



For Immediate Release

### **HKSH Mobile App Launched for Appointment Scheduling and Accessing Personal Medical Records at Fingertips**

(20 July 2021, Hong Kong) HKSH Medical Group has launched a new free HKSH app as a one-stop personalised health management platform to patients and the public. The app will make it easy to request an appointment with specialists under the Group, including Hong Kong Sanatorium & Hospital, HKSH Healthcare, HKSH Eastern Medical Centre and HKSH Cancer Centre. The latest “My Report” feature enables users to access and download personal medical records at fingertips.

HKSH has always strived to enhance patient experience and service excellence. Following the release of the HKSH Obstetrics & Gynaecology mobile application and HKSH WeChat Account in 2018 and 2019 respectively, the Group launched a full service medical app for patients in March this year and has recorded nearly 10,000 users so far. Apart from appointment scheduling, patients can also receive booking reminders and access a resource library of health articles on advice from HKSH specialists.

**Dr. Joseph CHAN, Chief Medical Officer of HKSH Medical Group and Deputy Medical Superintendent of Hong Kong Sanatorium & Hospital**, said that the HKSH Mobile App is an all-in-one mobile application that integrates functions of managing appointments, medical records and health information.

“At present, the Group provides more than 50 specialty services and packages with a strong healthcare team of 240 Group doctors, over 1,500 visiting doctors and 300 allied health professionals.” said Dr. CHAN, “The ‘My Report’ function that we have just launched will provide extra convenience for patients to master health data through easy access and download of their most recent medical records.”

“My Report” function covers nearly 20 report types, including pathology clinical chemistry report, clinical haematology report, microbiology report, molecular report, nuclear medicine report, positron emission tomography-computed tomography (PET/CT) report as well as ultrasound, X-ray and MRI scans. “Reports of the recently introduced COVID-19 PCR tests and serology antibody tests can also be accessed under ‘My Report’ and we trust that the new function will attract more users to download the app,” Dr. CHAN noted, adding that medical records for patient cases under the care of visiting doctors would also be available in the app, facilitating patient care in follow-up consultations or other treatments in future among different groups of doctors.

While providing user-friendly service, Dr. CHAN reiterated, patient privacy and data security would not be compromised. “All medical reports are encrypted to ensure security and privacy. Users will be required to validate their accounts with valid identity documents before accessing their personal medical records. Account validation can be done at a dedicated counter on G/F lobby of the Hospital and at centres listed in Appendix 1.”

The launch of the app is a major service enhancement made by HKSH in recent years. **Mr. CHEN Wei Hsu, Business Development Executive of HKSH Medical Group**, said, “As the leading healthcare service provider, we continuously try to innovate to stay ahead of our clients’ expectation. Technology has permeated every facet of our lives and brought unprecedented convenience to all. It is imperative we apply technology to health care as well to increase operational efficiency and most importantly, enhance the patient journey.”

Patients can schedule and manage appointments for over 50 specialties, either through direct booking in the app or sending an e-form request which will be confirmed within three days. “Direct booking



for nine specialties/services can currently be made through the app by answering a few triage questions. We expect to roll out direct booking to 8 more specialties in Q3 of this year, with others to follow in phases,” Mr. CHEN noted.

The specialties/services currently available for direct booking are: vaccination, oncology, haematology and cellular therapy, ophthalmology, gynaecology, obstetrics, reproductive health, ENT head & neck surgery as well as liver surgery and transplant.

“Reminder notifications will also be sent to user who can check their confirmed and past appointments in the app. If users are unable to attend the appointments, most services can be cancelled or rescheduled through the app within 72 hours in advance of consultation,” he added.

All HKSH doctors and specialty services are fully listed in the app to facilitate an easy search for details and qualifications of doctors and service introduction. Major centre price lists are also shown for service transparency.

Users are encouraged to stay tuned for HKSH health advices by turning on notifications for Health Information. The app also serves as a platform to provide health information to the public, featuring a column called “Ask Dr. HKSH” and other news articles and interviews with HKSH specialists.

