

HealthPass User Guide

This guide will help you easily access your HealthPass benefits, manage your account and more. Enjoy all the benefits available to you and stay on top of your well-being.

User Guide

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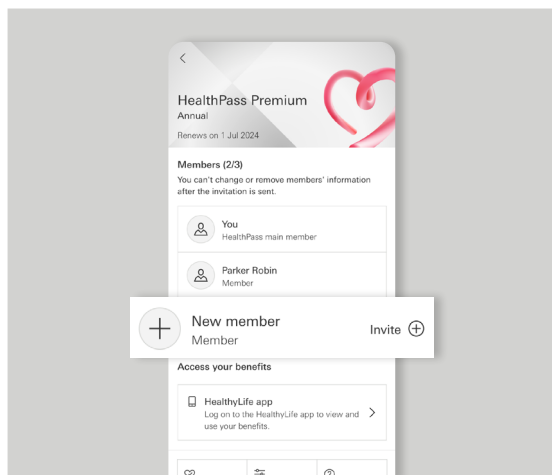


Section 1 - First-time users

Get ready for your HealthPass journey

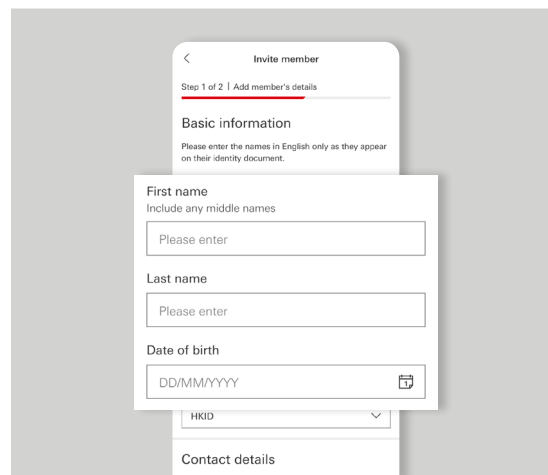
1.1 Enter member information

After completing your HealthPass payment, it's time to invite sub-members to join your plan if needed. Make sure you enter the correct details for each invited member as the information cannot be changed once submitted.



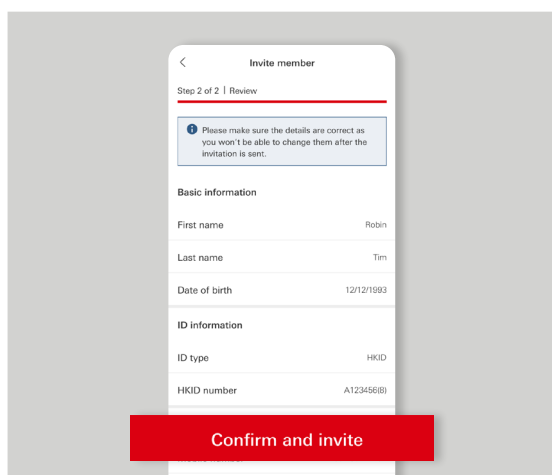
Step 1

Under 'Members', tap '+' to invite a member.



Step 2

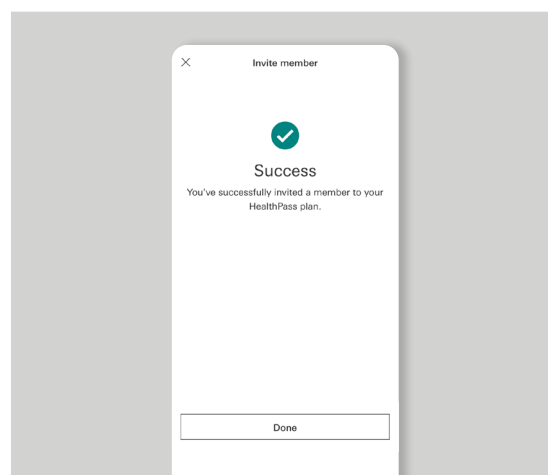
Enter the member's basic information and tap 'Next' at the bottom.



Step 3

Review the information inputted. Please review and make sure the information is correct.

Tap 'Confirm and invite'.



Step 4

Invitation completed.

Sub-member will receive an invitation email shortly.

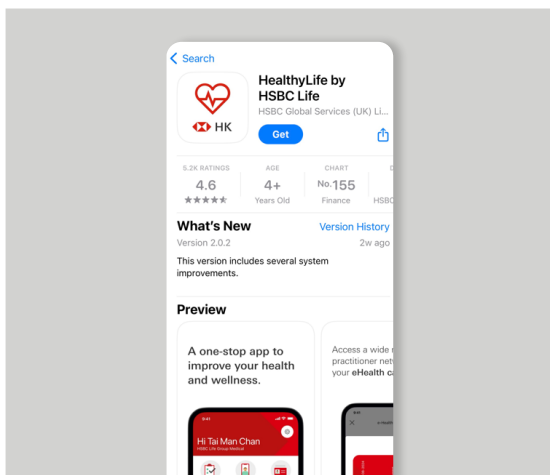
*Sub-members can only be added when purchasing. You can add another sub-member when subscribing to your next plan.



Get ready for your HealthPass journey

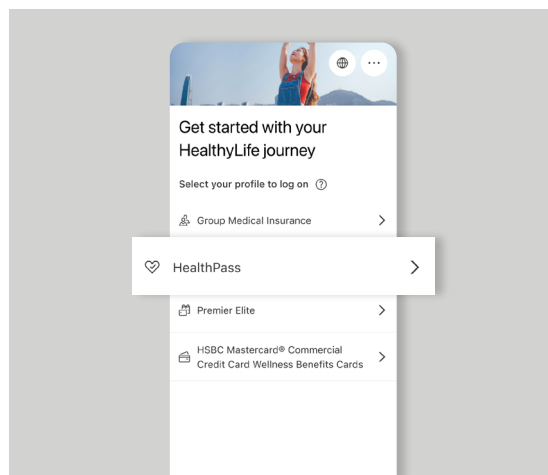
1.2 Download and access the HealthyLife app

To enjoy all the benefits of HealthPass, you as the main member must first download the HealthyLife app. This app allows you to conveniently manage your HealthPass plan, access HealthPass benefits, and explore a range of health and wellness offerings.



