

# Braving the Epidemic

## 敢創抗疫



## Call for your health

Howard, in his seventies, has been in good shape since retirement. Last month, however, he underwent a surgery to remove his inflamed gallbladder. After the operation, Howard returned home to recover. But in view of the pandemic, he was not sure if leaving his home for medical follow-ups was a good idea for him.

Howard's daughter, Kay, was worried her father's wounds would be aggravated without proper care. After getting advice from her friend who is a registered nurse, Kay registered her father with Caretia's Tele-Nurse service. Via the service platform, a registered nurse could easily check on Howard's recovery through a video call and would also provide diet recommendations and daily-health advice. Later on, Howard further tried their other off-line services, requesting a nurse to come to his home to clean his wound and monitor other vitals such as blood pressure and blood oxygen levels, easing Kay's concerns.

Caretia's Tele-Nurse is a service offered by experienced senior nurses to answer patients' questions. Through video call, the nurse verifies the patients' situations, provides professional care guidelines and suggestions, and refers their patients to registered caregivers for on call follow ups, if necessary. In view of the epidemic, Caretia's Tele-Nurse has launched a COVID-19 virus risk assessment, sleep apnea preliminary assessment, and cognitive ability preliminary assessment, answering any questions or health concerns that elderly people, patients and their family may have, from the comforts of their homes.

Philip Tsang, Caretia's Co-founder and Chief Executive Director said, "It's been challenging for both the public and enterprises alike in the epidemic. The nursing industry is here to contribute to the community, helping everyone get through these difficult times."



Users can easily schedule an appointment on the Tele-Nurse platform for a 15-minute free consultation, which covers a range of healthcare tips for people with chronic diseases, and postoperative care.

All communication is transmitted over an encrypted connection and no audio nor video data will be kept so that users' privacy is fully protected.



### Quick facts

- Caretia has a network of over 1,000 healthcare professionals to offer services of different domains.
- Non-urgent home-care services has dropped by 30 percent at the beginning of the pandemic. Since then, Caretia has offered free Tele-Nurse consultation for over 50 patients and its home-care services have bounced back to pre-pandemic levels.

### Company Profile

Caretia is a professional domestic healthcare service platform. From the online platform or mobile app, users can easily and quickly find private nurses and therapists, matching their needs. The platform also offers products and services for elderly persons and various health issues. Recently, the health technology company launched Caretia's Tele-Nurse, a distant nursing care and health assessment services.

To implement social distancing, many long-term patients have reduced regular medical check-ups and daily nursing care. Caretia offers an extensive network of healthcare professionals, including registered nurses, physical therapists, and nutritionists, for people with different healthcare needs to reserve online.



Braving the Epidemic  
敢創 抗疫



Learn more about  
Caretia

# 敢創抗疫

Braving the Epidemic



醫療及保健  
護理服務

## 還想打電話問姑娘？

70多歲的何伯上月因膽囊發炎需進行膽囊切除手術，術後何伯回家休養，但礙於新冠病毒疫情肆虐不敢出門覆診。女兒Kay擔心父親傷口因料理不善而發炎，遂向護士朋友求助，經推介下為父親登記使用「康禧好護士 Tele-Nurse」，註冊護士透過視像會議檢查何先生傷口康復狀況，並向他講解術後膳食及康復方面需注意的地方。後來何伯更安排護士上門半日為其清潔傷口、量度血壓含氧量等維生指數及身體狀況檢查等等，大大減輕了Kay及家人的憂慮。

「康禧好護士 Tele-Nurse」由經驗豐富的資深護士線上解答病人查詢，透過視像了解病人狀況，提供專業的護理指導和建議，有需要時轉介予註冊護理服務員上門跟進。針對目前社會需要，「康禧好護士 Tele-Nurse」特別推出「新冠肺炎風險評估」、「睡眠窒息初步評估」及「認知能力初步評估」，為大量長者、病患及其家人解答健康及護理上的疑難。

「Caretia康禧®聯合創辦人兼行政總裁 Philip Tsang 表示：「疫情對市民生活及企業營運帶來重重挑戰。在這個艱難時期，我們護理行業更要作出貢獻，幫助社會克服困難走過疫境。」



過程中所有資料均經過加密處理，而且未得使用者同意下，所有語音及視像資料亦不會保留。

### 速覽

- 康禧醫護聯網內有超過1000名醫護專業人士提供不同服務。
- 疫情下非緊急上門護理服務業務大減30%。康禧好護士推出後已為超過50人免費提供護理諮詢，助上門護理服務的業務回復至疫情前正常水平。

### 公司簡介

Caretia 康禧® 是專業家庭健康護理服務的配對平台。用家可透過其網上平台或手機應用程式，輕鬆快捷地找到合適的私家護士及治療師。平台還提供各種與長者和醫療保健有關的產品和服務，包括最新推出的「康禧好護士 Tele-Nurse」遙距護理及評估服務。

嚴峻疫情下長期病患者為減少接觸而暫停例行覆診或日常護理，「康禧好護士 Tele-Nurse」聯同註冊護士、物理治療師、營養師等為不同需要的人士靈活提供網上預約服務，更推出視像專業護理諮詢服務，市民只需透過平台免費預約，輸入欲查詢的護理問題，即能獲得15分鐘免費諮詢，涵蓋範圍包括長者病患日常護理問題、特別護理例如手術後/出院後護理、傷口護理、各種與復康有關的疑問等等。



敢創抗疫  
Braving the Epidemic



了解更多有關  
康禧醫護