

DrGo One Wellness

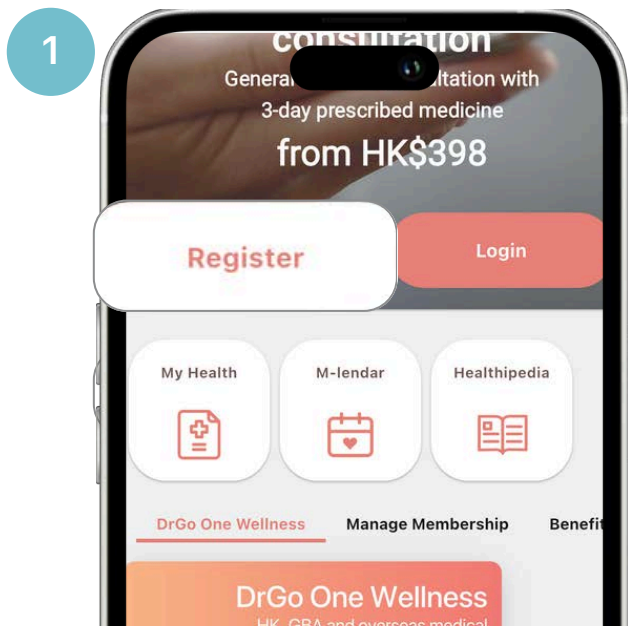
User Guide



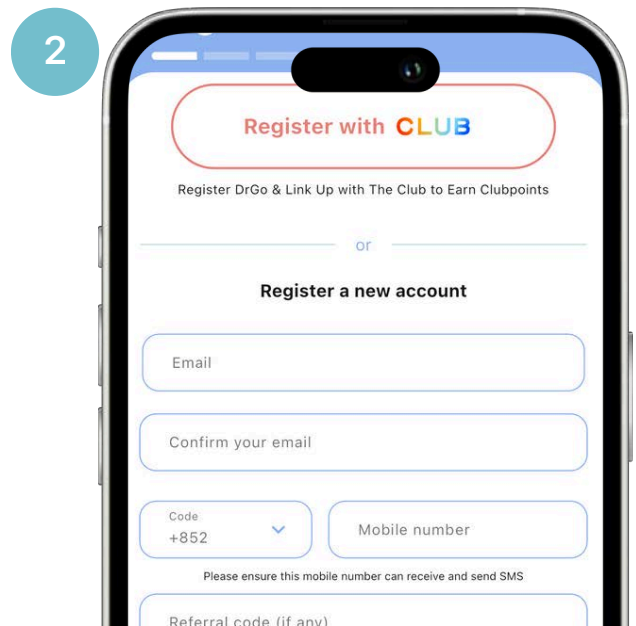
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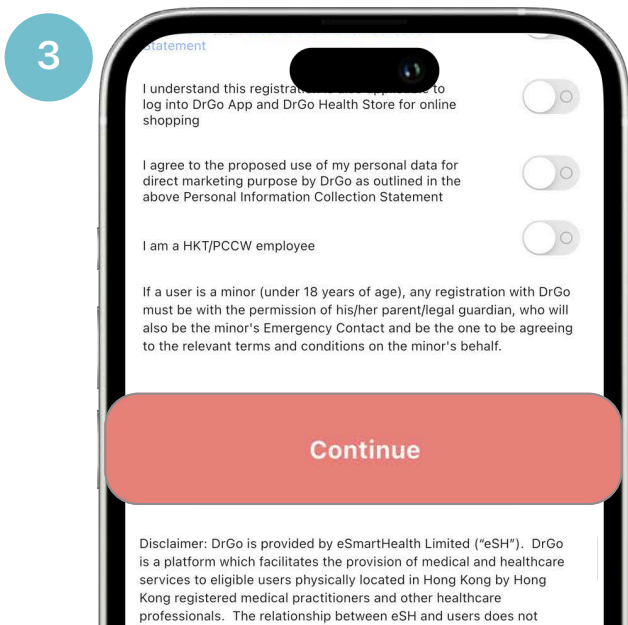
Register as a DrGo user



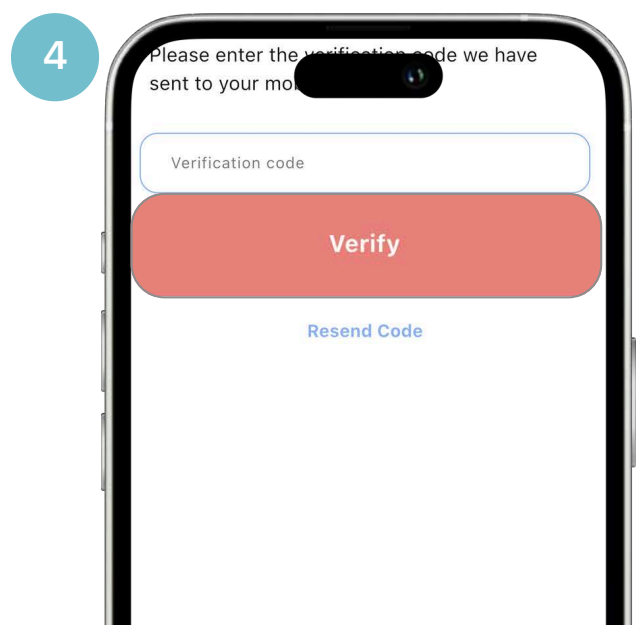
Download DrGo and press
"Register".



Register as a DrGo user, or
"Register with CLUB"
([click here to learn more](#)).

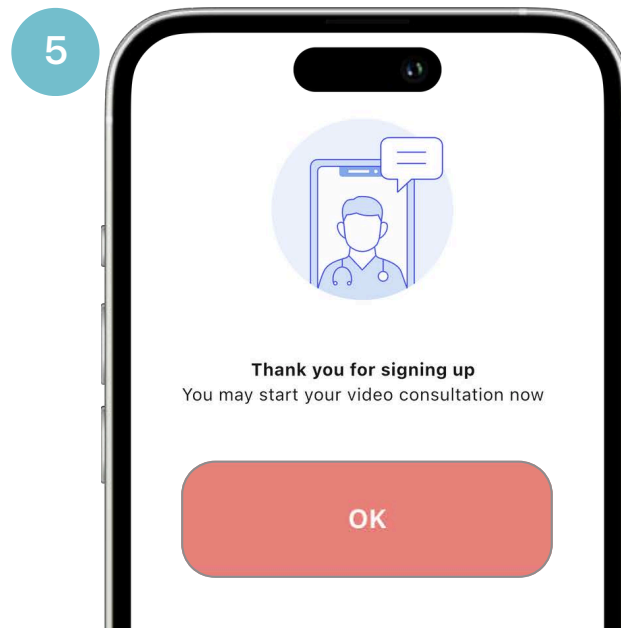


Fill in your personal details, agree to the relevant terms and conditions, and click "Continue".



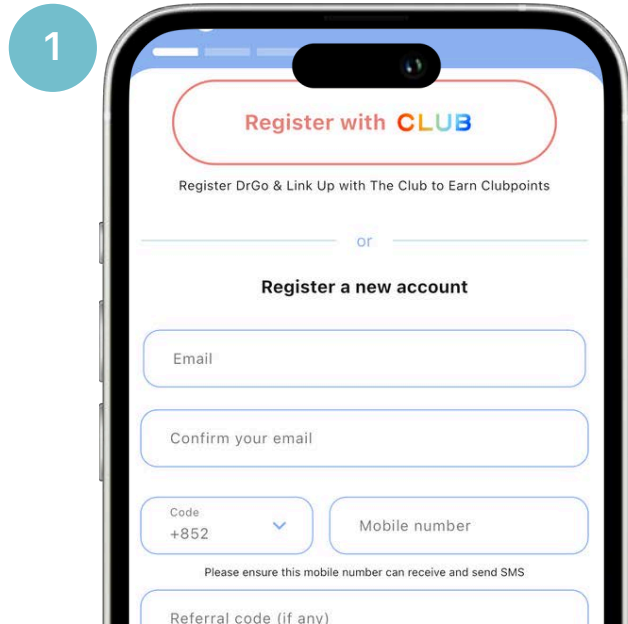
You will receive an SMS with a verification code. Enter the code to complete the verification.

Register as a DrGo user



Complete the registration and become a DrGo user.

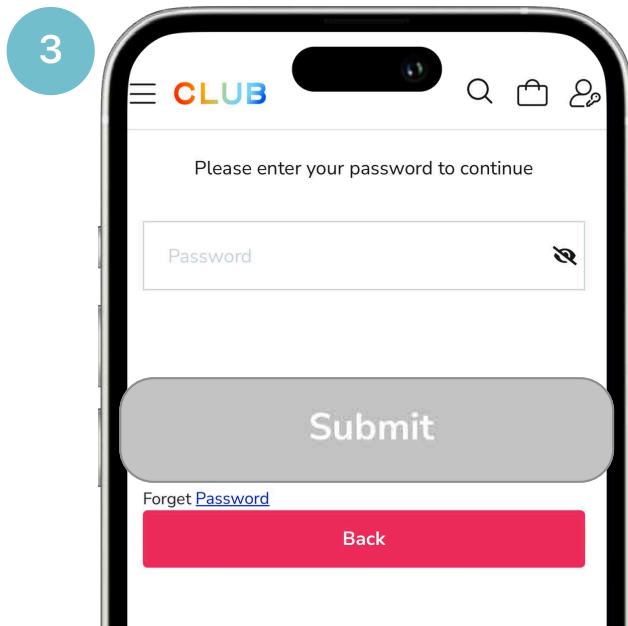
Register as a DrGo user (Register with The Club account)



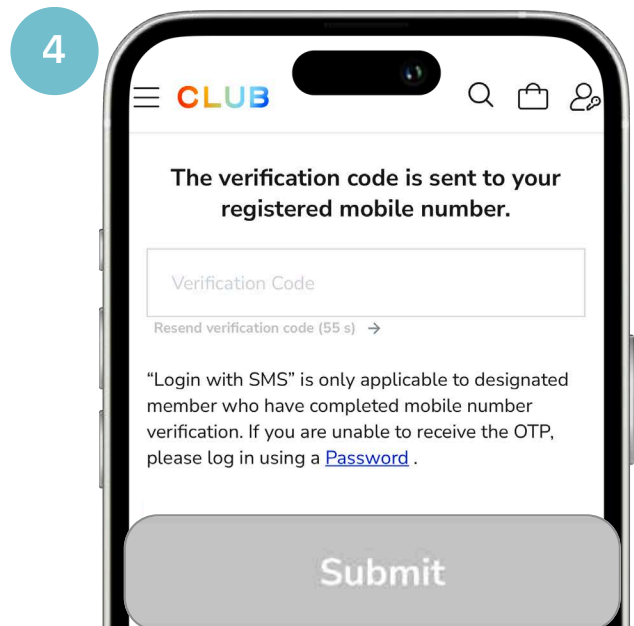
Click "Register with CLUB".



Enter your login details, then select "Login with Password" or "Login with SMS".



If you select "Login with Password", enter your password and click "Submit".



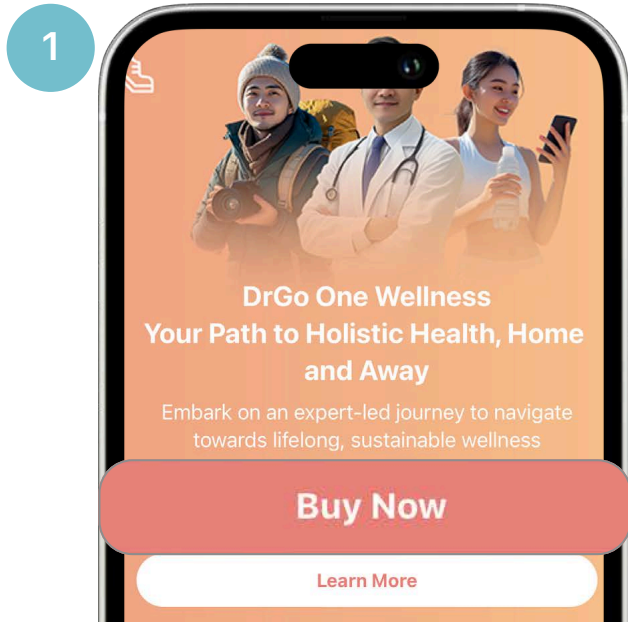
If you select "Login with SMS", enter the one-time verification code and click "Submit".

Register as a DrGo user (Register with The Club account)

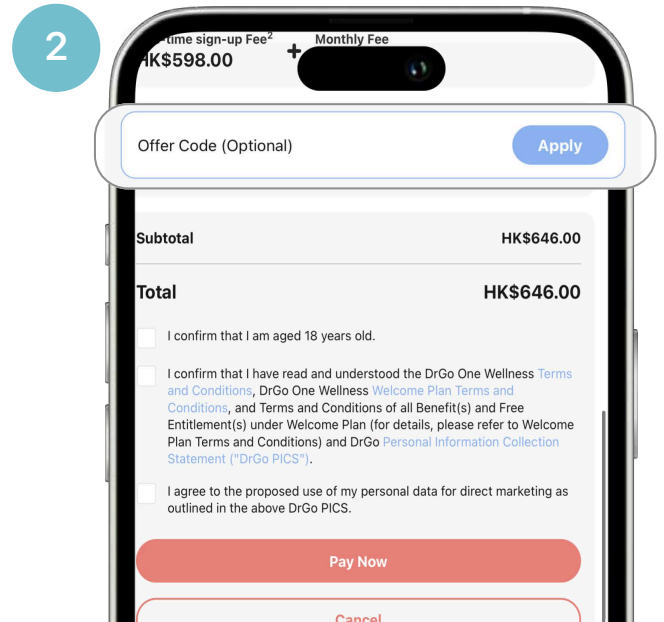


Complete the registration and
become a DrGo user.

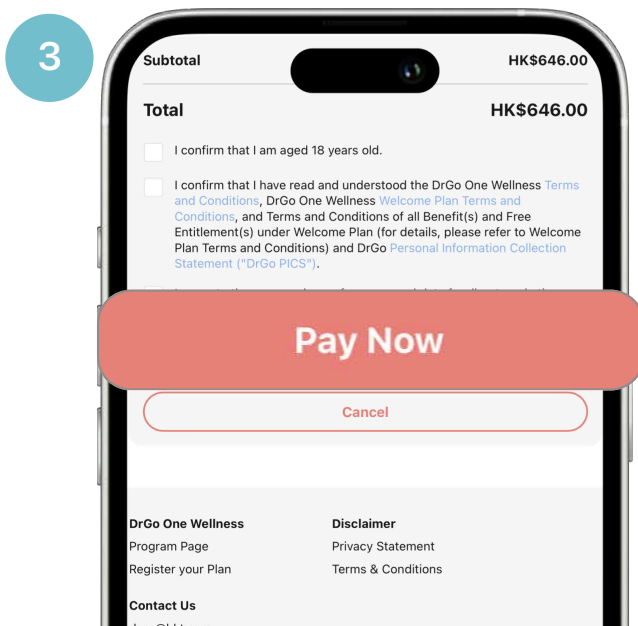
1. Buy a Plan



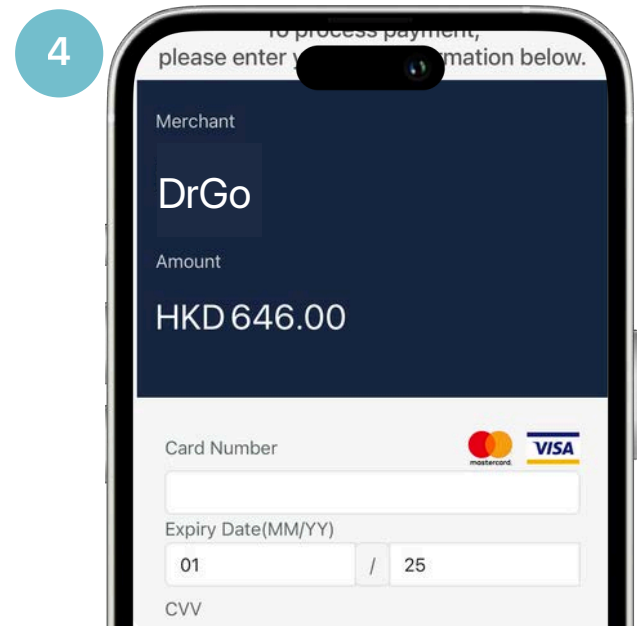
Click "Buy Now" on the DrGo One Wellness website.



After logging in, enter the offer code (if any) and agree to the relevant terms and conditions.