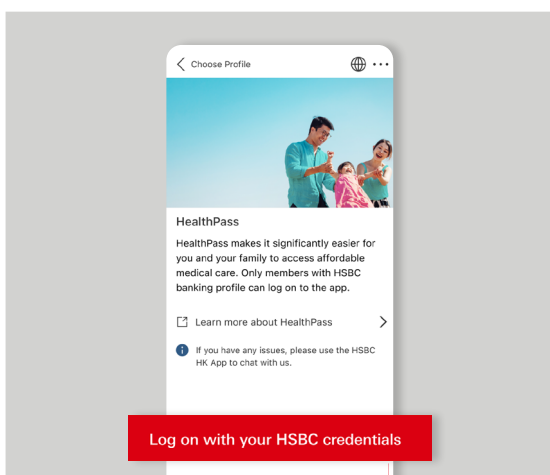
Step 1

Download the HealthyLife app.



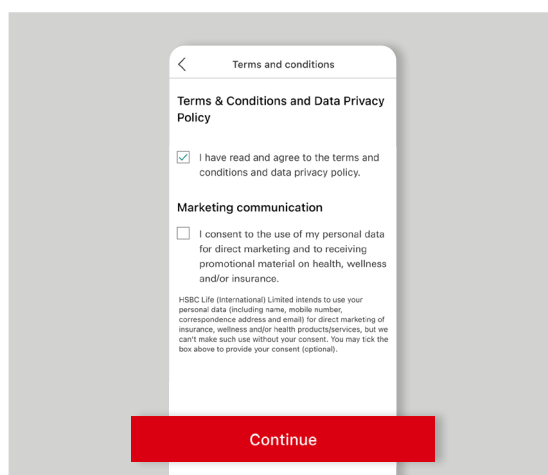
Step 2

Launch the HealthyLife app and select 'HealthPass'.



Step 3

Tap 'Log on with your HSBC credentials'. You will be redirected to the HSBC HK app.



Step 4

Read and agree to the Terms & Conditions, tap 'Continue'.

After completing these steps, you will be redirected to the HealthyLife app.

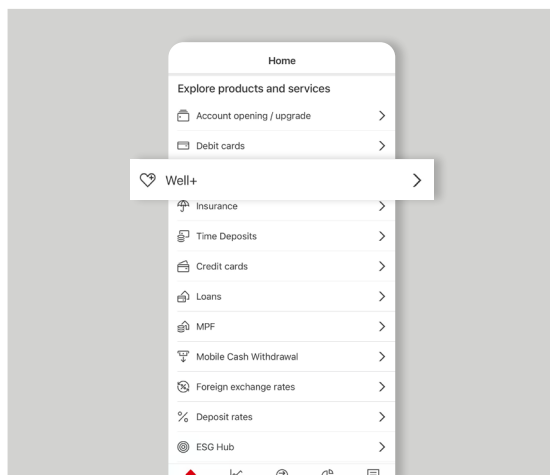
*Please make sure you are an HSBC HK app user. If you don't have HSBC HK app access, please download the HSBC HK app first. For details: <https://www.hsbc.com.hk/ways-to-bank/mobile-apps/banking/>



Section 2 - General Plan Management

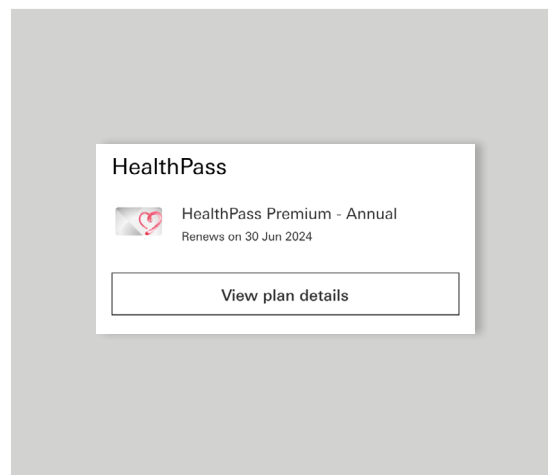
You can review all your membership details through the HSBC HK app.

2.1 Review Plan Details



Step 1

Log on to the HSBC HK app and tap 'Well+'.



Step 2

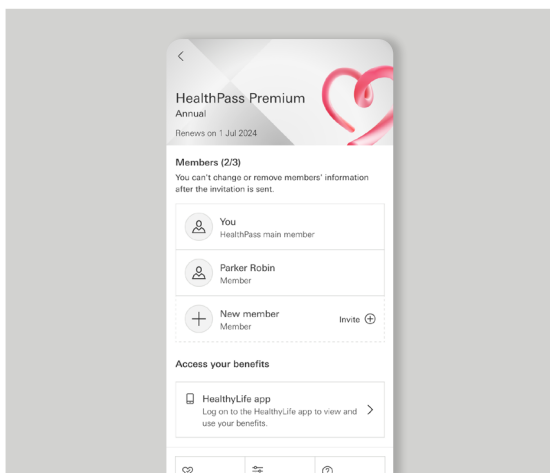
Choose 'View plan details' in the HealthPass section on the Well+ home screen.

*You cannot edit or remove members once submitted. If member information needs to be changed, you may do so when purchasing a new plan at the expiry of your current membership term (provided that you have not selected to auto-renew your existing plan).



You can review all your membership details through the HSBC HK app.

2.2 Manage Plan Member



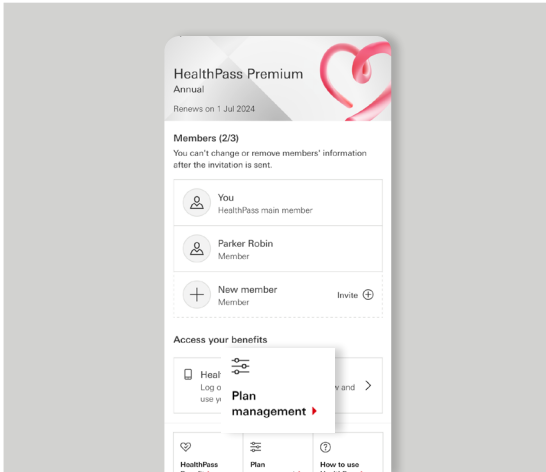
You can view your list of plan members through the HSBC HK app or your HealthyLife account.

