

Telemedicine: Frequently Asked Questions 远程医疗：常见问题

1. Why would I want to have a telemedicine appointment?

为什么我会考虑远程医疗预约？

Telemedicine can help you get convenient access to your doctor. You don't have to travel to your clinic, you can speak to your doctor from your home or office, or while travelling and you reduce the time out of your day for the appointment.

远程医疗预约可以让您更便捷的问询医生。无需诊所面诊，无论您是身在家中，办公室里，甚至在旅途中，都可以实现和您的医生直接沟通，这样可以大大节约您花在看病上的时间。

2. Is the quality of care I get during a telemedicine appointment different than the quality of care I would get in-person?

远程医疗会诊和在诊所会诊的质量有不同吗？

The care you receive during a telemedicine appointment will be of the same quality as the care you would receive in-person.

您在远程医疗预约接受到的服务和您到诊所接受到的服务是一样的。

Your doctor must meet the same expectations that you would have for an in-person consultation. For example, they must: have your consent for any treatment, follow-up on test results, keep your health information private and confidential and keep medical records.

远程医生服务将和您预想中的诊所面诊服务是一样的。例如：医生务必做到：征得您的同意后进行各项治疗；后续跟进检查结果；保护您的隐私和机密；完善医疗记录。

Our Telemedicine Services are HIPPA Compliant.

我们的远程医疗服务遵从 HIPPA 法案。

3. Why is it necessary to sign a consent form before commencing a telemedicine consultation?

为什么我需要在远程医疗服务实施之前签署知情同意书？

Before starting any treatment, including a telemedicine consultation, patients have the right to be presented with sufficient information to gain an understanding of the risks and benefits.

在开始任何治疗之前，包括这类远程医疗服务，患者有权利事先得到充分的信息，来获得得对此次治疗的利益和 risk 的理解。

The telemedicine consent form clearly outlines the scope of the telemedicine consultation to ensure you are aware of its nature and purpose.

远程医疗服务同意书清楚地概述了远程医疗服务的范围，确保您知道它的性质和目的。

4. What is HIPPA?

什么是 HIPPA?

HIPPA stands for Health Insurance Portability and Insurance Act. A US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers. Developed by the Department of Health and Human Services, these new standards provide patients with access to their medical records and more control over how their personal health information is used and disclosed. They represent a uniform, federal floor of privacy protections for consumers.

HIPPA 指健康保险携带和责任法案，也有取其意表述为医疗电子信息交换法案。它是美国公共及卫生服务部制定的，旨在提供隐私标准的法律条文，以保护病人的医疗记录以及病人提供给健康计划机构、医生、医院和其他医疗机构的健康信息。由美国公共及卫生服务部制定。这些新标准为患者提供了医疗记录访问原则，并使他们能利用这些原则更好的控制个人健康信息的使用和公开。这些条款为保护消费者隐私提供了一个统一的跨联邦的标准。

5. How will I know if a telemedicine appointment is an option for me?

我怎么知道我是否可以选远程医疗服务?

Your doctor will talk to you about whether telemedicine is an option, and will advise whether telemedicine is suitable for you. You can help your doctor by telling him or her if you have any concerns about having a telemedicine appointment. Telemedicine may not always be appropriate for you.

您的医生会和您谈论您是否可以选远程医疗服务，并会告知您的情况是否适合选远程医疗服务，您也可以告诉医生任何您对远程医疗预约的顾虑。远程医疗服务不是在任何情况下都适用。

6. Does it matter where I am during my telemedicine appointment?

是不是不管在哪里都可以使用远程医疗预约?

You can have your appointment anywhere that is convenient for you. To help maintain your privacy, we would recommend that you should not be in a public setting, such as in a coffee shop or shopping mall, but rather somewhere you can talk privately.

您可以在任何您觉得便利的地方实施远程医疗预约。为了保护您的隐私，我们不建议您公共场合，比如咖啡馆或者购物中心，而是选择相对私密的空间进行交谈。

7. Do I have to pay for the care I receive during telemedicine appointments?

我是否需要支付远程医疗预约的费用?

Yes, telemedicine consultations are available on a fee for service basis. Payments for a telemedicine consultation are made via PayPal prior to the appointment.

是的。远程医疗预约是以预付的方式收费的。您可以通过 PayPal 预付。

The fee for this service is billed in US dollars, and is based on a monthly conversion rate from the clinic's consultation charge in Chinese RMB. Further information can be provided upon request by contacting Customer Service at enquiries_beijing@rafflesmedical.com or +86 10 6462 9112.

费用以美元收费，并按照每月诊所的诊费折合率（人民币为单位）为标准兑换。需要更多信息可以发邮件给我们的客服：enquiries_beijing@rafflesmedical.com，或致电+86 10 6462 9112 咨询。

If you intend to seek reimbursement for the cost from your insurance company, we recommend that you verify with your insurance provider prior your appointment.

