



Heals Healthcare (Asia) Limited – Service Terms and Conditions

In these terms and conditions (“**Terms and Conditions**”), “**Heals**” or “**we**” or “**us**” means Heals Healthcare (Asia) Limited and its affiliates, and the “**Customer**” or “**you**” means any person, firm, company or body which places an order for the Services (as defined below) with us. By using the Services, or any part of it, you agree that you have read these Terms and Conditions and that you accept and agree to be bound by them.

About the Services

1. We may provide the following services (the “**Services**”) via Heals’ designated website or mobile app (the “**Portal**” or “**Heals App**”):

- Medical online consultation (“**Teleconsultation**”), online booking services for Teleconsultation with a General Healthcare Professional (“**Video Consultation**”) for you in Hong Kong and other locations which may be included from time to time (the “**Designated Destinations**”), through healthcare professionals such as registered medical practitioners, pharmacists and the relevant supporting staff (together referred to as “**Healthcare Professionals**”) on our panel which comprise our affiliated and/or third party service providers and/or independent practitioners who are Healthcare Professionals.
- Subject to professional judgment of the Healthcare Professionals (as the case may be), prescription and dispensation of the necessary medications (“**Dispensed Medication**”), with the exception of those classified as dangerous drugs under the Dangerous Drugs Ordinance (Cap. 134 of the laws of Hong Kong) in Hong Kong and under similar laws and regulations in the applicable Designated Destination, in respect of your treatment (“**Remote Dispensing Services**”).
- Handling of related enquiries by our concierge service team (“**Concierge Service**”).
- Collecting and delivering the Dispensed Medication as your authorised agent to your designated delivery address or collection point by courier service provider within specified regions or cities in Designated Destinations (“**Delivery Service**”). In Hong Kong, Delivery Service is currently limited to Hong Kong Island, Kowloon, New Territories, Tung Chung and Discovery Bay* (*where same-day delivery is not applicable) and is not available for the Outlying Islands, Ma Wan, Hong Kong International Airport, Cheung Chau, Lantau Island, Mui Wo, Pui O, Chang Sha, Tong Fuk, Shui Hau, Shek Pik, Po Lin Monastery, Tai O, and areas that vans are restricted to access. In South Korea, Delivery Service is currently not available and Dispensed Medication shall be arranged through pharmacy pick-up in Seoul only.

Further details on Designated Destinations can be found by visiting the Doctor List page in the Heals App.

- Unless otherwise stated as part of your subscription plan details, it is intended for the Services for travel-related annual subscription or single trip plans to include up to two Video Consultations for every travel trip over a 14-day period (per trip) to any applicable Designated Destinations.

(collectively, the “**Services**”)

2. You expressly acknowledge and accept that the use of the Services is intended for diagnosis of non-emergency conditions, which may be subject to (including but not limited to) the below limitations and risks:



- diagnosis and advice are based on medical conditions as displayed to the Healthcare Professional with medical history and relevant information provided by you to the Healthcare Professional during the Teleconsultation;
- security protocols and measures failure or security breaches by external parties which may lead of a breach of the applicable data privacy laws;
- lack of access to your complete medical records that may limit the Healthcare Professional in making diagnosis of your condition, which in turn may lead to judgment errors by the Healthcare Professional;
- emergency and immediate medical procedures and treatment which cannot be carried out in case of urgent need of medical treatment;
- diagnosis, advice or treatment is based on the video image and audio conversation between the you and the Healthcare Professional during the Teleconsultation that may be adversely affected by poor quality of internet connection via Wi-Fi or mobile connection during the Teleconsultation, which in turn may lead to judgment errors by the Healthcare Professional; and
- delay in medical evaluation and treatment due to deficiencies or failures of the computer and mobile devices.

(together referred to as “**Limitation Factors**”).

3. The Services may not be appropriate for diagnosis of conditions which would require immediate medical attention or emergency care at a hospital or clinic, such as (including but not limited to):

- Chest pain
- Severe bleeding
- Loss of consciousness or fainting
- Confusion or hallucination
- Head or spinal injuries
- Moderate and Severe burns
- Seizures and convulsions
- Speech difficulty
- Change in mental status (such as sleeplessness)
- Suspected fractures or serious limb impairment
- Sudden and severe pain in any part of the body
- Respiratory symptoms which have lasted over 1 week
- Severe breathing difficulty and/or shortness of breath
- Severe nausea, vomiting, abdominal pain and/or diarrhoea
- Thoughts of suicide or homicide
- Choking
- Severe fever
- Other serious medical or similar symptoms

(together referred to as “**Emergency Events**”).