*You cannot edit or remove members once submitted through the above channels. If member information needs to be changed, you may do so when subscribing to your next plan.

You can review all your membership details through the HSBC HK app.

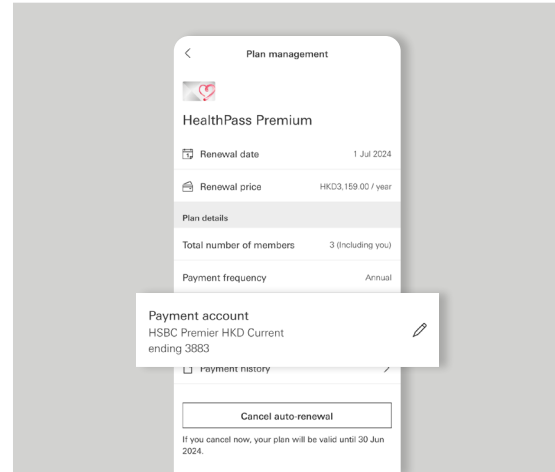
2.3 Manage Payments

2.3.1 Change payment method



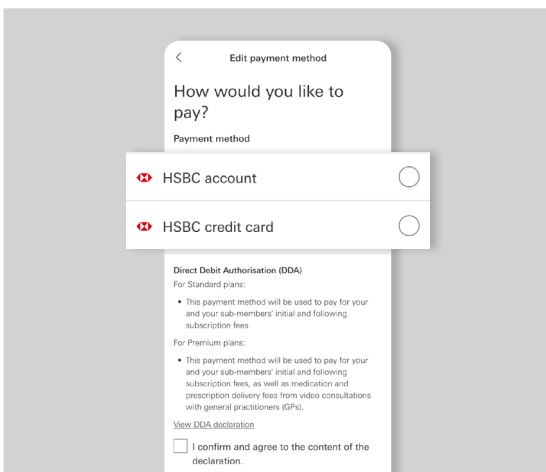
Step 1

Tap 'Plan management'.



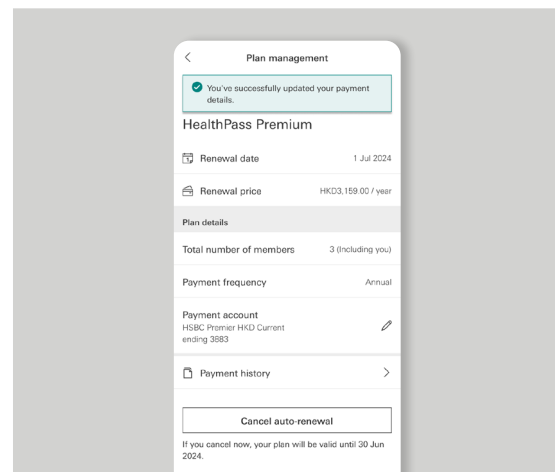
Step 2

Tap 'Payment account'.



Step 3

Choose an 'HSBC account' or 'HSBC credit card' as your payment method.



Step 4

If payment method is successfully updated, you will be redirected to the 'Plan management' page.

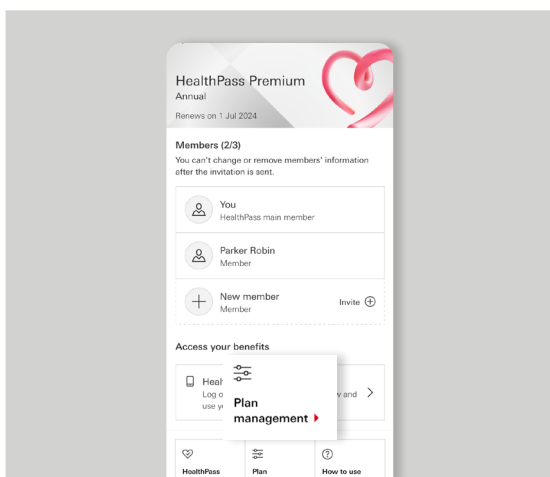
You can also cancel auto-renewal if you wish to discontinue your subscription at the end of the current membership term (or if you wish to vary your sub-members/sub-memberships by purchasing a new HealthPass). Once a plan is cancelled, it cannot be reactivated.



You can review all your membership details through the HSBC HK app.

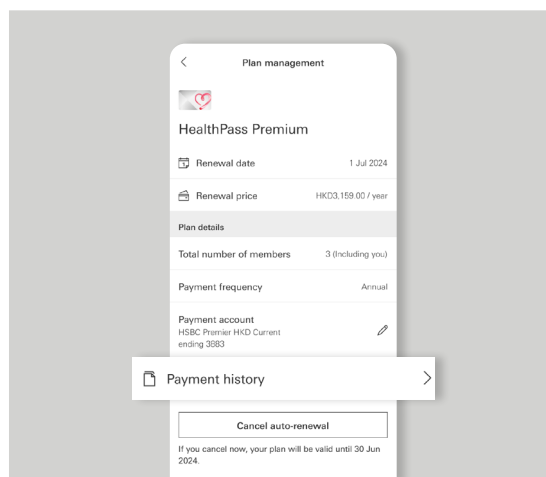
2.3 Manage Payments

2.3.2 View payment history



Step 1

Tap 'Plan management'.



Step 2

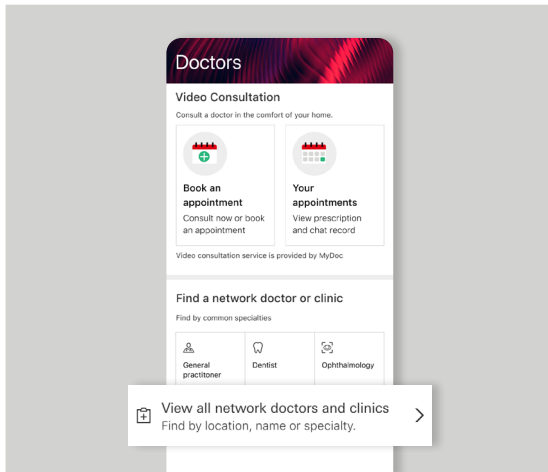
Tap 'Payment history'.



