

New Blua Health Pass



We understand that accessible healthcare is essential when you are feeling unwell. With Blua Health Pass, you can access general practice outpatient consultation services for a preferential price. Blua Health Pass offers exclusively to Bupa members a simple way to connect with Bupa's designated healthcare service provider - Quality HealthCare Medical Services Limited ("QHMS") in Hong Kong. Take the next step in managing your health with confidence and ease.

Details of Blua Health Pass

HK **\$250**

**One time general practice outpatient consultation
(inclusive of 3 days' basic medication¹)**



**Priority
booking services**

Advance appointments ensure prompt access to consultation at our designated clinics².

**Please call
(852) 8100 0456 or use the "eBooking"⁴ feature in Blua Health to
make an appointment.**



Voucher validity

**The voucher is valid from the date of issue, and must be used
on or before 31 December 2025.**



Eligibility

**Blua Health members with an existing Bupa health insurance
scheme can register Blua Health Pass once every 12 months.**

How it works?



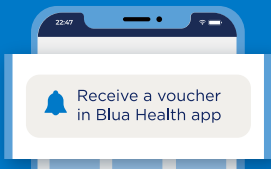
Step 1 Register Blue Health Pass

Click [here](#) or scan the QR code to register using your Blue Health registration email address.



Step 2 Receive your voucher

Within 2 weeks after the corresponding registration period ends, you will receive a voucher in your Blue Health app³.



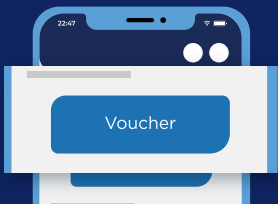
Step 3 Book your appointment

If you would like to enjoy a hassle-free experience without lengthy waits, you may book a general practice outpatient consultation at any of the designated clinics² on the Blue Health app and redeem the voucher when you visit. Designated clinics also accept walk-in visits, but waiting times depend on the situation.



Step 4 Redeem your voucher

Present your voucher at any of the designated clinics² for the general practice outpatient consultation and make payment of your Blue Health Pass at the clinic upon redemption.



Book health service appointments effortlessly with Blue Health

Healthcare connect



With the eBooking⁴ feature on Blue Health, you can seamlessly schedule appointments for a wide variety of health services — all in one place. Whether you need to visit a general practice outpatient, specialist practice outpatient, traditional Chinese medicine or more, eBooking⁴ makes it simple and hassle-free.

Key features of Blue Health



One-stop booking for multiple health services with reduced waiting time



Order prescription medications in just a few steps



AI-powered health assessment⁵ in just 30 seconds



Exercise with an AI coach anytime, anywhere



Earn points to redeem rewards for healthy living



Download Blue Health now and take control of your healthier future!

Get in touch

Call us on
(852) 8100 0456

Remarks

- 1. "Basic medication" means medication prescribed by medical practitioners of QHMS which falls into the most updated List of Basic Medication maintained by QHMS at the time of prescription. QHMS has the right to impose extra charges for certain chronic or long-term medications and expensive or special medications at its sole discretion.
- 2. "Designated clinics" means the clinics designated by QHMS where the Bluea Health Pass voucher can be used. QHMS reserves the right to amend and/or revise the list of designated healthcare service providers / clinics without prior notice. The listings of the designated clinics can be found on the voucher. Bupa does not guarantee or take responsibility in case the service is not available.
- 3. Upon successful registration for Bluea Health Pass, you will receive a voucher in Bluea Health app on the following date:

For registration submitted during the following period:	Voucher to be received in Bluea Health app by:
On or before 26 June 2025	4 July 2025
On or before 13 July 2025	18 July 2025

- 4. eBooking and ePharmacy features on Bluea Health are provided by QHMS. Terms and conditions apply.
- 5. Bluea Health is not a medical device, and it does not provide personalised medical advice. The contents of the mobile app cannot replace the medical advice, diagnosis and treatment of medical professionals. If you have any question on your medical condition, please seek advice immediately from a doctor or other qualified medical service provider.