Prior to proceeding with an appointment for the Teleconsultation, you are urged to consider whether your condition is one of the Emergency Events or similar to the Emergency Events and consider if it is better for you to seek direct medical attention at a clinic or a hospital immediately. In case you still wish to book a Teleconsultation, please inform the Healthcare Professional at the beginning of the Teleconsultation whether you are experiencing such condition(s) in order for the Healthcare Professional to determine whether you are suitable for the Teleconsultation.

4. You undertake that you will provide accurate information (including but not limited to your personal information, relevant medical history and health records as requested by the Healthcare Professional) in respect of the use of the Services to enable the Healthcare Professional to make diagnosis.

5. You acknowledge and agree that (i) in using the Teleconsultation, you will enter into a professional-patient relationship and may engage in transactions directly with the relevant Health Professionals; and (ii) you are using the Services solely at your own risk.

6. For the avoidance of doubt, to the fullest extent permitted by law, in no event shall we, the Healthcare Professionals nor our service providers be liable under or in connection with the occurrence of any of the Limitation Factors and/or the Emergency Events for indirect, special or consequential losses or damages of any kind, including without limitation, the deterioration of any existing medical condition, regardless of the form of action by which such losses or damages may be claimed.

Eligibility

7. You must physically be in Hong Kong or the applicable Designated Destination at the time of the Teleconsultation.

8. The Services may not be suitable for certain users (for example, if you are pregnant) and may have age restrictions.

9. If you are under 18 years of age, your use of the Services (including the Teleconsultation) is required to be accompanied by your parent or guardian.

Privacy Protection

10. We are committed to safeguarding the privacy of individuals with respect to personal data. We therefore make sure that our policies and practices in relation to the collection, use, retention, transfer and access of personal data comply with the requirements of, (i) in Hong Kong, the Personal Data (Privacy) Ordinance (Chapter 486); (ii) in Japan, the Act on the Protection of Personal Information (Act No. 57 of 2003); (iii) in Philippines, the Republic Act 10173 or the Data Privacy Act 2012; (iv) in Singapore, the Personal Data Protection Act 2012 (the PDPA); (v) in Thailand, the Personal Data Protection Act 2019; (vi) in Vietnam, the Civil Code of 2015 and the Law on Cyber Information Security No. 86/2015/QH13 and (vii) similar requirements, policies and practices in other Designated Destinations as the case may be.

Please refer to the [Privacy Policy Statement](#) for Services.

11. Medical Content

(a) During your use of Heals Services, you may be able to submit other content (including, without limitation, state of health, ailments, allergies, diseases or disabilities, medications, physical and mental characteristics, past medical



and health records, photographs, family information, diagnoses and notes, details of past consultations) (“**Medical Content**”) onto Heals technology platform via the, for access by the Healthcare Professionals. For example, when you make a booking request for a Teleconsultation, you may be able to indicate what symptoms you are experiencing and/or provide other information (which may include being able to upload documents (such as photographs) onto Heals technology platform via the Portal) for the Healthcare Professionals’ information. Any such communication of Medical Content is between you and the relevant Healthcare Professional, and we shall not be held responsible in any way in connection with any matters in relation to those Medical Content.

(b) You agree that you will be solely responsible for your Medical Content. Any Medical Content are uploaded onto the Heals technology platform (via the app) are at your own risks. We do not assume or share any Healthcare Professional’s responsibility or liability with regard to any matter in relation to any Medical Content so uploaded or any correspondence with any Healthcare Professional. By uploading a document via the Portal onto the Heals technology platform, you expressly agree that the relevant Healthcare Professional may download, collect, use and retain the document.

(c) Specifically, you agree, represent and warrant that you have the right to submit the Medical Content and that when submitting Medical Content you must not submit, communicate or otherwise do anything that is sexually explicit, obscene, deliberately offensive, hateful or otherwise inflammatory, promotes violence, promotes or assists in any form of unlawful activity, discriminates against, is in any way defamatory of, any person, group or class of persons, race, sex, religion, nationality, disability, sexual orientation, age, political beliefs or membership of “trade” organisations; is intended or otherwise likely to threaten, harass, annoy, alarm, inconvenience, upset, or embarrass another person; is calculated or is otherwise likely to deceive; is intended or otherwise likely to infringe (or threaten to infringe) another person’s right to privacy, misleadingly impersonates any person or otherwise misrepresents your identity or affiliation in a way that is calculated to deceive.

(d) Your medical and treatment records for the use of the Services will be maintained by us and the relevant Healthcare Professional in accordance with the applicable legal and regulatory requirements under the laws, regulations and professional codes of conducts in the Designated Destination (where applicable) in relation to the requirements of the relevant professional practices on a confidential basis.