The HKSH Mobile App is available in traditional Chinese, simplified Chinese and English. It supports mobile devices with iOS or Android operating systems, and can be downloaded free of charge in Apple Store or Google Play.

-END-

#### **Appendix 1: Designated Locations for Account Validation**

- HKSH Healthcare Family Medicine and Primary Care Centres (Central, North Point, Taikoo)
- HKSH Healthcare Medical Centre (Admiralty Pacific Place)
- HKSH Eastern Medical Centre
- Lobby, G/F Li Shu Pui Block, Hong Kong Sanatorium & Hospital
- Outpatient Department, G/F, Li Shu Pui Block, Hong Kong Sanatorium & Hospital
- 7/F, Li Shu Pui Block, Hong Kong Sanatorium & Hospital (Dental Centre)
- 9/F, Li Shu Pui Block, Hong Kong Sanatorium & Hospital (Department of Paediatrics, Private Patient Clinic, Allergy Centre)
- 10/F, Li Shu Pui Block, Hong Kong Sanatorium & Hospital (Department of Health Assessment, Nephrology Centre, Endocrine & Diabetes Centre, Neurology Centre, Urology Centre, Respiratory Medicine Centre)
- 2/F, Li Shu Fan Block, Hong Kong Sanatorium & Hospital (Surgery Centre, Li Shu Pui ENT Head & Neck Surgery Centre, Orthopaedic & Sports Medicine Centre)
- 3/F, Li Shu Fan Block, Hong Kong Sanatorium & Hospital (Comprehensive Oncology Centre, Haematology and Cellular Therapy Centre, Gastroenterology & Hepatology Centre, Rheumatology Centre)
- 4/F, Li Shu Fan Block, Hong Kong Sanatorium & Hospital (Ophthalmology Centre)
- 5/F, Li Shu Fan Block, Hong Kong Sanatorium & Hospital (Obstetrics & Gynaecology Centre)
- 6/F, Li Shu Fan Block, Hong Kong Sanatorium & Hospital (Cardiology Centre)
- 6/F, Central Block, Hong Kong Sanatorium & Hospital (Liver Surgery and Transplant Centre)



## **HKSH Medical Group**

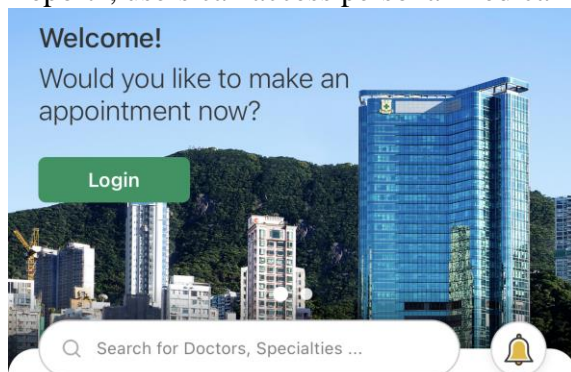
Officially launched in September 2017, HKSH Medical Group promotes public health and advanced medicine through a multi-faceted, coordinated approach in clinical services, medical education, scientific research and public health education. Members of the Group, including Hong Kong Sanatorium & Hospital,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

## **Hong Kong Sanatorium & Hospital**

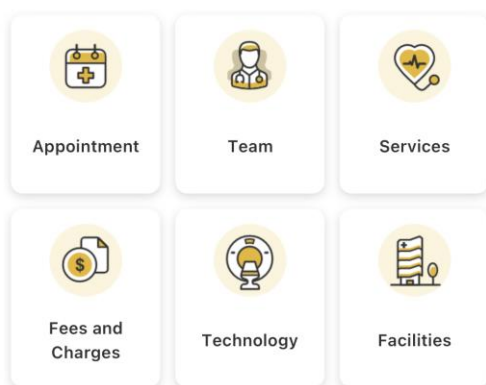
Hong Kong Sanatorium & Hospital is one of the leading private hospitals in Hong Kong. With the motto “Quality in Service Excellence in Care”, the Hospital is committed to serving the public as well as promoting medical education and research.