Terms and Conditions

- 1. "Bluea Health Pass" Programme (the "Programme") is offered by Bluea (Asia) Services Limited and all medical services and associated administrative services are provided by QHMS, our designated medical service provider (the "Service Provider").
- 2. You, as a selected member of Bupa (Asia) Limited (please refer to "Eligibility" section below), have received this message from Bupa (Asia) Limited. The following terms and conditions outline the rules governing the administration of this Programme (these "Terms and Conditions"). "Bupa", "we", "us" or "our" in these Terms and Conditions are references to Bluea (Asia) Services Limited, Bupa (Asia) Limited and/or Horizon Health and Care Limited (as the case may be).

Eligibility

- 3. From now to 13 July 2025 (both dates inclusive), existing subscribers / policyholders of any Bupa individual insurance scheme or existing insured members of any Bupa group insurance scheme who receive the email from Bupa (the "Selected Member") will be entitled to register once for the Programme.
- 4. To be eligible to register for the Programme, Selected Member must satisfy all the following eligibility criteria ("Eligibility Criteria"):
 - a. Selected Member must be an existing subscriber / policyholder of any existing Bupa individual insurance scheme or an insured member of any existing Bupa group insurance scheme;
 - b. The relevant Bupa individual or group insurance scheme must still be in force with no outstanding premium at the time when the Programme voucher is issued;
 - c. Selected Member must have successfully registered as a member of Bluea Health; and
 - d. Selected Member must have successfully connected their myBupa account to Bluea Health during the registration period as stated in remark 3 of this leaflet.
- 5. Each Selected Member can register the Programme only once every 12 months even if they are insured under more than one individual or group insurance contract / policy with Bupa.

Bluea Health Pass Voucher

- 6. Selected Member will receive a voucher in the Bluea Health app for their personal use at any of the designated clinics for one (1) time general practice outpatient consultation service (inclusive of 3 days basic medication) at the privileged price of HK\$250 (the "Voucher"). Selected Members must follow the instructions on redemption as stated on the Voucher. Please note that the Voucher is valid from the date of issue and will expire on 31 December 2025.
- 7. Selected Member must show the Voucher and their identification document when using the Voucher for redemption at any of the designated clinics. If the Selected Member fails to provide any of the above required documentation, the Service Provider has the right to refuse redemption and to charge according to their applicable normal price.
- 8. For the list of designated clinics, please refer to the website <https://www.bupa.com.hk/pdf/bluea-health-pass-designatedclinics.pdf>. The list is subject to change from time to time without prior notice. You are encouraged to call QHMS at (852) 8100 0456 if you plan to use the Voucher. The service hours are 9:00 AM to 6:00 PM, Monday to Friday 9:00AM to 1:00PM on Saturday (excluding public holidays).
- 9. This Programme and the Voucher are offered to the Selected Member for their personal use only, and cannot be exchanged, transferred, replaced, sold at any price, gifted or resold to a third party, and cannot be exchanged for cash or other substitutes.
- 10. Bluea Health Pass cannot be used in conjunction with any Bupa medical card or other offers.