12. Booking a Teleconsultation

(a) You can make a booking request for a Teleconsultation with any available Healthcare Professional via the Portal during the service hours set out under Clause 14(a) below.

(b) If your booking request is accepted by us, you will be notified via the Portal and/or email and/or WhatsApp messaging on your queue number and estimated time for attending the Teleconsultation.

(c) If applicable the fee for a Teleconsultation is required to be paid in full upon us accepting your booking request. In case there is additional cost for the Services (such as for Dispensed Medication and delivery) that you wish to use, we will set it out clearly for your confirmation prior to accepting payment. Refund is only available under the limited circumstances set out in Clause 16 below.

(d) We do not recommend or endorse any hospitals, clinics or healthcare providers. Healthcare Professionals made available for your booking selection should not in any way be construed as recommendation or endorsement by us of such Healthcare Professionals.



(e) You are solely responsible for selecting which Healthcare Professional you wish to book, including suitability in relation to any symptoms you may be experiencing. We cannot recommend specific individuals, hospitals, clinics, healthcare providers or Healthcare Professionals in Hong Kong and/or in any of the Designated Destination.

13. Use of the Services

(a) When you want to access the Services, you may select from different options on the Portal.

(b) You are required to login to the Portal and enter the virtual consultation room at least five (5) minutes before the scheduled time of the Teleconsultation.

(c) You are required to ensure your mobile device is connected to the Internet via a strong Wi-Fi or mobile connection in order for the Teleconsultation to be delivered by the Healthcare Professional. If the Teleconsultation is interrupted or disconnected due to network problem attributable from your mobile device (e.g. poor Wi-Fi reception), the Healthcare Professional will wait for 10 minutes for you to reconnect to the virtual consultation room. Failing to do so will result in termination of the Teleconsultation. In such case, no refund shall be provided, except in the limited circumstances as set out in Clause 16(a) or if the Teleconsultation is interrupted or disconnected due to Portal downtime (subject to whether an alternative time for the Teleconsultation can be arranged by the Concierge Service).

(d) If the Healthcare Professional is unable to attend the Teleconsultation, you may:
contact the Concierge Service to request to switch to another available Healthcare Professional; or cancel the appointment and receive a refund.

(e) Subject to the benefits included as part of your subscription plan, the service fee may be inclusive or exclusive of Dispensed Medication (if so prescribed by the Healthcare Professional). If you are under 18 years of age, you must take the Dispensed Medication under the supervision of your parents or guardian.

(f) If a Healthcare Professional determines that it is necessary and appropriate based on his/her professional judgment after the Teleconsultation, he/she may issue a medical certificate (e.g. sick leave certificate) and/or referral letter (collectively, "Medical Certificate") and/or prescribe Dispensed Medication to you. Any such Dispensed Medication and Medical Certificate, will be delivered to your designated address via the Delivery Service (at no additional cost on the delivery fee for the prescribed Dispensed Medication) and/or via the Portal in electronic format (available for download at no additional cost).

(g) You are required to follow the instructions of the Healthcare Professional on taking the Dispensed Medication as stated on the dispensing label of each respective drug.

(h) Delivery Service for Dispensed Medication and Medical Certificate (if applicable). You agree to appoint our designated courier service provider as your authorised agent to collect and deliver the Dispensed Medication and Medical Certificate (if applicable) to your designated delivery address or collection point.

A notification will be sent to you via the Portal and/or email and/or WhatsApp messaging when the Dispensed Medication and Medical Certificate (if applicable) is dispatched by the courier service provider.

The courier service provider will contact you to inform you the expected time of delivery. You may need to produce your identity document to the courier service provider to collect the Dispensed Medication and Medical Certificate (if applicable).



If the Dispensed Medication and Medical Certificate (if applicable) fails to be delivered at the first time due to your fault, then you may request the Delivery Service to make a second delivery or arrange collection at its designated collection points. In such case, you may be liable to pay a surcharge for the Delivery Service to the courier service provider.

If the Dispensed Medication cannot be delivered to you within three (3) Business Days, they will be returned to the dispensing clinic for destruction for safety reasons. You will not be entitled to any refund, unless it is due to the fault of the courier service provider.

(i) We reserve sole and absolute discretion with respect to the provision of the Services. We may, among other things, withdraw, suspend or discontinue any functionality or feature.

(j) For the avoidance of doubt, to the fullest extent permitted by law, in no event shall we be responsible or liable, endorse or support or recommend any information, advice, opinion, diagnosis, treatment, service, Medical Certificate and/or Dispensed Medication prescribed by the Healthcare Professionals.

(k) To the fullest extent permitted by law, we shall not in any way be responsible or liable should there be any use or misuse of any of your Dispensed Medication or Medical Certificate, or if anyone is permitted to use, take and/or administer your Dispensed Medication or Medical Certificate, whether with or without your consent or knowledge.

