UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App User Guide 用戶指引



Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區

Contents內容

Sign up 註冊---------- P.03

Login and reset password 登入及重設密碼---------- P.12

Add card 添加醫療/牙科卡---------- P.20

Find doctor and clinic 尋找醫生及診所---------- P.29

Book appointment 預約---------- P.37

Non-network claims 非網絡賠償---------- P.50

Coverage and usage 保障範圍及用量---------- P.61

Medical and claim 醫療及理賠---------- P.65

Status reminder 提示---------- P.69

Change language 轉換語言---------- P.72

Switch profile 切換檔案---------- P.76

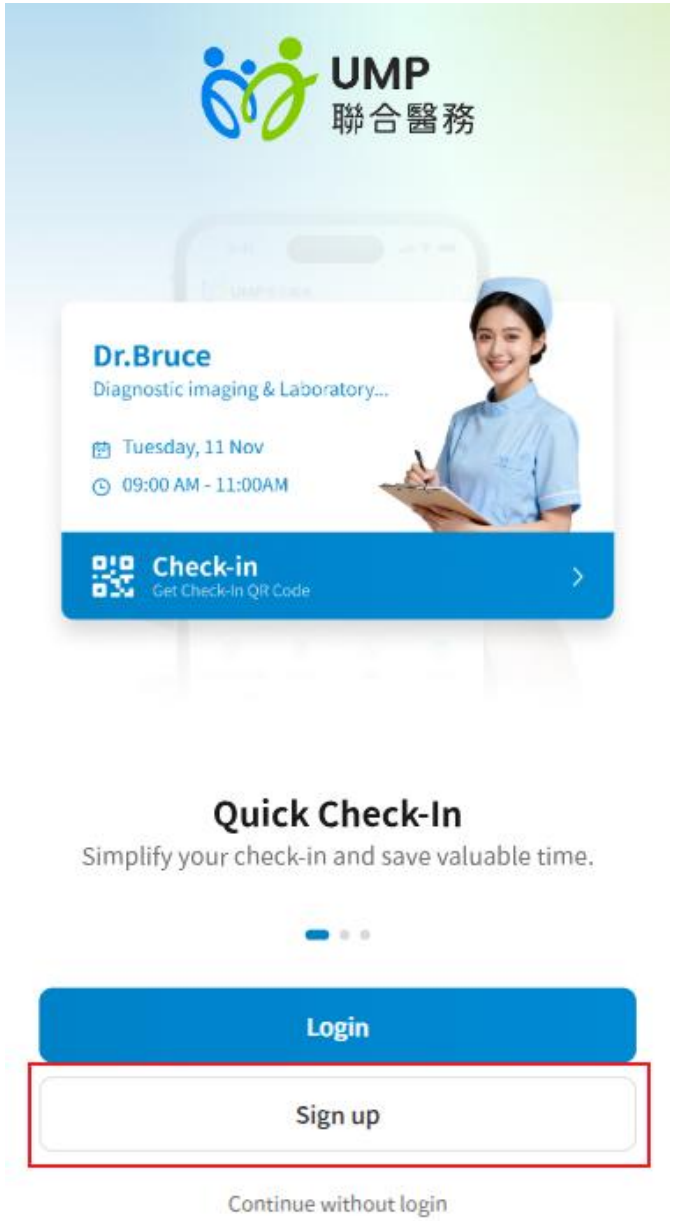
Remove card 移除醫療/牙科卡---------- P.80

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Sign up 註冊



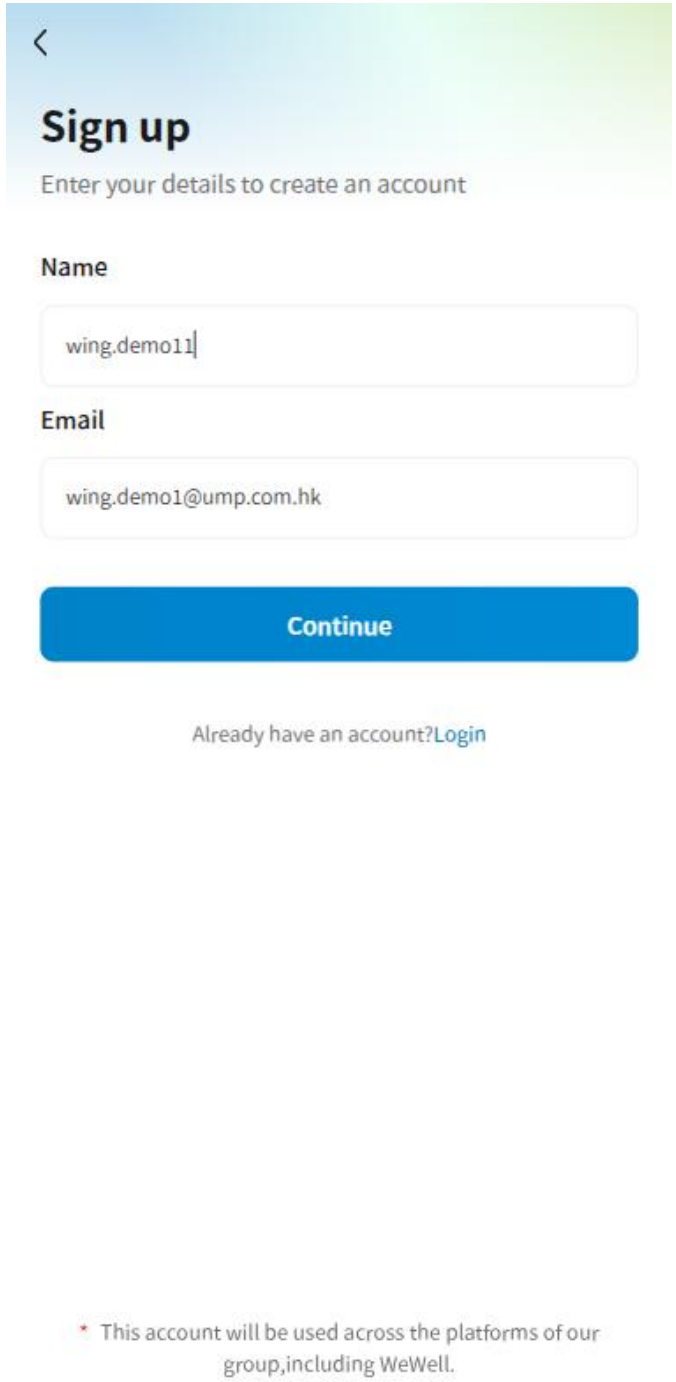
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP
聯合醫務

Step 1: On the welcome screen, click the Sign up button to create a new account.

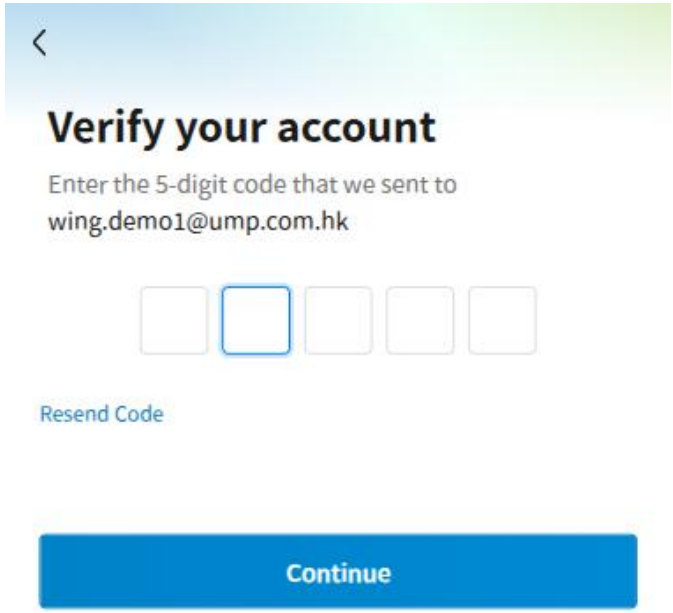
第一步：在歡迎頁面，點擊註冊按鈕以創建新帳戶。



UMP 聯合醫務

Step 2: Fill in your Name and Email in the fields provided, then click the Continue button to proceed.