### **Photo:**

1. HKSH Medical Group launched its first mobile application. With the newly added function “My Report”, users can access personal medical records and master their health data at fingertips.

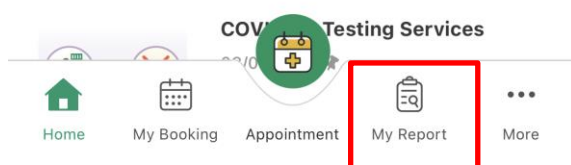


### Quick Access



### HKSH News

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2. Users are required to validate their accounts and identities before accessing personal medical reports. All medical reports are encrypted to ensure security and privacy.

My Report

Report Type

Pathology

View Details

Radiology

View Details

My Report

Pathology ①

May 2021

Clinical Chemistry Health Assessment Report

Report Date: 19/05/2021

Mar 2021

Feb 2021

Dec 2020

Nov 2020

My Report

Clinical Chemistry Health Assessment Report

Lab No.: 190816276 (C19074165)

Patient: SHEUNG KIN HONG

ID: A123456(3)

Sex/Age: M / 83Y

DOB: 01/01/1936

Specimen: Blood

Hosp. No.: 18-0371774

Print Location: HAIE

Ordered By: Dr. KIM, Jody HAN

First Attending Doctor: Dr. K.S. 8.5

1.36

Clinical Chemistry Health Assessment Report

Lab No.: 190816276 171031902 171028901 170828952 170828953

Collected Date: 19/05/2021 31/10/2017 26/10/2017 26/05/2017 26/05/2017

Collected Time: 10:01 11:38 13:00 11:20 10:17

Reference Interval Unit

Kidney 腎臟指數

Sodium 鈉

137 -- 132 140 -- 134-148 mmol/L

Phosphorus (Plasma) 磷

4.6 -- 4.0 -- 2.2-4.8 mmol/L

Chloride 氯

99 -- 100 -- 98-107 mmol/L

Bicarbonate 碳酸氫根

30 -- 24-31 mmol/L

Urea 尿素

5.8 -- 2.8-8.1 mmol/L

Creatinine 肌酐

84 -- 62-106 umol/L

Estimated Glomerular Filtration Rate (eGFR) 腎小球濾過率

85 -- See below ml/min/1.73 sq.m

Information

Chronic kidney disease is unlikely when the eGFR is > 60ml/min/1.73 sq.m and in the absence of clinical evidence of kidney disease. Impaired kidney function in persons aged > 70, an eGFR value in the range of 45-59 ml/min/1.73 sq.m, if stable over time and unaccompanied by other evidence of renal damage, may be interpreted as typical for this age group and unlikely to be associated with chronic renal disease.

eGFR may not accurately in people at extremes of body type, for example the malnourished and amputees. Its validity has not been tested across all ethnic groups. In particular, eGFR is not valid in pregnant women and in children.

Liver 肝臟指數

Bilirubin, Total 總膽紅素

7 -- <12 umol/L

Bilirubin, Direct 直接膽紅素

2.9 -- <6.8 umol/L

Reported by: Ho K.S. (at 19/05/2021 10:09)

Final Report (COPY)

Page 1 of 1

Verified & Released by: Ho K.S. (at 19/05/2021 10:09)

Printed by: Ho K.S. (at 19/05/2021 10:09)

Report Location: HAIE

My Report

Radiology ①

Jun 2021

Radiology Report (US BREAST 1402022)

Report Date: 01/06/2021

May 2021

Sep 2020

My Report

Radiology Report (US BREAST 1402022)

Name: SHEUNG KIN HONG

Sex / DOB: F / 19-OCT-1944

Ref. Dr.: Queen Mary Hospital

Exam ID(s): 2195127

ID: A123456

Ward / Dept.: Queen Mary Hospital

Hosp No.: 2195127

Date of Exam: 03-OCT-2019

CT CORONARY ANGIOGRAM

Clinical data:

testing

Technique:

One AP scout. After injection of 70 c.c. of contrast (Iopamiro). CT scan performed through the heart using 0.5mm thick slice.