14. Service hours (which may be amended from time to time at Heals' sole discretion)

(a) Online Teleconsultation and Remote Dispensing Services to your designated delivery address

- Refer to servicing hours in the Portal / Heals App via the Doctor List page

(b) Concierge Service for customer enquiries on Services and status of Delivery Service (excluding enquiry for refund — please see Clause 16 below for details)

Monday to Saturday, including Public Holidays: 8:00 am to 11:00 pm (Hong Kong Time)

Sunday: Closed.

Please contact by phone at +852 2592 5321 or WhatsApp at +852 4627 1672 or by email (support@heals.asia).

15. Payment

(a) We accept payment (if any) by YedPay or other designated electronic means as specified by us. All prices listed are in Hong Kong dollars.

(b) Where there are additional charges for delivery or Dispensed Medications, such charges will be set out separately for your acknowledgement and confirmation prior to proceeding to payment.

(c) To provide secure online transactions, we employ Internet's Transport Layer Security (TLS) technology. It encrypts your personal information, including credit card number, name and address, so that it cannot be read as information travels over the Internet. To check TLS Certificate information, you can right click the mouse and choose "Properties" & "Certificates".

16. Refund policy



(a) For any service fee (if any) charged for Teleconsultation (excluding medication and delivery fees) – you are eligible to a full refund if:

- You have submitted a valid cancellation of a booking request for the Teleconsultation (i) not less than one hour prior to the scheduled appointment; and (ii) when you opt to quit E-Queuing when there are three or more patients ahead of you being placed in the queue of the requested General Healthcare Professional.
- The Teleconsultation is terminated due to poor internet connection pursuant to Clause 13(c) above which is not due to your fault (in such case you are required to produce evidence of technical issue during the time of the Teleconsultation (e.g. sudden suspension of electricity due to network failure)).
- Your Teleconsultation is cancelled pursuant to Clause 13(d) above due to the Healthcare Professional's failure to attend the Teleconsultation.
- The Healthcare Professional is of the opinion (based solely on his/her professional judgment) that you are in fact not suitable for a Teleconsultation for whatever reason.

Please contact Heals' customer service hotline for details via +852 9227 3817 or by email cs@heals.asia).

(b) A refund is not available in any other circumstances.

(c) No refund, return or exchange is available for Dispensed Medications in any circumstances.

(d) For valid refund requests, we will refund the amount paid to the same account which you used to settle the payment or other means as agreed with you. The refund process takes about 4-6 weeks to credit your account.

Others

17. "Business Day" means Monday to Saturday, except public holidays in the applicable Designated Destination (where applicable).

18. If you breach or we have reasonable grounds to believe that you have breached these Terms and Conditions, we may suspend or terminate any Services at any time and seek to recover any damages that your breach may have caused to us.

19. As the Services operate through systems which rely on communication networks, electricity networks etc., which may be beyond our control, we cannot always ensure that the Services operate at all times. However we will make all reasonable efforts to ensure our system supports the operations in connection with the Services. We are not responsible for transmission errors or corruption or compromise of information carried over local or interchange telecommunications carriers.

20. Intellectual Property: all information, data, text, music, sound, photographs, graphics, software, video, messages or other materials displayed on or available during the use of the Services (collectively the "Content") are owned by us or are licensed to us. Such content is protected by copyright, trademarks, service marks, patents or other proprietary rights and laws. We own copyright in the selection, co-ordination, arrangement and enhancement of such Content, as well as in the content original to it. You have no rights in or to the Content. Except as expressly provided herein, you may not modify, alter, publish, transmit, redistribute, participate in the transfer or sale of, create derivative works of, or in any way exploit, any of the Content, in whole or in part without our written authorisation.



21. Force majeure: We shall not be liable for any delay or failure to perform caused by or resulting from acts of God, fire, flood, accident, riot, war, government intervention, embargoes, strikes, labour difficulties, equipment failures, or any other causes beyond our control.

22. Assignment: You shall not assign, transfer or otherwise deal with any of your rights and obligations under these Terms and Conditions with any other third party without our prior written consent.

23. Third parties' rights: Save for the affiliates of Heals, no other person or entity who is not a user of the Services has any right under the Contracts (Rights of Third Parties) Ordinance (Chapter 623 of the Laws of Hong Kong) to enforce any provisions of these Terms and Conditions or any rights and/or benefits in connection thereunder

24. If any provision of these Terms and Conditions shall be construed to be illegal or invalid, they shall be removed from these terms and it shall not affect the legality, validity and enforceability of the other provisions of these Terms and Conditions.

