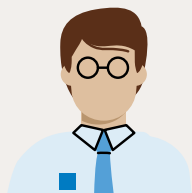


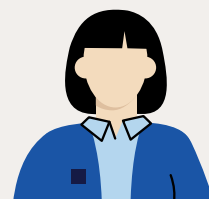
Blua Health 通行證

輕鬆就醫，無懼健康挑戰



你是否擔心不斷上升的醫療費用？

在身體不適時，你是否經歷過在診所長時間等候？



尋找合適的醫生不應變得困難， 管理醫療費用也不應該讓人感到壓力。

透過 **Bluea Health 通行證**，你可以尊享價格享用普通科、專科¹、物理治療¹、中醫門診、及其他門診服務，並可於 Bluea Health 手機應用程式輕鬆預約。**Bluea Health 通行證** 提供簡易便捷的方式，聯繫保柏在香港的指定醫療服務供應者。立即掌握你的健康 - 透過 **Bluea Health 通行證** 享受優質醫療服務、節省時間及減輕醫療開支！

產品特點



透過 **Bluea Health 通行證** 官方網站² 或 **Bluea Health** 手機應用程式簡易訂購

只需 5 分鐘，即可輕鬆訂購 **Bluea Health 通行證**，隨時隨地掌握健康！



龐大醫療網絡

超過 375 個服務點，遍佈全港。

涵蓋超過 20 種專科¹，全面照顧你的健康需要。



視像診症服務³

安坐家中透過視像電話方式向醫生諮詢常見病症，並可於當日⁴免費送遞處方藥物。



優先預約服務^{5,6}

享受無縫、無憂的預約體驗，使用 **Bluea Health** 手機應用程式的「診症預約」⁷ 功能或致電我們 8100 0456 即可優先預約。



指引與協助

在駐有保柏顧問服務的指定診所⁸ 內，他們會指引你完成就診的各個步驟，以確保你有舒適的體驗。

Blue Health 通行證之詳情

計劃	Blue Health 簡易通行證	Blue Health 升級通行證	Blue Health 自選通行證
費用（每年）	港幣 \$250	港幣 \$780	港幣 \$1,800
服務點數量	23	375+	375+
服務類型			
1. 普通科門診或視像診症 （包括 3 天基本藥物⁹⁾ - 每次診症於診所需支付¹⁰⁾ - 每年每計劃之診症次數上限	不適用 1 次診症 （只適用於門診診症）	港幣 \$80 10 次診症 ¹¹⁾	港幣 \$60 10 次診症 ¹¹⁾
2. 專科門診¹⁾ （包括 5 天基本藥物⁹⁾ - 每次診症於診所需支付 - 每年每計劃之診症次數上限		港幣 \$240 5 次診症	港幣 \$120 10 次診症
3. 物理治療¹⁾ - 診療費折扣（升級計劃）/ 每次診症於診所需支付 （自選計劃） - 每年每計劃之診症次數上限		8 折 不限次數	港幣 \$120 10 次診症
4. 中醫門診或視像診症 （包括 3 天基本中藥⁹⁾ - 每次診症尊享價（升級計劃）/ 每次診症於診所需支付¹⁰⁾ （自選計劃） - 每年每計劃之診症次數上限		港幣 \$300 不限次數 ¹¹⁾	港幣 \$60 10 次診症 ¹¹⁾
其他服務		8 折 診斷影像（X 光、超聲波、磁力共振掃描、電腦斷層掃描及 PET-CT）及化驗 ¹⁾ ， 指定疫苗注射 ¹²⁾ 及健康檢查	
每年之總診治次數上限	項目 1 共 1 次。 每 12 個月只可訂購此計劃一次。	項目 1 共 10 次 ¹¹⁾ 及項目 2 ¹⁾ 共 5 次	項目 1 至 4 ¹⁾ 共 15 次 ^{11),13)}
當診治使用次數達到上限後			
普通科門診或視像診症 （包括 3 天基本藥物⁹⁾	不適用	8 折 ¹¹⁾	
專科門診¹⁾ （包括 5 天基本藥物⁹⁾		8 折	
物理治療¹⁾		根據上方所列的折扣及 優惠價格享用相應的服務	8 折 只限診療費
中醫門診或視像診症 （包括 3 天基本中藥⁹⁾			8 折 ¹¹⁾

