

Braving the Epidemic

敢創抗疫



How a remote medical consultation tool can still get you a face-to-face with a doctor – even during lock-downs

At the time, little did Dr Wong know when he was engaged in a video call with his grandson that his life as a physician would undergo such a dramatic change.

For the past two decades, the doctor had been running a clinic in a public housing estate. The business was stable, though hardly exciting. But then, like a jolt of lightning, huge challenges were suddenly pressed upon the seasoned physician.

In the beginning of the COVID-19 outbreak, due to the severe shortages of surgical masks, Dr Wong was forced to close the doors to his practice. He gradually grew ever more uneasy. Not only was he concerned for the health of the estate's residents, he also started to worry for his clinic's financial strength.

Then one fateful day, he received that video call from his grandson overseas. The doctor realised that if he could conduct consultations remotely, he could greatly reduce the risk of cross infections. So very soon thereafter Dr Wong registered on the platform FindDoc and informed his patients of the exciting new arrangements with a notice outside his clinic. Today Dr Wong happily carries out his video medical consultation on a regular basis, and is relieved to see that his clinic's business has returned to a healthy level.

Cyberport Community Member FindDoc helps citizens seek verified information on medical professionals, and conveniently make online reservations for medical services. The company's business was adversely affected in February and March, registering a drop of 50 percent in revenue.

However, the COVID-19 outbreak did little to erode the confidence of Ivan Ng, Founder and Chief Executive Officer of FindDoc. "The coronavirus outbreak offers the business world a chance to take a closer look at an organisation's vulnerability," Ng said, reflecting on the ability of his business to survive under adversity. "The importance of antifragility lies in the capability to continue to provide benefits to the wider community at uncertain times."



To further reduce the risk of spreading COVID-19 in society, FindDoc works with local logistics unicorn GOGO X for point-to-point delivery support to make certain that people are able to get their saliva sample tests to the proper facilities, as quickly as possible.



The FindDoc team, therefore, set out to enhance the existing online appointment making platform, and by April unveiled its video consultation service, offering users a timely consultation experience facilitated by cutting-edge digital imaging capabilities. From your doctor appointment, and consultation, to the delivery of needed medicines – this comprehensive service carefully manages the needs of various patients, fully supported by a sizeable pool of registered physicians, including specialists and psychologists. Not only does this unique service reduce the risk of community transmission, it also eases the burden of the beleaguered public healthcare system.

Quick facts



- Since the video consultation service was made available, FindDoc's Q2 revenues have already surpassed that of the entire year of 2019.
- At the peak of its growth, the FindDoc platform experienced an 8-time increase in traffic, which is the number of views for the healthcare information in relation to respiratory system.
- FindDoc will expand to the Southeast Asia market by the end of 2020

Company Profile

FindDoc was founded in 2012 with an aim to provide diverse medical services to the community, and to increase general public health awareness through professionally curated content. FindDoc has since gathered a database of over 6,000 doctors from 50 different medical specialities to support an intuitive platform for people to search for healthcare providers. And to efficiently book their services, all while providing the latest medical information. In addition, FindDoc works with professional medical practitioners to produce short educational medical videos on FindDocTV.



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FindDoc

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「隔空睇醫生」 免接觸也能藥到病除？



黃醫生沒有想過，與孫兒的一通視像通話，會成為他行醫生涯的轉機。黃醫生在公共屋邨開設醫務所20年，一直安逸平穩，2020年卻面臨前所未有的挑戰。由初期因鬧口罩荒而減少應診，到後來全民戒備，病人擔心會在診所「中招」，有病也不敢睇醫生。黃醫生一方面憂心病人，另一方面看見生意銳減一半，擔心能否捱過疫情。直至某日與身在外地的孫兒進行視像通話時，突然靈機一觸：如果我能透過電話為病人看症，豈不解決了交叉感染的風險？黃醫生於是在網上醫療平台FindDoc登記，並在診所門口貼出FindDoc的資料，如今他可透過視像為病人看症，業務也漸漸回復去年同期的水平。

數碼港社群成員FindDoc讓市民搜尋醫護資料並透過網上平台快速地預約他們所需的服務。受疫情影響，FindDoc今年二月及三月的營業額比去年同期下跌一半。但疫症完全沒有打擊FindDoc創辦人及行政總裁伍俊彥Ivan的信心，他表示：「新冠肺炎的出現令各行業開始反思，是否有需要為公司業務增強「反脆弱」的能力，「反脆弱」的精髓就是在不確定性中繼續為社會提供價值。」



團隊於是改良現有的網上預約醫生服務，在四月推出視像問診功能，透過先進的視像會面及錄影輔助，加上平台龐大的醫生庫，提供一條龍求診體驗；由網上預約，到醫生問診及配藥速遞，涵蓋範疇更包括專科醫生以至心理學家，照顧不同類型的病人，免卻外出感染風險，同時減輕公營醫療機構的壓力。



FindDoc更與本地物流獨角獸GOGO合作，協助被醫生評估為「有需要」的人士，透過「點對點」病毒檢測樣本速遞服務，將其深喉唾液樣本送往化驗所，將社區感染的風險減到最低。

速覽

FindDoc
Your doctor is here

- 自推出視像問診服務，FindDoc第二季業務已超越2019年總生意額。
- FindDoc網站上關於呼吸系統感染的資訊瀏覽量在高峰期增長逾8倍。
- FindDoc將於2020年底正式進軍東南亞市場。

公司簡介

FindDoc成立於2012年，一直致力提供網上多元化的醫療服務和加深市民對各種醫療資訊的認識。FindDoc網羅 50 個醫學專科及超過 6,000 位醫生的資料，方便市民搜尋和網上預約合適醫生，同時聯同專業醫護人員，提供各式各樣的最新醫療資訊，包括創立FindDocTV與醫護拍攝教育短片提升大眾對健康保健的意識。



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