General Conditions

- 11.** Participation in this Programme signifies that you understand and agree to comply with these Terms and Conditions.
- 12.** There are additional terms and conditions for Bluea Health. Please refer to the Bluea Health official website or mobile app. Use of any services at the designated clinics is subject to additional terms and conditions imposed by them.
- 13.** Selected Member shall bear any additional cost incurred in connection with this Programme, as well as any fee and cost on top of and/or excluded from this Programme.
- 14.** If a Selected Member is unable to register for Bluea Health and/or myBupa due to human error or technical issues or fails to connect a personal myBupa account to Bluea Health for any reason other than Bupa's fault or negligence, Bupa shall not be responsible for non-entitlement to any services or privileges under this Programme. If you have any queries on registration and account connection, please email our customer service helpdesk at cs@blueahealth.com.hk.
- 15.** If any person is found to use any fraudulent or dishonest means to take part in this Programme, or the information provided by any person for this Programme and/or for the Bluea Health registration is found to be untrue, incorrect, incomplete, or invalid, any relevant persons and/or the account will be disqualified from participating in this Programme, and/or their entitlement under this Programme will be forfeited. Bupa reserves the right to re-verify the identity of any Selected Member or registrants at any time. Bupa further reserves the right to seek indemnification and/or claim for any losses incurred from any individual whom we reasonably determine to be in breach of these Terms and Conditions.
- 16.** Bupa reserves the right to cancel or terminate this Programme (in whole or in part) or amend these Terms and Conditions at any time without prior notice.
- 17.** Bupa reserves the absolute right to interpret these Terms and Conditions.
- 18.** Bupa is not the provider of the medical and ancillary services to be provided under this Programme, and we:
 - a.** make no representations and warranties of any kind, either express or implied, by fact or in law in relation to the quality or suitability of the use of the service and the related services provided by the Service Provider;
 - b.** are not responsible for any acts and/or omissions of the Service Provider, their respective employees, agents, servants or representatives;
 - c.** will not intervene or interfere with any dispute regarding the use of the service with the Service Provider; and
 - d.** to the extent permitted by law, will accept no responsibility or liability under tort (including negligence), breach of contract or otherwise, for death or personal injury, loss, damage, costs or expenses howsoever occasioned, sustained or suffered, as a result of or in connection with the use of the service and the related services.
- 19.** Bluea Health Pass is a subscription-based membership scheme offered, distributed and operated by Bluea (Asia) Services Limited. Bluea Health Pass is not an insurance product. Any personal information in connection with Bluea Health Pass will be collected, used, processed and transferred in accordance with the privacy notice of Bluea (Asia) Services Limited, including for the purposes of administering the subscription and coordination of your care within the Bupa Group Companies.
- 20.** Bluea Health is offered, distributed and operated by Horizon Health and Care Limited. myBupa is offered, distributed and operated by Bupa (Asia) Limited. Bluea (Asia) Services Limited, Bupa (Asia) Limited and Horizon Health and Care Limited are companies registered in Hong Kong under the Bupa Group.
- 21.** In case of any discrepancy between the informational materials of this Programme and these Terms and Conditions, these Terms and Conditions shall prevail. In case of any dispute, the decision of Bupa shall be final and conclusive on matters related to the eligibility for registration in this Programme; while the decision of QHMS, as the Service Provider, shall be final and conclusive on matters related to the acceptance and use of the Voucher.
- 22.** This leaflet contains general information on Bluea Health Pass only and does not constitute any contract between any other parties and Bupa.
- 23.** In the case of any discrepancy between the Chinese and English versions of these Terms and Conditions, the English version shall prevail.

全新 Blua Health 通行證



我們明白當你感到不適時，便捷的醫療保健服務至關重要。透過 **Blua Health 通行證**，你可以尊享價格享用普通科門診診症服務。**Blua Health 通行證**專為保柏會員提供簡易便捷的方式，聯繫保柏指定醫療服務供應者 - 卓健醫療服務有限公司（「卓健醫療」）在香港的醫療網絡，助你充滿信心及輕鬆地管理健康。

Blua Health 通行證之詳情

港幣 **\$250**

普通科門診診症1次 (包括3 天基本藥物)¹



尊享優先
預約服務

提前預約確保你可在指定診所²就診

請致電

(852) 8100 0456或使用Blua Health的「診症預約」⁴功能預約



換領券之有效期

換領券由發出日開始生效，並需於2025年12月31日或之前使用



參加資格

持有現有保柏醫療保障計劃的 **Blua Health 會員**可於每12個月登記 **Blua Health 通行證**一次

如何登記及使用Blua Health通行證？



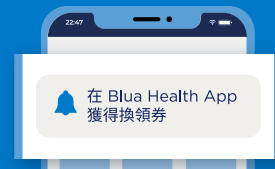
步驟一 登記 Blua Health 通行證

按此登記或掃描二維碼使用你的Blua Health 電郵地址登記。



步驟二 獲得換領券

你將於對應的登記期完結後的2個星期內，透過 Blua Health 手機應用程式³獲得換領券乙張。



步驟三 預約診症

如果你希望享受省卻輪候時間的輕鬆體驗，你可以透過 Blua Health 手機應用程式預約任何指定診所²的普通科醫生門診診症，並於就診時兌換換領券。指定診所同時提供免預約服務的即場門診登記，等候時間視情況而定。



步驟四 使用換領券

於任何指定診所²出示你的換領券即可享用普通科門診診症，並於兌換時在診所繳付 Blua Health 通行證的費用。



使用 Blua Health 輕鬆預約醫療服務

Healthcare 醫健連線



透過 Blua Health 手機應用程式上的「診症預約」⁴功能，你可以一站式輕鬆預約各種醫療服務。無論你需要普通科門診、專科門診、中醫門診或其他醫療服務，「診症預約」⁴都能讓這變得簡單無憂。