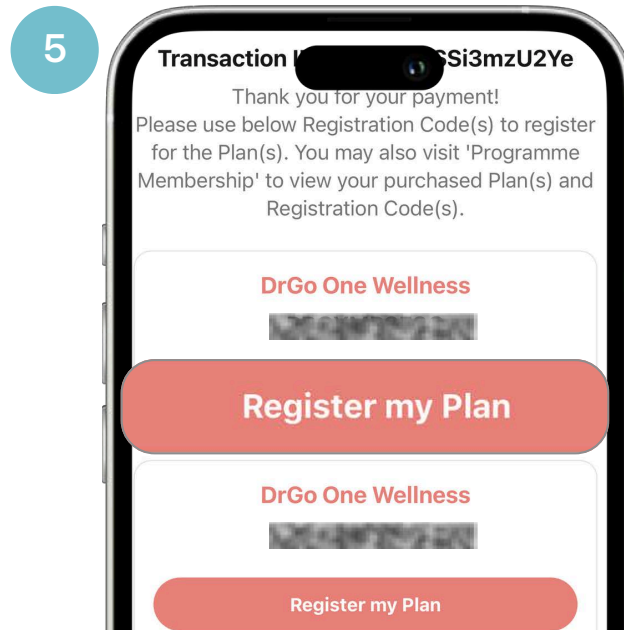


Click "Pay Now"



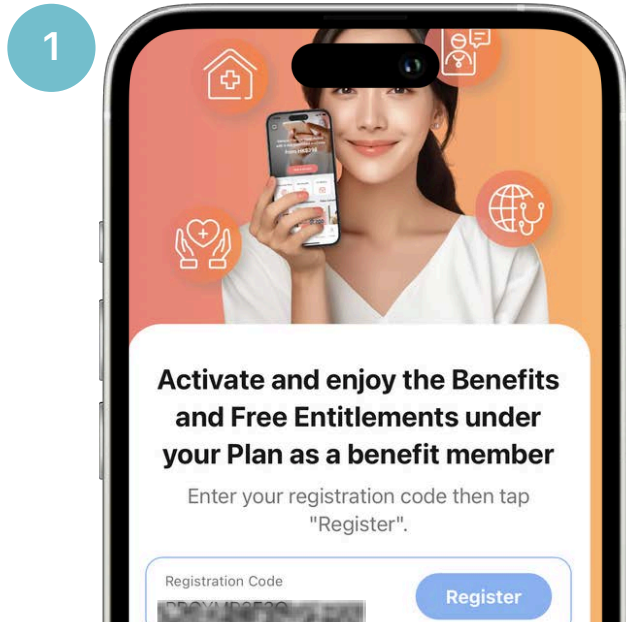
Enter your credit card details to complete the payment.

1. Buy a Plan

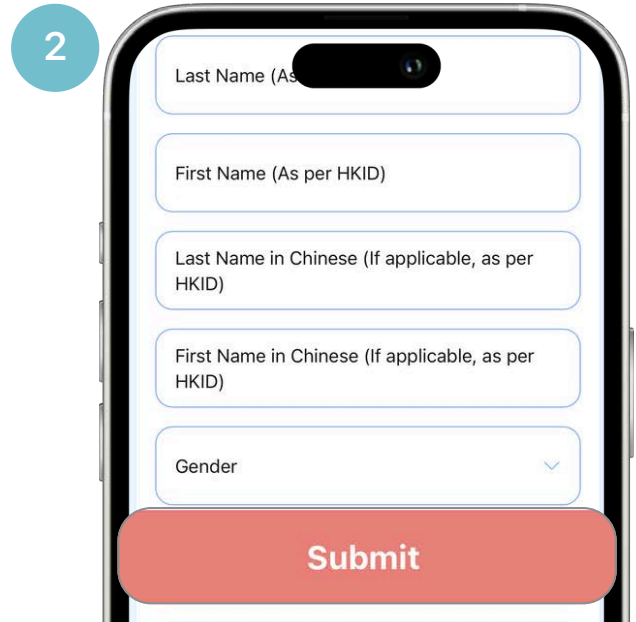


After successful payment, you will see this page. Click "Register My Plan".

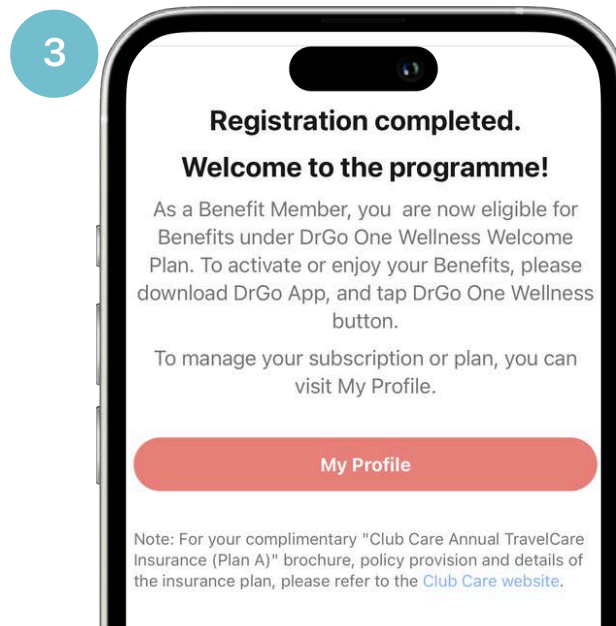
2. Register for a Plan



Enter the "Registration code" and then click "Register".

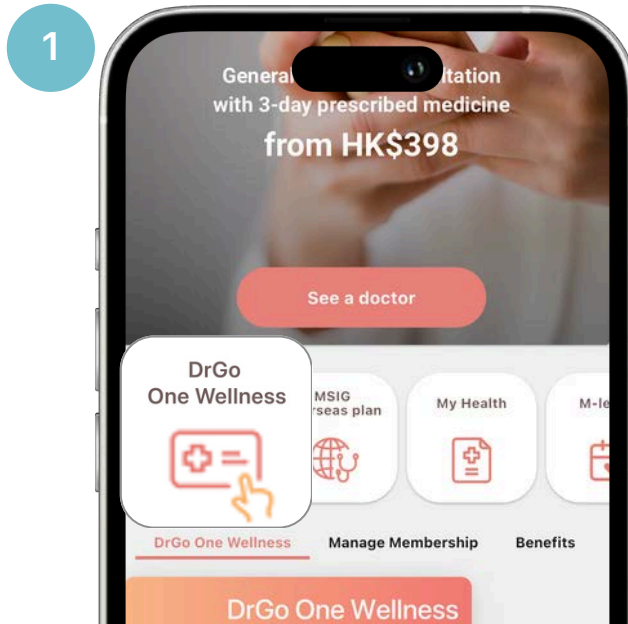


After logging into your DrGo account, fill in the registration form, agree to the relevant terms and conditions, and click "Submit".



After successful registration, please use the DrGo App to activate your Benefit(s) and Free Entitlement(s).

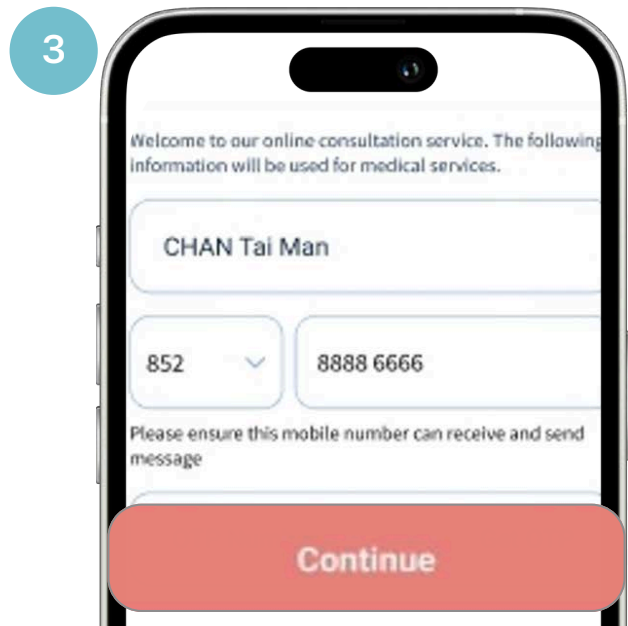
3.1a Activate local video consultation



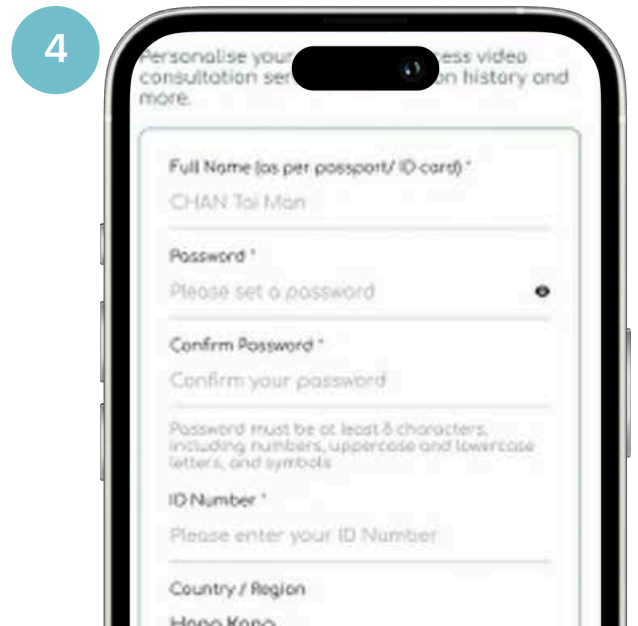
In the DrGo App, log in and tap "DrGo One Wellness".



Click "Video Consultation".



You will be redirected to the designated third-party service provider's website. Enter your mobile phone number to receive an SMS verification code, then click "Submit".

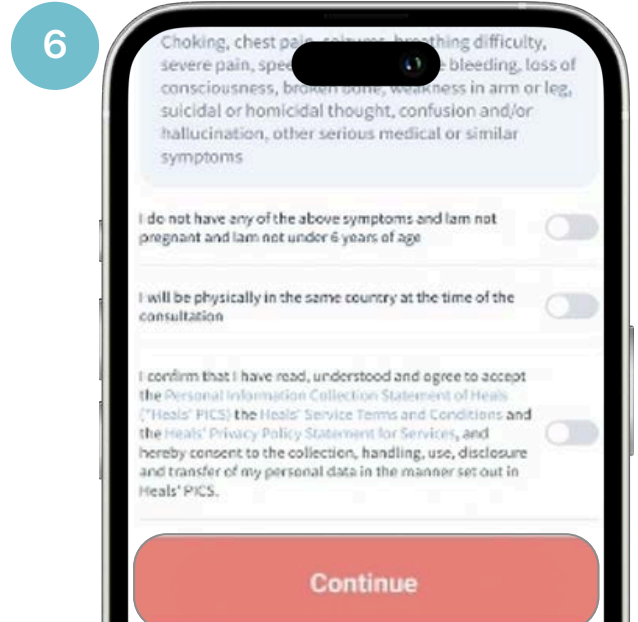


Register your personal details.

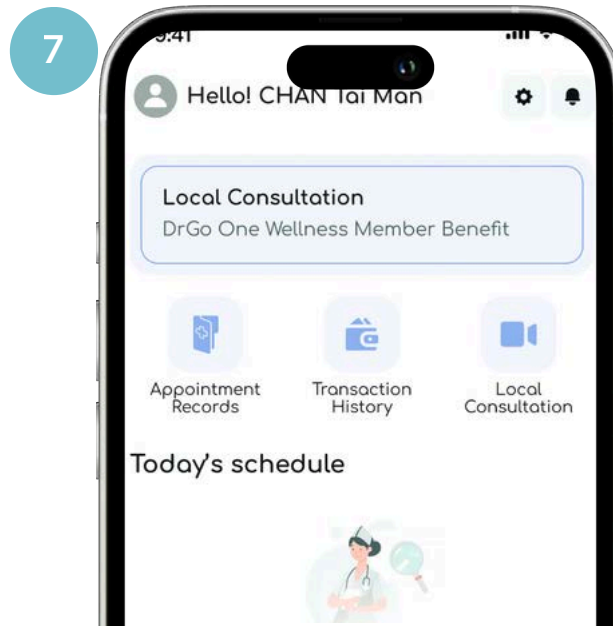
3.1a Activate local video consultation



Click "Submit" to continue registration.

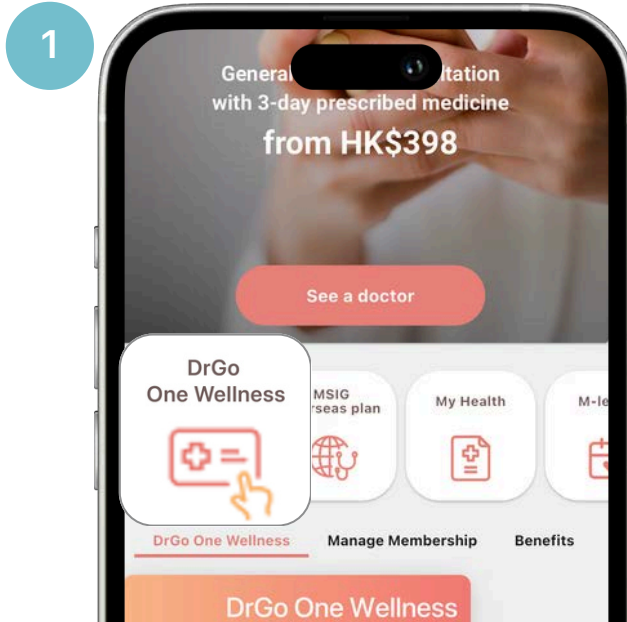


Read and accept the Terms and Conditions, and then click "Submit".



Activation completed.

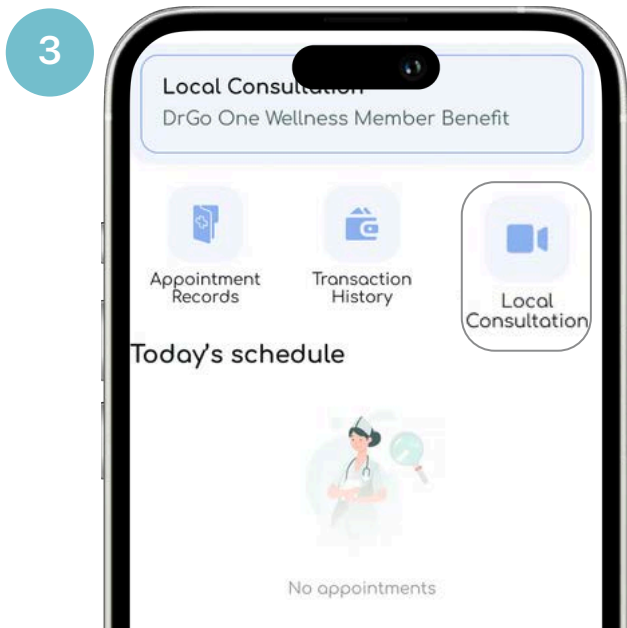
3.1b Use local video consultation



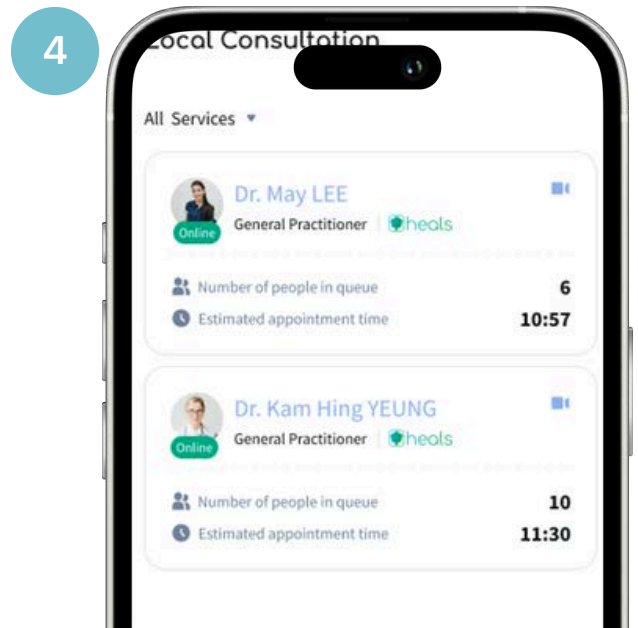
In the DrGo App, log in and tap "DrGo One Wellness".



Click "Video Consultation".

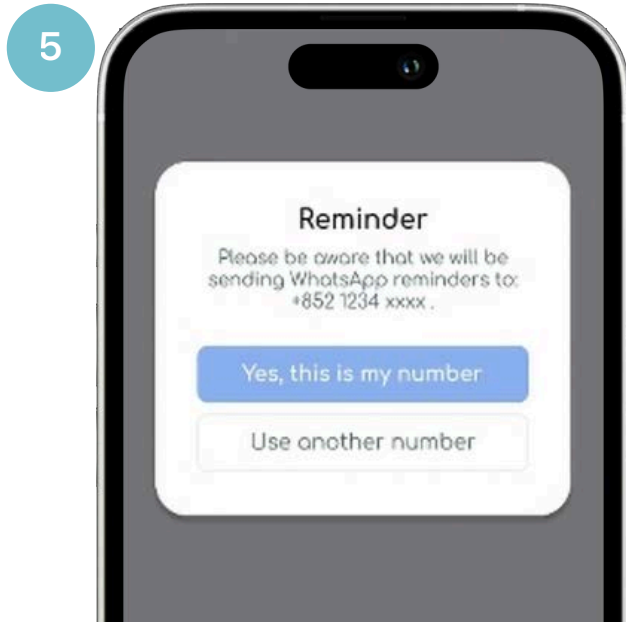


Click "Local Consultation".

