



鄰舍輔導會
THE NEIGHBOURHOOD ADVICE-ACTION COUNCIL

IT Seminar of 15th HKEC Symposium on
Community Engagement 2021

Establishment of community telemedicine platform

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Service Needs



Frail / Inconvenient
mobility



Long waiting list
for medical follow up



Long waiting time for
medical consultation



Family members fail to
accompany the follow-up
consultation



Short consultation time



Service Rationale

01

Strengthen the long-term care service system

02

Strengthen the capacity of home care services

03

Practice medical-social collaboration model

04

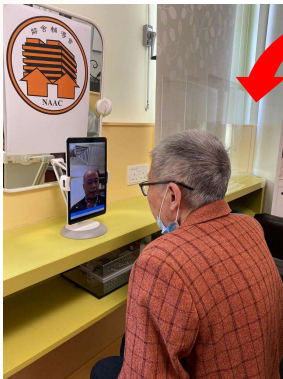
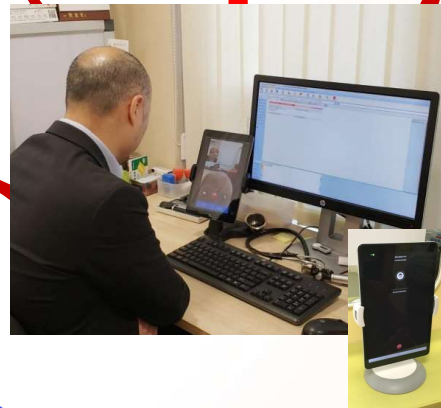
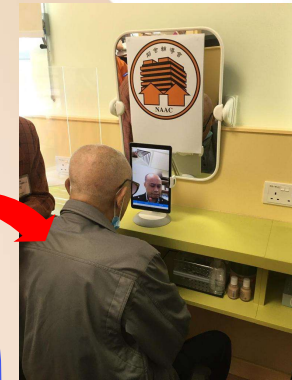
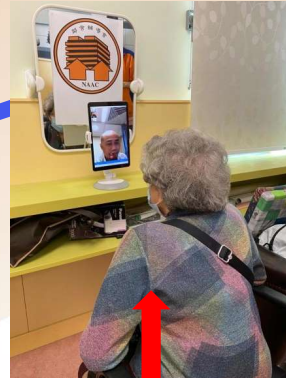
Practice Public & Private collaboration model



Telemedicine service

1. Provide **first medical consultation service**
2. Have **permission** to join the Telemedicine Service App account
3. Availability of **making appointment for online video medical diagnosis and treatment**
4. **Drug delivery service** can be provided on the same day







Service Targets

01

Clients of Home Care Services for the Elderly

02

Clients of Day Care Service Centre

03

Cases of Home Care Services for Severely Disabled Clients



Service Area: Tuen Mun District

Consideration : Regional and institutional service factors

Service Partners



United Medical Group (UMP)



The Neighbourhood Advice-Action Council
(NAAC)





Cooperation Model - UMP



UMP Family Doctors provide **telemedicine health consultation services** through the United Medical's **telemedicine mobile phone APP**



UMP Family Doctors **prescribe drugs and medication delivery service within one day** according to the needs of the patients



Cooperation Model - NAAC



Recruit **suitable cases** to participate and explain the service agreement



Assist in **registering** the application



Arrange for **nursing care or staff support** through the consultation process



Support **medication delivery** procedures



Achieve the objectives of **care plan** of cases



Difficulties

Get used to the mode of **Telehealth consultation**

Service users with **lack of network data resources**

Ability of using **smart apps** independently

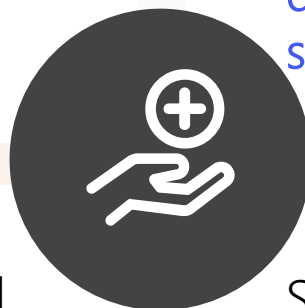
Burden of **long-term medical expenses**



Initial effectiveness of service

A total of **24 cases** have joined the pilot scheme

Establish an **effective service delivery modal** and **cross-sector cooperation platform**



Encourage clients to use **online medical services** and **Information Communication Technology**

Strengthen **community service network**



Strengthen **cross-sector cooperation** and **public-private cooperation platforms**

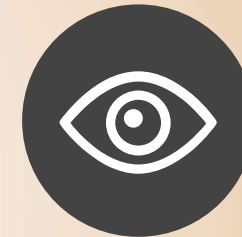
Strengthen service users' **ability to apply smart technology**

Establish a **barrier-free medical service platform**

01

02

03



Future vision

THANK
YOU!



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