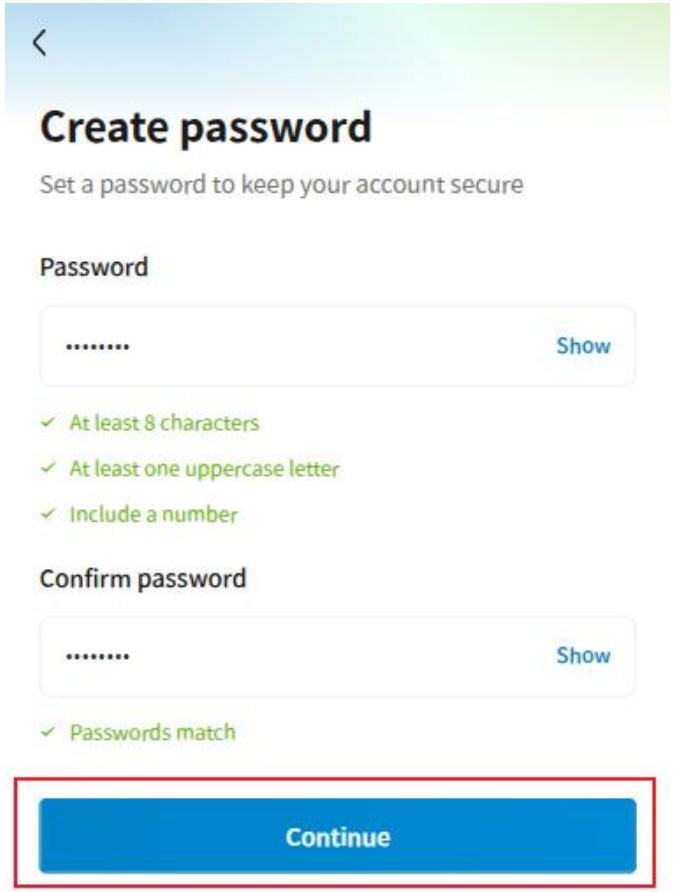
第二步：在指定欄位輸入您的姓名和電郵地址，然後點擊繼續按鈕繼續。



UMP 聯合醫務

Step 3: A 5-digit code will be sent to your email address. Enter the code in the box provided, then click Continue after entering the code. If you didn't receive the code, click Resend Code.

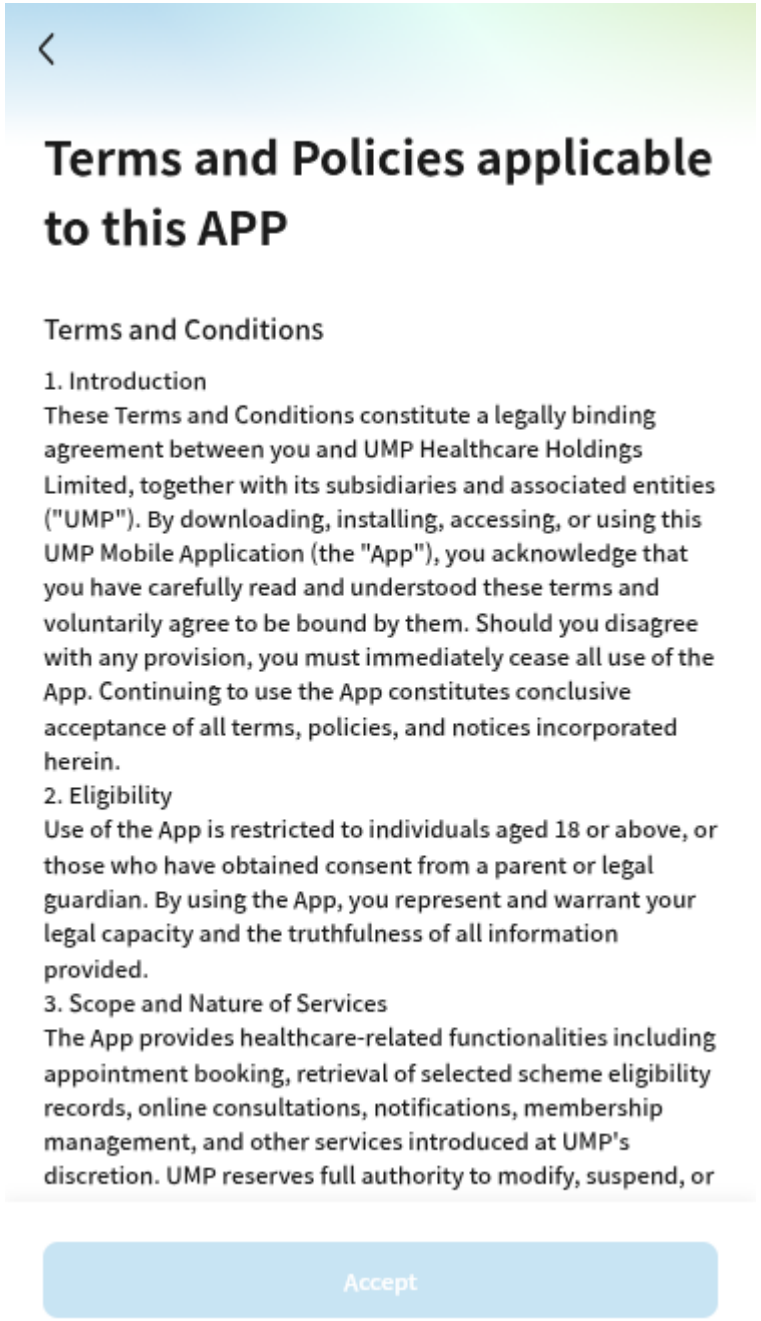
第三步：我們會向您的電郵地址發送一個 5 位數驗證碼。在指定位置輸入驗證碼。輸入驗證碼後，點擊繼續。如果沒有收驗證碼，點擊重新發送。



UMP 聯合醫務

Step 4: Set a password to keep your account secure. Ensure your password contains at least 8 characters, one uppercase letter, and one number. e-enter your password in the Confirm password box. Click Continue once the passwords match.