Blua Health 的主要特點



一站式預約多項醫療服務，縮短等候時間



簡單幾步即可訂購處方藥



30秒AI評估⁵你的身心健康



與AI教練隨時隨地一起健身



賺取積分以換領健康獎賞



立即下載 Blua Health，
未來健康，由你掌握！

聯絡我們



請致電

(852) 8100 0456

備註

- 1. 「基本藥物」是指由相關卓健醫療的醫生根據當時該卓健醫療的最新基本藥物清單所處方的藥物。卓健醫療有權自行決定對某些慢性或長期用藥、昂貴或特殊藥物收取額外費用。
- 2. 「指定診所」指可使用 **Blua Health** 通行證之換領券的卓健醫療指定診所。卓健醫療可自行決定不時修改及/或修訂該指定醫療服務供應者/診所列表而不作任何通知。指定診所之列列表列記載於換領券上。保柏恕不作出保證及不會就服務未能使用而承擔責任。
- 3. 成功登記 **Blua Health** 通行證後，換領券將於以下日期存入你的 **Blua Health** 帳戶內：

於以下日期登記：	換領券存入Blua Health日期：
2025年6月26日或之前	2025年7月4日或之前
2025年7月13日或之前	2025年7月18日或之前

- 4. 診症預約及配藥易功能由卓健醫療提供。受條款及細則約束。
- 5. **Blua Health** 並不是醫療設備，也不會提供個性化的醫療建議。該手機應用程式的內容並不能代替專業醫護人員的醫療建議、診斷或治療。如有任何關於醫療狀況的問題，請立即尋求醫生或其他合資格醫療服務提供者的建議。

條款及細則

- 1. 「**Blua Health** 通行證」計劃（「計劃」）由 **Blua (Asia) Services Limited** 提供，而所有醫療服務及相關行政服務均由我們指定的醫療服務供應者卓健醫療服務有限公司（「服務供應者」）提供。
- 2. 本訊息由保柏（亞洲）有限公司向作為保柏（亞洲）有限公司的特選會員的你發出（請參閱以下「參加資格」部分）。以下條款及細則列出了管理本計劃的規則（「條款及細則」）。本條款及細則中所提及的「保柏」、「我們」或「我們的」是指 **Blua (Asia) Services Limited**、保柏（亞洲）有限公司及/或 **Horizon Health and Care Limited**（視情況而定）。

參加資格

- 3. 由即日起至**2025年7月13日**（首尾兩日包括在內），任何保柏個人醫療保障計劃的現有投保人/保單持有人，或任何保柏團體保險計劃的受保成員，並收到由保柏發出有關 **Blua Health** 通行證的電郵（「特選會員」），則可合資格登記本計劃一次。
- 4. 如欲登記本計劃，特選會員須符合以下所有條件（「資格」）：
 - a. 特選會員必須為任何現有保柏個人醫療保障計劃的投保人/保單持有人，或任何現有保柏團體保險計劃的受保成員；
 - b. 於本計劃之換領券發出時，有關的保柏個人或團體保險計劃必須仍然有效且沒有未繳的保費；
 - c. 特選會員必須成功登記成為 **Blua Health** 會員；及
 - d. 特選會員必須於本單張備註3所示的登記期內成功把其 **myBupa** 帳戶與 **Blua Health** 帳戶連結。
- 5. 即使特選會員為多於一張保柏的個人或團體保單的受保人，每位會員每**12**個月只可登記本計劃一次。

Blua Health 通行證換領券

- 6. 特選會員將在 **Blua Health** 手機應用程式中收到一張換領券作個人使用，可於任何指定診所以尊享價港幣**250**元享用一（1）次普通科門診診症服務（包括**3**天基本藥物）（「換領券」）。特選會員必須遵循換領券上的兌換說明。請留意換領券自發出日起有效，有效期至**2025年12月31日**。
- 7. 特選會員在任何指定診所使用換領券時必須出示換領券及其身份證明文件。如特選會員未能提供上述任何所需文件，服務供應者有權拒絕兌換或根據其適用價格收取費用。
- 8. 有關指定診所的名單，請參閱網站 <https://www.bupa.com.hk/pdf/blua-health-pass-designatedclinics.pdf>。如該名單有任何更改，恕不另行通知。計劃使用換領券前，你可致電 **(852) 8100 0456** 與卓健醫療查詢，服務時間為星期一至五上午**9**時至下午**6**時**00**分，星期六上午**9**時至下午**1**時（公眾假期除外）。
- 9. 本計劃及換領券僅供特選會員個人使用，不得交換、轉讓、更換、作價銷售、送贈或轉售予他人，亦不得兌換為現金或其他替代品。
- 10. **Blua Health** 通行證不可與任何保柏醫療卡或其他優惠同時使用。