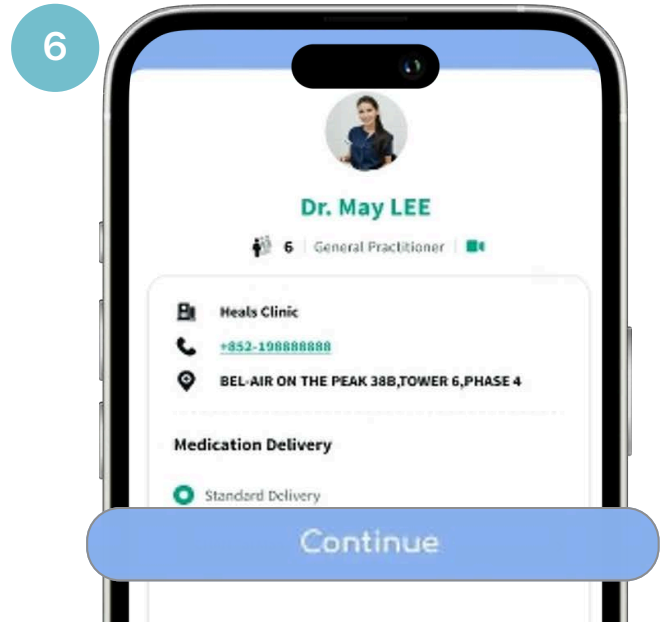


Select a consulting doctor from the list.

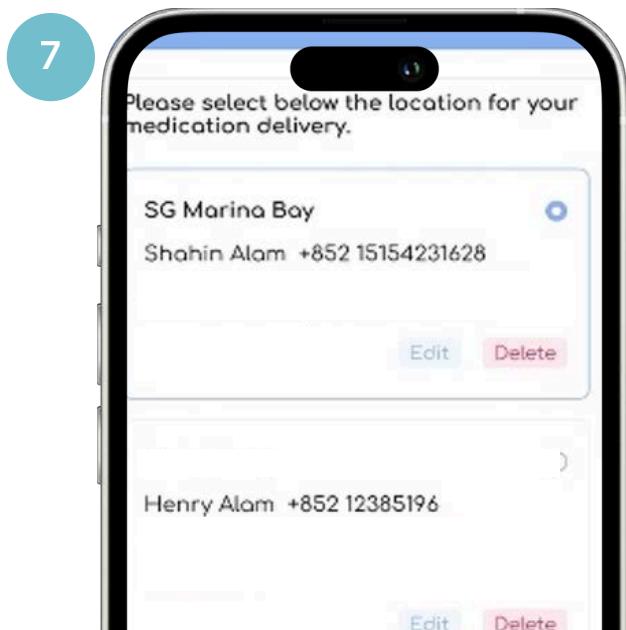
3.1b Use local video consultation



Please confirm or change your contact number. If technical issues occur, the medical institution will contact you via the instant messaging app linked to this number.



Confirm the selected doctor.

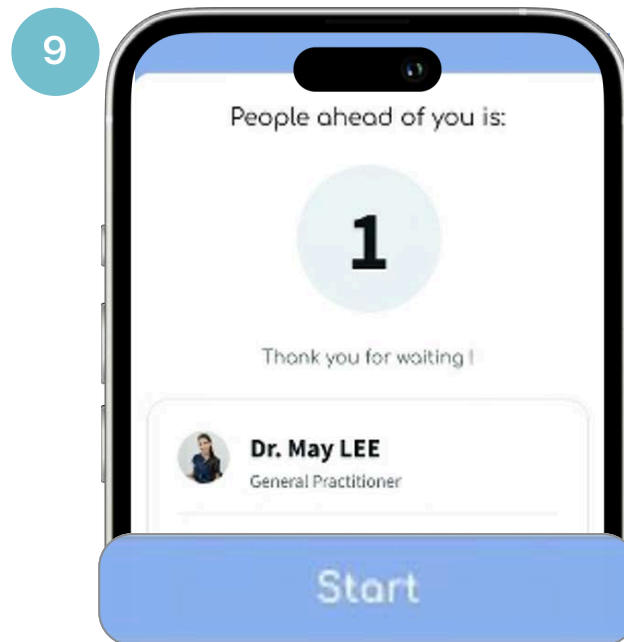


Select the medication delivery address and click "Next," then press "Book Now." (Add a new address if you use this for the first time)



Fill in your symptoms for the doctor's reference and click "Confirm".

3.1b Use local video consultation

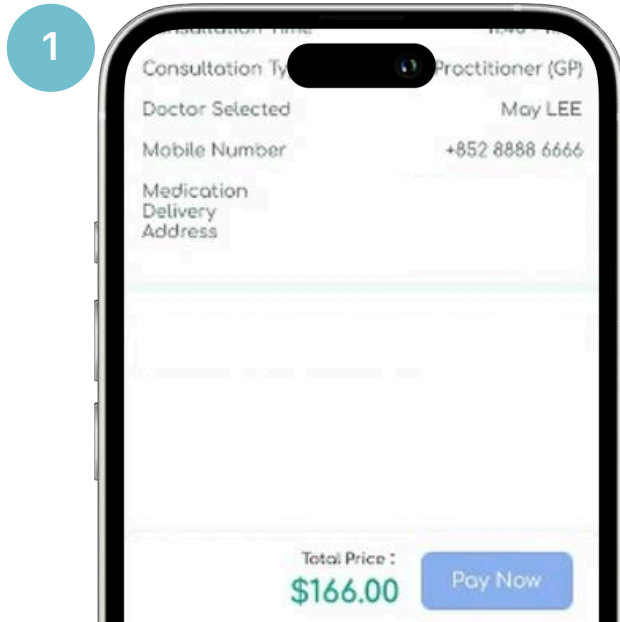


Once you are in the queue, you'll be notified via instant messaging and can click "Start" in the app to enter the consultation room for video consultation.

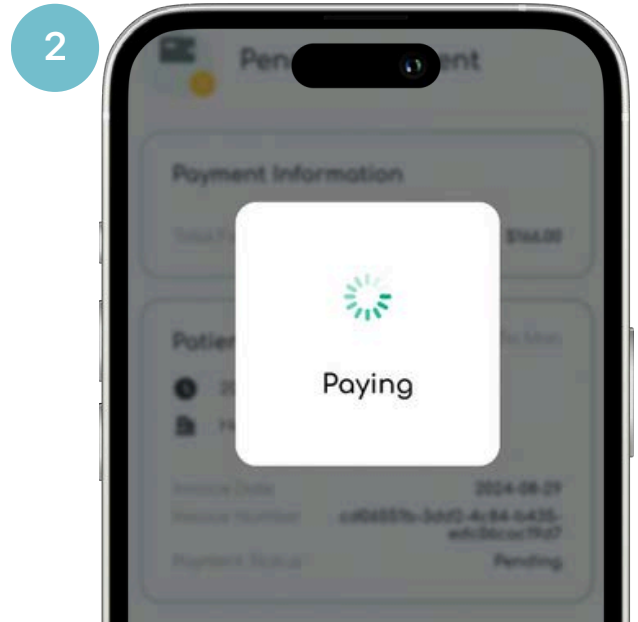


Video consultation completed.

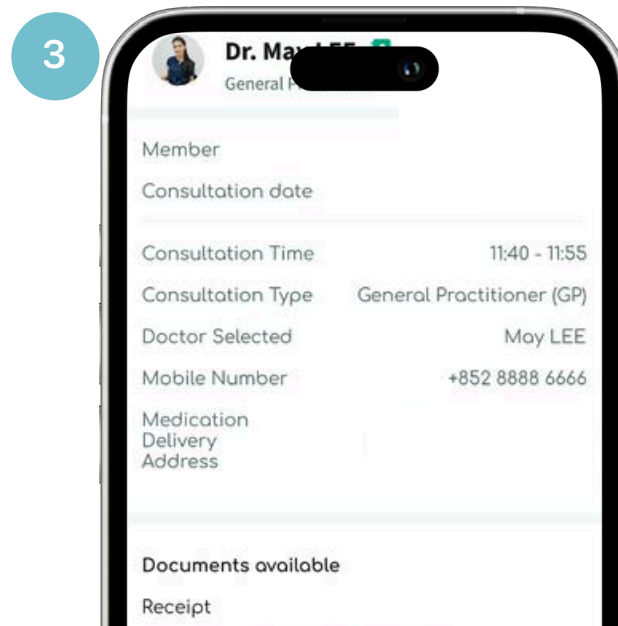
3.1c Pay and download documents



If payment is required for extra medication or delivery services, the amount will be displayed on screen. Confirm and click "Pay Now".

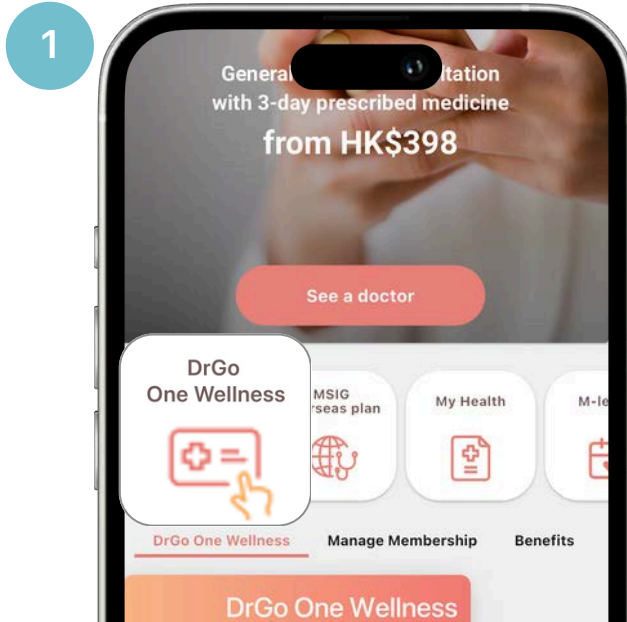


Complete the payment by following the instructions.

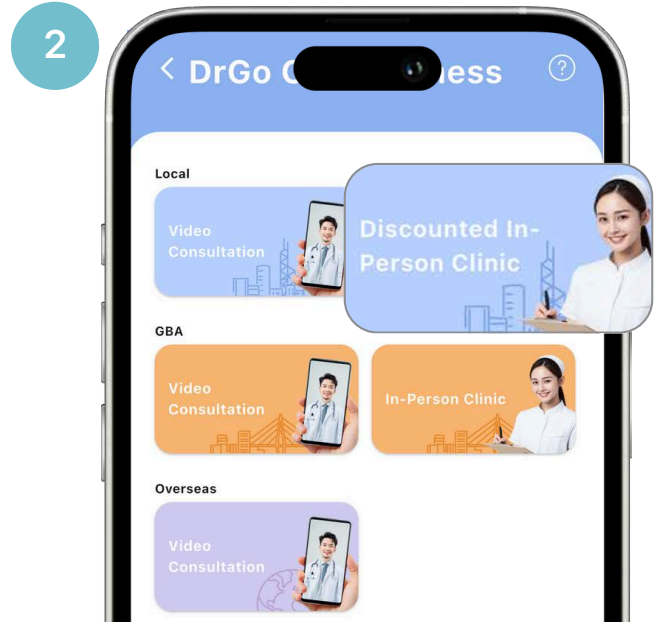


If the consultation does not require payment or the payment has already been settled, the system will display the consultation details.

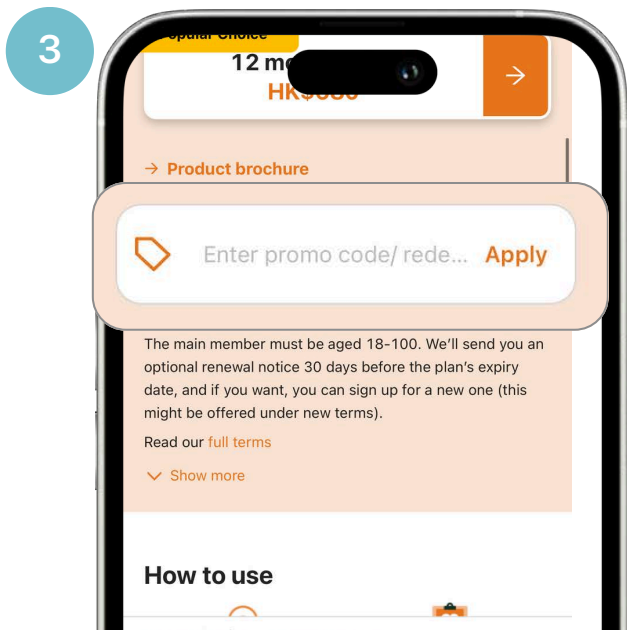
3.2a Activate local in-person clinic discount



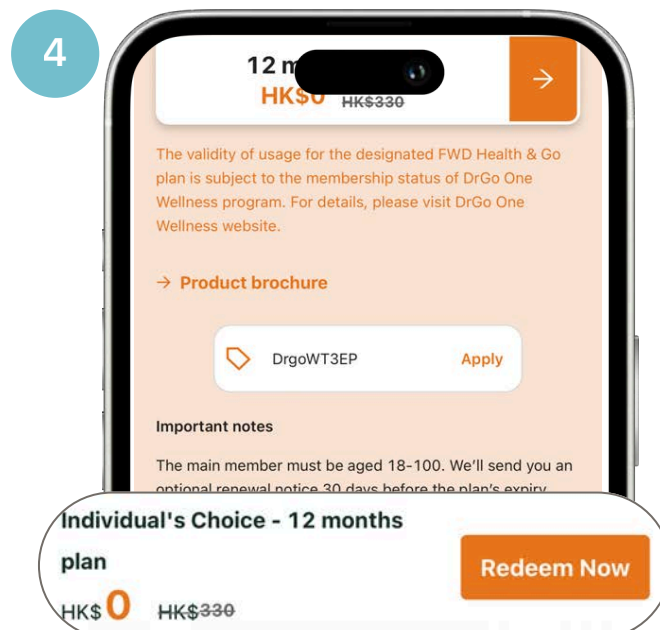
In the DrGo App, log in and tap “DrGo One Wellness”.



Click “Discounted In-Person Clinic” and you will be redirected to the designated third-party service provider’s website.



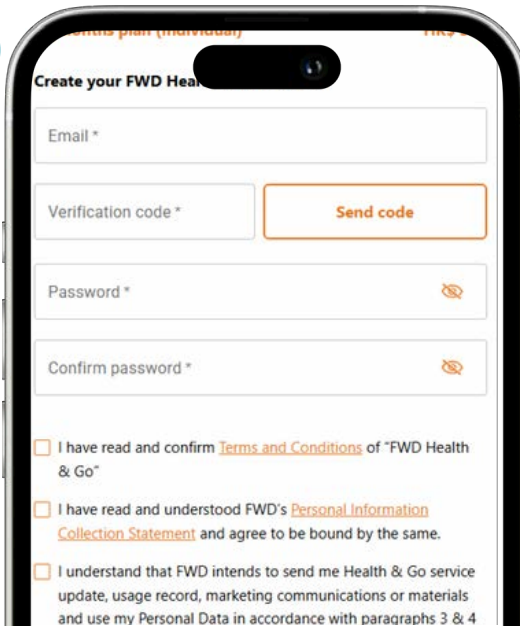
At the bottom of the website, enter the activation code in the “Enter Offer Code” field. This activation code for the “Local In-person Clinic Service Discount” is included in the SMS sent by #DrGo.



After entering the offer code, the price will automatically be shown as “HK\$0.” Please click “Redeem Now.”

3.2a Activate local in-person clinic discount


5




Create your FWD Health & Go

Email *

Verification code * [Send code](#)

Password * 

Confirm password * 

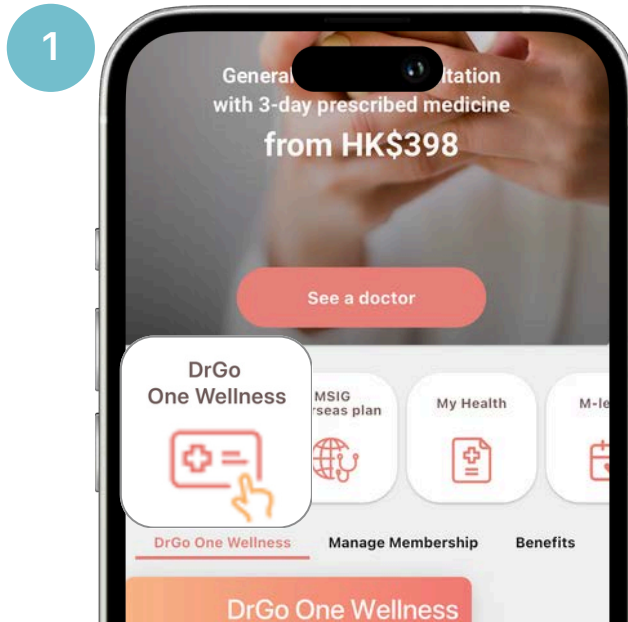
I have read and confirm [Terms and Conditions](#) of "FWD Health & Go"

I have read and understood FWD's [Personal Information Collection Statement](#) and agree to be bound by the same.