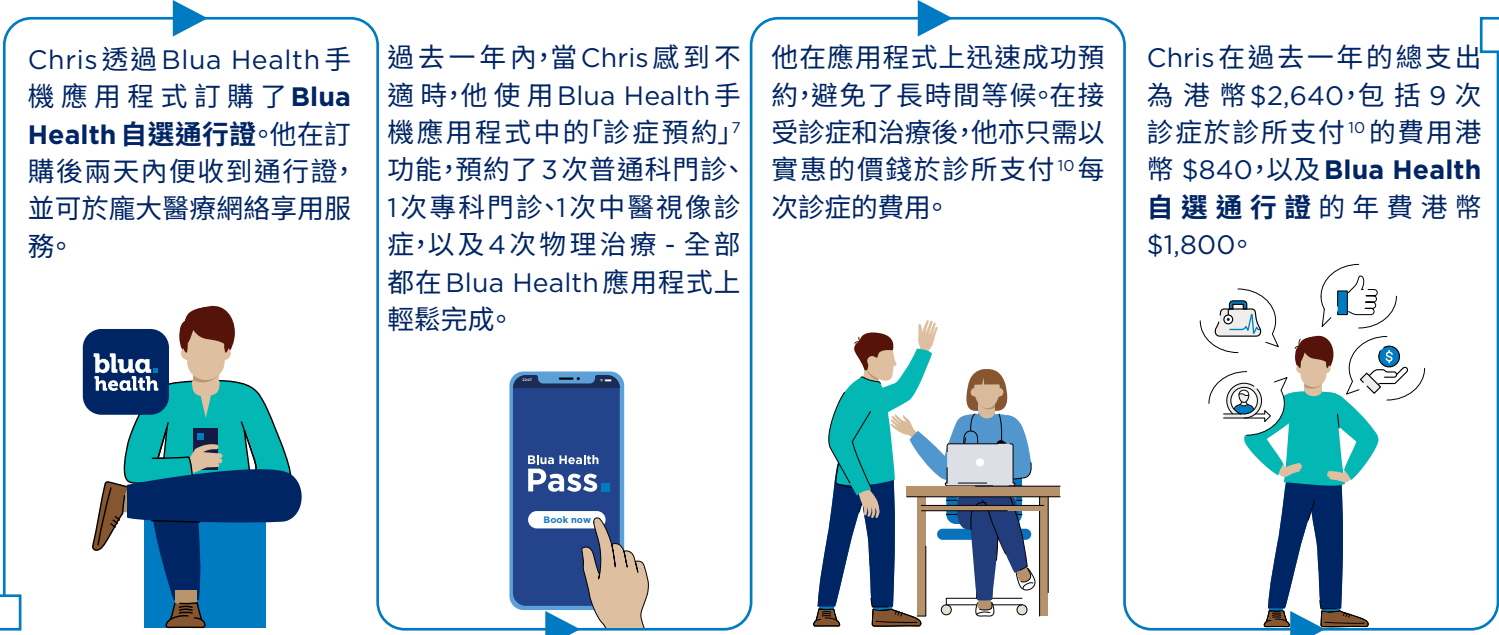
個案示範¹⁴：

憑 Blua Health 通行證輕鬆享受便利及價格實惠的醫療體驗



Chris 是一位身兼多職的斜槓族，他經營一家小型網上零售店、兼職品牌顧問，以及在週末教授瑜伽課程。他需要一個既靈活又可負擔的健康方案。

與許多朋輩不同，他並沒有團體醫療保障，個人醫療開支成為一項重大負擔。為了掌握自己的健康狀況，Chris 透過 Blua Health 手機應用程式訂購了 **Blua Health 自選通行證**。



透過 **Blua Health 通行證**，我享受到便捷無憂的醫療體驗。有別於過往的經驗，若沒有 **Blua Health 通行證**，我可能需要花更多時間及精力，甚至支付超過港幣 \$6,040 的醫療支出。在這一年的繁忙創業旅程中，我可以靈活安排所需的醫療服務，全力投入事業發展。

Chris 如何使用 Blua Health 自選通行證

服務類型	診治次數	於診所需支付 ¹⁰ (港幣 \$)
普通科門診 (包括 3 天基本藥物 ⁹)	3 次	\$60 x 3 = \$180
專科門診 ¹ (包括 5 天基本藥物 ⁹)	1 次	\$120
中醫視像診症 (包括 3 天基本中藥 ⁹)	1 次	\$60
物理治療 ¹	4 次	\$120 x 4 = \$480
於診所需支付 ¹⁰ 的總費用		\$840

Blua Health 自選通行證的年費

計劃	每年費用 (港幣 \$)
Blua Health 自選通行證	\$1,800

即場診症費用¹⁵

項目	(港幣 \$)
9 次診症的總即場診症費用 (包括視像診症的額外藥物送遞費用)	\$6,040

如何訂購及使用 Blua Health 通行證？



步驟一．訂購計劃：

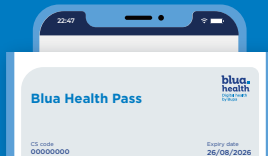
直接瀏覽 Blua Health 通行證訂購網站或登入 Blua Health 手機應用程式並點擊「Blua Health 通行證」。選擇你的計劃，填寫所需資料，並完成付款程序。



步驟二．獲得通行證：



成功訂購後，你所購買的通行證將於兩個曆日內顯示於 Blua Health 手機應用程式內的「Blua Health 通行證」頁面。如你尚未下載 Blua Health 手機應用程式，請先下載並完成註冊。註冊時，請謹記使用與訂購 Blua Health 通行證相同的電郵地址。Blua Health 通行證將於成功註冊後兩個曆日內顯示於 Blua Health 手機應用程式。



步驟三．預約診症：



如果你希望享有輕鬆的體驗並省卻輪候時間，你可以透過 Blua Health 手機應用程式一站式預約任何指定診所⁸的門診診症服務⁵，包括普通科、專科¹、物理治療¹、中醫和視像診症³。指定診所⁸同時提供普通科門診免預約服務的即場登記，等候時間視情況而定。



