



養和醫療
HKSH Medical Group

GUIDELINE FOR CONDITIONS NOT SUITABLE FOR TELE-CONSULTATIONS

Emergency health issues and mental health conditions are NOT suitable for tele-consultation. Please seek immediate medical assistance at the nearest Accident & Emergency (A&E).

In case the doctors or nurses consider that telemedicine service is not suitable for the patient, they have the right to terminate tele-consultation and the patient will be suggested to physically attend the Group to complete consultation / seek for the nearest emergency medical assistance. The following are examples of health conditions which the doctors or nurses might consider not suitable for the patient to proceed with tele-consultation:

- Visual disturbances – double vision or blurred vision or loss of vision
- Facial weakness / numbness
- Dizziness and imbalance
- Chest pain/palpitation
- Shortness of breath
- Breathing difficulties and asthma
- Abdominal pain with or without fever
- Diarrhoea with black stools
- Urinary or bowel incontinence
- Per-rectal bleeding
- Joint pain / swelling
- Pregnancy complications
- Paediatric cases age 12 or below (applicable for Outpatient Department of Hong Kong Sanatorium & Hospital; Family Medicine and Primary Care Centre at HKSH Eastern Medical Centre and HKSH Healthcare)
- Geriatric cases with poorly controlled co-morbidities
- Any physical injuries
- Fever for more than 3 days
- Weakness or numbness of limbs
- 1st consultation on chronic illnesses
- Patients who requires prescription of Dangerous Drugs

The final decision will be upon discretion of doctors and healthcare staffs of the HKSH.