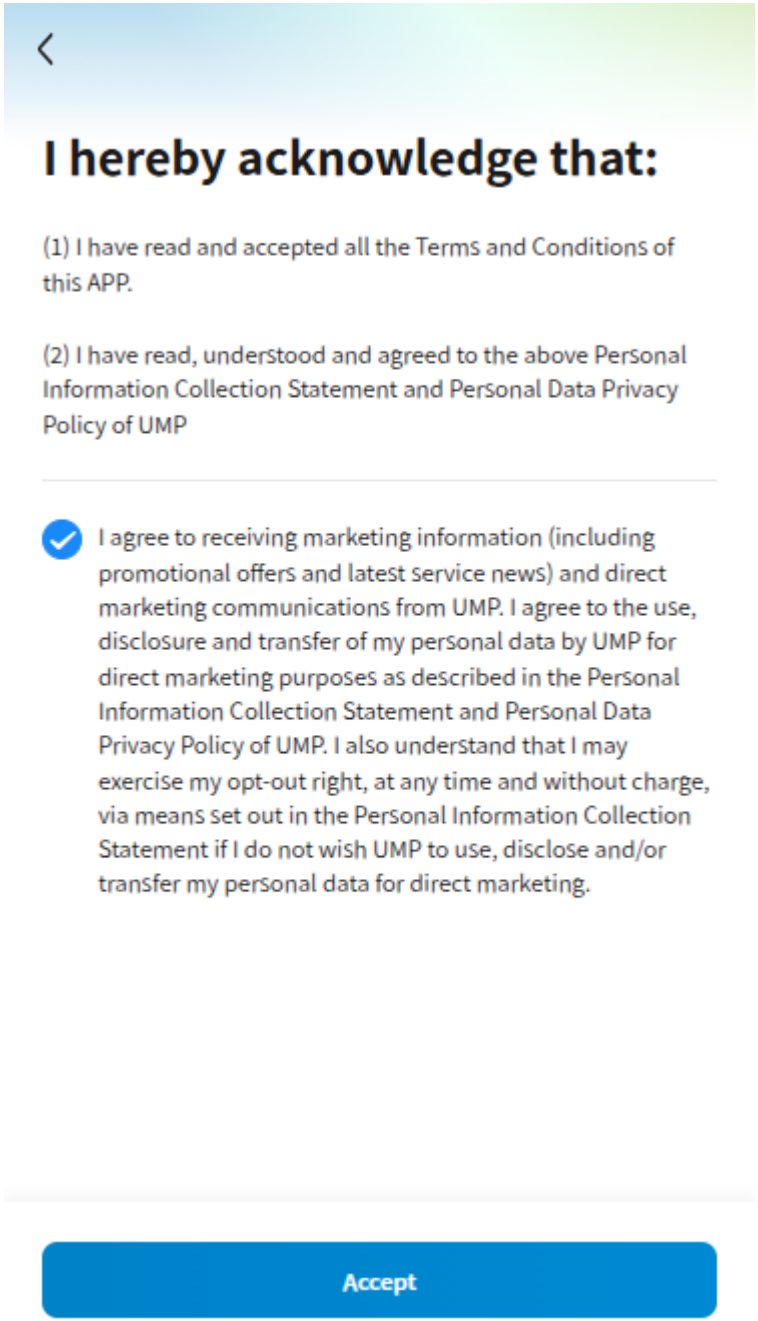
第四步：為確保您的帳戶安全，請設置密碼。請確保密碼包含至少 8 位字符、一個大寫字母及一個數字。在確認密碼欄位中再次輸入您的密碼。確認兩次輸入的密碼一致後, 點擊繼續。



UMP 聯合醫務

Step 5: Read and click Accept to agree the UMP Member's Terms and Conditions and Personal Data Privacy Policy.

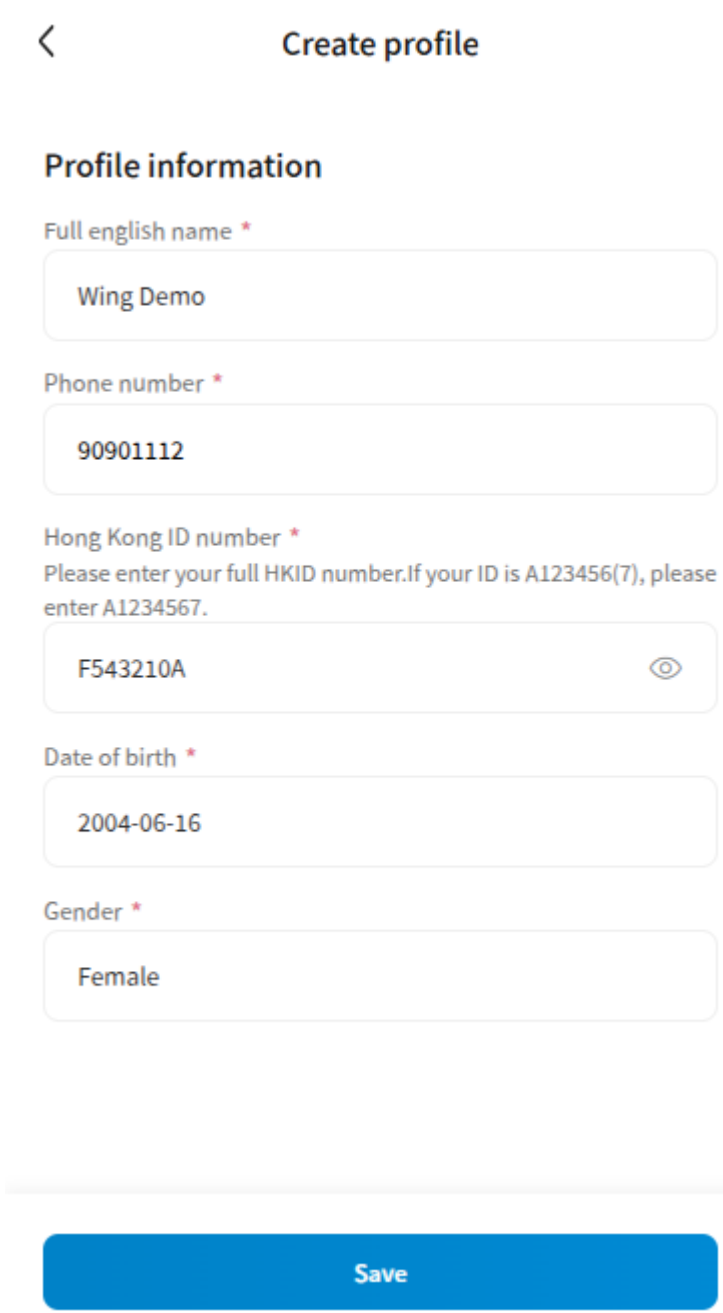
第五步：細閱條款後，按下同意表示接受聯合醫務會員條款及細則與個人資料隱私政策。



UMP 聯合醫務

Step 6: Tick the checkbox if you agree to receive marketing information and latest news from UMP. Click Accept to proceed.

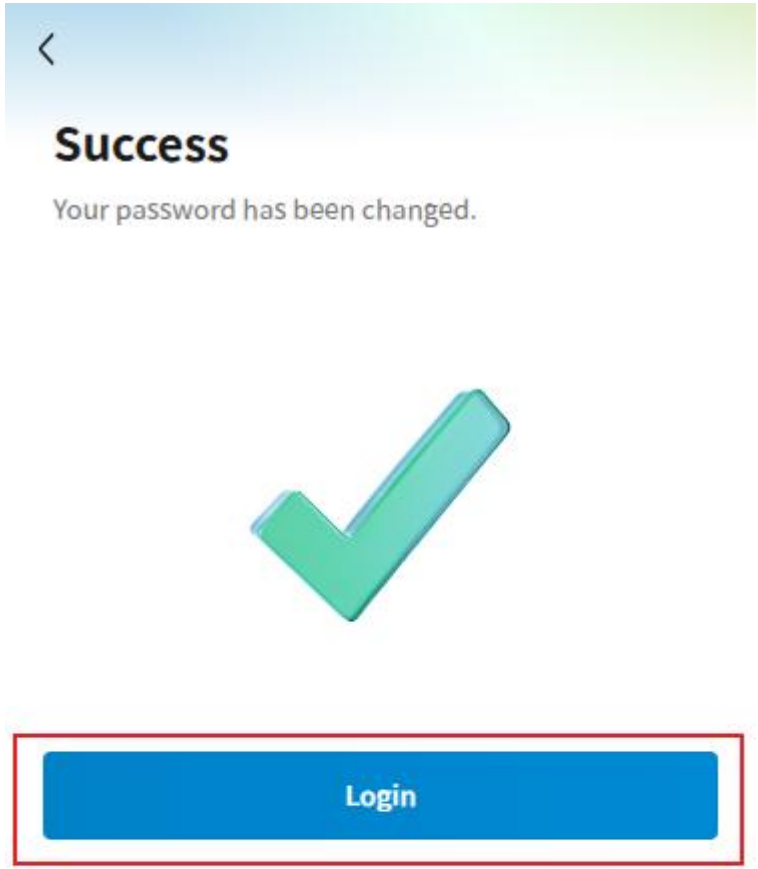
第六步：如您同意接收聯合醫務的營銷資訊及最新消息，請勾選方格。點擊同意以繼續。



UMP 聯合醫務

Step 7: Fill in your personal profile information, including English Name, Phone Number, HKID, Date of Birth, and Gender to create profile. Click Save to complete the setup.