Section 3 - Enjoy HealthPass Benefits via the HealthyLife App

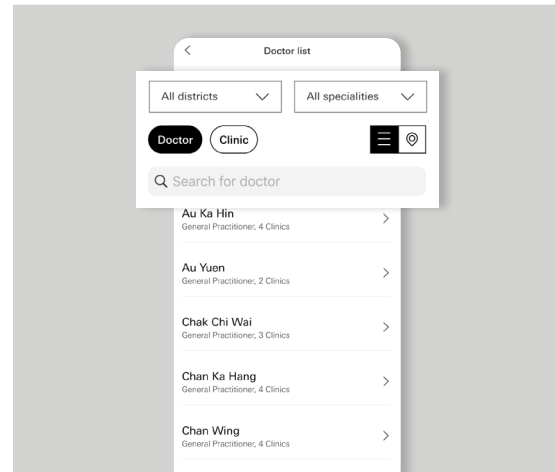
Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.1 Search for medical service providers



Step 1

Tap 'View all network doctors and clinics' in the 'Doctors' Tab.



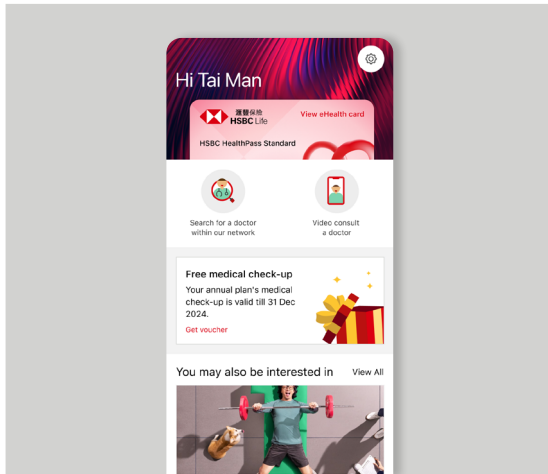
Step 2

Search for a doctor by district and speciality, or search on a map. Tap a specific doctor to view details.



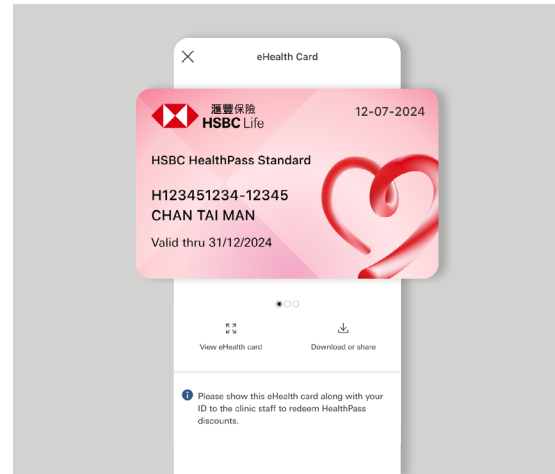
Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.2 Present your eHealth card



Step 1

Tap the 'eHealth card' at the top.



Step 2

You can show this page or tap the card to show in full screen.

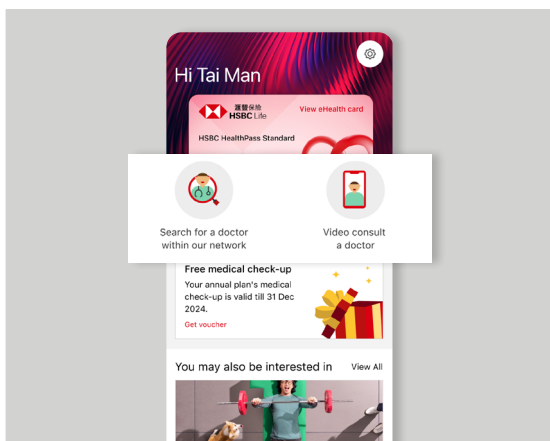
You can download and share the card with sub-members.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

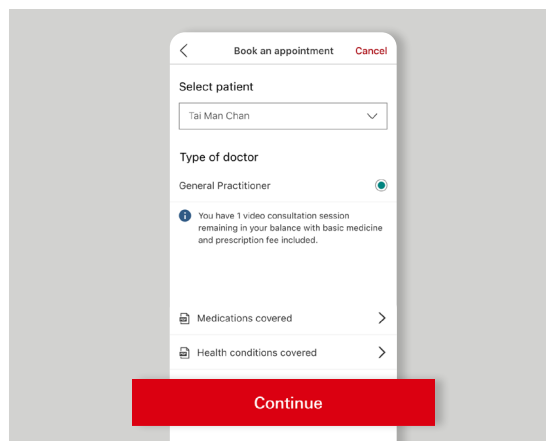
3.3.1 How to book – Standard Plan (1 free session per member)



Step 1

Tap on 'Video consult a doctor' in the Home Tab.

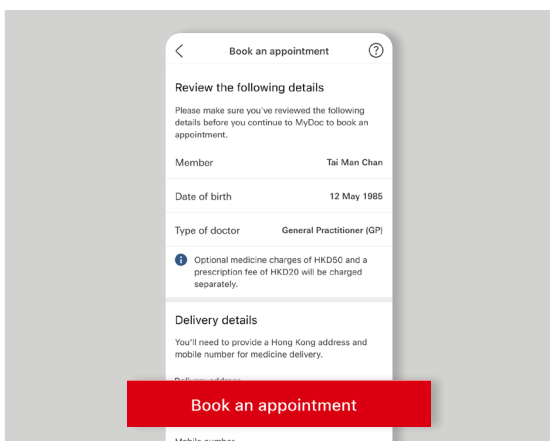
You can also access this function in the 'Doctors' Tab, tap 'Book an appointment'.