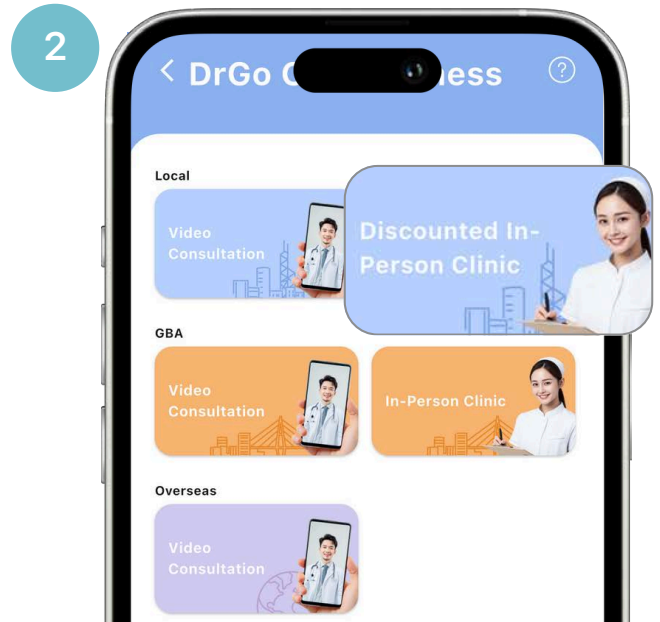
I understand that FWD intends to send me Health & Go service update, usage record, marketing communications or materials and use my Personal Data in accordance with paragraphs 3 & 4

Register your account as instructed, then click "Submit" to complete.

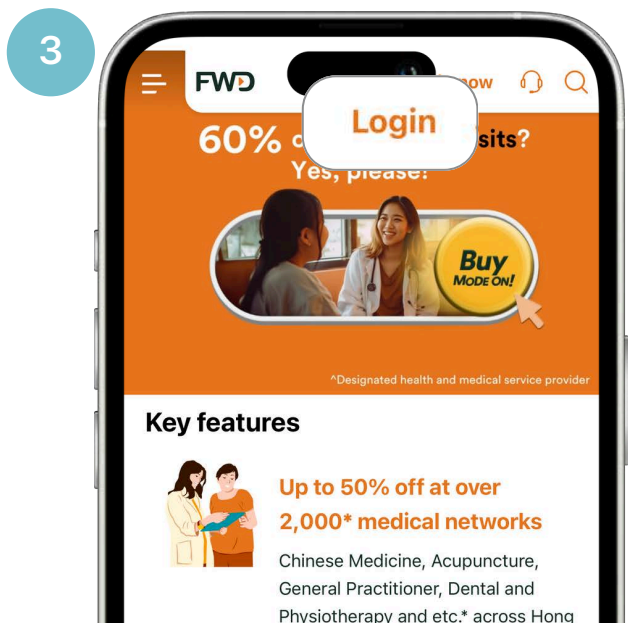
3.2b Use local in-person clinic discount



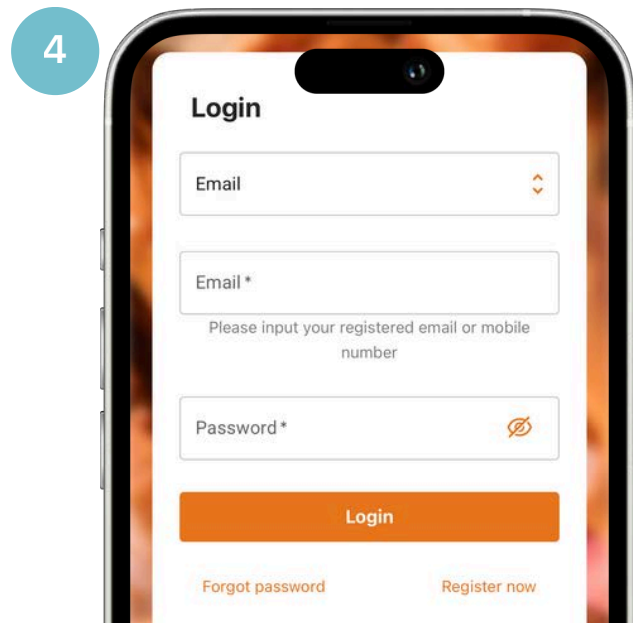
In the DrGo App, log in and tap "DrGo One Wellness".



Click "Discounted In-Person Clinic" and you will be redirected to the designated third-party service provider's website.

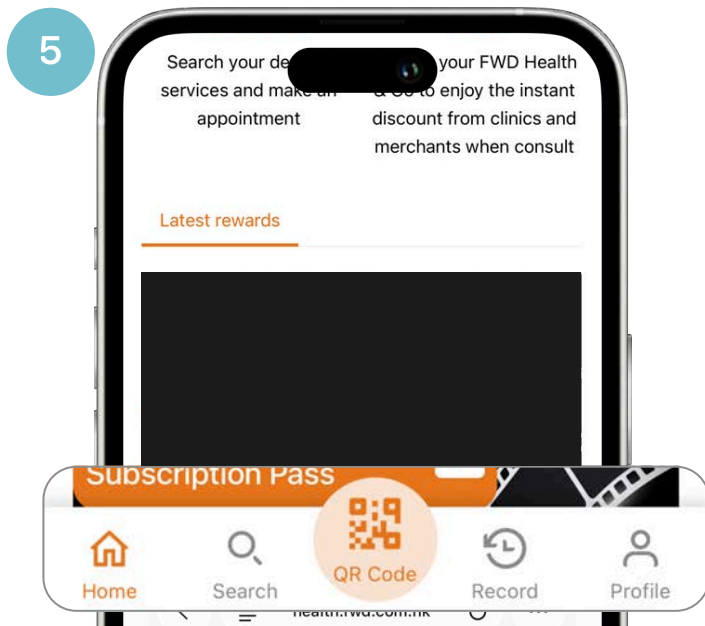


Click "Login"

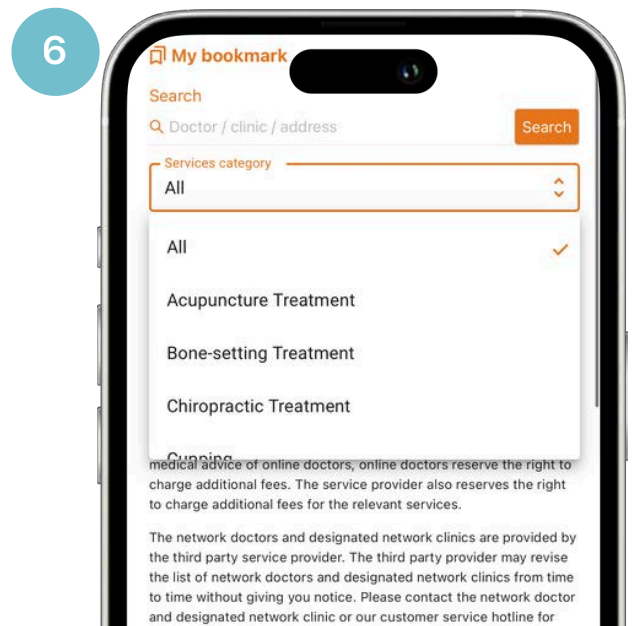


Enter your account details, then click "Login."

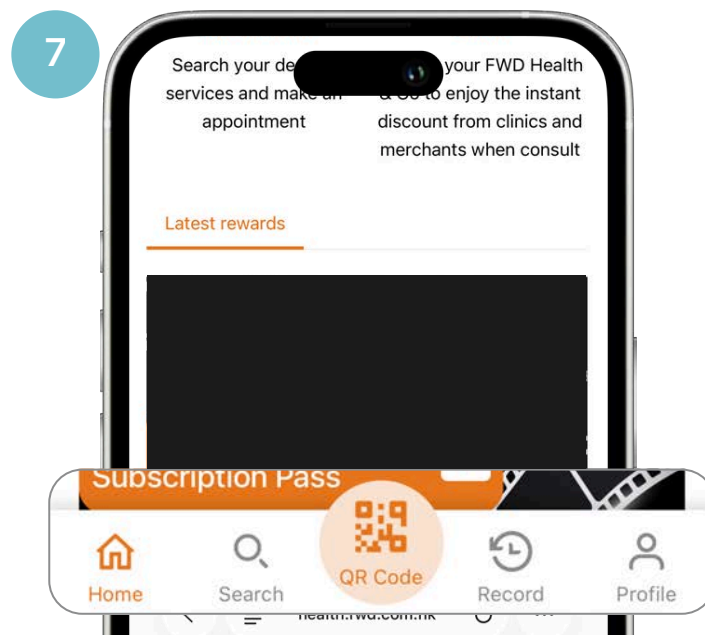
3.2b Use local in-person clinic discount



Click "Search" to search for the clinic or service point you need.

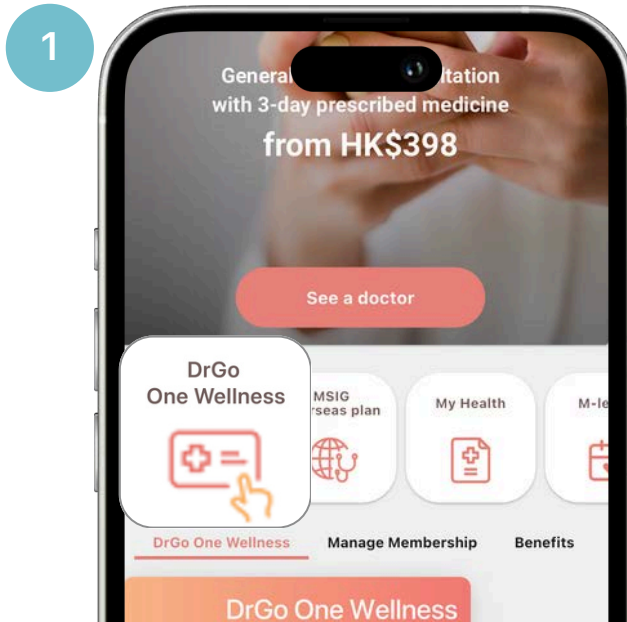


Call to make an appointment.



Present the QR code at the clinic or service point to enjoy the service discount.

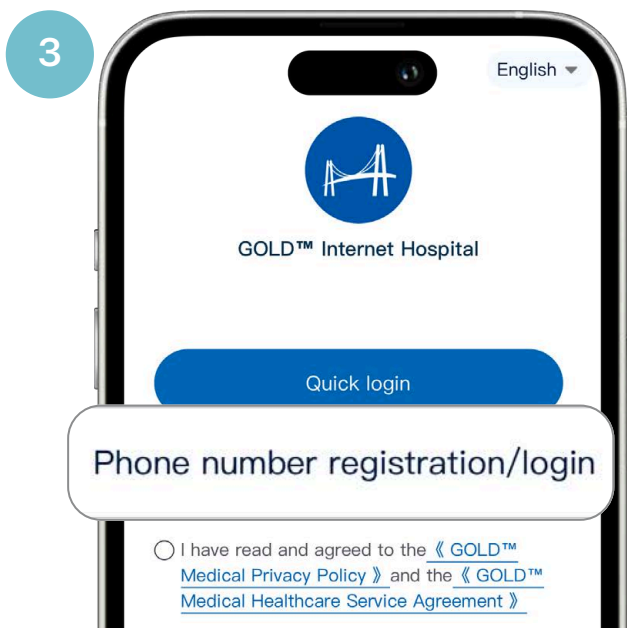
3.3a Activate GBA video consultation & in-person clinic discount



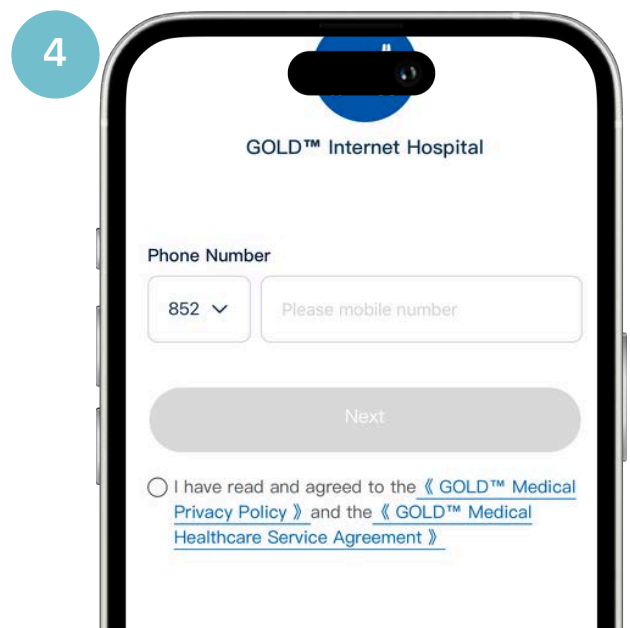
In the DrGo App, log in and tap “DrGo One Wellness”.



Click “Video consultation” or “In-person Clinic”.




You will be directed to the designated third-party provider’s platform. You must have an activated WeChat mobile account. Click “Phone number registration” to begin registration.



Enter your mobile phone number (you may choose a Hong Kong or Mainland China number). Click to agree to the relevant terms and conditions, then press “Next”.

3.3a Activate GBA video consultation & in-person clinic discount

5



Please verify and supplement the identity information

English first name *
First name
Please enter English first name, e.g. CHAN TAI MAN, please enter: TAI MAN

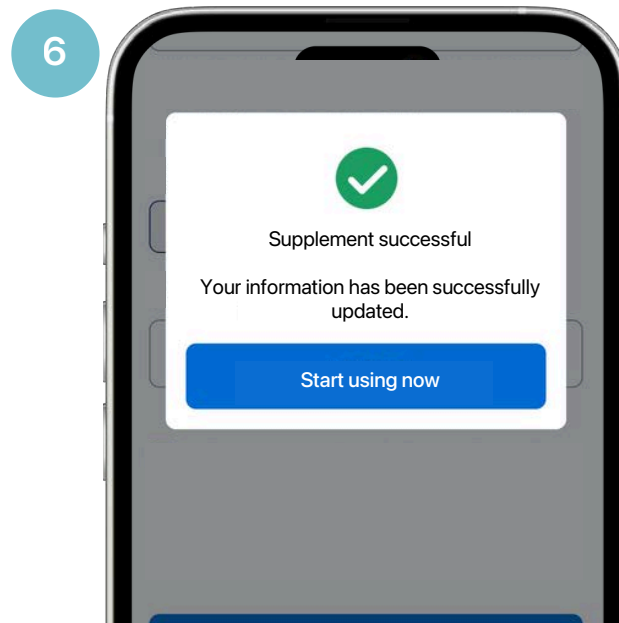
English surname *
Last name
Please enter English surname, e.g. CHAN TAI MAN, please enter: CHAN

Chinese last name
Last name
Please enter Chinese last name e.g. 陳大文, please enter: 陳

Chinese first name
First name
Please enter Chinese first name e.g. 陳大文, please enter: 大文

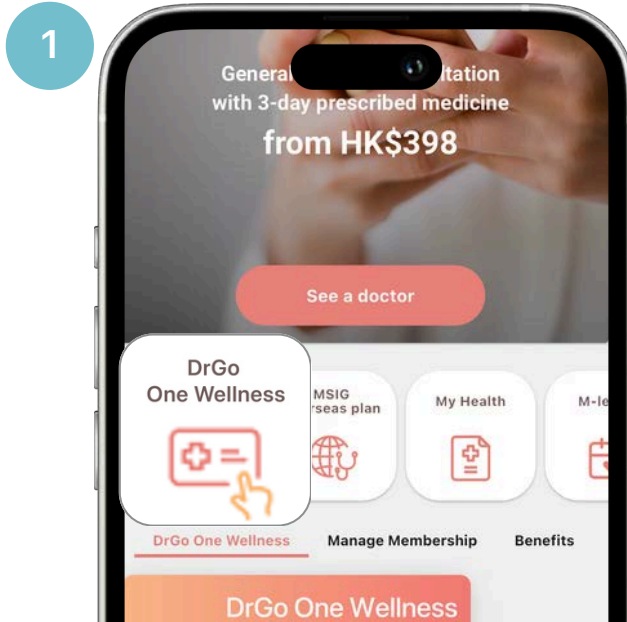
ID Number *
Hong Kong ID Card

Fill in your personal information, click the declaration, and press “Bind” to complete the registration.