步驟四．使用服務：



於任何指定診所⁸出示你的通行證及你的身份證明文件¹⁶即可享用門診診症服務。如使用視像診症³，你將透過 WhatsApp 收到詳細資訊及獨立的診症連結以在所選時間與醫生進行視像通話。請在診所支付指定費用或折扣後的費用（視情況而定），如使用視像診症³，請透過信用卡網上支付有關費用。



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」⁷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」⁷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¹⁷
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

立即透過 Blua Health 通行證官方網站²或 Blua Health 手機應用程式訂購！

備註

1. 專科門診診症(皮膚科、家庭醫學科、婦科、眼科、骨科、耳鼻喉科、小兒外科及兒科除外)、物理治療、診斷影像及化驗須獲註冊西醫轉介,轉介信的有效期為轉介信發出日起90日內。
2. Blua Health通行證官方網站提供產品資訊及支援訂購Blua Health通行證。你須透過Blua Health手機應用程式使用及管理你的Blua Health通行證。
3. 視像診症服務現適用於Blua Health升級通行證及Blua Health自選通行證的普通科及中醫門診。請注意,視像診症並不適合某些或若干醫療狀況,包括但不限於急症、緊急或危急醫療狀況。如不確定是否可透過視像診症服務解釋你的醫療問題,則應親自尋求醫生的建議。
4. 於星期一至五下午6時前或星期六下午1時前進行的診症,藥物將於當日運送。在其他情況下,例如由於速遞商未能提供服務或受疫情限制,藥物則於下一個工作天運送。運送服務只適用於居住在香港島、九龍、新界及部分離島(東涌、愉景灣及馬灣)患者的地址。如患者居住於其他離島地區,則需到指定診所領取藥物。
5. 如需接受專科門診診症、中醫診症、物理治療、診斷影像、化驗檢查及疫苗接種服務,請提前向指定醫療服務供應者預約。你可使用Blua Health手機應用程式上的「診症預約」功能或致電保柏優先預約服務熱線(852) 8100 0456預約所需服務。雖然普通科門診服務無須預約,但我們鼓勵你先行預約,以確保能及時獲得所需服務。
6. 普通科及中醫門診的視像診症服務僅限透過「診症預約」功能進行預約。有關視像診症服務預約指引,請參閱記載於Blua Health通行證上的指定診所及其他服務名單。對於Blua Health通行證所涵蓋的其他醫療服務,則可使用「診症預約」功能或致電我們8100 0456進行優先預約。
7. Blua Health手機應用程式上的「診症預約」及「配藥易」功能由指定醫療服務供應者提供。受條款及細則約束。
8. 「指定診所」指可使用Blua Health通行證的指定醫療服務供應者的診所。指定醫療服務供應者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。指定診所之列表記載於通行證上。保柏恕不作出保證及不會就服務未能使用而承擔責任。
9. 「基本藥物」及「基本中藥」是指由指定醫療服務供應者的註冊西醫或註冊中醫根據當時指定醫療服務供應者的最新基本藥物或基本中藥清單所處方的醫療必需的西藥或中藥。指定醫療服務供應者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。
10. 視像診症的相關費用將透過信用卡網上支付。
11. 診症次數適用於門診及視像診症。
12. 根據疫苗類型,可能需要額外支付疫苗注射前普通科醫生的諮詢費用。
13. Blua Health自選通行證項目1至4之每年診治次數上限合共為15次,亦受項目1、2、3及4之診治次數上限各10次所限。
14. 此個案示範純屬虛構,並僅供說明用途。
15. 即場診症費用是根據個案示範中所列出的診症的原價計算。
16. 身份證明文件包括香港居民身份證、往來港澳通行證及護照。
17. 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供應者的建議。

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包括卓健醫療服務有限公司及其他醫療機構(「服務供應者」)提供。
2. 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. 如欲訂購本計劃，你必須持有以下其中一項有效身份證明文件：香港居民身份證、往來港澳通行證，或護照。
4. 每人每12個月只可訂閱Bluea Health簡易通行證一次。

Bluea Health 通行證

5. 如你以現有的Bluea Health帳戶參與本計劃，你將在兩個曆日內在Bluea Health手機應用程式中收到一張通行證（根據所選計劃級別而定）作個人使用，可於任何指定診所以尊享價享用所列的指定門診診症服務（「通行證」）。如你沒有Bluea Health帳戶並透過Bluea Health通行證官方網站參與本計劃，則需下載Bluea Health手機應用程式及完成註冊。註冊時，請謹記使用與訂購通行證相同的電郵地址，以免無法於Bluea Health帳戶內顯示你的通行證。通行證則將於成功註冊後的兩個曆日內顯示於Bluea Health手機應用程式。你必須遵循通行證上的使用說明。請留意，無論你是否擁有Bluea Health帳戶，通行證的有效期均為由發出日起計12個月。
6. 你在任何指定診所使用通行證時必須出示你的通行證及身份證明文件。如你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。
7. 有關指定診所的名單，請參閱Bluea Health手機應用程式中的通行證。該名單可能會不時更改，恕不另行通知。計劃使用通行證前你可使用Bluea Health手機應用程式的「診症預約」功能或致電(852) 8100 0456進行優先預約。服務時間為星期一至五上午9時至下午6時，星期六上午9時至下午1時（公眾假期除外）。
8. Bluea Health通行證之有效期為發出日起計1年。任何未使用之服務次數將會被作廢。我們將於續期日前30日，透過電郵向你發出邀請。
9. 如你未有續購Bluea Health通行證，該通行證將於到期後自動終止。
10. 本計劃及通行證僅供合資格會員個人使用，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。
11. Bluea Health通行證不可與任何保柏醫療卡或服務供應者不時提供的優惠同時使用。
12. 所有訂閱均屬最終決定，恕不接受取消或退款。