第七步 : 填寫個人資料 , 包括英文全名、 電話號碼、 香港身份證號碼、 出生日期及性別以建立個人檔案後，點擊確認完成設置。



UMP 聯合醫務

Step 8: Your account has been successfully created. Click Login to access your account.

第八步 : 賬號已成功註冊。點擊登入以登入您的帳戶。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Login & Reset password
登入及重設密碼



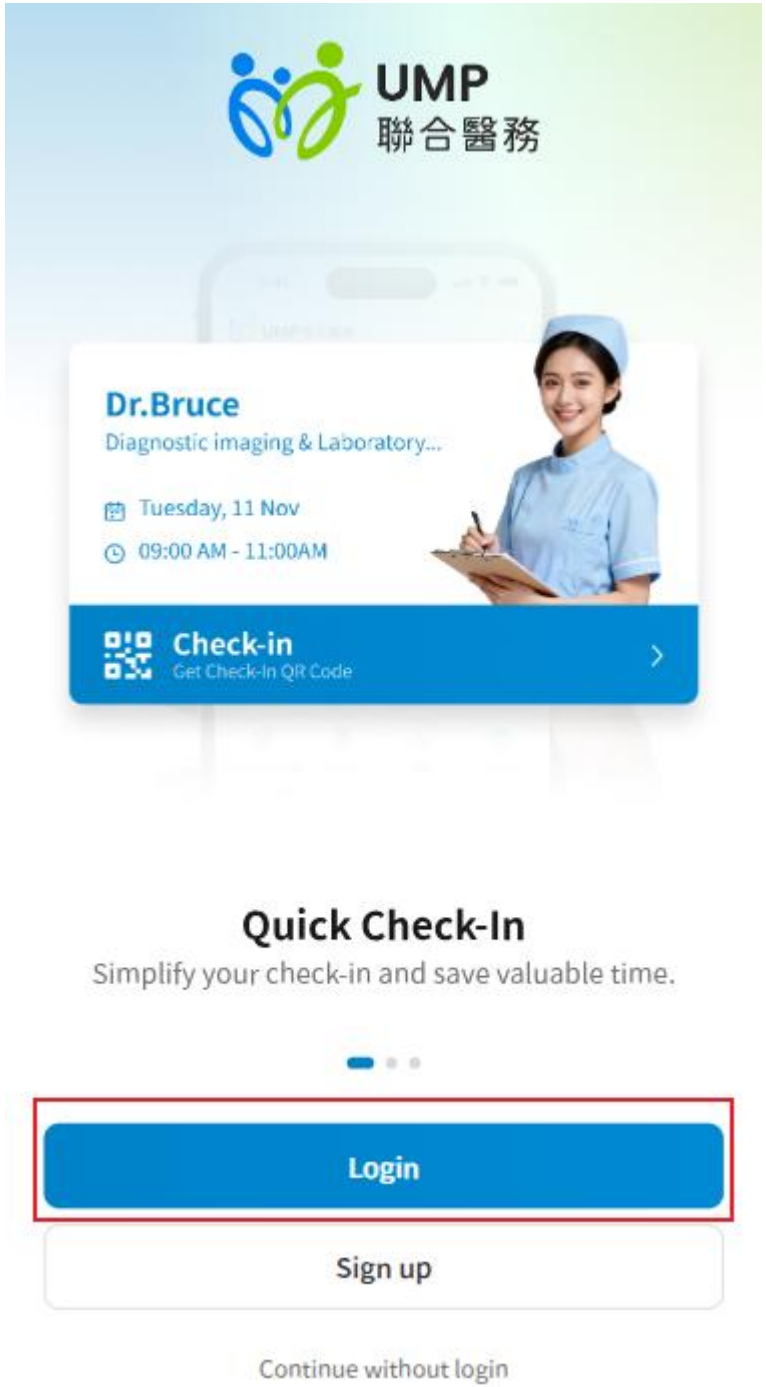






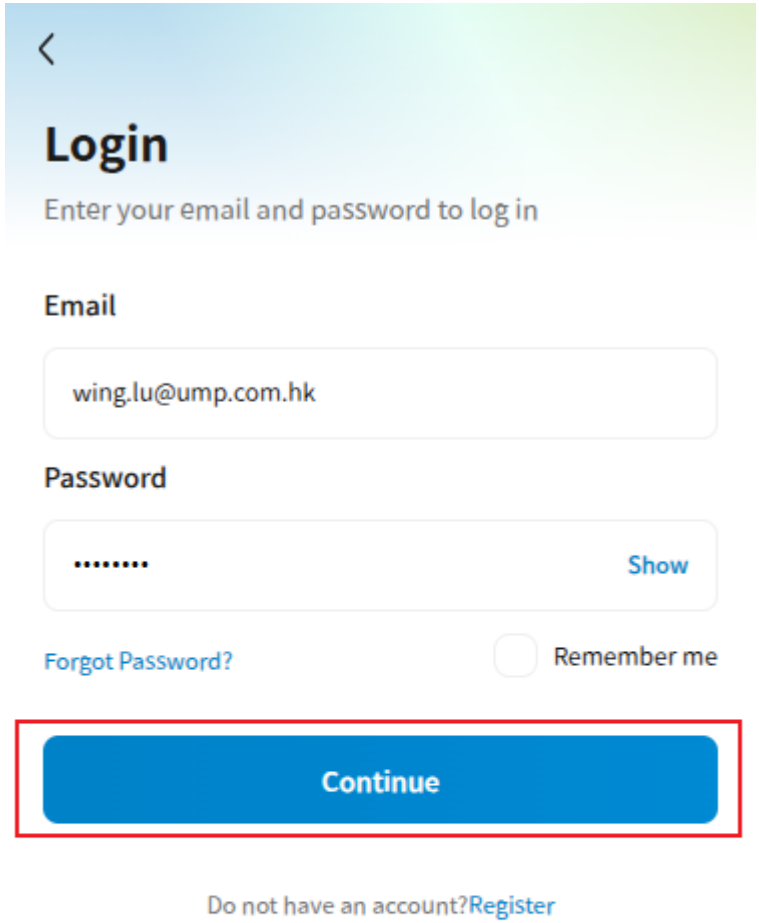


Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



Step 1: On the splash screen, click the Login button to proceed to the login page.

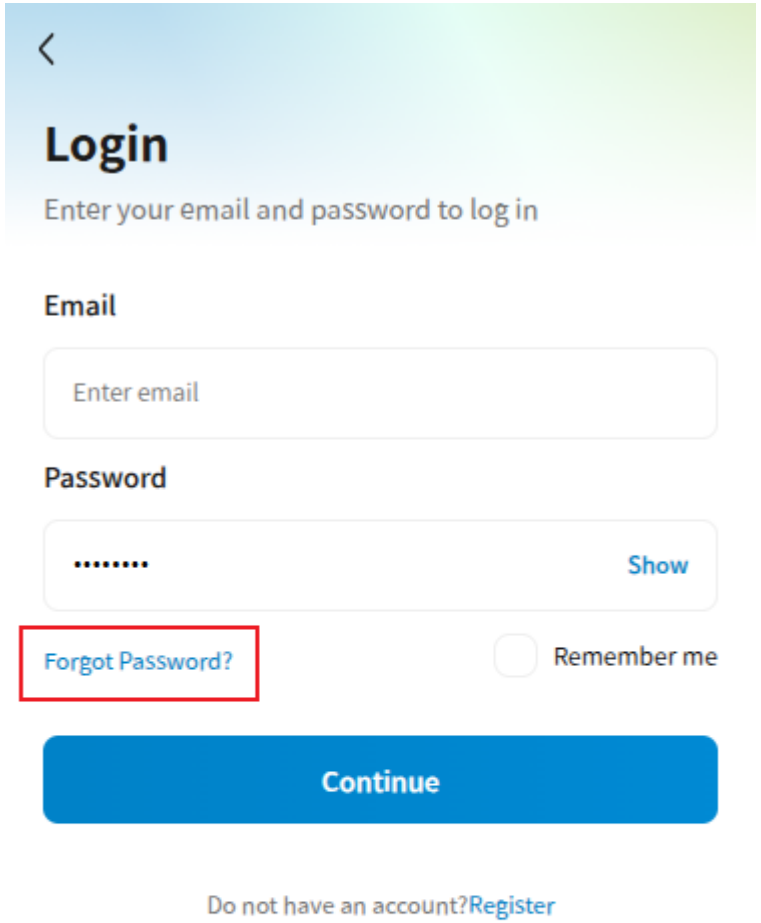
第一步 : 在啟動頁面上 , 點擊登入按鈕進入登入頁面 。



UMP 聯合醫務

Step 2: Enter your registered Email and Password, then click Continue to log in.