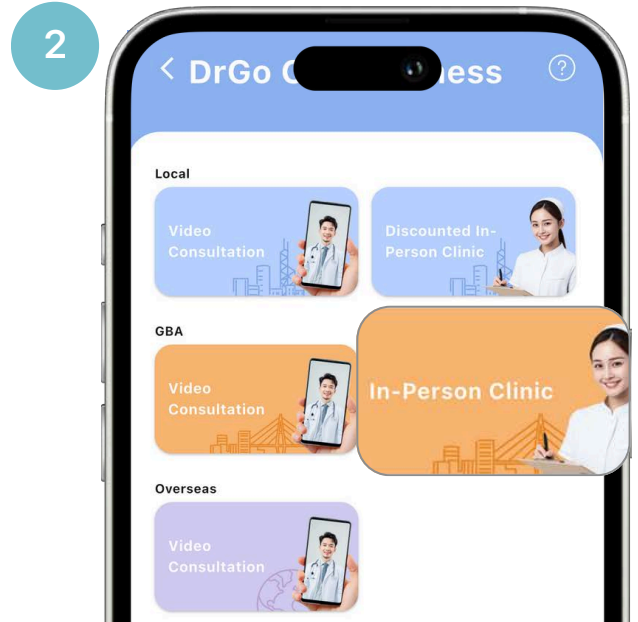


Registration successful. Click “Start using now” to start using the service.

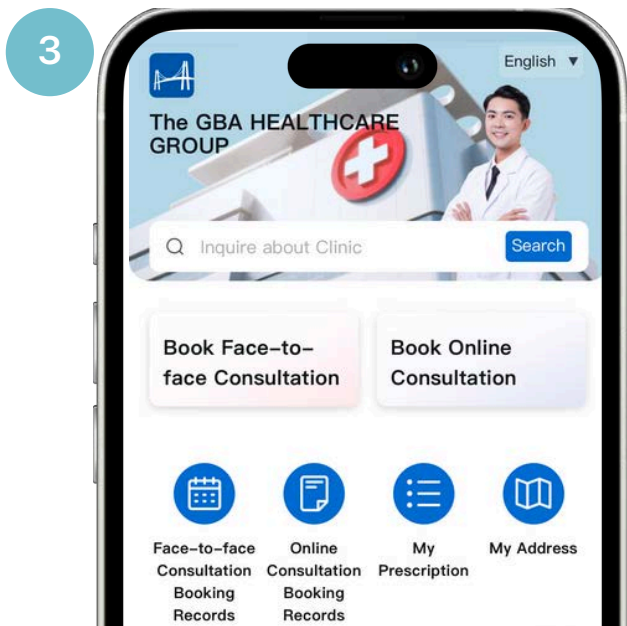
3.3b Use GBA in-person clinic discount



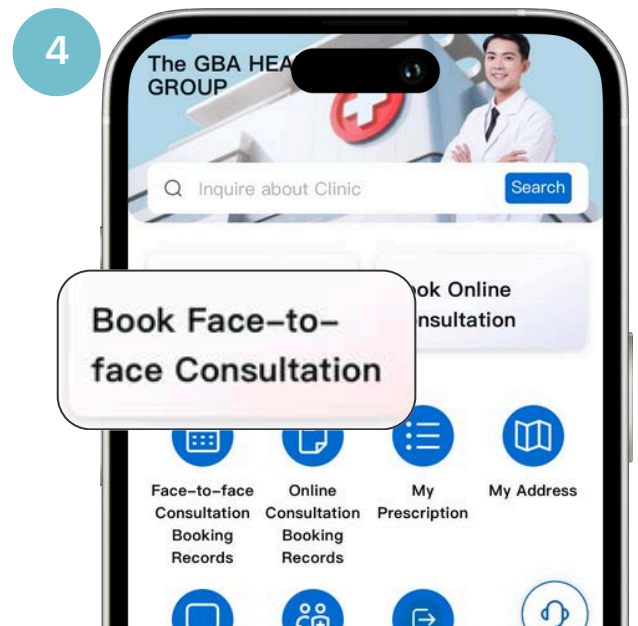
In the DrGo App, log in and tap “DrGo One Wellness”.



Click “In-person Clinic”.

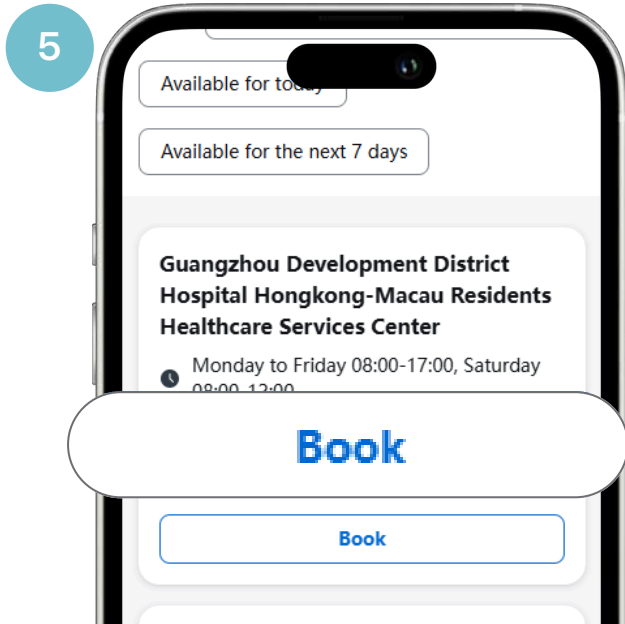


You will be redirected to the designated third-party provider’s platform and automatically log in using your WeChat mobile account.

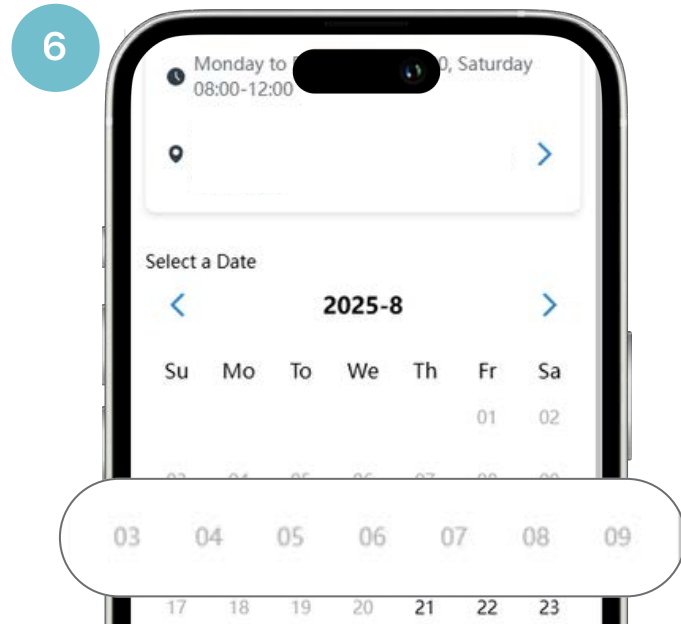


Select “Book Face-to-face Consultation” to reserve an in-person consultation at a designated GBA clinic.

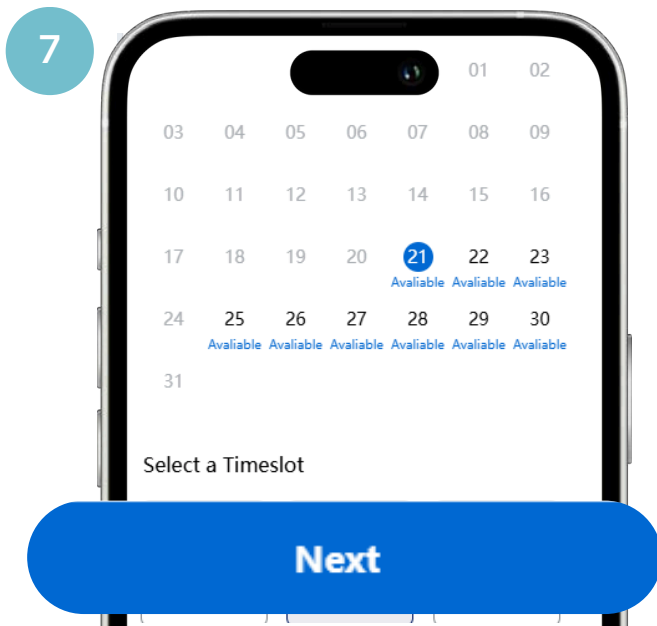
3.3b Use GBA in-person clinic discount



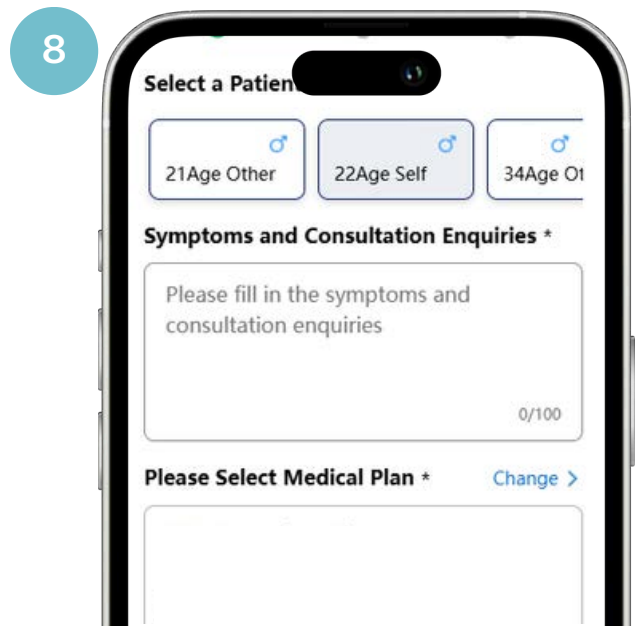
Select a outpatient from the list and click "Book".



Select the appointment date, click "Book".

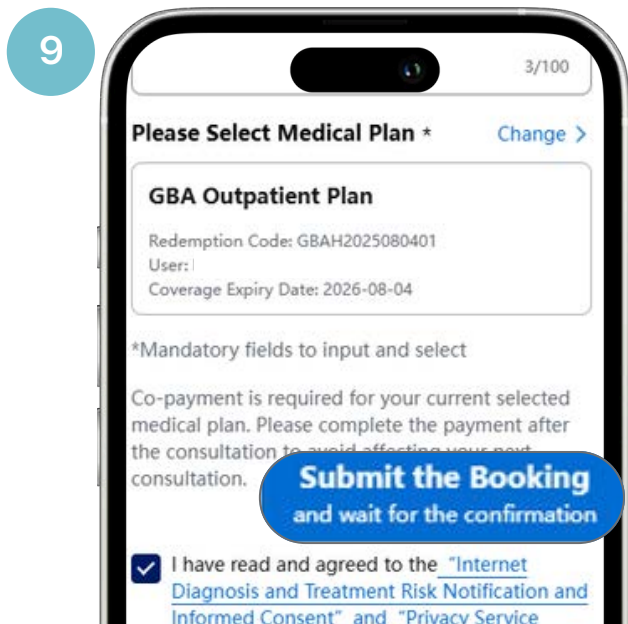


and appointment time, then click "Next".

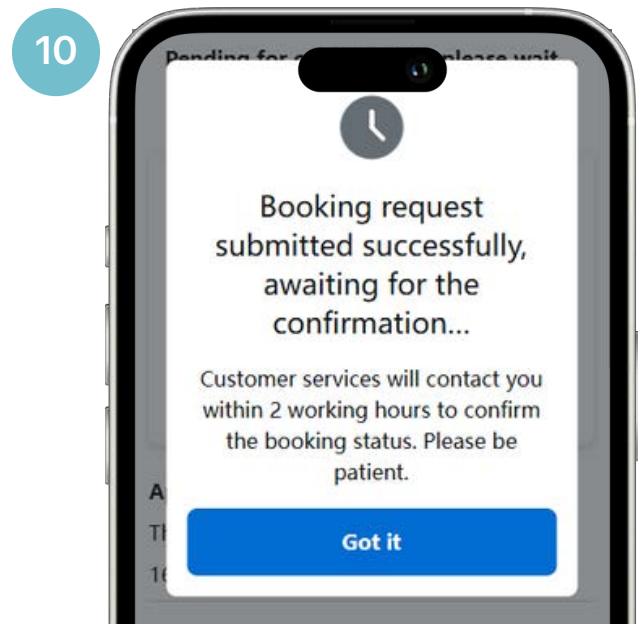


Enter your symptoms for the doctor's reference.

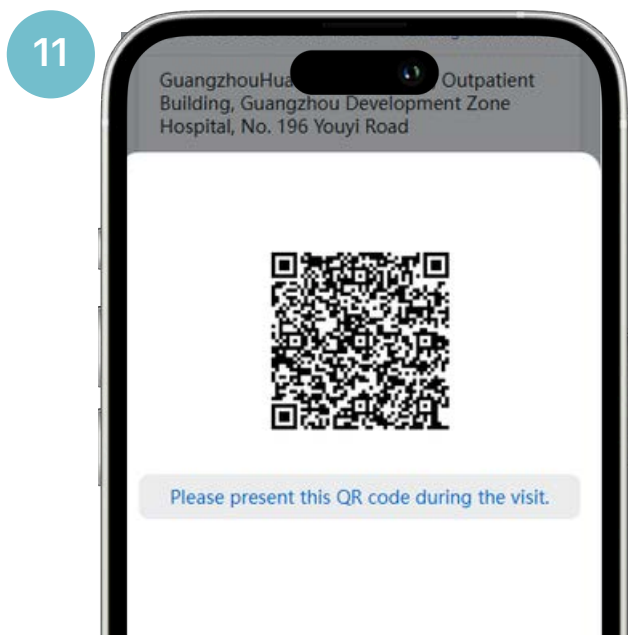
3.3b Use GBA in-person clinic discount



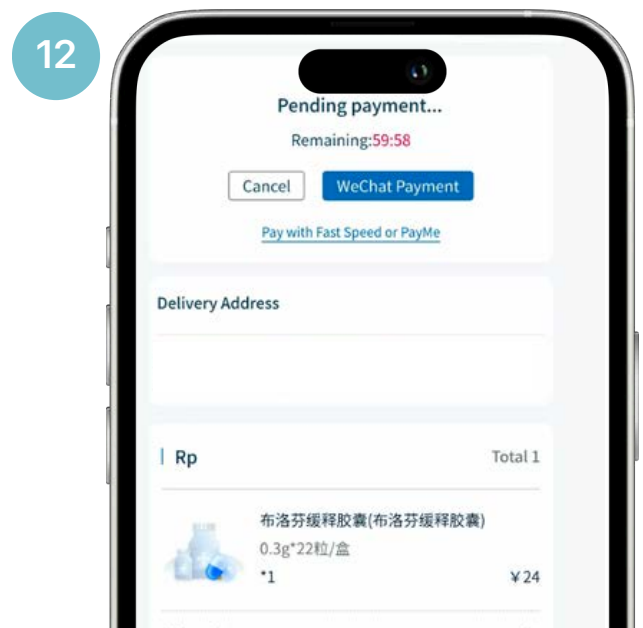
Read and check the terms and conditions, then click "Submit the Booking".



Appointment successfully submitted.



When you arrive at the relevant hospital or clinic, please present the QR code to the staff.



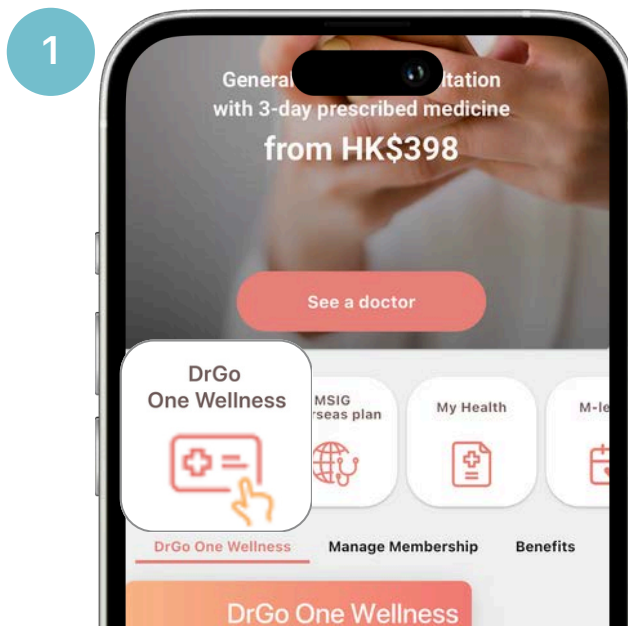
When the consultation is completed, click "Pay now" to proceed with payment.

