islands (with the exception of Tung Chung).



<p>I have a question about my medication/medicines? Whom do I ask?</p>	<p>If you have any questions about your medication, you can message MyDoc's Medical Concierge directly from the browser application. Alternatively, you can contact MyDoc at support@my-doc.com or contact our Customer Hotline at: +852 2592 5321</p>
<p>I was charged incorrectly. What do I do?</p>	<p>If there are any discrepancies with your billing/invoice please inform the concierge or contact the MyDoc support team at support@my-doc.com</p>
<p>Technical</p>	
<p>I would like to share feedback on the services. What should I do?</p>	<p>You can provide your feedback to MyDoc at any time by emailing support@my-doc.com. MyDoc will also send a survey via email after a consultation to obtain feedback on your experience.</p>
<p>I would like to get some guidance on how to use MyDoc. Where can I get this?</p>	<p>If you are using the web, you can also find the support page on the left panel.</p>
<p>What are the supported browsers to use MyDoc?</p>	<p>Google Chrome and Firefox</p>