Step 2

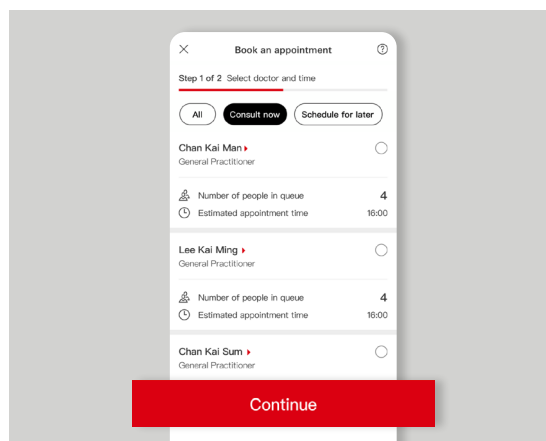
Choose member and type of doctor, tap 'Continue'.

Then, fill in personal details and tap 'Continue'.



Step 3

After confirming your information, tap 'Book an appointment'.



Step 4

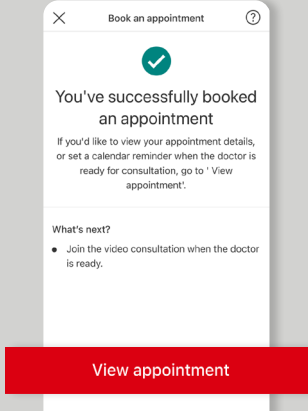
Choose an available doctor on the list and tap 'Continue'. Then, fill in the symptoms description for the doctor's reference.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

3.3.1 How to book – Standard Plan (1 free session per member)



Step 5

Appointment confirmed.

Tap 'View appointment' for appointment details.

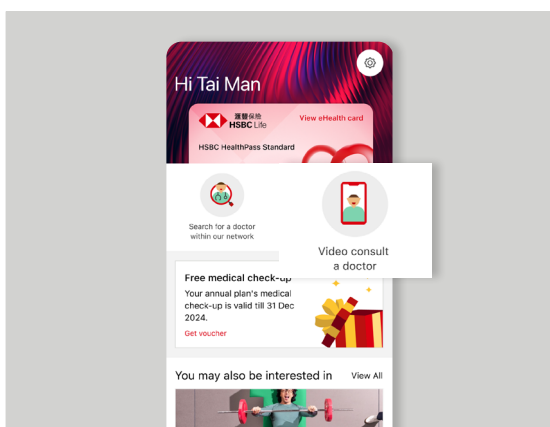


Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

3.3.1 How to book – Standard Plan (Top-up)

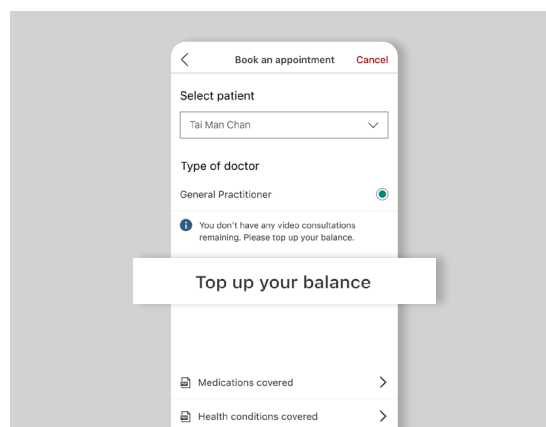
You will be directed to payment details for top-up if there is no credit available for a specific member.



Step 1

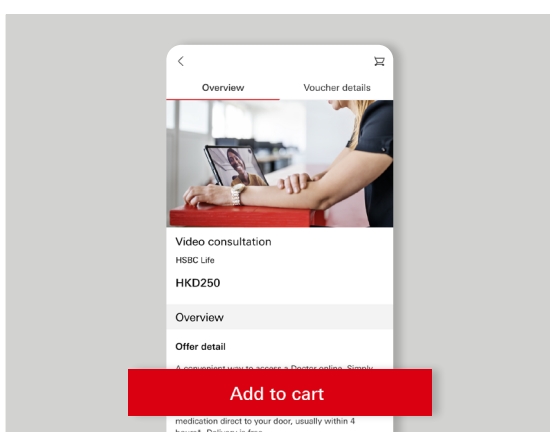
Tap on 'Video consult a doctor' in the Home tab.

You can also access this function in the 'Doctors' Tab, tab 'Book an appointment'.



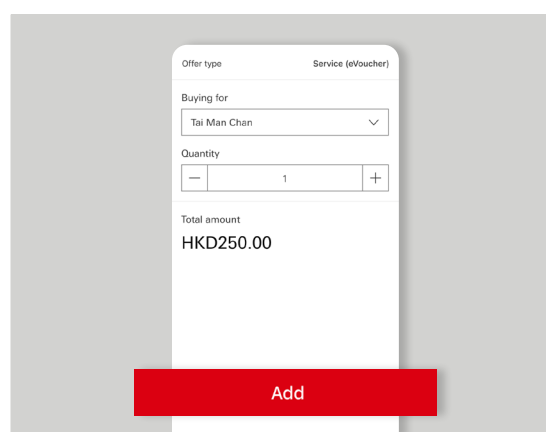
Step 2

Choose member and type of doctor, tap 'Top up your balance' to continue.



Step 3

Tap 'Add to cart'.



Step 4

Select a member to buy for and the quantity, then tap 'Add'.

You will then need to select a payment method and enter a billing address, then confirm payment.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

3.3.1 How to book – Standard Plan (Top-up)

You will be directed to payment details for top-up if there is no credit available for a specific member.

Great!

You have successfully placed the order, the invoice have been sent to your contact email.

Order details

Order number:	50001003
Item name:	Video consultation
Buying for:	Tai Man Chan
Quantity:	1
Price:	HK\$ 250.00

Continue with video consultation booking

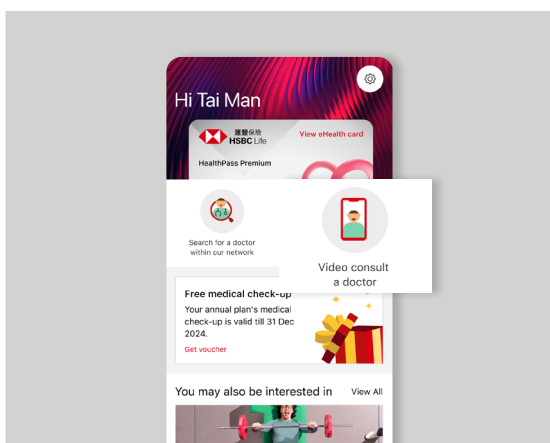
Step 5

Top-up completed. Tap 'Continue with video consultation booking' to proceed with the booking.

Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

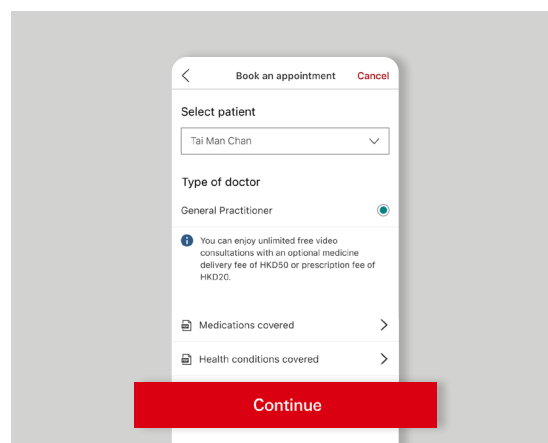
3.3.2 How to book – Premium Plan (unlimited video consultation)



Step 1

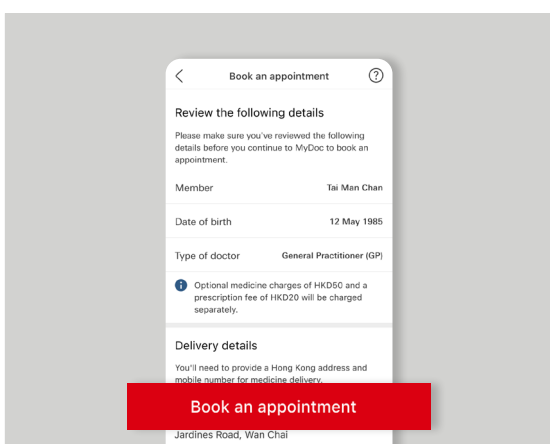
Tap on 'Video consult a doctor' in the Home tab.

You can also access this function in 'Doctors' Tab, tap 'Book an appointment'.



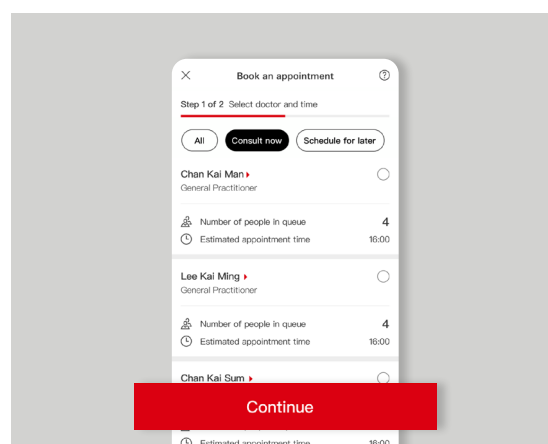
Step 2

Choose member and type of doctor, click 'Continue'. Then, fill in personal details and tap 'Continue'.



Step 3

After confirming your inputted information, tap 'Book an appointment'.



Step 4

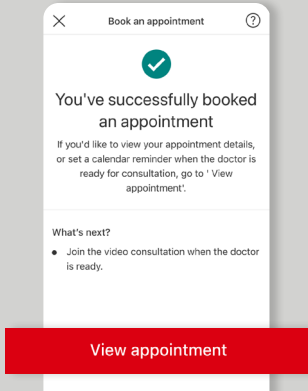
Choose an available doctor on the list and tap 'Continue'. Then, fill in the symptoms description for the doctor's reference.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

3.3.2 How to book – Premium Plan (unlimited video consultation)



Step 5

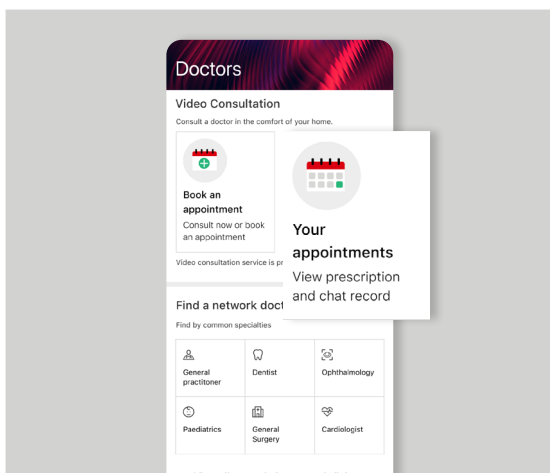
Appointment confirmed.

Tap 'View appointment' for appointment details.

Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

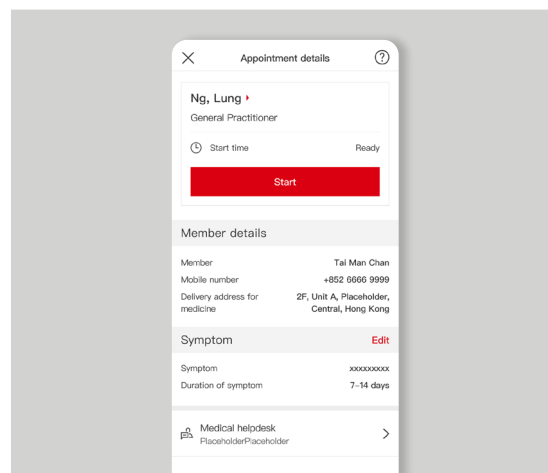
3.3 Use Video Consultations

3.3.3 How to access scheduled session



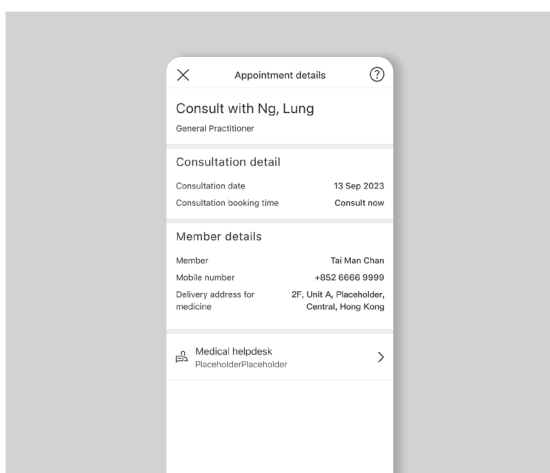
Step 1

Tap 'Your appointments' in the 'Doctors' tab.