一般條款

13. 參加本計劃即代表你接受及了解此等條款及細則。
14. 本計劃受Bluea Health之附加條款及細則約束，請參閱Bluea 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。
15. 你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。
16. 如你因人為錯誤或技術問題未能建立Bluea Health帳戶，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。
17. 制裁
 - 17.1 倘在本計劃下提供權益將會導致以下情況，保柏將不負責提供該權益：
 - a. 違反聯合國決議或保柏或保柏集團的任何實體受約束的任何司法管轄區（可能包括但不限於歐盟、香港、澳大利亞、英國及／或美國的司法管轄區）的貿易或經濟制裁、法律或法規；
 - b. 使保柏或保柏集團的任何實體面臨被任何有關當局或主管機構制裁的風險；及／或
 - c. 使保柏或保柏集團的任何實體面臨參與（直接或間接）被任何有關當局或主管機構認為屬禁止的行為的風險。
 - 17.2 倘第17.1(a)項中提及的有關決議、制裁、法律或法規適用於或變得適用，為確保保柏及保柏集團的任何實體持續合規，保柏保留其採取其全權酌情認為屬必要的所有及任何有關行動的權利，包括但不限於終止你的會籍及本計劃下的權益。你知悉倘出現制裁相關問題可能會限制或延遲保柏在本條款及細則項下的義務，保柏亦可能無法提供權益或履行其任何責任。

18. 欺詐

18.1 倘保柏合理認為會員有以下行為，保柏保留權利拒絕提供本計劃的任何權益或終止其會籍：

- a. 以任何欺騙或不誠實途徑參與本計劃；
- b. 提供虛假、不真實、不正確、不完整或無效的資料參加本計劃及/或登記成為 Blua Health 會員；
- c. 發送虛假或偽造文件或其他虛假證據，或作出虛假陳述，以參與本計劃或使用本計劃下的權益；或
- d. 未能向保柏及/或我們的服務供應者提供會員知悉會令保柏及/或服務供應者拒絕提供任何權益或服務的資料。

18.2 保柏保留權利在任何時間核實任何合資格會員及登記人士的身份，並可要求任何人士提供資料或文件以驗證其資格。

18.3 倘保柏偵測到會員進行或涉及會員的本第 18 項所列的一類型的欺詐活動，保柏保留自相關欺詐活動發生之日起暫停或終止該名會員在本計劃下的會籍及權益，且會員將會接獲相關通知。

18.4 保柏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。

19. 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。

20. 保柏保留詮釋本條款及細則之最終決定權。

21. 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。

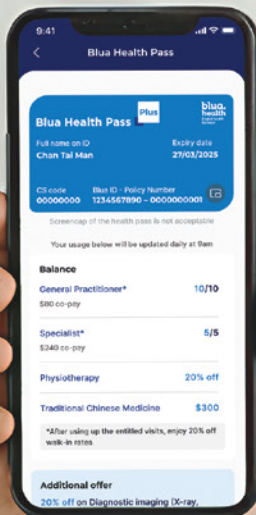
22. Blua Health 通行證為會員訂購計劃，由 Blua (Asia) Services Limited 提供、發佈及營運。Blua Health 通行證並不是保險產品。你同意並接受任何與 Blua Health 通行證相關的個人資料將根據 Blua (Asia) Services Limited 的私隱通知收集、使用、處理及轉移，包括用於管理 Blua Health 通行證的訂閱及與保柏集團旗下公司(如我們的附屬公司 Horizon Health and Care Limited 和 Quality HealthCare Group)協調你的護理的目的。有關 Blua (Asia) Services Limited 的私隱通知，請參閱網站 <https://www.bupa.com.hk/pdf/BASL-Privacy-Notice.pdf>。我們可能會不時更新或修改我們的私隱通知，所有信息將受我們最新通知的約束。請定期訪問我們的網站或 Blua Health 中的「私隱」頁面，了解我們通知的更新。

23. Blua Health 由 Horizon Health and Care Limited 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。

24. 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；而服務供應者對於接受和使用通行證相關事宜的決定為最終及不可推翻。

25. 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。

26. 如本條款及細則之中，中文版與英文版有任何差異，概以英文版本為準。



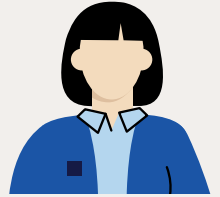
Blua Health
Pass

Easy access to care



Are you worried about rising medical costs?