一般條款

11. 特選會員參加本計劃即代表其接受及了解此等條款及細則。
12. 本計劃受 **Blua Health** 之附加條款及細則約束，請參閱 **Blua Health** 官方網站或手機應用程式。於指定診所使用任何服務均須受指定診所的附加條款及細則約束。
13. 特選會員須自行承擔於參與本計劃時所引致的任何額外成本，以及本計劃之外及/或不包括的任何費用和成本。
14. 如特選會員因人為錯誤或技術問題未能建立 **Blua Health** 帳戶及/或 **myBupa** 帳戶，或因任何非由保柏一方之錯誤或疏忽致未能成功把個人 **myBupa** 帳戶連結至 **Blua Health**，保柏一概不會就不合資格享用本計劃下的任何服務或優惠而負上任何責任。如你在建立或綁定連結帳戶時遇到任何問題，請電郵至 cs@bluahealth.com.hk 聯絡我們的會員服務部。
15. 如發現任何蓄意或以任何欺騙或不誠實途徑參與本計劃，或以不真實、不正確、不完整或無效的資料登記成為 **Blua Health** 的會員，有關人士及/或帳戶的計劃參與資格均會被取消，而其在本計劃下的資格亦會被褫奪。保柏保留在任何時間核實任何特選會員及登記人士的身份之權利，亦保留向任何保柏合理地認為有違反本條款及細則的任何人士要求彌償及/或追討損失的權利。
16. 保柏保留隨時取消或終止本計劃（全部或部分）或修改本條款及細則的權利，恕不另行通知。
17. 保柏保留詮釋本條款及細則之最終決定權。
18. 保柏並非本計劃下的醫療及輔助服務的供應商，且我們：
 - a. 概不就此使用服務及相關之服務的質素或合適性，以及所有服務供應者所提供的服務作出任何類型根據事實或法律（不論明示或暗示）的陳述及保證；
 - b. 並不就任何服務供應者以及其各自僱員、代理、服務員或代表的任何行為及/或遺漏負責；
 - c. 任何有關於服務供應者使用此服務之爭議，概不介入或干涉；及
 - d. 在法律允許的範圍內，就使用本計劃而引致或與之相關的死亡、人身傷害、損失、損害、成本或開支（無論發生、承受或遭受的方式為何），概不承擔侵權（包括疏忽）、違約或其他義務或責任。
19. **Blua Health** 通行證為會員訂閱計劃，由 **Blua (Asia) Services Limited** 提供、發佈及營運。**Blua Health** 通行證並不是保險產品。任何與 **Blua Health** 通行證相關的個人資料將根據 **Blua (Asia) Services Limited** 的私隱通知收集、使用、處理及轉移，包括用於管理 **Blua Health** 通行證的訂閱及與保柏集團旗下公司協調你的護理的目的。
20. **Blua Health** 由 **Horizon Health and Care Limited** 提供、發佈及營運。**myBupa** 由保柏（亞洲）有限公司提供、發佈及營運。**Blua (Asia) Services Limited**、保柏（亞洲）有限公司及 **Horizon Health and Care Limited** 同為保柏集團旗下在香港註冊的公司。
21. 本計劃之宣傳資料如與本條款及細則有任何歧義，以本條款及細則為準。如有任何爭議，保柏擁有與本計劃有關的所有事項之最終決定權。如有任何爭議，保柏對參加本計劃的資格事宜的決定為最終及不可推翻；而卓健醫療作為服務供應者，對於接受和使用換領券相關事宜的決定為最終及不可推翻。
22. 本單張只提供 **Blua Health** 通行證的一般資料，不能構成保柏與任何人士所訂立之任何合約。
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