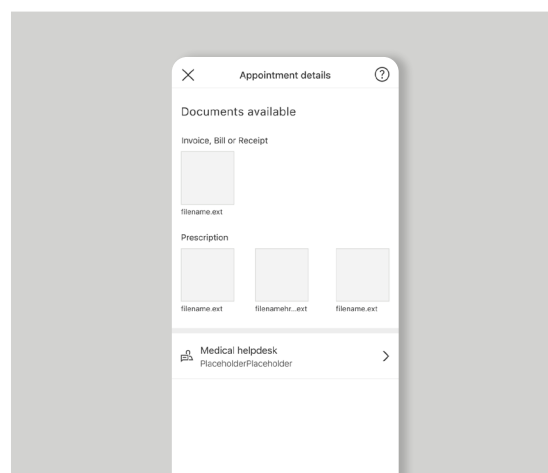
Step 2

Tap your upcoming appointment and tap 'Start' to proceed.



Step 3

After the video consultation, a summary page of the appointment will be displayed.



Step 4

You can check the documents once available in 'Appointment details'.

How to cancel or reschedule

You can cancel or reschedule an appointment through any of the following methods:

- Chat function ('Contact Heals for help' on the 'Video consultation' dashboard)
- Heals video consultation service hotline and email support service (Select the 'Setting' icon on the 'Home' tab and go to 'Contact Us')



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.3 Use Video Consultations

3.3.4 How to arrange medication and prescription delivery

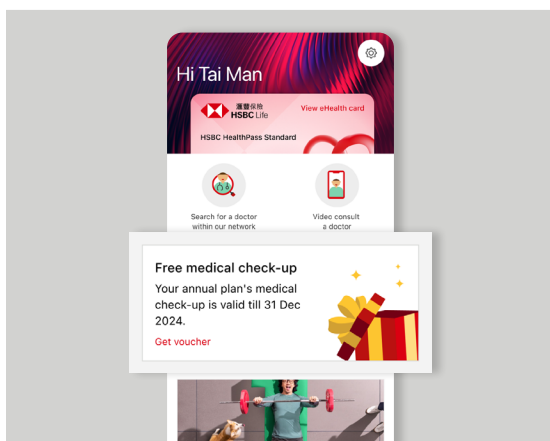
Please make arrangements for medication and prescription delivery with your doctor during your video consultation. The corresponding fees will be charged to your selected payment method (see Section 2.3 of this guide).



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

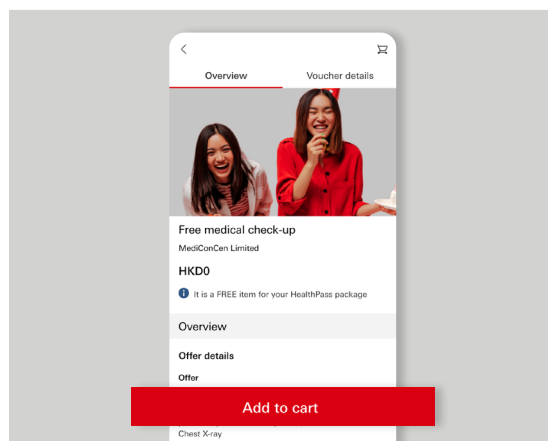
3.4 How to book a medical check-up

The Premium annual plan includes one free check-up per member. Members with other plans can purchase medical check-ups.



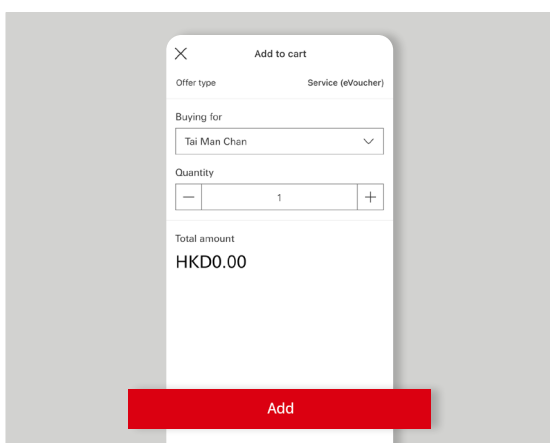
Step 1

Tap 'Get voucher' in the 'Free medical check-up' banner in the 'Home' tab.



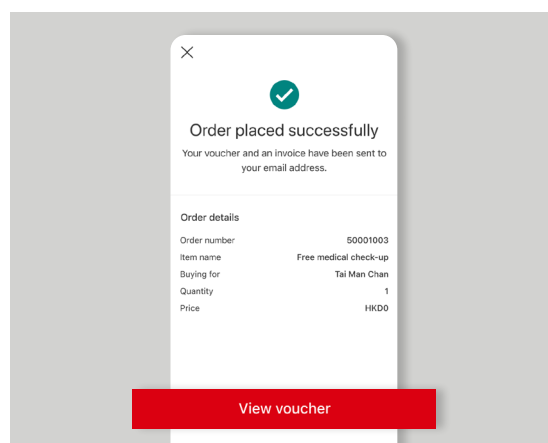
Step 2

Tap 'Add to cart'.



Step 3

Choose member, then tap 'Add'.



Step 4

Order confirmed.

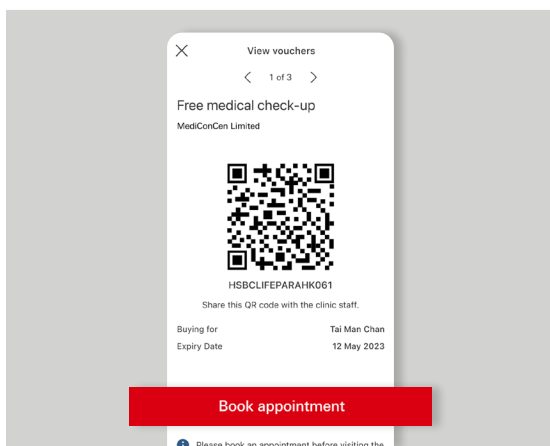
Tap 'View voucher' to proceed.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.4 How to book a medical check-up

The Premium Plan includes one free check-up per member. Members with other plans can purchase medical check-ups.