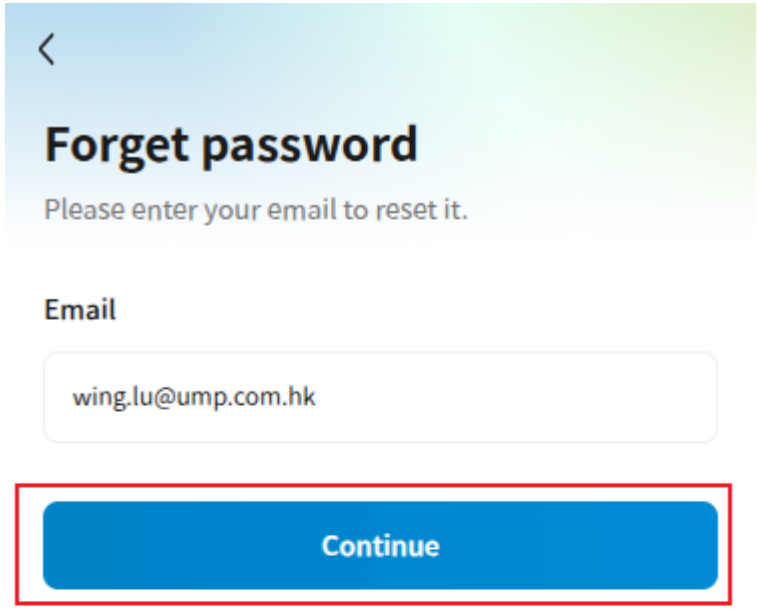
第二步：輸入您註冊的電子郵件和密碼，然後點擊繼續以登入。



UMP 聯合醫務

Step 3: If you cannot remember your password, click the Forgot Password? located above the Continue button.

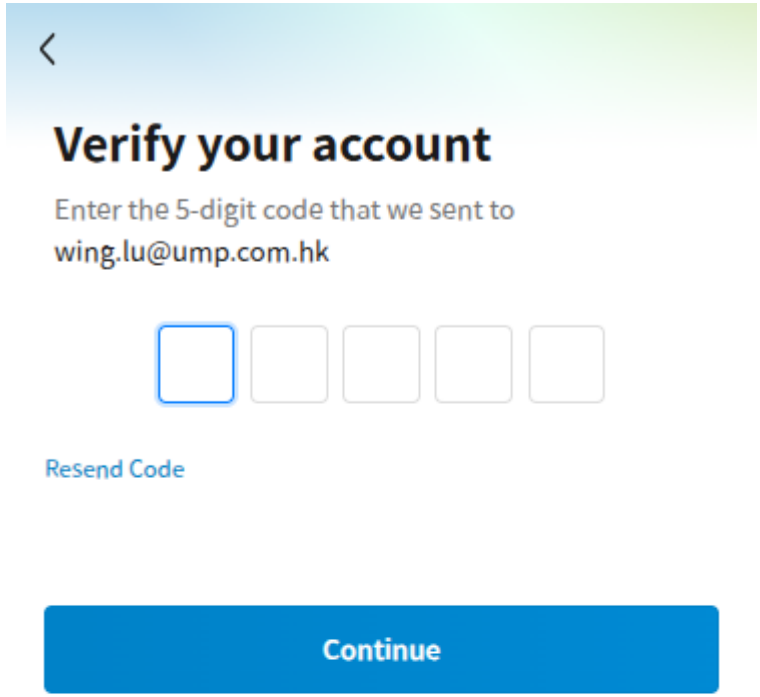
第三步：如果您忘記密碼，請點擊位於繼續按鈕上方的忘記密碼？。



UMP 聯合醫務

Step 4: Enter your registered email address and click Continue to receive a reset code.

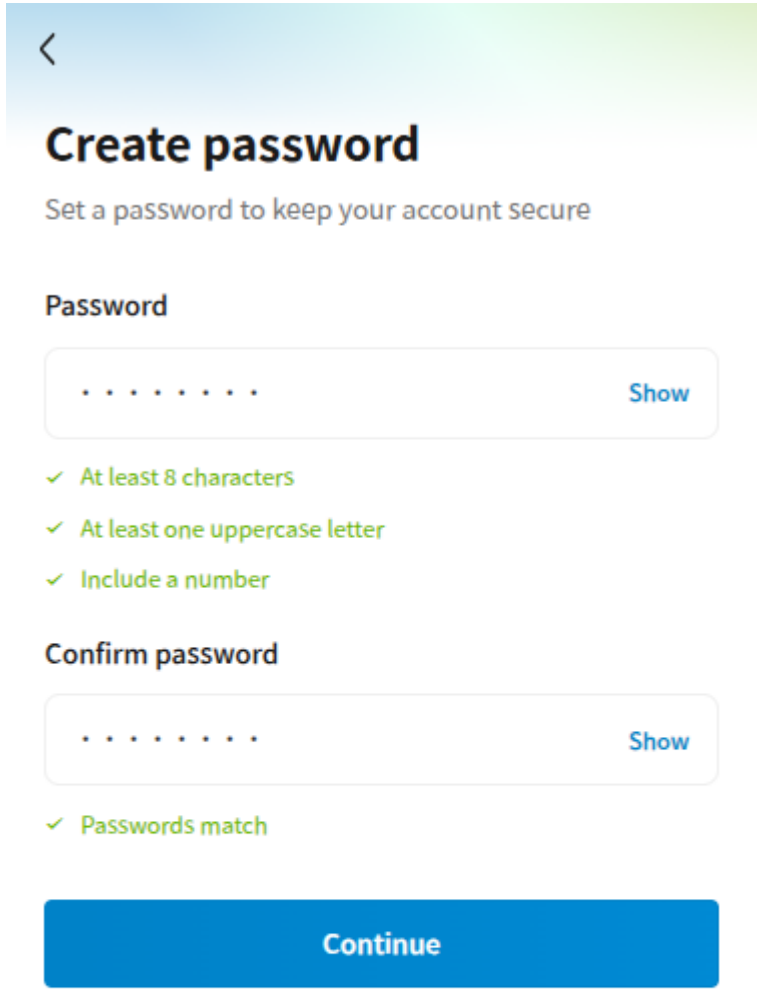
第四步：輸入您的註冊電子郵件地址，然後點擊繼續以獲取重置驗證碼。



UMP 聯合醫務

Step 5: Enter the 5-digit verification code sent to your email and click Continue.