25. If any dispute arises relating to the Services, our determination shall be final.

26. We may make changes to these Terms and Conditions from time to time without prior notice. The revised Terms and Conditions will take effect when they are posted, unless we specified otherwise. A copy of the latest version of these Terms and Conditions will be available on our service platform (which may be accessed via the Portal).

27. If there is any inconsistency or conflict between the English and Chinese versions, the English version shall prevail.

28. These Terms and Conditions shall be governed by the laws of the Hong Kong Special Administrative Region, and you agree to submit to the exclusive jurisdiction of the Hong Kong courts.

Last Updated – 27 January 2026



Heals Healthcare (Asia) Limited – 條款及細則

於本條款及細則（「**條款及細則**」）中，「**Heals**」或「**我們**」是指診寶健康（亞洲）有限公司 Heals Healthcare (Asia) Limited 及其附屬公司，「**客戶**」或「**您**」是指向我們訂購服務（定義見下文）的任何個人、公司、企業或團體。通過使用其服務或其任何部分，您即同意您已閱讀本條款及細則，並且您接受並同意受其約束。

關於服務

1. 我們透過 Heals 指定網頁/Heals App/ Heals 科技平台提供以下服務（「**服務**」）：

- 透過我們的註冊醫生、藥劑師、及相關支援人員（統稱為「**醫療保健專業人員**」），其中包括我們的附屬及/或第三方服務提供商及/或作為醫療保健專業人員的獨立從業者，在香港及/或其他地點（「**指定地點**」）為您提供在線醫療諮詢（「**線上會診**」），在線醫療預約（「**即時預約**」）及在線排隊（「**即時輪候**」）。
- 根據醫療保健專業人員（視情況而定）的專業診斷，在涉及您的治療時開立並配發必要的藥物（「**配藥**」），但不包括在香港根據《危險藥物條例》（香港法例第 134 章）及指定地點的相似法律法規下歸類為危險藥物的藥物（「**遠程配藥服務**」）。
- 透過我們的禮賓服務團隊（「**禮賓服務**」），接受線上會診的預約和處理相關查詢。
- 作為您的授權代理人，我們將透過快遞服務供應商將配藥送達至指定地點的特定地區或城市（「**送藥服務**」）。在香港，送藥服務目前只限於香港島，九龍，新界，東涌及愉景灣。不適用於離島當中包括馬灣，南丫島，香港國際機場，長洲，大嶼山，梅窩，貝澳，長沙，塘福，水口，石壁，寶蓮寺，大澳，以及有貨車限制進入的區域。在韓國，目前不提供送貨服務，配藥只能在首爾的藥房取藥。

有關指定地點的詳細資訊，請造訪 Heals App 中的醫師名單網頁。

- 除非您的訂購計劃細節中另有說明，否則與旅行相關的年度訂購或單次旅行計劃的服務擬包括在每次旅行期間（每趟旅行為期 14 天內）為您提供最多兩次視訊諮詢，適用於每個指定地點。

（統稱為「**服務**」）

2. 您明確承認並接受本服務乃適用於診斷非急診情況，並受（包括但不限於）以下限制和風險所約束：

- 診斷和建議是基於您向醫療保健專業人員出具的醫療狀況和病況歷史，以及您於線上會診向醫療保健專業人員提供的相關資料；

- 安全協議和措施的失效或外部方的安全漏洞，可能導致違反適用的數據私隱條例；
- 無法獲取您的完整醫療記錄，這或會限制醫療保健專業人員診斷您的病情，進而或導致醫療保健專業人員的錯誤斷症；
- 因急需治療而不能進行的緊急和即時醫療程序和治療；
- 診斷、建議或治療乃基於您與醫療保健專業人員於線上會診期間的視頻影像和音頻對話，這或因線上會診期間藉 Wi-Fi 或流動接駁互聯網的連接質素差劣而受到不良的影響，這或導致醫療保健專業人員診斷錯誤；及
- 因電腦和流動設備失靈或故障而延誤醫療評估和治療。

（統稱「**限制因素**」）。

3. 您明確承認並接受本服務乃適用於診斷非急診情況，並受（包括但不限於）以下限制和風險所約束：

- 胸口疼痛
- 嚴重出血
- 失去知覺或昏厥
- 錯亂及／或幻覺
- 頭部或脊椎受傷
- 中度及嚴重燒傷
- 癲癇發作和抽搐
- 言語困難
- 精神狀態改變（如失眠）
- 懷疑骨折或嚴重肢體損傷
- 身體任何部位突然劇疼
- 持續逾一週的呼吸道症狀
- 嚴重呼吸困難和/或呼吸急促
- 嚴重噁心、嘔吐、腹痛和/或腹瀉
- 自殺或殺人的念頭
- 窒息
- 重度發燒
- 其它嚴重或同似類病徵

