

Braving the Epidemic

敢創抗疫



Home physical therapy helps patients regain health

Carol recently gave birth to a precious boy. She needed a little help, but it was not easy for her to hire a post-natal care worker, or a domestic helper because of the COVID-19 pandemic. Without help, she had to care for the new-born baby herself 24/7. Then in less than two weeks, Carol started feeling pain at the radial side of her wrist, a key symptom of the De Quervain syndrome, commonly found in women after pregnancy.

The condition of her wrist, unfortunately, was not getting better, but she dared not visit the doctor, due to the risk of bringing the virus infection home. In fact, the pain started to get so bad that she couldn't even hold up baby's head to burp him! Just as she felt the most helpless, thanks to the OK Care mobile app, Carol was connected to physical therapist Zoe for on-site therapy. After four weeks of treatment, her condition had improved significantly, allowing her to truly appreciate the joys of motherhood.

Zoe is a freelance healthcare worker. Thanks to the OK Care platform, she can be connected with new clients like Carol to keep a stable income. What's more, during these challenging times, OK Care offers rapid coronavirus tests to ensure the safety of both the caregivers and the patients.

"During the epidemic, patients and people in high-risk groups should avoid visiting hospitals and clinics," explained Ada Yu, Founder of OK Care. "What OK Care's mobile app offers is an instant matching for relevant healthcare and rehabilitation services. All the healthcare workers listed on the platform are freelancers, and can provide on-site services catering to individual needs to keep patients safe from the COVID-19."



In addition, the platform utilises Virtual Reality (VR) technology to offer patients who are confined to their homes rehabilitation and recovery care. It is also a useful source for those who wish a gentle push for some physical activities, as it features a collection of short videos to teach stretching and light exercises.



The OK Care online platform is designed to connect patients to a wide range of home healthcare services. From daily care and nursing care, to rehabilitation treatment and hospital discharge services, registered users can have easy and instant access to a network of over 1,000 healthcare professionals via the OK Care mobile app. The platform is integrated with innovative technology to provide healthcare services according to each individual person's needs. A human model is designed to guide the users to show the locations of problems and symptoms. Based on the information received, the system will then search for the appropriate caregiver.

Quick facts

- Over 1,000 registered therapists, nurses and rehabilitation service health workers are available on the platform. On average, 900 patients use the services every quarter.
- 90 percent of the users have expressed satisfaction with the services provided by platform.

Company Profile

Cyberport Community Member Okay Healthcare is committed to enhancing the healthcare services with modern technology, bringing the nursing and rehabilitation services from medical institutions to the patients' homes. The OK Care mobile app is a one-stop health tech platform. Users can find the appointment schedule instantly via the app. With just a few clicks, they can complete the whole process from services booking to online payment.



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Learn more about
Okay Healthcare

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「宅」在家做物理治療 防傷患惡化



Carol上月誕下麟兒，然而疫情下聘請不到陪月員和傭人幫忙，唯有「一腳踢」全天候親自照顧新手嬰兒，又缺乏休息，不消兩星期就出現俗稱「媽媽手」的狹窄性肌腱滑膜炎的徵狀。礙於疫情Carol不敢外出求醫，照顧嬰兒的工作又不能減輕，Carol手腕的情況惡化至連托著嬰兒的小頭「掃風」都疼痛不已。後來Carol透過「要回家」程式成功配對到物理治療師Zoe上門做治療，經過四星期定期治療後，Carol的情況終於大有改善，真真正正首嘗弄兒之樂。

以自由身形式工作的物理治療師Zoe亦指，多得「要回家」平台讓她配對到如Carol這種新客戶，得以維持收入。而在新冠病毒疫情期間，「要回家」更為客戶及護理人員雙方提供快速病毒測試，以確保雙方安全。

「要回家」創辦人余穎章Ada表示：「疫情下病人與高危人士應該避免出入如醫院及診所等高風險地方，『要回家』手機程式為客戶安排即時、合適的護理及復康治療服務，而平台上登記的護理員均為自由身工作者，他們可按需要為客戶上門進行治療，真正為他們設想。」



「要回家」為用戶與專業護理人員打造一站式配對平台，由上門照顧、護理保健、復康治療、以至離院服務，用戶均可透過「要回家」手機流動程式從過千名護理專業人員中按所需作出挑選。程式會先以人體模型要求使用者指出需要護理的身體部位及問題，繼而由系統搜尋適合的護理人員；另一方面，護理人員亦會事先上載日程表，方便平台自動配對客戶。完成服務後客戶會為護理員評分和給予意見反饋供其他客戶參考。



平台亦充份利用虛擬現實(Virtual Reality)技術，為未能外訪的病人提供復康護理，亦不時發佈適合於在家工作時進行的拉筋運動影片，鼓勵健康生活。

速覽

- 現時平台有逾1000名活躍註冊治療師、護士及復康保健人員登記，每季平均治療900人次。
- 用戶經平台回饋表示普遍滿意度達9成。

公司簡介

數碼港社群成員「要回家」Okay Healthcare銳意以科技便利護理工作，將傳統由醫療機構提供的護理及復康服務擴展至家中。「要回家」手機程式提供一站式護理服務平台，顧客可透過程式即時知道預約日程，而由預約至付費的整個流程，都可在應用程式中完成。



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