Have you ever experienced long queues at the clinic when you're sick?



Finding the right doctor shouldn't be a struggle and managing healthcare costs shouldn't feel overwhelming.

With **Bluea Health Pass**, you can access general practice, specialist practice¹, physiotherapy¹, traditional Chinese medicine and other outpatient services at a preferential price all conveniently available through the Bluea Health app. **Bluea Health Pass** offers a simple way to connect with Bupa's designated healthcare service providers in Hong Kong. Take charge of your health today - enjoy quality care, save time, and reduce costs with **Bluea Health Pass**!

Key product features



Simple subscription via Bluea Health Pass official website² or Bluea Health app

Subscribe to your Bluea Health Pass in 5 minutes – right at your fingertips!



Extensive coverage

More than 375 service points at easily accessible locations across Hong Kong.

Over 20 specialties¹ are available to support your health.



Video consultation services³

Consult a doctor via video call from the comfort and safety of your home for common conditions, with same-day⁴ delivery of prescribed medication at no extra cost.



Priority booking^{5, 6}

Enjoy seamless and hassle-free booking with priority access by using the eBooking⁷ feature, or call us at 8100 0456.



Navigation and assistance

Where available, a Bupa Care Manager will guide you through the steps of your visit at designated clinics⁸ to ensure you have a pleasant experience.

Details of Bluea Health Pass

Plan	Bluea Health Pass Lite	Bluea Health Pass Plus	Bluea Health Pass Flex
Fee (annual)	HK\$250	HK\$780	HK\$1,800
Number of service points	23	375+	375+
Service type			
1. General practice outpatient or video consultation (inclusive of 3 days' basic medication ⁹⁾ - Pay at clinic¹⁰ per visit - Maximum number of visit(s) per plan per year	N/A 1 visit (Applicable to outpatient consultation only)	HK\$80 10 visits ¹¹	HK\$60 10 visits ¹¹
2. Specialist practice outpatient consultation¹ (inclusive of 5 days' basic medication ⁹⁾ - Pay at clinic per visit - Maximum number of visit(s) per plan per year		HK\$240 5 visits	HK\$120 10 visits
3. Physiotherapy¹ - Discount on treatment fee (for Plus plan)/ Pay at clinic per visit (for Flex plan) - Maximum number of visit(s) per plan per year	N/A	20% off Unlimited visit	HK\$120 10 visits
4. Traditional Chinese medicine outpatient or video consultation (inclusive of 3 days' basic Chinese medicines ⁹⁾ - Preferential rate per visit (for Plus plan)/ Pay at clinic¹⁰ per visit (for Flex plan) - Maximum number of visit(s) per plan per year		HK\$300 Unlimited visit ¹¹	HK\$60 10 visits ¹¹
Other services		20% off on diagnostic imaging (X-ray, Ultrasound, MRI, CT and PET-CT) and laboratory tests ¹ , designated vaccination ¹² and health checks	
Maximum number of visit(s) in aggregate per year	1 visit in total under item 1. You can only subscribe this plan once every 12 months.	10 visits ¹¹ in total under item 1 and 5 visits in total under item 2 ¹	15 visits ^{11,13} in total under items 1 - 4 ¹
After using up the entitled visits			
General practice outpatient or video consultation (inclusive of 3 days' basic medication ⁹⁾	N/A	20% off ¹¹	
Specialist practice outpatient consultation¹ (inclusive of 5 days' basic medication ⁹⁾		20% off	
Physiotherapy¹		Enjoy the corresponding services based on the discounted and preferential pricing listed above	20% off on treatment fee only
Traditional Chinese medicine outpatient or video consultation (inclusive of 3 days' basic Chinese medicines ⁹⁾			20% off ¹¹