（統稱「**緊急事件**」）。

在進行預約線上會診之前，建議您迫切考慮您的病情是否其中一項緊急事件或類似緊急事件，並考慮是否應立即到診所或醫院直接尋求醫療協助。若您仍想預約線上會診服務，請於線上會診開始時告知醫療保健專業人員您有沒有出現上述情況，以便醫療保健專業人員判斷您是否適合選用線上會診服務。



4. 您承諾您將提供與使用服務有關的準確信息（包括但不限於醫療保健專業人員要求您的個人資料、相關病史和健康記錄），使醫療保健專業人員能做出診斷。

5. 您承認並同意(i) 使用線上會診時，您將建立專業人員—病人的關係，並可直接與相關的健康專業人員交易，並且(ii) 您使用服務時的風險一概由自己負責。

6. 為免產生疑問，在法律所容許的最大程度下，於任何情況下，我們、醫療保健專業人員或我們的服務提供者均不對任何限制因素和／或緊急事件的發生，或與之相關的間接、特定或連帶損失或損害承擔任何形式責任，包括但不限於現有病況的惡化，無論此類損失或損害採取何種索償形式。

資格

7. 進行線上會診時，您必須身處香港或指定地點。

8. 服務可能不適合某些用戶（例如，若您懷孕了）或可能有年齡限制。

9. 若您未滿 18 歲，您使用服務時（包括線上會診）須由您的父母或監護人親身陪同。

私隱保障

10. 我們致力於保護個人數據的私隱。因此，我們確保我們在收集、使用、保留、轉移和存取個人數據的政策和做法符合：(i) 香港，《個人資料（私隱）條例》（第 486 章）；(ii) 日本，《個人信息保護法》（2003 年第 57 號法案）；(iii) 菲律賓，《2012 年數據私隱法》（共和國法 10173）；(iv) 新加坡，《2012 年個人數據保護法》（PDPA）；(v) 泰國，《2019 年個人數據保護法》；(vi) 越南，《2015 年民法典》和《2015 年第 86/2015/QH13 號網絡信息安全法》。以及 (vii) 在其他指定地點可能存在的類似要求、政策和實踐。

請參閱服務的[私隱政策聲明](#)。

11. 醫療內容

(a) 在您使用 Heals 服務期間，您可能需要提交其他內容（包括但不限於健康狀況、小病、過敏、疾病或殘疾、藥物、身心特徵、既往醫療和健康記錄、照片、家庭信息、診斷和筆記、過去諮詢的詳細信息）（「**醫療內容**」）到 Heals 科技平台上，供醫療保健專業人員訪問。例如，當您預約線上會診時，您可以詳述您遇到的症狀和/或提供其他信息（其中可能包括通過指定網頁將文件（如照片）上傳到 Heals 科技平台）給醫療保健專業人員。任何此類醫療內容的交流都是在您和相關的醫療保健專業人員之間進行的，我們不以任何方式對與這些醫療內容有關的任何事項負責。

(b) 您同意對用戶醫療內容全權負責。您需要對任何上載到 Heals 科技平台的醫療內容付上全權責任。我們對用戶提交與醫療保健專業人員的任何內容均不承擔任何責任或義務。透過指定網頁口文件或照片上傳到 Heals 技術平台，您明確同意該醫療保健專業人員可能會下載、收集、使用及保留所有文件或照片。

(c) 尤其，您同意、聲明並保證您有權提交醫療內容，並且在提交醫療內容時，您不得提交、傳達或以其他方式進行任何色情、淫穢、故意冒犯、仇恨或以其他方式煽動、宣揚暴力的行為、促進或協助任何形式的非法活動、歧視、以任何方式誹謗任何人、群體或類別的人、種族、性別、宗教、國籍、殘疾、性取向、年齡、政治取向或「貿易」組織的成員身份；意圖或可能會以其他方式威脅、騷擾、惹惱、警告、為他人帶來不便、令人不快或使他人難堪；故意或可能會以其他方式欺騙他人；意圖或可能以其他方式侵犯（或威脅侵犯）他人的私隱、以故意欺騙的方式誤導性地冒充任何人或以其他方式歪曲您的身份或從屬關係。