3.3b Use GBA in-person clinic discount

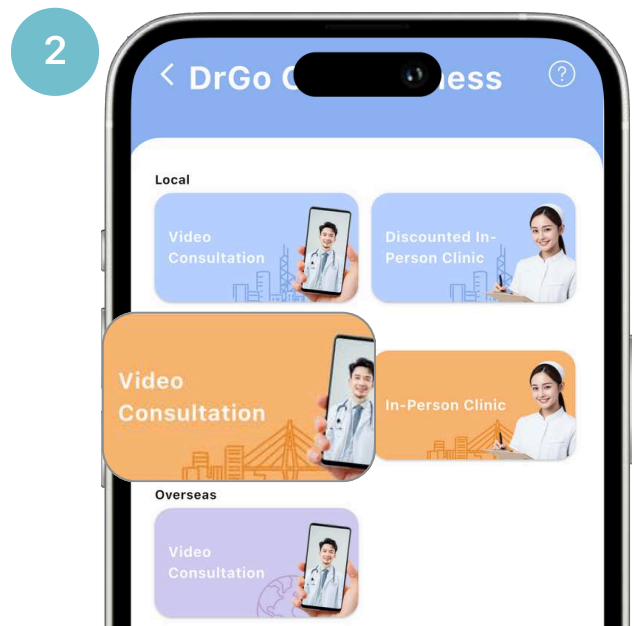


The screen will display the discounted price for the in-person clinic service. Confirm the amount, then tap “WeChat Payment” or pick other payment method.

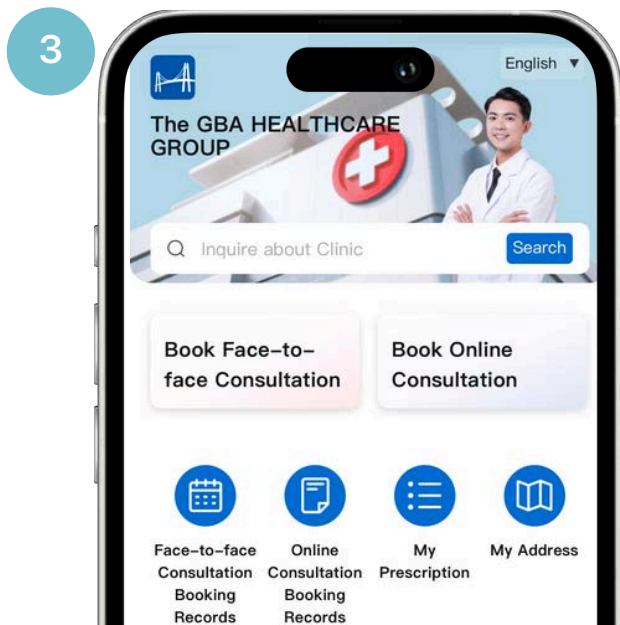
3.3c Use GBA video consultation with discount and how to pay



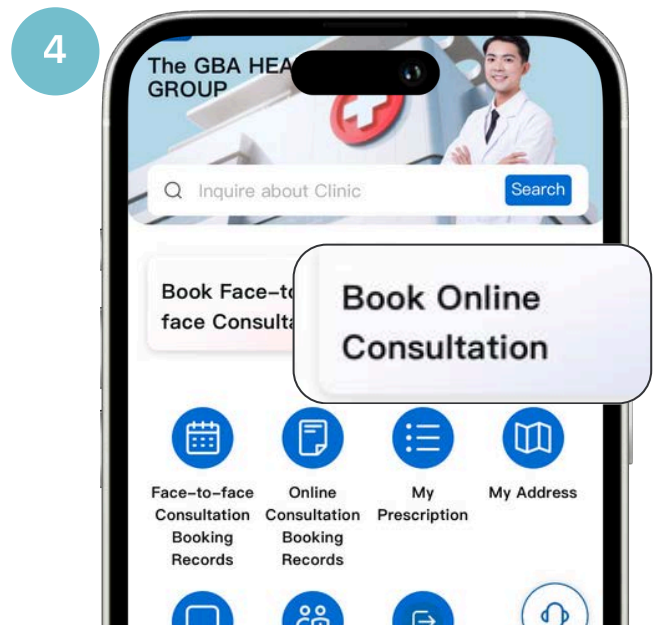
In the DrGo App, log in and tap "DrGo One Wellness".



Click "Video Consultation".

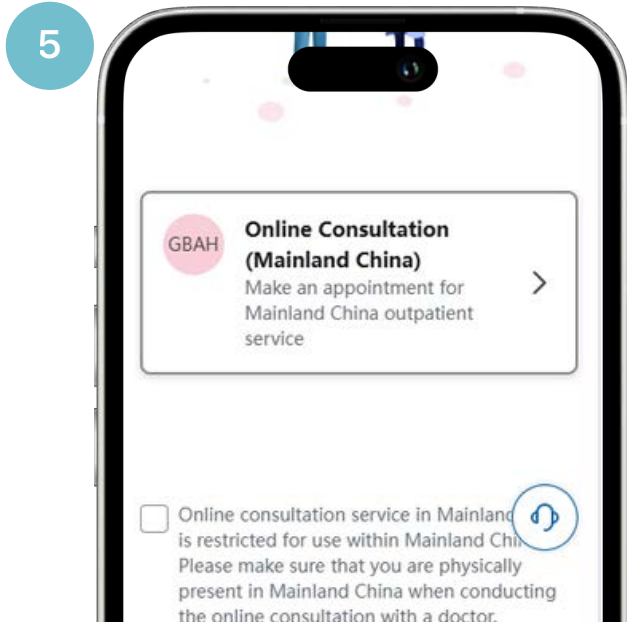


You will be redirected to the designated third-party provider's platform and automatically log in using your WeChat mobile account.

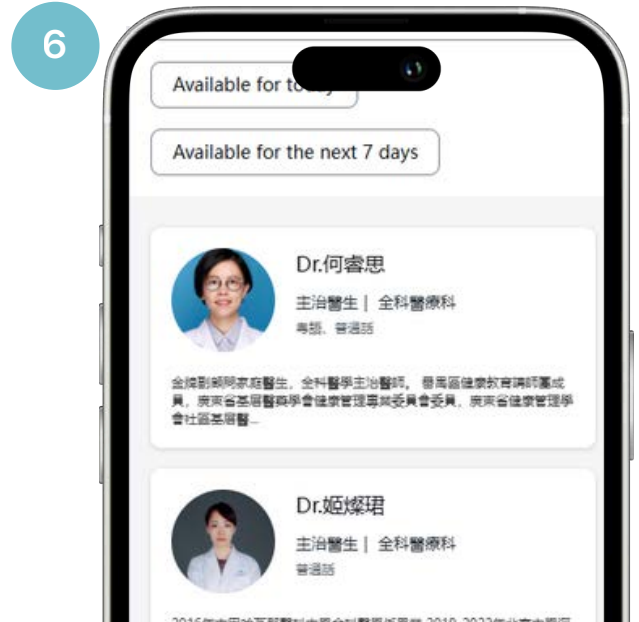


Select "Book Online Consultation" to reserve a designated GBA video consultation.

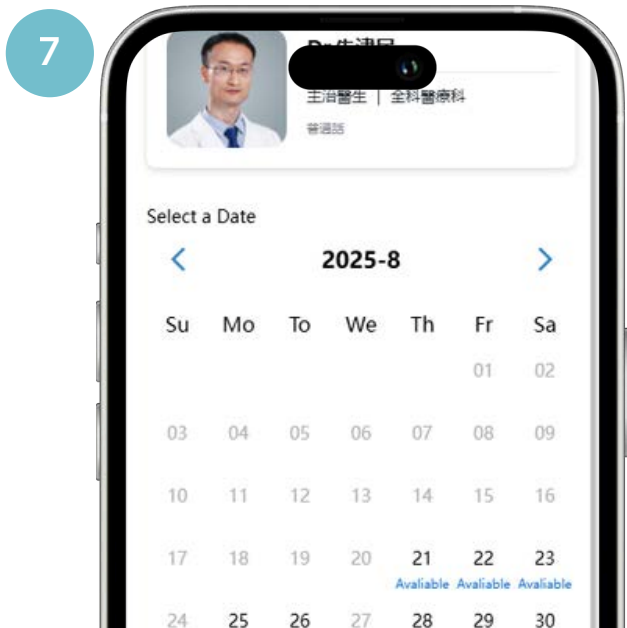
3.3c Use GBA video consultation with discount and how to pay



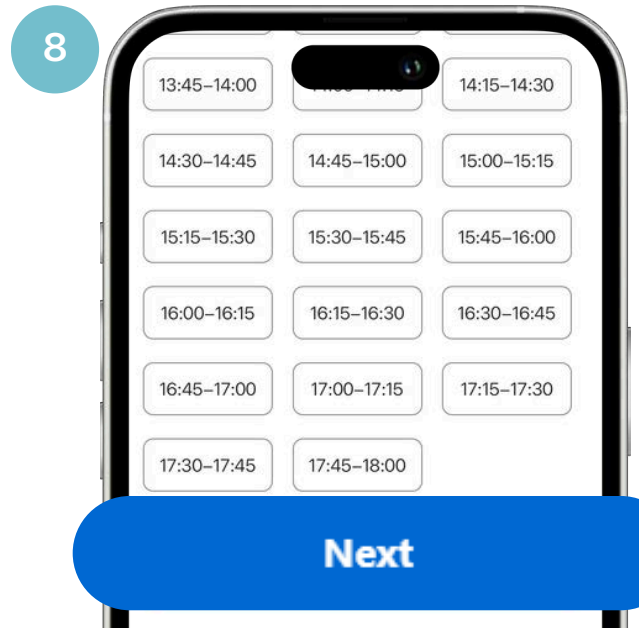
Read the terms and conditions, check the box, and then click "Online Video Consultation (Mainland China)" to continue.



Select a doctor from the list,

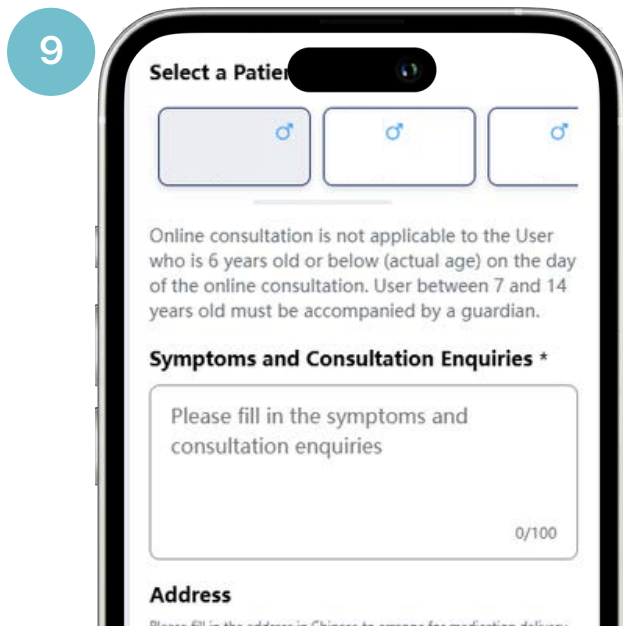


Select the appointment date.

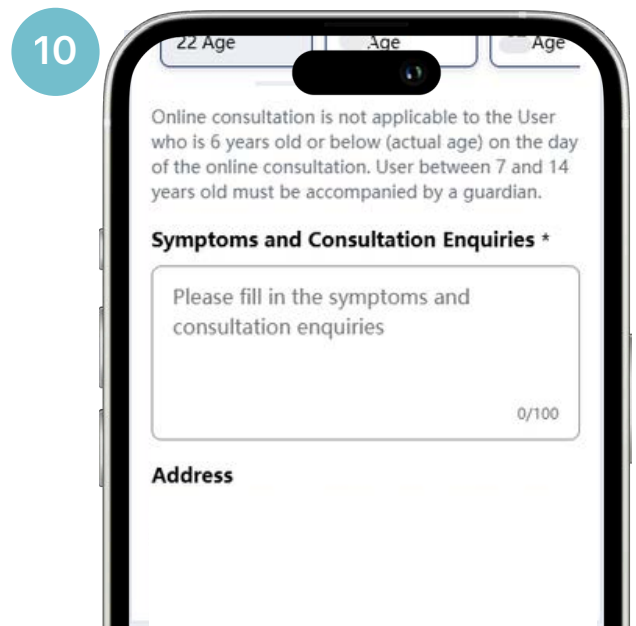


Select the appointment time and click "Next".

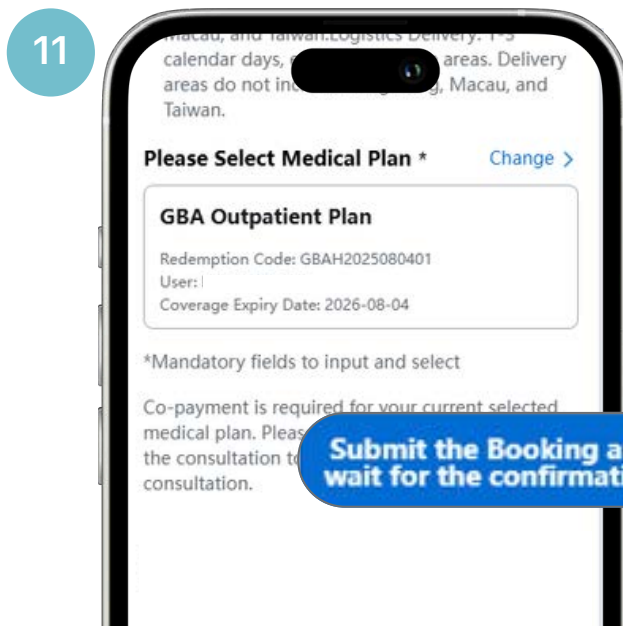
3.3c Use GBA video consultation with discount and how to pay



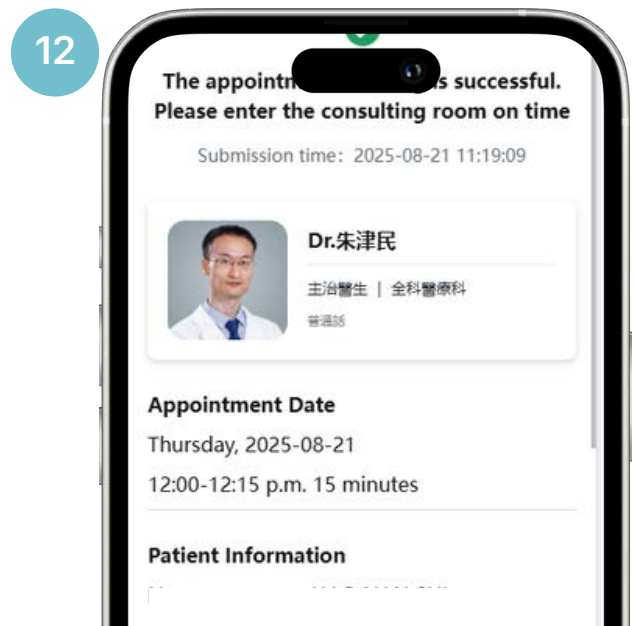
Fill in your symptoms for the doctor's reference.



Fill in the delivery address for the medication.

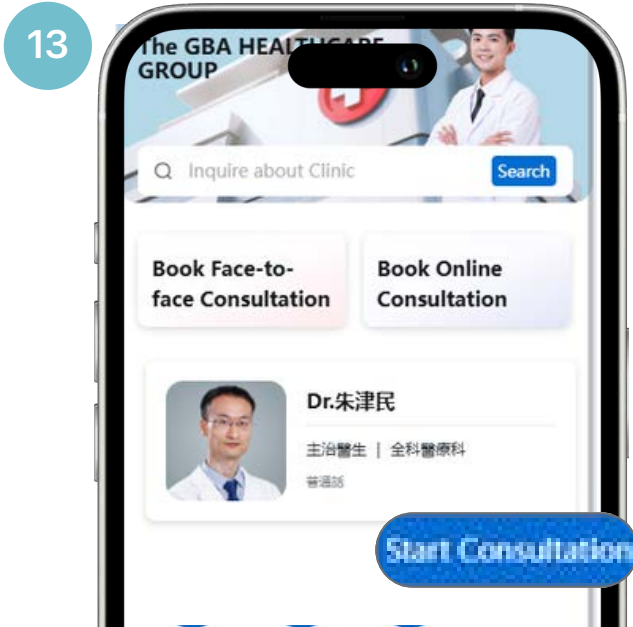


Read and check the terms and conditions, then click "Submit the Booking and wait for the confirmation."

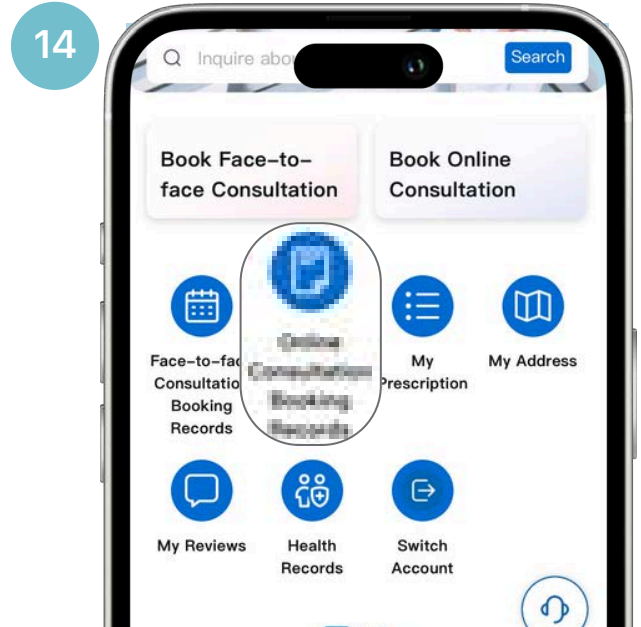


The appointment has been confirmed.