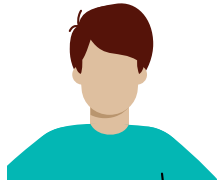
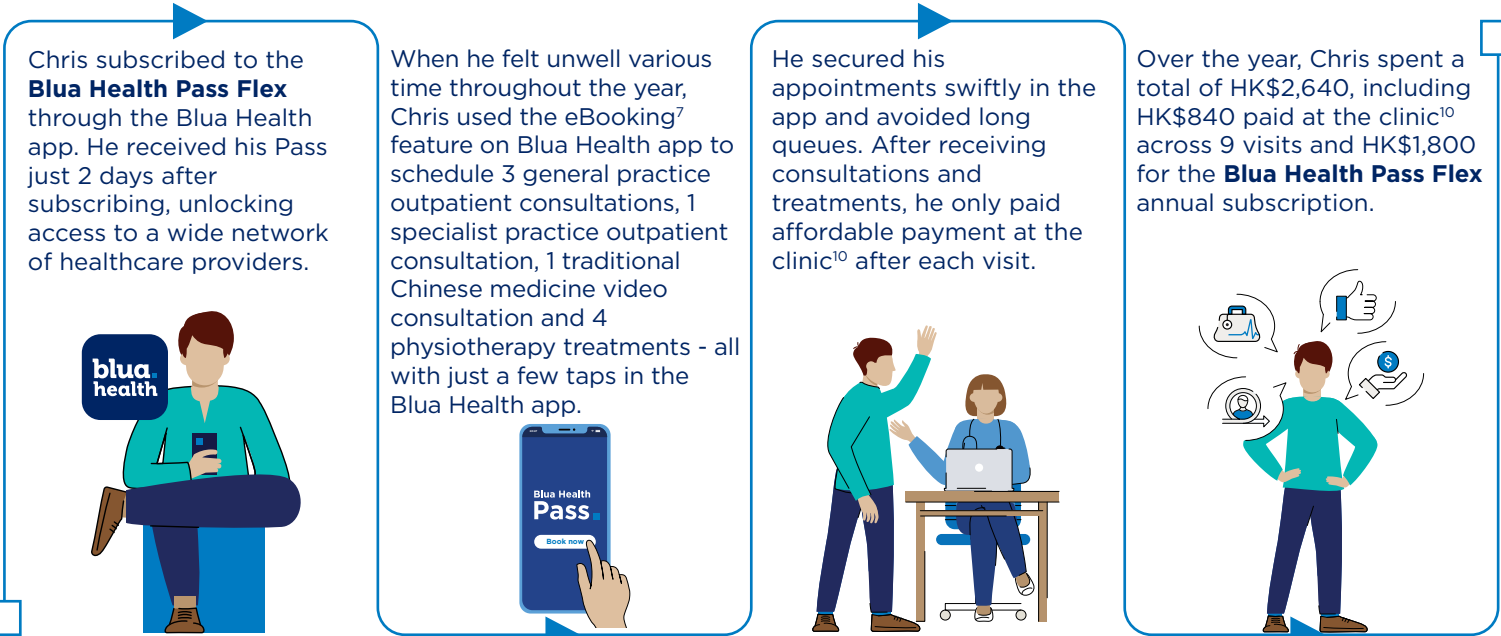
Case illustration¹⁴:

leverage Bluea Health Pass for an accessible and affordable healthcare experience



Chris, a slasher juggling multiple roles - running a small online retail shop, freelancing as a brand consultant, and teaching weekend yoga classes, Chris needs a health solution that is both flexible and affordable.

Unlike many of his peers, he didn't have group health coverage, making personal health expenses a real concern. To take control of his well-being, Chris subscribed to the **Bluea Health Pass Flex** through the Bluea Health app.



I experienced smooth and hassle-free healthcare with **Bluea Health Pass**, unlike my past encounters that required more time and effort to access healthcare, and could have cost me over HK\$6,040 medical cost without the **Bluea Health Pass**. I can enjoy the flexibility I need to thrive during a busy year of entrepreneurship.

How Chris uses his Bluea Health Pass Flex

Service type	Number of visits	Payment at clinic ¹⁰ (HK\$)
General practice outpatient consultation (inclusive of 3 days' basic medication ⁹)	3 visits	\$60 x 3 = \$180
Specialist practice outpatient consultation ¹ (inclusive of 5 days' basic medication ⁹)	1 visit	\$120
Traditional Chinese medicine video consultation (inclusive of 3 days' basic Chinese medicines ⁹)	1 visit	\$60
Physiotherapy ¹	4 visits	\$120 x 4 = \$480
Total payment at the clinic ¹⁰		\$840

Bluea Health Pass Flex annual subscription fee

Plan	Annual fee (HK\$)
Bluea Health Pass Flex	\$1,800

Walk-in fee¹⁵

Item	(HK\$)
Total walk-in fees for the 9 visits, including the additional drug delivery fee for video consultation	\$6,040

How it works?



Step 1 : Subscribe a plan

Visit the Bluea Health Pass enrolment website directly or log in to the Bluea Health app and click “**Bluea Health Pass**”. Choose your plan, simply fill in the required information and complete the payment.



Step 2 : Receive your pass



Once the subscription is successful, the pass that you purchased will appear on “**Bluea Health Pass**” page of your Bluea Health app in 2 calendar days. If you haven't downloaded Bluea Health app yet, please download and register. When registering, please remember to use the same email address you used to subscribe to **Bluea Health Pass**. The subscribed **Bluea Health Pass** will be shown in your Bluea Health app in 2 calendar days after your registration.



Step 3 : Book your appointment



If you would like to enjoy a hassle-free experience without lengthy waits, you may book any outpatient consultations⁵ including general practice, specialist practice¹, physiotherapy¹ and traditional Chinese medicine at any of the designated clinics⁸ and video consultation³ on the Bluea Health app at your fingertips. Designated clinics⁸ also accept walk-in visits for general practice, but waiting times depend on the situation.



Step 4 : Use the service



Present your pass together with your identification document¹⁶ to reception staff at any of the designated clinics⁸. For video consultation³, you'll receive the appointment details and an individual appointment link via WhatsApp. The doctor will meet you through this link at the scheduled time. Make the specified payment or payment with discount applied (whichever applicable) at the clinic or pay online by credit card for video consultation³.



Book health service appointments effortlessly with Bluea Health

Healthcare connect.