(d) 您使用服務的醫療和治療記錄將由我們和相關醫療保健專業人員根據香港法律、法規和專業行為守則之適用法律和監管要求，依據相關專業實務要求進行保密和維護。

12. 預約線上會診

(a) 您可於下文第 14(a)條規定的服務時間內，透過指定網頁向任何當值醫療保健專業人員要求預約線上會診。

(b) 若您的預約要求被我們接受，您將通過指定網頁及/或電郵及/或 WhatsApp 收到您於即時線上輪候時的位置、編號以及預估的會診時間通知。

(c) 如適用，線上會診費用須於我們接受您的預約要求時全額支付。若您希望使用的服務有額外費用（例如配藥和送遞），我們將在接受付款前明確列出項目供您確認。只在以下第 17 條規定的有限情況下獲得退款。

(d) 我們不會推薦或認可任何醫院、診所或醫療保健提供者。可供您選擇預訂的醫療保健專業人員均不得以任何方式被詮釋為我們對此等醫療保健專業人員的推薦或認可。

(e) 對於選擇您想預訂的醫生/醫療保健專業人員，包括您的任何症狀的適用性，您均須全權負責。我們不可推薦香港或任何指定地點的特定個人、醫院、診所、醫療保健提供者或醫療保健專業人員。

13. 使用服務

(a) 當您想使用服務時，您可從指定網頁選擇不同的服務。

(b) 您必須按在線預約時間提前至少 5 分鐘登入指定網頁並進入線上診症室。

(c) 您須確保您的流動設備透過訊號強勁的 Wi-Fi 訊號或流動連接接駁到互聯網，以便醫療保健專業人員提供線上會診。如流動設備因網絡問題（如 Wi-Fi 訊號不佳）導致線上會診中斷或終止連接，醫療保健專業人員將等待 10 分鐘讓您重新連接至線上診症室，否則將導致終止線上會診服務。除第 16(a) 條規定的有限情況或因入口網站停機導致電話諮詢中斷或斷線（視禮賓服務是否能安排電話諮詢的替代時間而定）外，在此情況下不會退款。

(d) 如果醫療保健專業人員無法參與線上會診，您可向禮賓服務請求切換至另一位當值的醫療保健專業人員；或取消預約及收取退款。

(e) 根據您的訂購計劃所包含的福利，服務費可能包括或不包括配藥（如果醫療保健專業人員有處方藥物）。如果您未滿 18 歲，您須在父母或監護人監督下服用配藥。

(f) 如果醫療保健專業人員於線上會診後，根據他／她的專業判斷確定為必要和適當，他／她可簽發醫療證明（例如病假證明）和／或轉介信（統稱「醫療證明」）和／或為您開出配藥。任何此類配藥和醫療證明將通過送遞服務送到您指定的地址（除了處方配藥的送藥費外，不另外收費），及／或通過指定網頁以電子格式提供（免費下載）。

(g) 您須按醫療保健專業人員的指示，根據每種藥物的配藥標籤服用配藥。

(h) 配藥和醫療證明（如適用）的送遞服務。您同意委任我們指定的快遞服務提供商作為您的授權代理人，領取並送遞配藥和醫療證明（如適用）到您指定的送遞地址或領取點。

快遞服務供應商派發配藥和醫療證明（如適用）時，您將通過指定網頁和／或電子郵件和／或 WhatsApp 消息收到通知。

快遞服務供應商將與您聯絡，告知您預計送達時間。您或須向快遞服務提供商出示您的身份證明文件。

若因您的過失導致配藥醫療證明（如適用）未能於第一時間送達，您可要求快遞服務進行第二次送藥或安排到指定領取點收取。在此等情況下，您或需就快遞服務向快遞服務商支付附加費用。

若配藥無法於 3 個工作天內送達予您，基於安全原因，配藥將被退回配藥診所銷毀。除非是由於快遞服務提供者的錯誤，否則您將不享有任何退款權利。

(i) 對於的營運，我們保留完全和全權的酌處權。除其他事項外，我們可以撤銷、暫停或終止服務的任何功能或特性。

(j) 為免產生疑問，在法律所容許的最大程度下，於任何情況下，我們概不會對醫療保健專業人員透過服務提供或給予的任何資料、建議、意見、診斷、治療、服務、醫療證明及／或處方藥物負責或承擔責任，亦不會予以認可或支持或推薦。

(k) 在法律所容許的最大程度下，若您的任何處方藥物或醫療證明有任何使用或誤用，或若任何人獲准使用、服用及／或施用您的處方藥物或醫療證明（不論您是否同意或知情），我們毋須以任何方式負責或承擔責任。