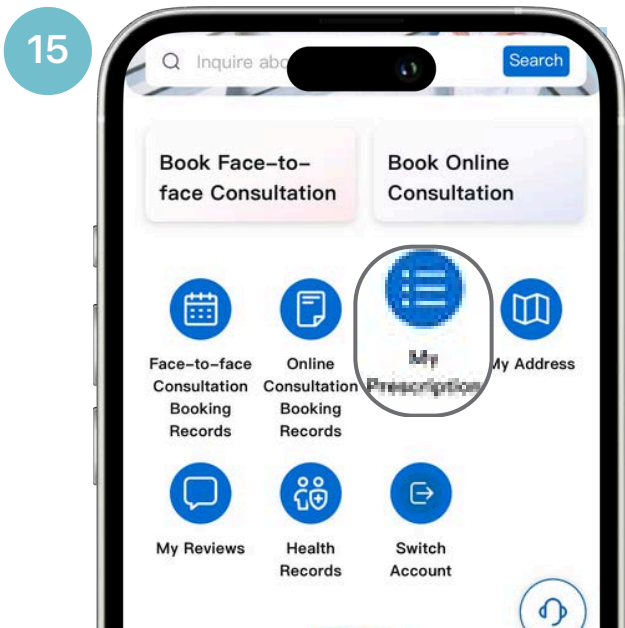
3.3c Use GBA video consultation with discount and how to pay



At the scheduled consultation time, click "Start Consultation" to begin the video consultation.



Click "Online Consultation Booking Records" to check your appointment status.



After completing the video consultation, click "My Prescription" to make payment and arrange medication delivery (if applicable).

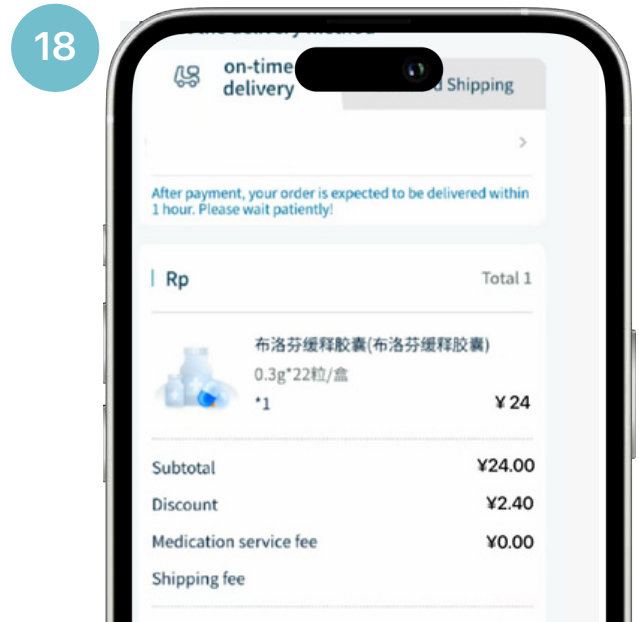


Click "Prescription" to arrange medication delivery.

3.3c Use GBA video consultation with discount and how to pay



Click "Confirm order".

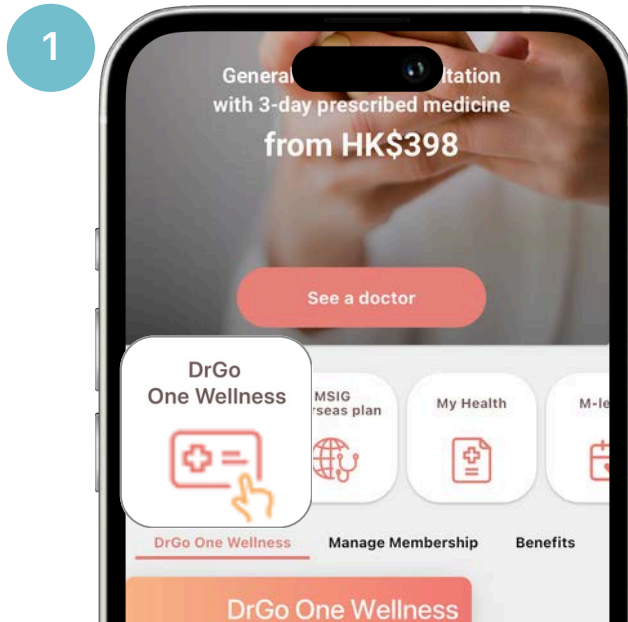


Click "Details" to check the delivery status.



When you receive the medication, click "Confirm delivery" to complete the video consultation.

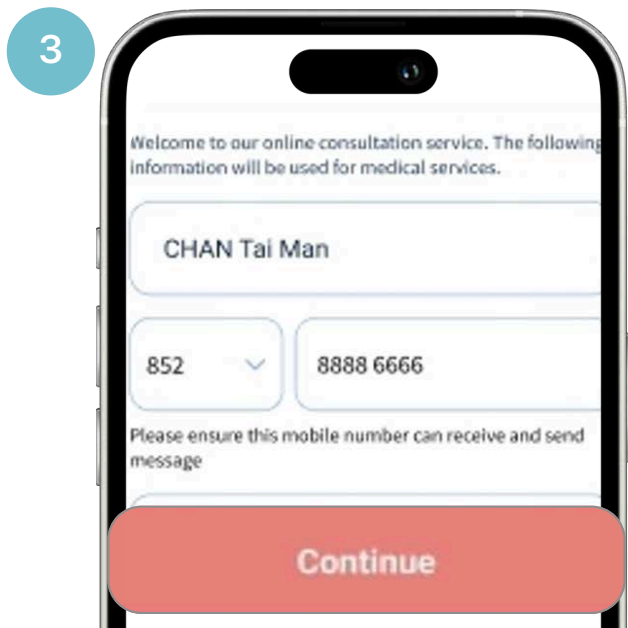
3.4a Activate overseas video consultation



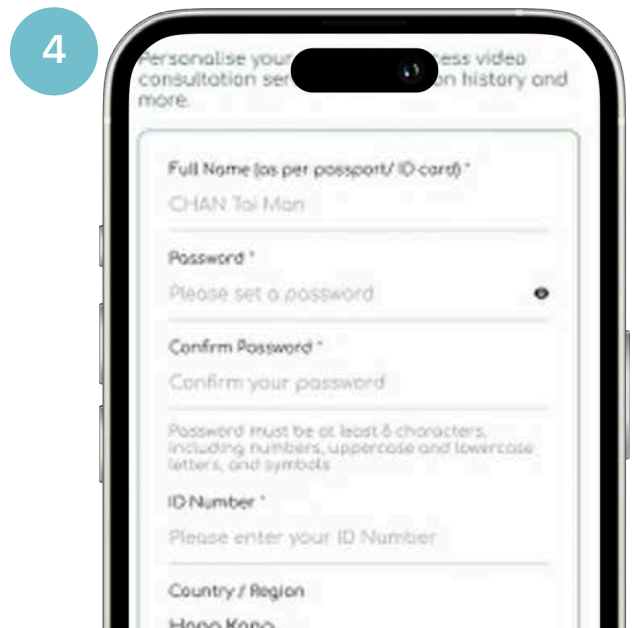
In the DrGo App, log in and tap "DrGo One Wellness".



Click the "Video consultation" icon shown above.

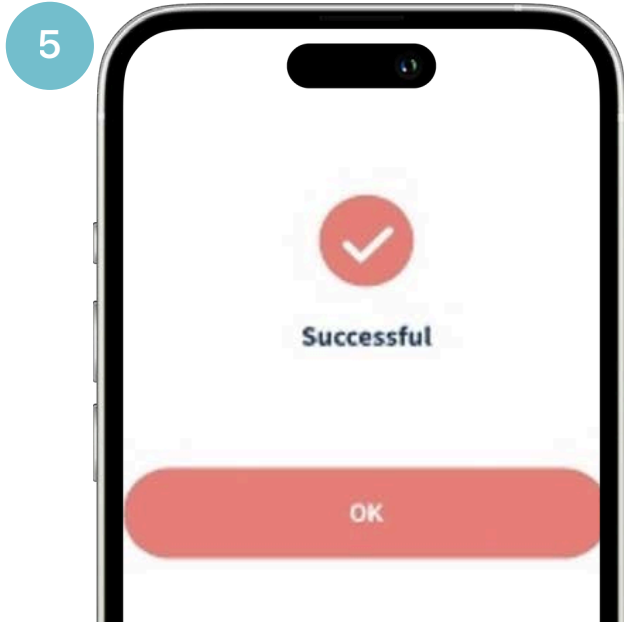


You will be redirected to the designated third-party service provider's website. Enter your mobile phone number to receive an SMS verification code, then click "Submit".

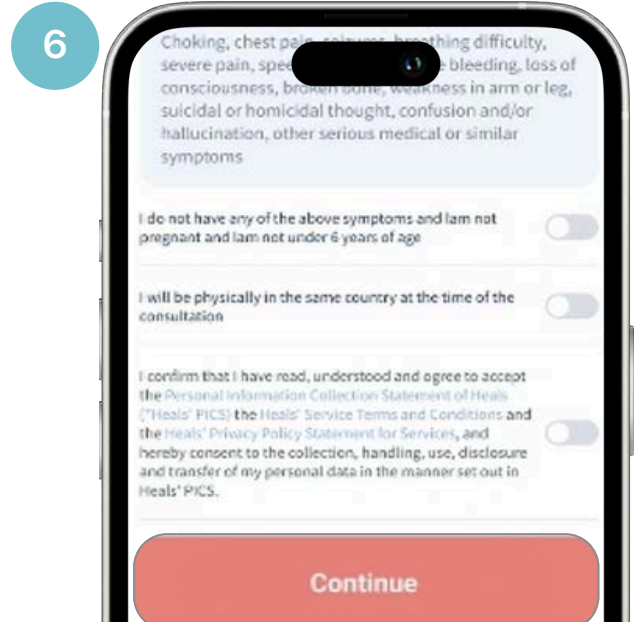


Register your personal details.

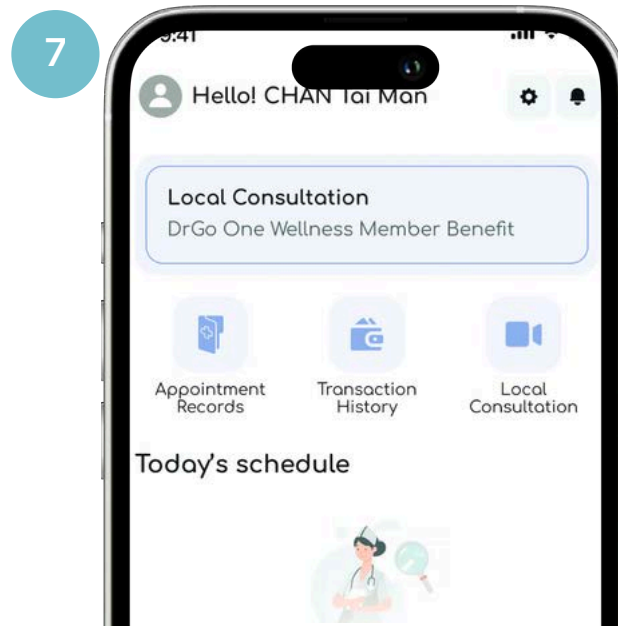
3.4a Activate overseas video consultation



Click "Submit" to continue registration.

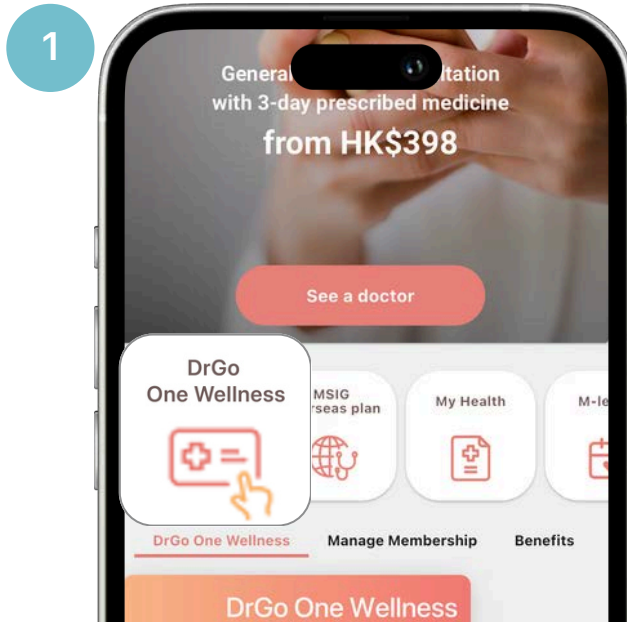


Read and accept the terms and conditions, and then click "Submit".

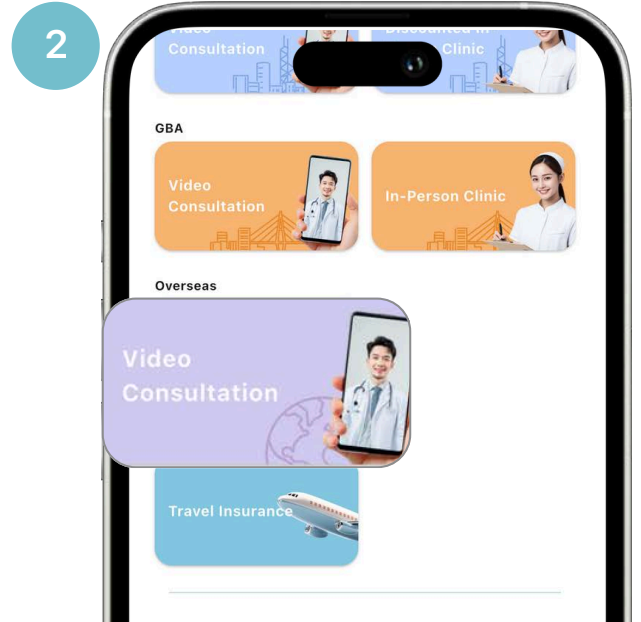


Activation completed.

3.4b Use overseas video consultation



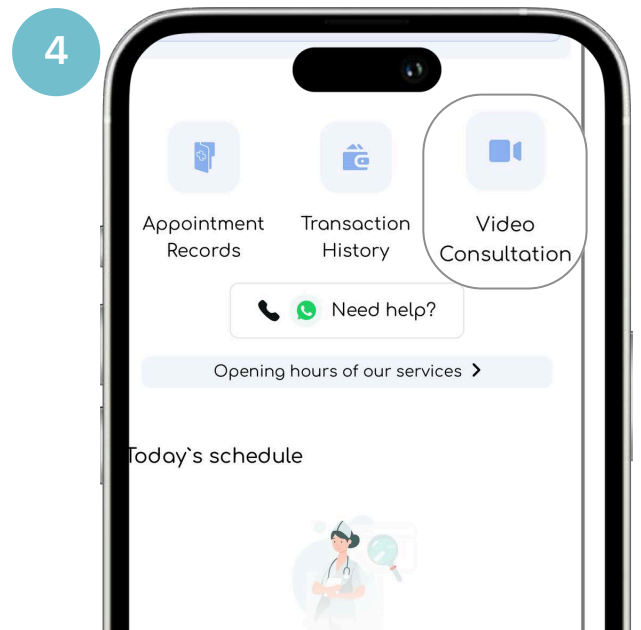
In the DrGo App, log in and tap "DrGo One Wellness".



Click the "Video consultation" icon shown above.

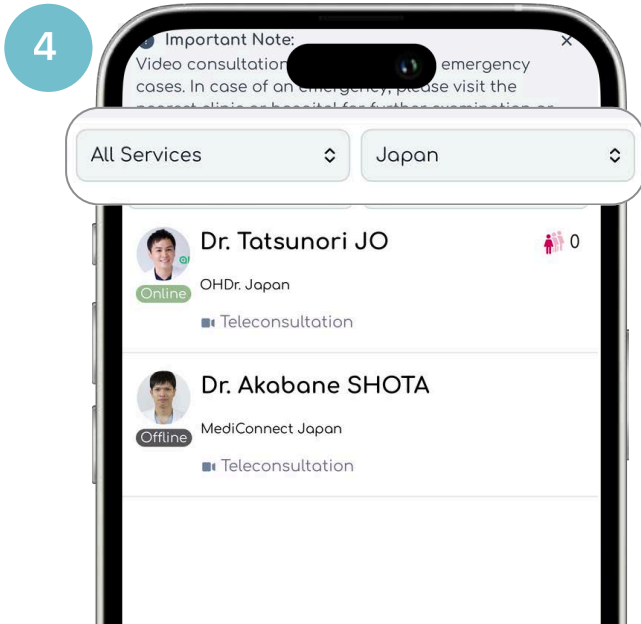


Click "Switch to Overseas Consultation" at the bottom of the screen.