With the eBooking⁷ feature on Bluea Health, you can seamlessly schedule appointments for a wide variety of health services — all in one place. Whether you need to visit an outpatient general practice, specialist practice, traditional Chinese medicine or more, eBooking⁷ makes it simple and hassle-free.

Key features of Bluea Health



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



Order prescription medications in just a few steps



AI-powered health assessment¹⁷ in just 30 seconds



Exercise with an AI coach anytime, anywhere



Earn points to redeem rewards for healthy living



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

Get in touch



Call us on
(852) 8100 0456

Subscribe now via Bluea Health Pass official website² or Bluea Health!

Remarks

1. Specialist practice outpatient consultation (except for dermatology, family medicine, gynaecology, ophthalmology, orthopaedics, otolaryngology, paediatric surgery and paediatrics), physiotherapy, diagnostic imaging and laboratory test must be referred by a registered medical practitioner and you are required to present a referral letter issued within 90 days.
2. Bluea Health Pass official website provides product information and supports online subscription. To use and manage your Bluea Health Pass, please go to Bluea Health app.
3. Video consultation services are applicable to general practice and traditional Chinese medicine consultations under Bluea Health Pass Plus and Bluea Health Pass Flex only. Please take note that certain medical conditions are not suitable for video consultations, including but not limited to urgent, emergency or critical medical situations. If you are uncertain about whether you have been able to explain your medical concerns through video consultation, you should always seek advice from a doctor in person.
4. Medication will generally be delivered on the same day for consultations completed before 6:00 PM (Monday to Friday) or 1:00 PM (Saturday). In certain circumstances, such as courier unavailability, delivery may be postponed to the next working day. Delivery service is available only to patients residing in Hong Kong Island, Kowloon, the New Territories, and selected areas of the outlying islands (Tung Chung, Discovery Bay, and Ma Wan). Patients living in other parts of the outlying islands must collect their medication in person at the designated clinic.
5. You are required to book an appointment with the designated healthcare service provider in advance to receive outpatient specialist practice, traditional Chinese medicine, physiotherapy, diagnostic imaging, laboratory tests and vaccination. You may use eBooking feature on Bluea Health app or contact Bupa priority booking hotline at (852) 8100 0456 via phone call to make a reservation for the required service. While advance booking is not required for general practice outpatient services, you are encouraged to make a reservation to ensure timely access and service availability.
6. Video consultations for general practice and traditional Chinese medicine outpatient services are available exclusively via the eBooking feature. The details of video consultation booking guideline, please refer to List of designated clinics and other services which can be found on the Bluea Health Pass. For any other medical services covered under the Bluea Health Pass, you can book via the eBooking feature or priority booking hotline at 8100 0456.
7. eBooking and ePharmacy features on Bluea Health are provided by the designated healthcare service provider. Terms and conditions apply.
8. "Designated clinics" means the clinics of the designated healthcare service provider where Bluea Health Pass can be used. The designated healthcare service provider 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 Pass. Bupa does not guarantee or take responsibility in case the service is not available.
9. "Basic medication" and "basic Chinese medicines" means Medically Necessary Western medication or Chinese Medicines prescribed by Registered Medical Practitioner or Registered Chinese Medicine Practitioner of the designated healthcare service provider which falls into the most updated List of Basic Medication or list of Chinese Medicines maintained by such designated healthcare service provider at the time of prescription. The designated healthcare service provider has the right to impose extra charges for certain chronic or long-term medications and expensive or special medications at its sole discretion.
10. For video consultation, the relevant payment will be paid online by credit card.
11. The visits can be used for outpatient and video consultation.
12. An additional fee for a pre-vaccination consultation with a general practitioner may apply, depending on the type of vaccine.
13. Maximum number of visit(s) in aggregate per year under Bluea Health Pass Flex for the above items 1 - 4 in aggregate is 15 in total, with a sub-limit of 10 visits each of items 1, 2, 3 and 4 respectively.
14. The case illustration is fictional and solely for illustration purpose.
15. The walk-in fees are calculated based on the original prices of the visits presented in the case illustration.
16. The identification documents include Hong Kong Identity Card, the Exit/Entry Permit for Travelling to and from Hong Kong and Macao, and Passport.
17. 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 questions 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. Medical services and associated administrative services are provided by designated medical service providers (the "Service Providers") including Quality HealthCare Medical Services Limited.
2. 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. To be eligible to subscribe for the Programme, you must be a holder of one of the following identity documents: Hong Kong Identity Card, Exit-Entry Permit for Travelling to and from Hong Kong and Macao, or Passport.
4. Each person can only subscribe one Bluea Health Pass Lite once every 12 months.