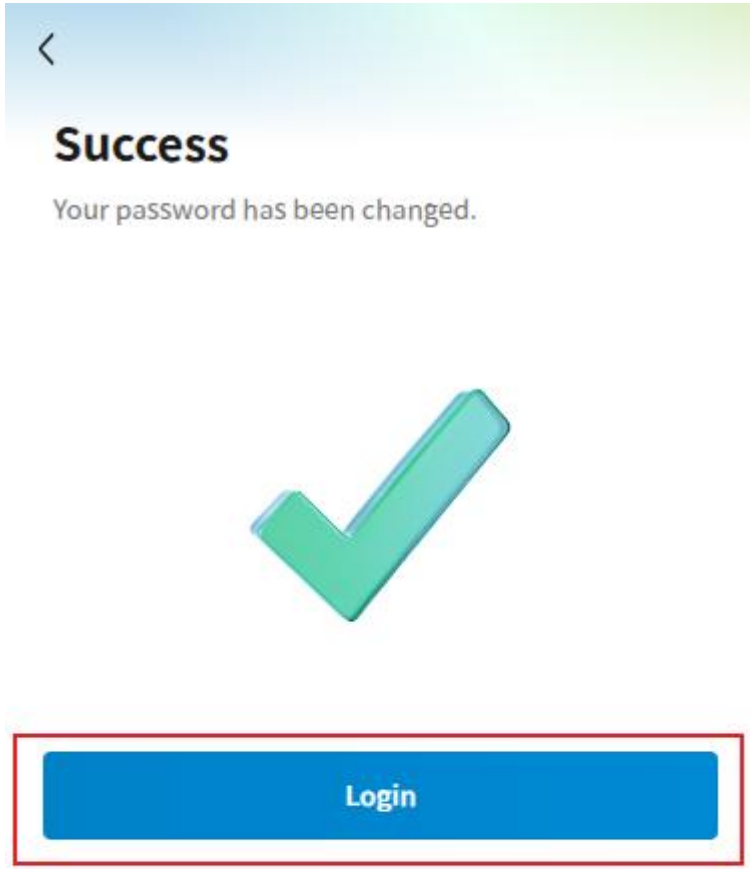
第五步：輸入發送到您電子郵件的 5位數驗證碼，然後點擊繼續。



UMP 聯合醫務

Step 6: Set a new password ensuring it meets the security criteria: at least 8 characters, one uppercase letter, and one number. Confirm the password and click Continue.

第六步：設置符合安全條件的新密碼：至少8個字符、 1個大寫字母和1個數字。 確認密碼後點擊繼續。



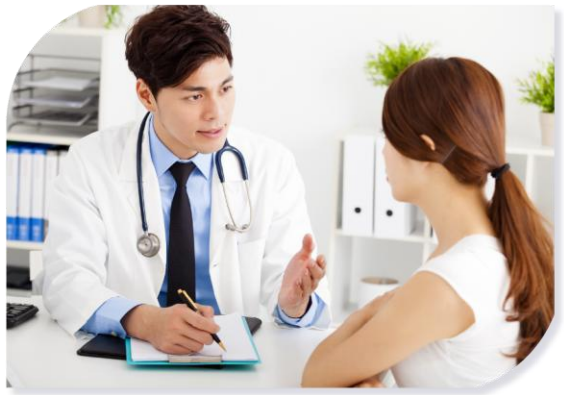
UMP 聯合醫務

Step 7: Once you see the Success screen, click Login to access your account with your new password.

第七步 : 看到成功頁面後 , 點擊登入並使用新密碼登入您的帳戶。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Add Medical/Dental Card
添加醫療/牙科卡