如果您需要向保险公司报销此费用，我们建议您提前和您的保险公司联系。

8. Will I receive an itemized invoice that I can submit to my insurer?

我会收到提交给保险公司的明细发票吗？

An office official invoice can be emailed or couriered to you. A Chinese fapiao (tax invoice) can be provided upon request.

一份正式的发票可以发邮件或者快递给您。中国发票（税务发票）如有需要也可以提供。

9. Will my insurance cover telemedicine services?

我的保险会赔付远程医疗服务吗？

This can vary with insurance providers. If you intend to seek reimbursement for your telemedicine consultation we recommend that you verify with your insurance provider prior your appointment.

这个由保险公司决定。如果您需要报销最好在预约之前和您的保险公司确认。

10. Do I need any special equipment or software to use telemedicine?

使用远程医疗服务，我是否需要配备什么特殊的设备或者软件？

A modern web browser (Chrome, Firefox, or Opera), a webcam and broadband internet are all you need for a telemedicine consultation.

您只需要一个新版的网页浏览器（谷歌浏览器，火狐浏览器或欧朋浏览器），一个网络摄像头和连接宽带，便可实现远程医疗看诊。

11. How do I make an appointment?

如何预约？

For your first appointment, your doctor will help schedule this for you. A link will be sent to your email or phone so you can log on prior to your appointment time. For any subsequent appointments, you can call the Beijing Clinic as normal and request a telemedicine appointment. You will receive a similar email or text message prior to each telemedicine appointment.

您的医生会帮助您进行第一次预约。之后您的邮箱或手机会收到一个链接，这样您可以在预约时间前登陆。对于任何后续的预约，您可以和普通预约一样打电话到北京诊所，然后预约远程医疗服务。您将会在远程医疗会诊前收到与第一次类似的邮件或者短信。

12. What happens during a telemedicine session?

远程医疗看诊期间会怎么样？

To begin your online session, click on the link you received via email. This will take you to the sign-on portal, where you will confirm the Referral Code and Date in the invitation email. After clicking the button, you will be prompted to sign a consent form and after which taken to the payment screen.

After payment, you will be directed to the online waiting room, where our Customer Service staff will greet you and direct you to your doctor's virtual consultation room. Your doctor will then connect with you and you will see each other face-to-face on screen and conduct your consultation just as you would in our clinic.

想要开启您的在线看诊，您需要点击邮件收到的链接，点击后将转跳至登陆页面。您需要输入邮件里提供的推荐码和日期。确认之后，系统将会提示您签署一份知情同意书，在此之后跳转到付款页面。付款后您将被转至网上等待区，在那里我们的客服人员会跟您打招呼，并将您连接到医生的虚拟诊室。医生将会与您对接，成功对接后即可在屏幕上看到对方，然后就可以像在诊所一样和医生开始交流了。

13. What if I need tests or scans?

如果我需要化验或其他检查怎么办？

Your doctor can order any tests or scans you may need via the telemedicine session, just as he or she would in the clinic. When the consultation is finished, our Customer Service team will help schedule a time for you to have the tests performed.

您的医生在远程医疗看诊期间，会同在诊所看诊一样，为您开具所有需要的化验或者检查项目。当网上看诊结束后，我们的客服团队会帮助您安排来诊所做化验和其他检查的时间。

14. Can the doctor prescribe medication via telemedicine?

医生可以通过远程医疗看诊开药吗？

Yes, your doctor can prescribe medication via telemedicine. We will record this prescription in our system and you can pick the medication up from our Pharmacy at your convenience. Delivery services are also available in most circumstances, and our Customer Service team will help arrange this for you should you desire.

可以。医生通过远程医疗看诊开药。我们的系统将会留下您的处方记录，在您方便的时候可以到我们的药房来取药。大部分情况下我们可以提供送药服务，我们的客服团队会帮您安排。

15. Is telemedicine safe?

远程医疗安全吗？

Yes. The telemedicine service meets stringent security standards, including HIPAA compliance. All connections are encrypted, and there is NO recording of the audio or video consultation. Your doctor will make notes, just as during a regular visit, and store them in your medical chart.

安全。我们的远程医疗服务是符合安全标准的，遵守 HIPAA 法案。所有的连接都经过加密处理的，看诊过程不会录像或录音。您的医生会像平常一样写病历，并把病历保存在您的病案里。

16. What if I have technical difficulties?

如果我有技术问题怎么办？

If you have any questions or encounter difficulties, please contact Customer Service at +86 10 64629112 or enquiries_beijing@rafflesmedical.com

如果您有任何疑问或者遇到困难，请电话联系我们的客服+86 10 64629112 或发邮件到 enquiries_beijing@rafflesmedical.com