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HKBU launches online consultation and delivery services of Chinese medicines

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To provide patients with more convenient and diversified consultation arrangements

The Clinical Division of the School of Chinese Medicine (SCM) at Hong Kong Baptist University (HKBU) has launched the online consultation and medicine delivery services that aim to provide patients with more convenient and diversified consultation arrangements.

The services can save transportation time for patients and reduce the risk of infection as they do not need to commute to the clinics in person for medical consultations during the COVID-19 pandemic.

Patients can make an appointment with the clinics' Chinese medicine practitioners by phone. They can then use the video call function of the mobile messaging application WhatsApp to undergo a remote consultation with the Chinese medicine practitioner at the reserved time. The medicine prescribed by the Chinese medicine practitioner will then be delivered to a designated location specified by the patient.

For patients who finish their consultations before noon, upon confirmation, their prescribed Chinese medicine granules and herbs can be delivered to a designated address in Hong Kong by the next working day, while decoctions will be delivered within two working days. Additional delivery time may be required for some remote areas.

SCM will gradually expand the online consultation service to the other clinics it operates.