The screenshot shows a mobile app interface for a 'Free medical check-up' voucher. At the top, it says 'View vouchers' and '1 of 3'. The voucher is for 'Free medical check-up' by 'MediConCen Limited'. It features a QR code and the alphanumeric code 'HSBCLIFEPARAHK061'. Below the QR code, it instructs the user to 'Share this QR code with the clinic staff.' The voucher is for 'Tal Man Chan' and expires on '12 May 2023'. A prominent red button labeled 'Book appointment' is at the bottom of the voucher. A small note at the very bottom of the app screen says 'Please book an appointment before visiting the'.

Step 5

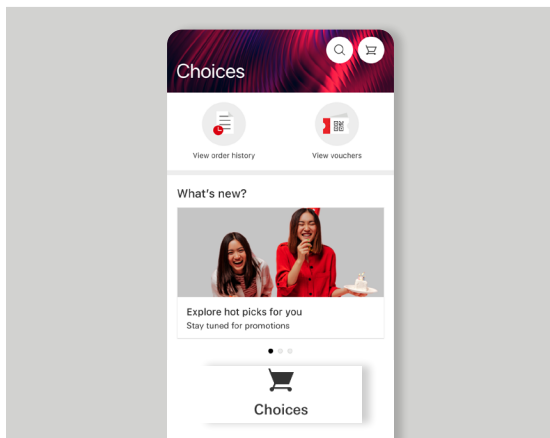
Tap 'Book appointment' to start booking. You will be redirected to an external site for direct booking.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

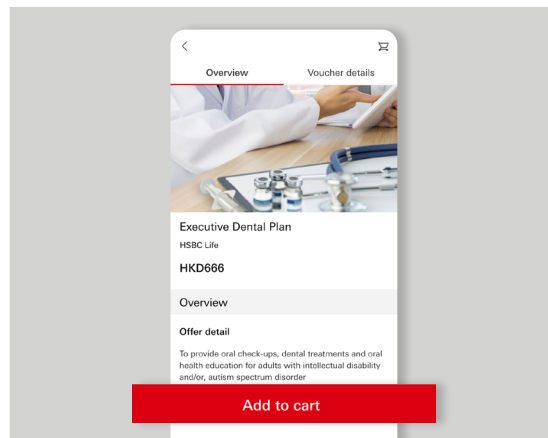
3.5 How to make a purchase in our Choices eMarketplace

Enjoy up to 50% off dental care, vision care, vaccinations, clinical lab services and more.



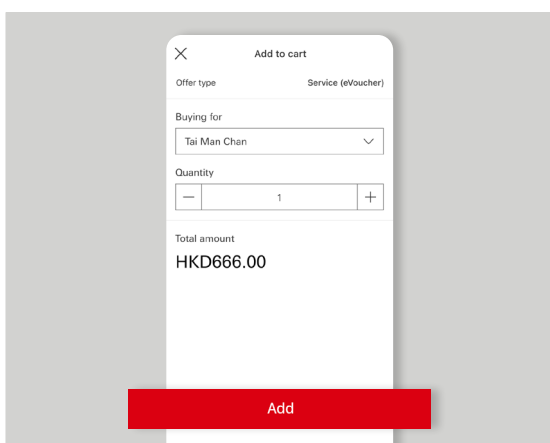
Step 1

Tap 'Choices' at the bottom bar and choose a category you wish. You can also tap 'View All'.



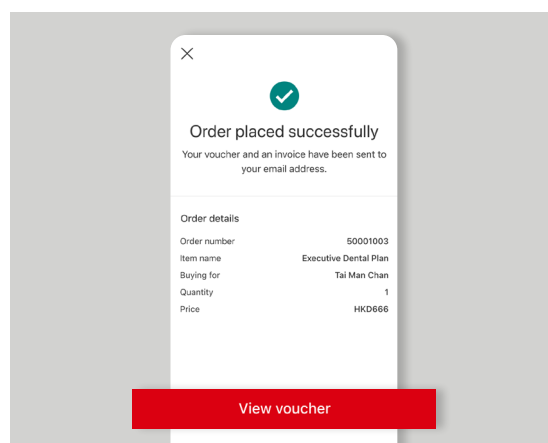
Step 2

Choose the product, and tap 'Add to cart'.



Step 3

Confirm order details, and tap 'Add'.



Step 4

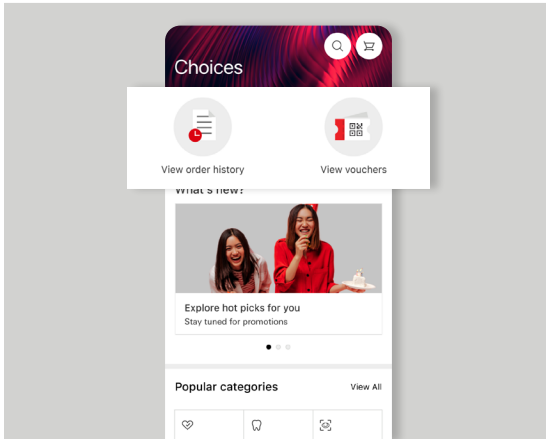
Confirm payment details. You will see this page if payment is successful.



Seamlessly search for medical service providers, book video consultations and medical check-ups, access your eHealth card, and enjoy the offers in our eMarketplace with ease.

3.5 How to make a purchase in our Choices eMarketplace

Enjoy up to 50% off dental care, vision care, vaccinations, clinical lab services and more.



Step 5

To view order history and vouchers, tap 'View order history' and 'View voucher' respectively on the 'Choices' page.

Disclaimer

HealthPass is a health services-based membership scheme sold and managed by HSBC Life (International) Limited, incorporated in Bermuda with limited liability ('HSBC Life'). HealthPass is a product of HSBC Life, but not The Hongkong and Shanghai Banking Corporation ('the Bank'). It's part of the overall Well+ Programme co-branded by HSBC Life and the Bank, and is aimed at rewarding those who are proactive in improving their health and general well-being ('you'). HealthPass gives customers access to affordable healthcare with discounted health, medical, and wellness services and products. HealthPass is a membership scheme and not an insurance product.