

# 『香港浸會大學中醫藥學院中醫藥診所網上預約服務』使用指南

如閣下需前往香港浸會大學中醫藥學院開設的十間直屬中醫藥診所連或中心求診，除親身或致電本院各診所預約外，您亦可在這進行網上預約：<http://www.hkbucmc.com>。如果您未能成功透過網上預約系統進行預約，請致電或親臨您希望預約的浸大中醫藥診所或中心，我們將協助您進行預約。

此網上預約服務可供預約的日期達一個月，每人可預約同日最多兩次門診服務；預約被接納後，您也可以隨時翻查、更改或取消您的預約。有關網上預約服務的詳情如下。

## 誰可使用這服務？

所有病人均可使用此網上預約服務。

## 如何使用此服務？

### 註冊帳號

要進行網上預約，您需要先註冊帳戶。

### 註冊流程(新病人)：

1. 按要求輸入完整個人資料
2. 按「註冊」完成您的帳戶註冊

### 註冊流程(現時病人)：只需

1. 輸入姓名、輸入病歷編號及輸入電郵地址
2. 按「註冊」完成您的帳戶註冊

完成帳戶註冊後，我們會將用戶名稱及登錄密碼發送到您的註冊電子郵箱；請好好保存用戶名稱及密碼，並請立即登錄本網上預約系統，以激活帳戶。

## 如何進行網上預約？

1. 首先輸入  
「用戶名稱」→「密碼」→「驗證碼」→按「登錄」
2. 順序選擇以下預約內容：  
日期 → 預約診所及醫師 → 預約時段
3. 按「確定預約」以完成網上預約
4. 前往「預約管理」→在「預約查詢」閱覽您的預約資料
5. 我們會發出預約單到您的註冊電子郵箱，你可列印預約單作參考
6. 如您是於到診兩天前進行網上預約及同意接收訊息，我們會在您到診前兩天發出SMS訊息作提示。

## 如何取消預約？

1. 前往「預約管理」→在「預約查詢」閱覽您的預約資料 →  
在「執行工作」欄按「取消預約」→按「確定」取消預約(註:預約取消後不能恢復)
2. 確定取消預約後，在「狀態」欄會顯示「已取消」
3. 我們會發出取消預約單到您的註冊電子郵箱

## 忘記登入密碼

1. 輸入您的「用戶名稱」、「中文姓名」、「英文姓名」及「註冊電子郵箱地址」 → 按「提交」
2. 我們會將登入密碼發送到您的註冊電子郵箱
3. 如忘記用戶名稱及登入密碼，請於辦公時間內與您預約的診所聯絡。

## 技術支援及詳細資料

如您於使用網上服務時需要協助，請於辦公時間內與您預約的診所聯絡。

## **HKBU Chinese Medicine Clinic On-line Appointment Booking System (User Guideline)**

If you would like to consult with our ten Chinese Medicine Clinics or Centre that are operated directly by the School of Chinese Medicine of HKBU, you can make a medical appointment prior to your visit through walk-in, phone call or the following on-line medical appointment booking service: <http://www.hkbucmc.com>. **If you cannot make an appointment through on-line appointment booking system, you can contact the clinic or centre that you wish to make an appointment and our staff will assist you.**

Through on-line appointment booking, you can make an advance booking of 1 month, maximum 2 visits per day per patient. After successfully making an appointment, you can also enquire, change or cancel the appointment you have made, and print out the appointment slip. You can find the details of the on-line appointment booking service below.

### **Who Can Use This Service?**

All patients are eligible to use this on-line appointment booking service.

### **How to Use this Service?**

#### **User Account Registration**

You have to register for a user account before making an on-line appointment

#### **Registration Procedures (New Patients):**

1. Enter your complete personal details
2. Click "Register" to complete your user account registration

#### **Registration Procedures (Current Patients): only have to -**

1. Type your name, Type your medical record number, & Type your email address
2. Click "Register" to complete your user account registration

User name and login password will be sent to your registered Email account after completing your user account registration. Please keep the user name and login password with you, and activate your account immediately by login to the on-line appointment booking system.

### **How to Make On-line Booking Appointment?**

1. Enter "User Name" → "Password" → "CAPTCHA" → Click "Login"
2. Find the following options in sequence and select the available options:  
"Date" → "Clinic"& "Practitioner" → "Time slot"
3. Click "Confirm Booking" to complete your on-line appointment booking
4. Go to "Appointment Management" → View your appointment details from "Appointment Enquiry";  
you can print out the appointment slip for reference
5. An appointment slip will be sent to your registered Email account
6. If you make an advance on-line appointment booking 2 days prior to your visit and accept SMS reminder service, a reminder SMS message will be sent to you 2 days before your visit.

### **How to Cancel Appointment?**

1. Go to "Appointment Management" → View your appointment details from "Appointment Enquiry" →  
Click "Cancel Appointment" in the "Action" column → Click "Confirm" to confirm the cancellation (Remarks:  
Appointment cannot be resumed after cancellation)
2. After confirming the cancellation of appointment, "Cancelled" will be shown in the "Status" column
3. An appointment cancellation slip will be sent to your registered Email account.

### **If Forgot your Login Password**

1. Enter your "User Name", "Chinese name", "English Name" and "registered Email address" → Click "Submit"
2. Your login password will be sent to your registered Email account
3. If you forgot both of your user name and login password, you can contact your clinic during office hour.

### **Assistance and Further information**

If you need assistance in using the on-line service, you can contact your clinic during office hour.