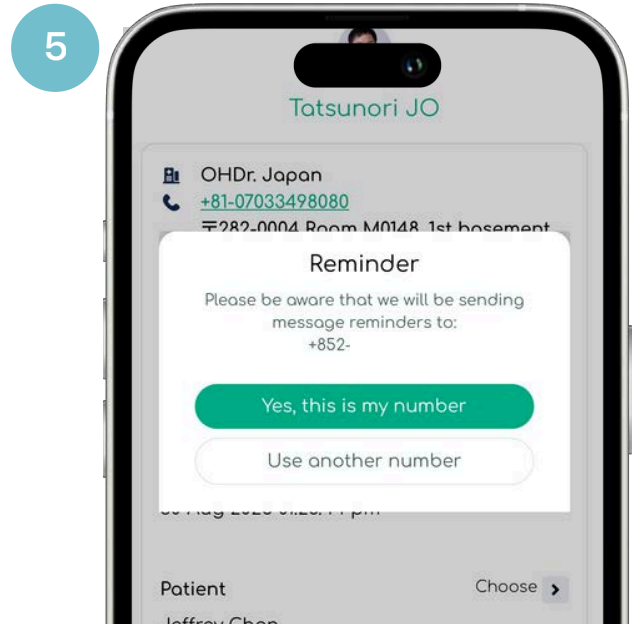


Click "Video Consultation" to start the consultation.

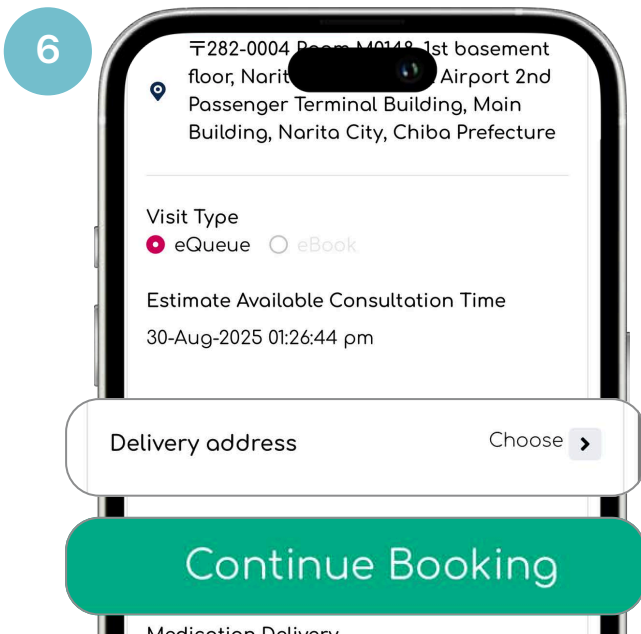
3.4b Use overseas video consultation



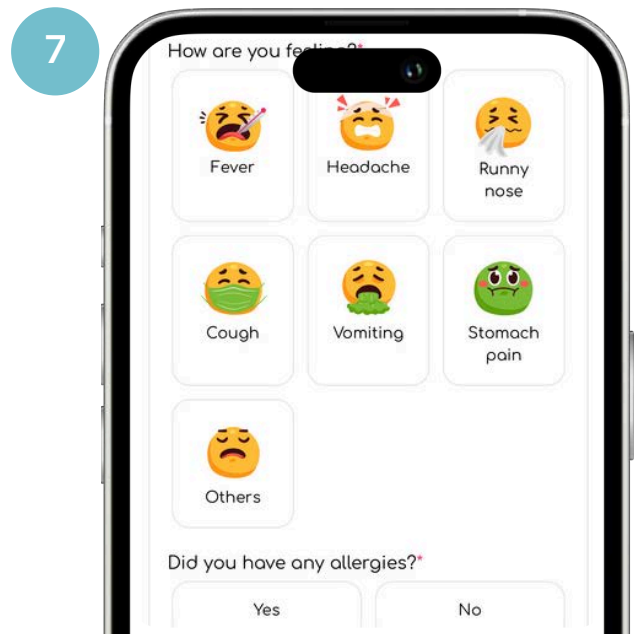
Select the applicable overseas location from the list.



Select a doctor.



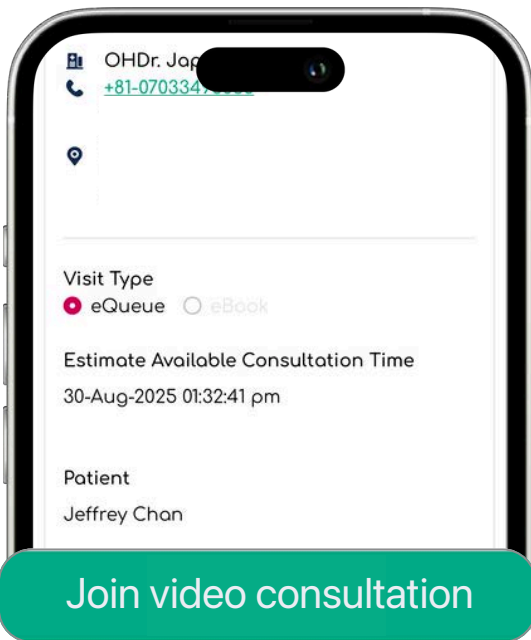
Confirm your selected doctor, choose or enter the delivery address, and tap "Continue Booking".



Fill in your symptoms for the doctor's reference and click "Continue".

3.4b Use overseas video consultation

8



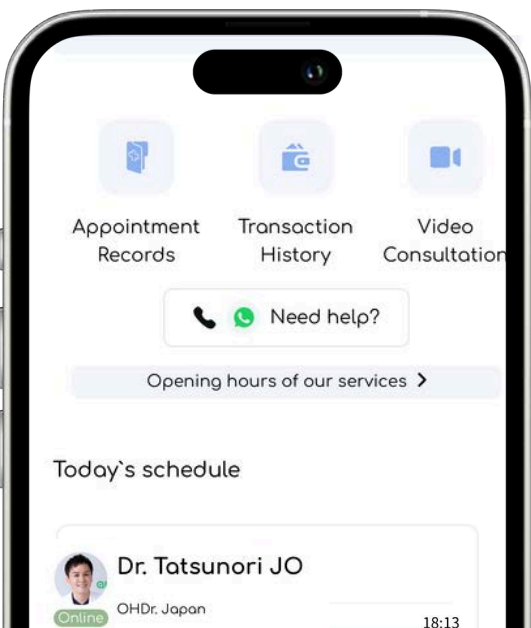
You are in the queue, you'll be notified via instant messaging and can click "Join video consultation" in the app to enter the consultation room.

9



If you need a second medical opinion from a Hong Kong doctor, the concierge team will connect a Hong Kong doctor, who will record your case for the destination doctor's review.

10



After completing the Hong Kong doctor's second medical consultation, return to the platform's homepage, wait for your selected overseas doctor, and click "Join video consultation" to queue.

11



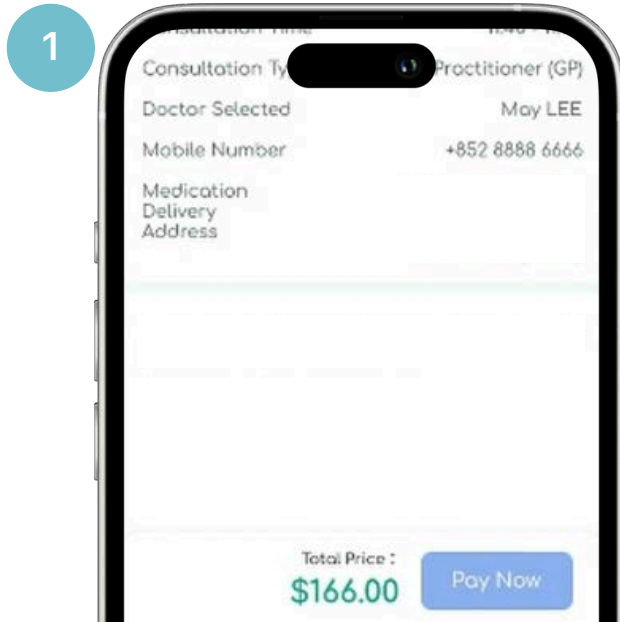
If you need translation support, the clinic concierge team will join. If you only wish to consult with the overseas doctor the system will take you directly to this screen to begin the consultation with the overseas doctor.

3.4b Use overseas video consultation

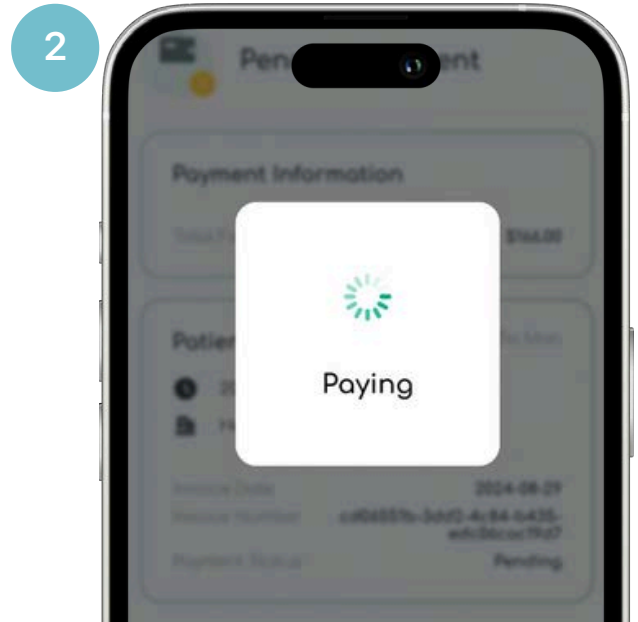


Video consultation completed.

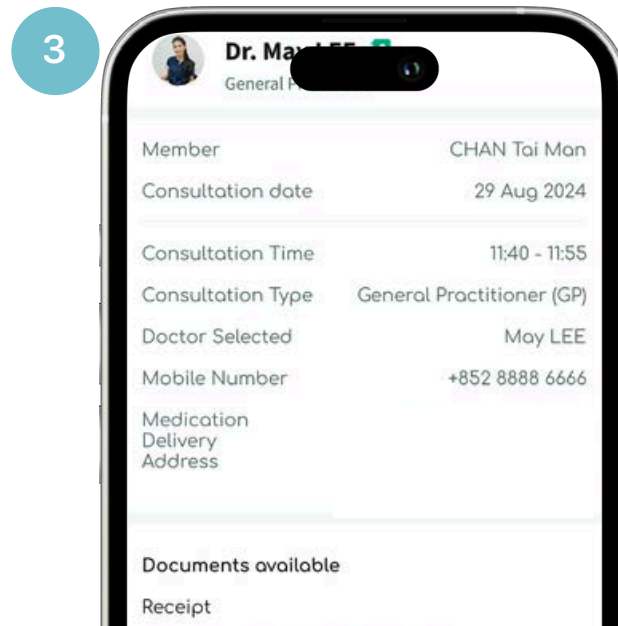
3.4c Pay and download documents



If payment is required for extra medication or delivery services, the amount will be displayed on screen. Confirm and click "Pay Now".

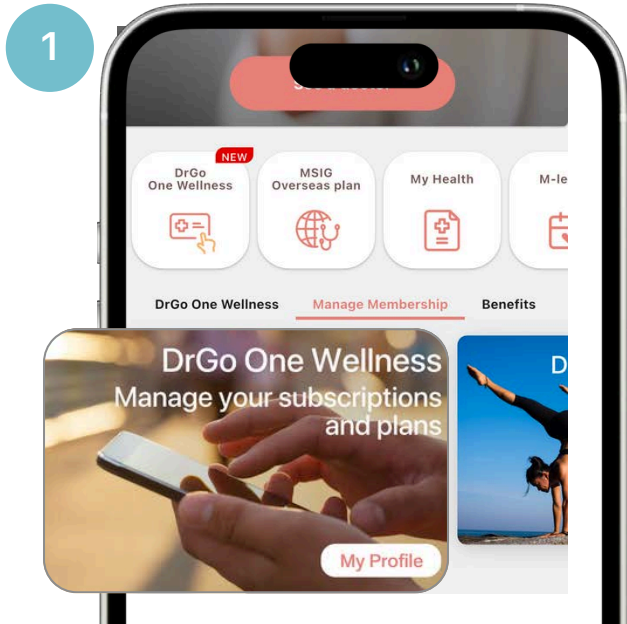


Complete the payment by following the instructions.

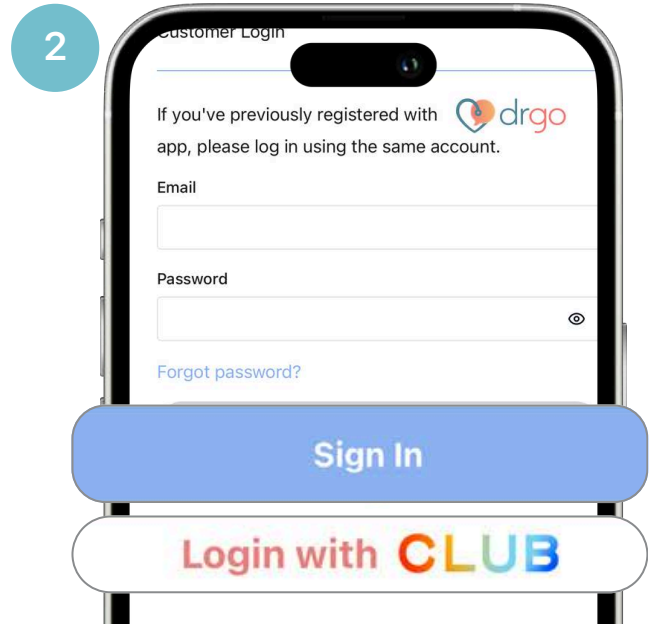


If the consultation does not require payment or the payment has already been completed, the system will display the consultation details.

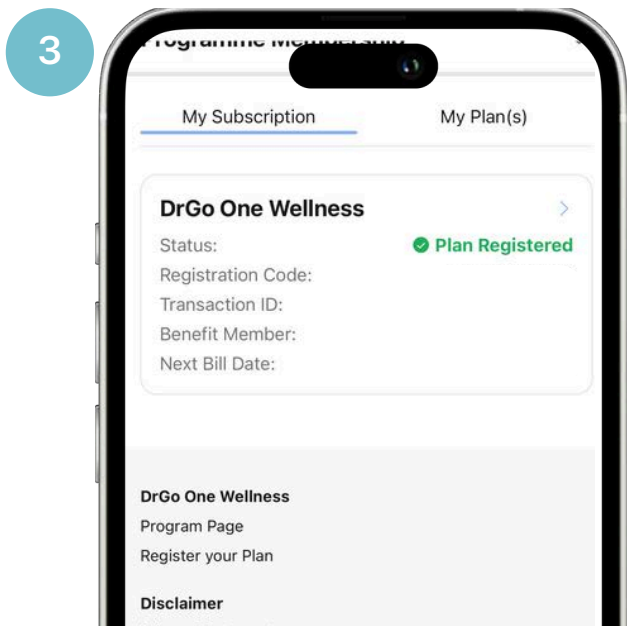
4. View your subscriptions and plans



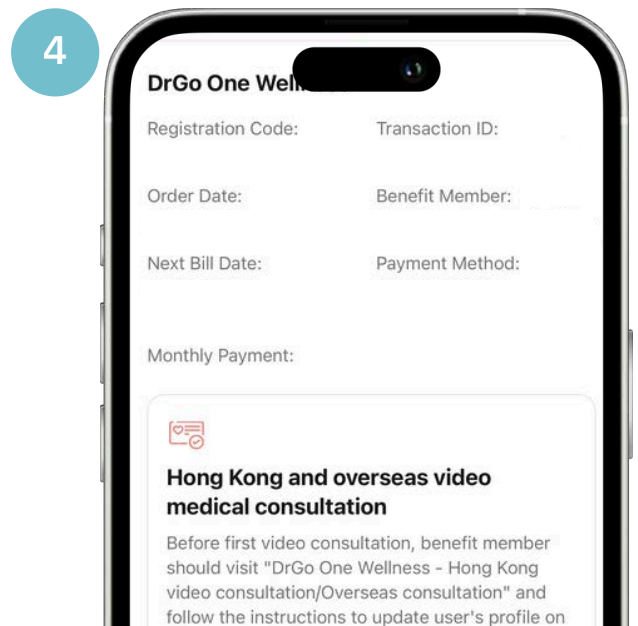
After opening the DrGo App, tap the “Manage your subscriptions and plans” banner under Manage Membership.



Log in with your DrGo account or Login with Club.



Click “My Subscription” or “My Plans” to view your subscriptions and Plans.



After selecting the Plan, you will see the Registration Code, Transaction ID, Order Date, Next bill Date, and the activation status of the Benefits and Free Entitlements.