Bluea Health Pass

5. By joining the Programme with a current Bluea Health account, you will receive a pass (according to the chosen plan level) in the Bluea Health app within 2 calendar days for your personal use at any of the designated clinics for the listed outpatient services at privileged rates (the "Pass"). If you do not have a Bluea Health account and join the Programme via Bluea Health Pass official website, you must download and register the Bluea Health app. When registering, please remember to use the same email address you used to subscribe to Bluea Health Pass. Otherwise, your Pass cannot be shown in your Bluea Health account. You will receive the Pass in 2 calendar days on Bluea Health app after your successful registration. You must follow the instructions to use as stated in the Pass. Please note that the Pass is valid for a period of 12 months from the date of issuance.
6. You must show the Pass with your identification document when using the Pass for services at any of the designated clinics. If you fail to provide any of the above required documentations, the Service Provider has the right to refuse to provide service or to charge according to their applicable normal price.
7. For the list of designated clinics, please refer to the Pass on Bluea Health app. The list is subject to change from time to time without prior notice. You are encouraged to use eBooking feature on Bluea Health app or call (852) 8100 0456 for priority booking if you plan to use the Pass. The service hours are 9:00 AM to 6:00 PM, Monday to Friday 9:00AM to 1:00PM on Saturday (excluding public holidays).
8. Bluea Health Pass will remain valid for 1 year from the date of issuance. Any unused quota of services at the time of expiry will be forfeited. You'll receive an invitation email from us on renewal 30 days before expiry.
9. If you do not renew your subscription, the Pass will be terminated after expiry.
10. This Programme and the Pass are provided to you for your 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.
11. Bluea Health Pass cannot be used in conjunction with any Bupa medical card or other offers which may be provided by Bupa or by the Service Provider from time to time.
12. All subscriptions are final and non-refundable.

General Conditions

13. Participation in this Programme signifies that you understand and agree to comply with these Terms and Conditions.
14. 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.
15. You 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.
16. If you are unable to register for Bluea Health due to any human error or technical issue, Bupa shall not be responsible for your non-entitlement to any services or privileges under this Programme. If you have any queries on registration, please email our customer service helpdesk at cs@blueahealth.com.hk.
17. Sanctions
 - 17.1. Bupa shall not be liable to provide any entitlement under this Programme to the extent that the provision of such entitlement would:
 - a. be in contravention of a United Nations resolution or the trade or economic sanctions, laws or regulations of any jurisdiction to which Bupa or any entity of Bupa Group is subject (which may include without limitation those of the European Union, Hong Kong, Australia, the United Kingdom, and/or the United States of America);
 - b. expose Bupa or any entity of Bupa Group to the risk of being sanctioned by any relevant authority or competent body; and/or
 - c. expose Bupa or any entity of Bupa Group to the risk of being involved in conduct (either directly or indirectly) which any relevant authority or competent body would consider to be prohibited.
 - 17.2. Where such resolution, sanctions, laws or regulations referred to in Clause 17.1(a) are or become applicable, Bupa reserves all of its rights to take all and any such actions as may be deemed necessary in its absolute discretion, to ensure that Bupa and any entity of Bupa Group continues to be compliant, including but not limited to terminating your membership and entitlements in this Programme. You acknowledge that this may restrict or delay Bupa's obligations under these Terms and Conditions and Bupa may not be able to provide entitlement or perform any of its obligations in the event of a sanctions related concern.
18. Fraud
 - 18.1. Bupa reserves the right to withhold provision of any entitlement under this Programme or to terminate the membership where, in the reasonable opinion of Bupa, the Member:

- a. uses fraudulent or dishonest means to take part in this Programme;
 - b. provides information that fake, untrue, incorrect, incomplete, or invalid for this Programme and/or for Bluea Health registration;
 - c. sends fake or forged documents or other false evidence, or made a false statement for or when taking part in, or using any entitlement of, this Programme; or
 - d. fails to provide us and/or our Service Provider with information that the Member knows would otherwise enable us and/or our Service Provider to refuse providing any entitlements or services.
- 18.2. Bupa reserves the right to re-verify their identity and to request any person to provide information or documentation to validate the eligibility of any person at any time.
- 18.3. In the event that Bupa detects fraudulent activity of a type described herein this Clause 18 made by or concerning the Member, Bupa reserves the right to suspend or terminate the membership and entitlement of such Member under this Programme from the date of occurrence of the relevant fraudulent activity and the Member shall be notified accordingly.
- 18.4. 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.
19. 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.
20. Bupa reserves the absolute right to interpret these Terms and Conditions.
21. 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.
22. 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. You agree and accept that 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 (such as Horizon Health and Care Limited and/or Quality HealthCare Group of companies, our affiliates). For the privacy notice of Bluea (Asia) Services Limited, please refer to the website <https://www.bupa.com.hk/pdf/BASL-Privacy-Notice.pdf>. We may from time to time update or amend our privacy notice and all information will be governed by our most recent notice. Please visit our website or the "Privacy" page in Bluea Health regularly to learn about updates to our notice.
23. Bluea Health is offered, distributed and operated by Horizon Health and Care Limited. Bluea (Asia) Services Limited, Bupa (Asia) Limited and Horizon Health and Care Limited are companies registered in Hong Kong under the Bupa Group.
24. 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 the relevant Service Provider, shall be final and conclusive on matters related to the acceptance and use of the Pass.
25. This leaflet contains general information on Bluea Health Pass only and does not constitute any contract between any other parties and Bupa.
26. In the case of any discrepancy between the Chinese and English versions of these Terms and Conditions, the English version shall prevail.