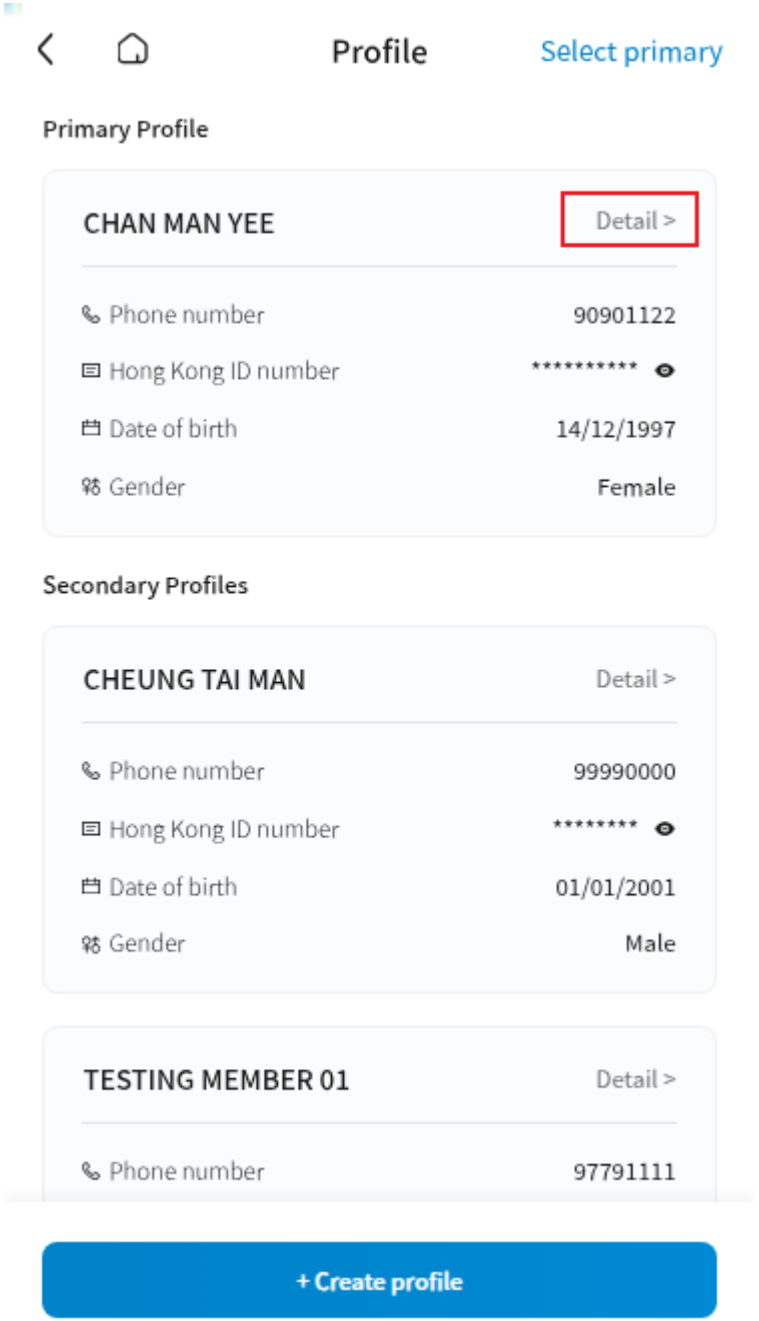

Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

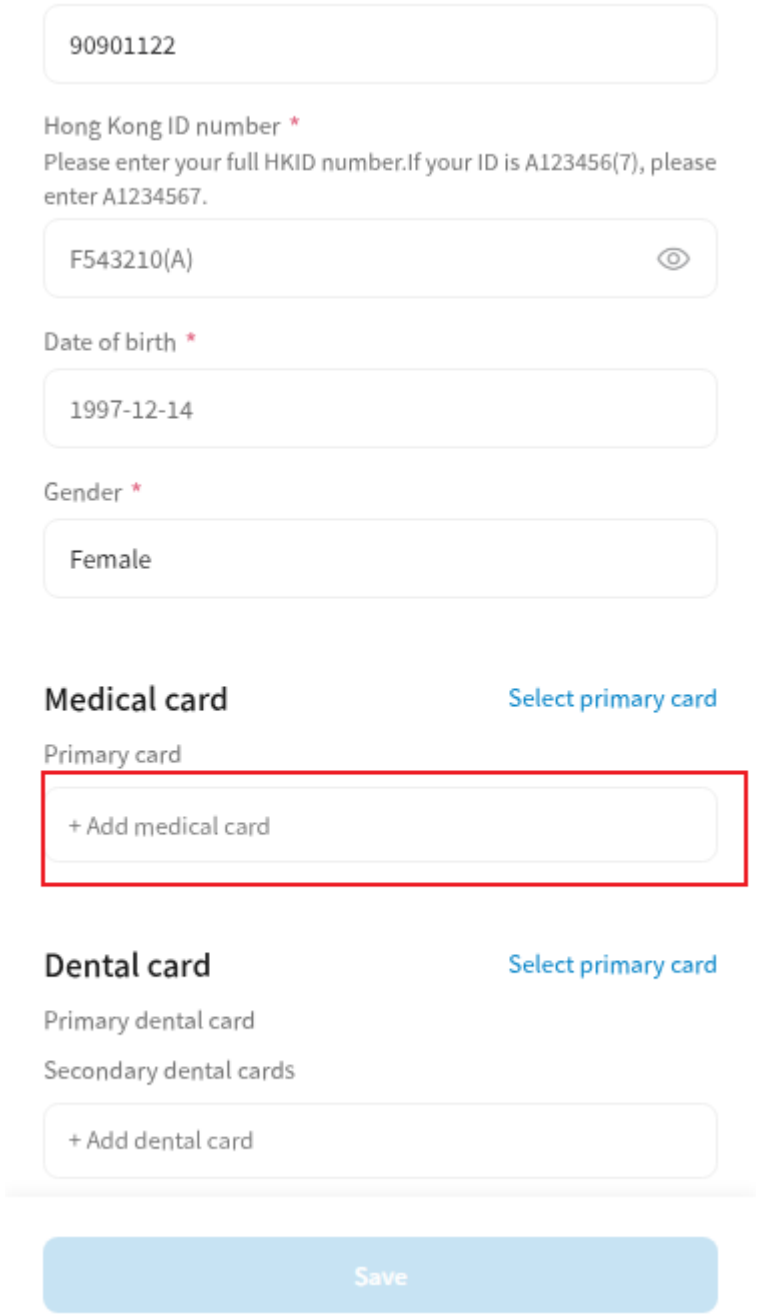
Step 1: Click Profile&Card on the homepage to manage or add profiles.

第一步：在首頁點擊檔案及醫療卡以管理或新增個人檔案。



Step 2: Click Detail > next to the profile name to view or manage specific profile information.

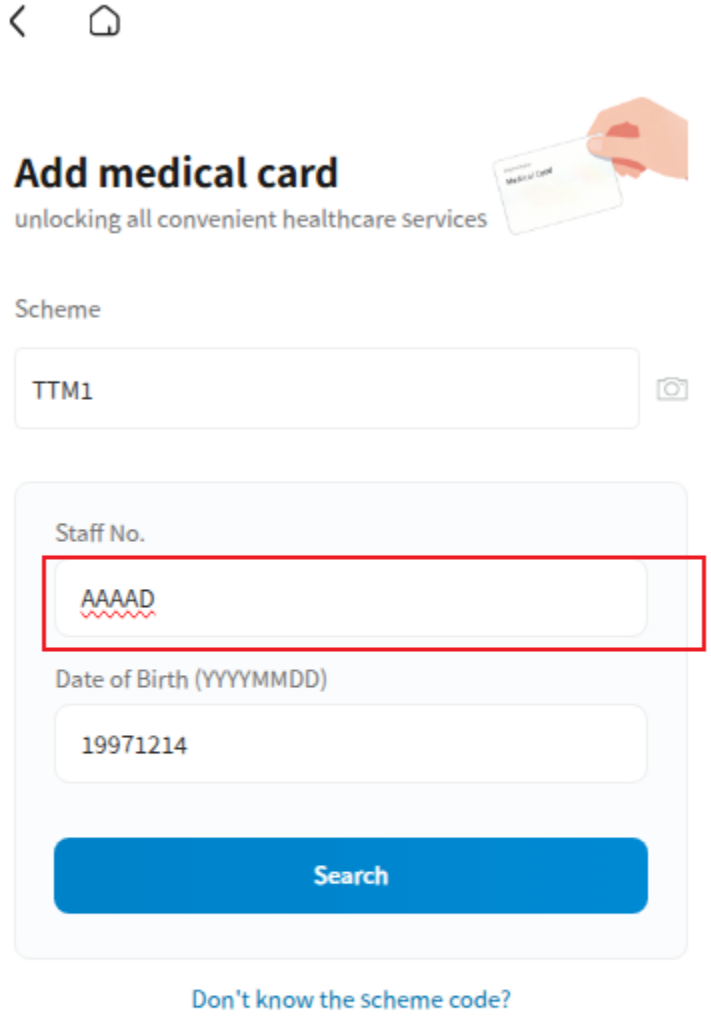
第二步：點擊個人檔案名稱旁邊的詳情以查看或管理特定的個人檔案資訊 。



UMP 聯合醫務

Step 3: Scroll down to the Medical/DentaL card section and click + Add medical card/Dental card. Review your profile information to ensure all mandatory fields (marked with *) are correct before proceeding.

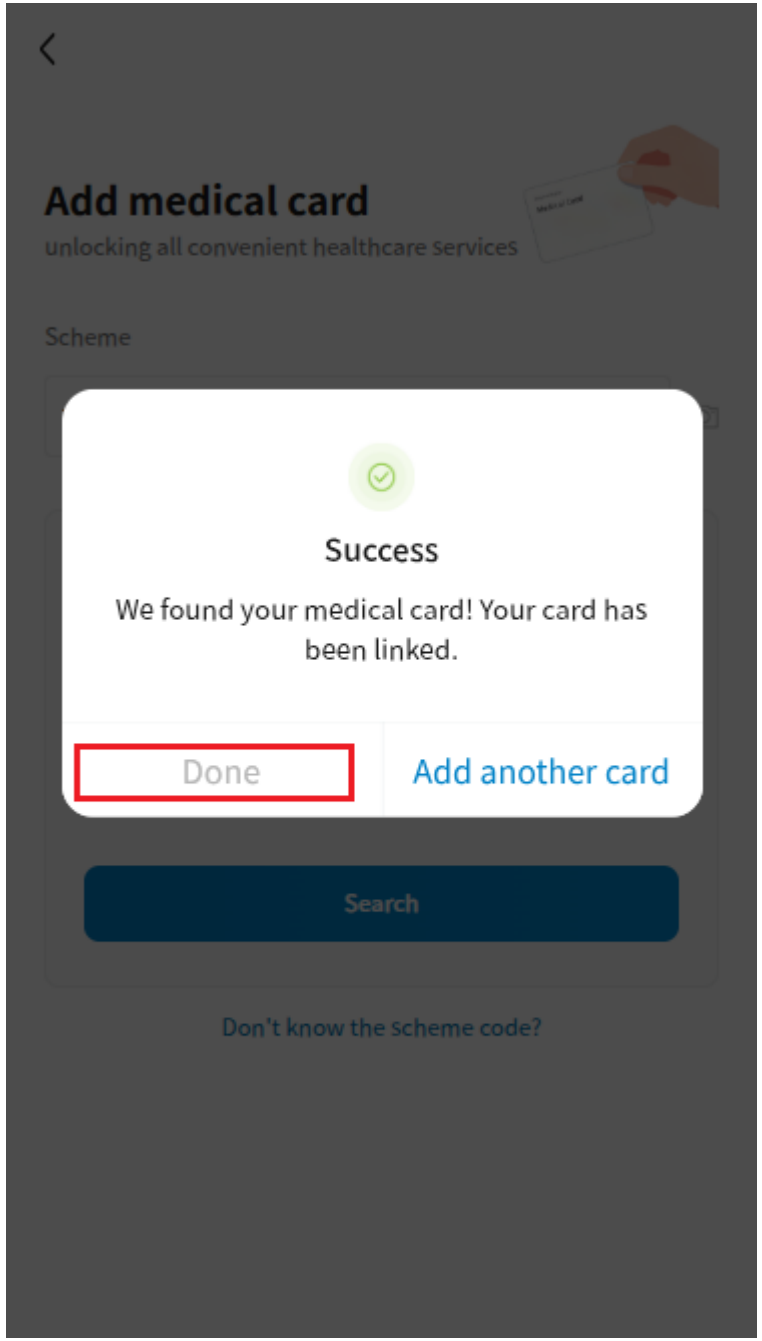
第三步：向下滾動至醫療卡/牙科卡部分,然後點擊+添加醫療卡/牙科卡。
在繼續之前,請檢查您的個人資料,確保所有必填項目均正確無誤。



UMP 聯合醫務

Step 4.1: Search Medical/Dental Card By Scheme Code.
Enter your Scheme code, Staff No., and Date of Birth (YYYYMMDD). Click Search to retrieve your medical card.
If you are unsure of your scheme code, click Don't know the scheme code? to search with other information; please refer to Step 4.2 for the process.