14. 服務時間（Heals 可自行決定隨時修改）

(a) 線上會診和遠端配藥服務到您指定的送貨地址

- 請參考 Heals 應用程式中醫生名單頁面的開放時間

(b) 客戶可向禮賓服務查詢服務和送藥服務狀態（不包括退款查詢—詳情請參閱下文第 16 條）



星期一至六，包括公眾假期：上午 8:00 – 晚上 11:00（香港時間）

星期日：休息

請通過電話+852 2592 5321 或 +852 4627 1672 (WhatsApp)，或電郵（support@heals.asia）與禮賓服務聯絡。

15. 付款

- (a) 我們接受 Yedpay 或我們規定的其他指定電子方式付款（如適用）。所有價格均以港幣計算。
- (b) 若產生附加的送藥或配藥費用，該等費用將單獨列出，以供您在付款前認可及確認。
- (c) 為提供安全線上交易，我們採用互聯網傳輸層安全（TLS）技術。它會加密您的個人資料，包括信用卡號、姓名和地址，使資訊於互聯網傳輸時不得被讀取。要查看 TLS 證書資料，您可以輕按滑鼠右鍵並選擇「屬性」(properties) 和「證書」(certificate)。

16. 退款政策

(a) 對於線上會診收取的任何服務費（如適用）-於下列情況下，您將獲發全額退款（不包括藥物和送遞費用）：

- 您已提交有效的線上會診取消預約請求，前提是：(i) 在您與專科醫療人員預約時間之前不少於一小時；(ii) 排在第 4 位或之後的位置選擇退出電子排隊
- 線上會診根據上述第 13（c）條終止，且原因並非由您引起（若是由於您無法提供技術問題證據，例如由於網絡故障而導致突然斷線的情況除外）。
- 由於醫療保健專業人員未能出席線上會診，您的線上會診將根據上述第 13(d) 條被取消。
- 醫療保健專業人員認為（僅基於他/她的專業判斷）無論出於何種原因，您實際上均不適合進行線上會診 Heals。

詳情請聯絡 Heals 客服熱線+852 2592 5321 或發電郵至 cs@heals.asia。

(b) 於任何其他情況下，均不會提供退款。

(c) 於任何情況下均不會就配藥提供退款、退藥或換藥服務。

(d) 就有效退款要求而言，我們會將付款退還至您用於結算的相同賬戶或與您議定的其他方式。退款至您的賬戶，過程需時約 4—6 週。

其他

17. 「工作天」指星期一至六，適用的指定地點的公眾假期除外。



18. 如果您違反或我們有合理依據相信您違反了本條款及細則，我們或會暫停或終止服務，並尋求追回因你違反條款可能對我們造成的任何損害。

19. 由於服務通過並依賴通訊網絡、電力網絡等的系統運行，這些因素或超出我們的控制範圍，故我們無法始終確保服務一直運作。但我們將盡一切合理努力確保我們的系統支援與服務的相關操作。對於通過本地或交換電訊營運商傳輸的資訊之傳輸錯誤或毀損或洩露，我們概不負責。

20. 知識產權：所有資訊、數據、文本、音樂、音頻、照片、圖形、軟件、視頻、消息或在使用服務期間顯示或可用的其他材料（統稱為「內容」）均由我們擁有或經授權予我們。有關內容受版權、商標、服務標誌、專利或其他專有權利和法律保護。我們對此類內容的選擇、協調、安排和提升以及其原創內容擁有版權。您對內容無任何權利。除非本條款及和細則明確規定，否則未經我們書面授權，您對內容無論是全部還是部分均不得作出修改、更改、發佈、傳輸、分發、參與轉讓或銷售、創建衍生作品或以任何方式利用任何內容。

21. 不可抗力：對因天災、火災、洪水、事故、暴動、戰爭、政府干預、禁運、罷工、勞工困難、設備故障，或超出我們控制範圍的任何其他原因所造成或導致的任何延遲或未能履行，我們概不負責。

22. 轉讓：未經我們事先書面同意，您不得將您於本條款及細則項下的任何權利和責任轉讓、轉移或以其他方式與任何其他第三方進行交易。

23. 第三方權利：除 Heals 的聯屬公司外，任何非服務登記用戶的其他個人或實體均無權根據《合約（第三方權利）條例》（香港法例第 623 章）強制執行本條款及細則的任何規定或與之相關的任何權利和/或利益。

24. 若本條款及細則的任何規定被解釋為非法或無效，即應從中刪除，且不影響本條款及細則其他規定的合法性、有效性和可執行性。

25. 如有任何有關服務的爭議，我們的決定為最終決定。

26. 我們可能會不時更改本條款及細則，恕不另行通知。除另有說明外，否則經修訂的條款及細則將於發佈時生效。我們的服務平台上將提供本條款及細則的最新版本（可透過指定網頁進入我們的服務平台）。

27. 如中英文本有任何歧義或衝突，概以英文版為準。

28. 本條款及細則受香港特別行政區法律管轄，您同意接受香港法院的專屬管轄權。

最後更新 - 2026 年 1 月 27 日