Findings:

Calcified and non-calcified plaques are seen in the proximal and mid RCA, causing greater than 70% stenoses. Non-calcified plaque is noted in the distal RCA, causing 50% to 70% stenosis. Non-calcified plaque is noted in the PDA, causing less than 50% stenosis.

Calcified and non-calcified plaques are seen in the left main coronary artery, causing 50% to 70% stenoses. Calcified and non-calcified plaques are seen in the proximal and mid LAD, causing greater than 70% stenoses. Calcified and non-calcified plaques are seen in the distal LAD, causing up to about 50% stenoses. A segment of myocardial bridging is seen in the distal LAD. Calcified and non-calcified plaques are noted in the first diagonal artery, causing greater than 70% stenoses. Prominent calcified plaque is seen at the second diagonal artery, rendering this segment not assessable by CT.

The LCX is normal in calibre. Non-calcified plaque is noted in the proximal LCX, causing less than 50% stenosis. The distal LCX is normal.

No obvious infarct is seen in the ventricles.

Visualized lung fields do not show any pulmonary mass, infiltrates or effusions.

Impression:

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100076302208 1208175

Page 1 of 4

Exam ID: 2195127

19047-201-50483

My Report

Radiology Report (US BREAST 1402022)

Name: SHEUNG KIN HONG

Sex / DOB: F / 19-OCT-1944

Ref. Dr.: Queen Mary Hospital

Exam ID(s): 2195127

ID: A123456

Ward / Dept.: Queen Mary Hospital

Hosp No.: 2195127

Date of Exam: 03-OCT-2019

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Page 1 of 4

Exam ID: 2195127

19047-201-50483



3. By answering simple default questions in the app, users can find suitable services according to their needs.

The image displays three sequential screenshots of the HKSH app's Q&A interface, illustrating the booking process for different services.

**Cardiology Booking:**

- Question: "You are booking for Cardiology"
- Question: "Please select your booking type."
- Option: "New case"
- Question: "Are you over 15 years old and weigh over 30kg?"
- Option: "Yes"
- Question: "Any referral letter from registered medical practitioner in Hong Kong?"
- Options: "Yes", "No"

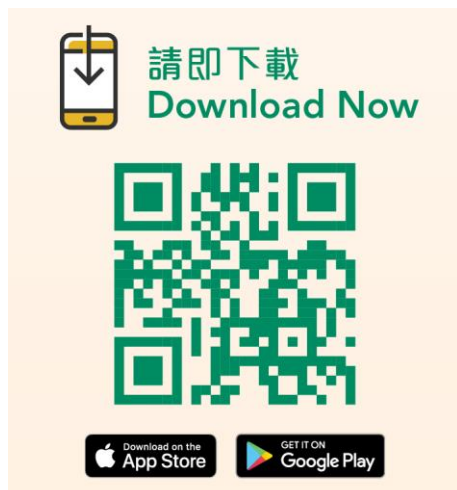
**Ophthalmology Booking:**

- Question: "You are booking for Ophthalmology"
- Question: "Please select your booking type"
- Option: "New case"
- Question: "Please select your service type"
- Option: "Screening package"
- Question: "Please select the item you are interested in"
- Options: "Annual Comprehensive Eye Screening for Senior Citizens", "Cataract Screening", "Annual Glaucoma Screening", "Pre-LASIK/SMILE Exam"

**Vaccinations Booking:**

- Question: "You are booking for Vaccinations"
- Question: "Please select the vaccine service you are interested in."
- Option: "Other vaccine"
- Question: "Please select the vaccine service you are interested in. (multiple select)"
- Options: "Adult Seasonal Influenza Vaccination", "Pneumococcal Conjugate Vaccine (Prevenar)", "Hepatitis A Vaccine", "Hepatitis B Vaccine"
- Option: "Confirm"

4. Users can make appointments for over 50 specialties service and packages in HKSH via direct booking or submitting e-Form requests in the app. The app can be downloaded free of charge in Apple Store (iOS users) or Google Play (Android users).



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