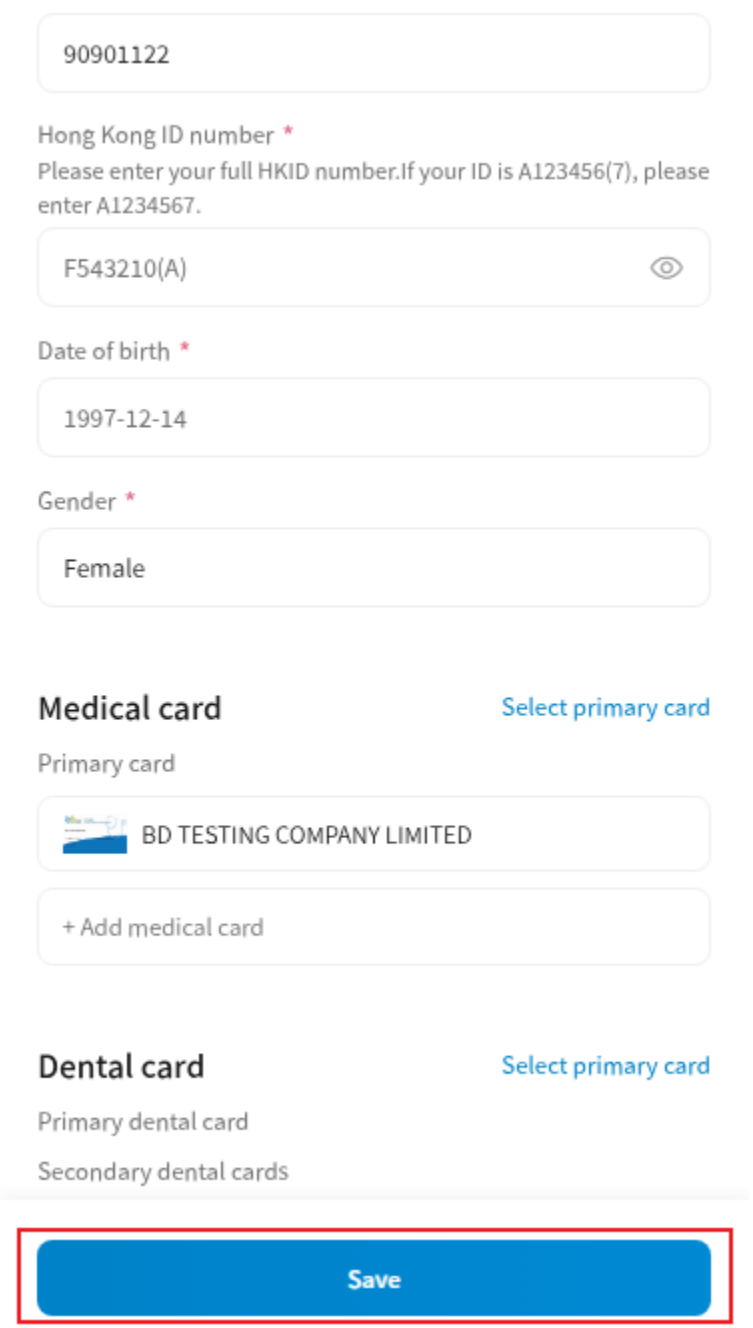
第四步(①) : 以計劃代碼搜尋醫療卡/牙科卡， 輸入您的計劃編號(Scheme)、員工編號(Staff No.) 及出生日期 (格式 :年年年年月月日日)。點擊搜尋以獲取您的醫療卡/牙科卡。
如果您不確定計劃代碼,請點擊不知道計劃代碼?以其他資料搜索醫療卡/牙科卡,步驟請參考第四步(②)。



UMP 聯合醫務

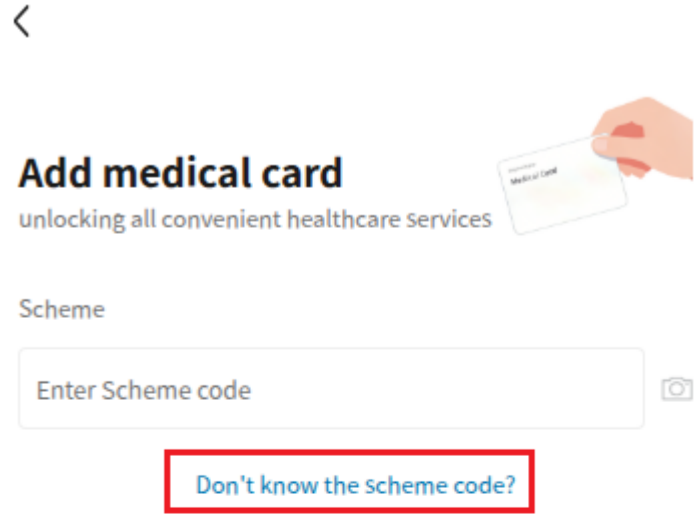
Step 5: A success message will appear once your medical/dental card has been found and linked. Click Done to return to your profile. If you have more than one card, click Add another card to continue.

第五步：找到您的醫療卡/牙科卡後，系統將顯示成功連結的訊息。
點擊完成返回您的個人檔案。如果您有多於一張醫療卡 /牙科卡, 請點擊添加更多繼續。



Step 6: You must click Save at the bottom of the screen to confirm and finalize these profile changes.

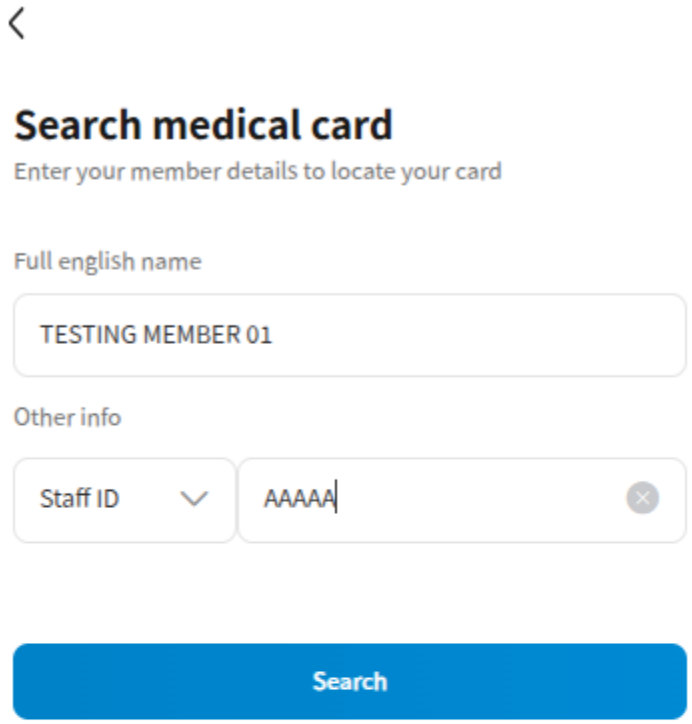
第六步：點擊頁面底部的儲存以確認並完成個人檔案的變更。



UMP 聯合醫務

Step 4.2: If you do not have a scheme code, click Don't know the scheme code? This will allow you to search for your medical card using other personal identification details.

第四步 (②) : 如果您不確定計劃代碼,請點擊 “不知道計劃代碼” ?。 這將允許您使用其他個人身份資料來搜尋您的醫療卡。



Step 4.2: Enter your staff ID, if you want to use other info to locate your card, click the dropdown arrow under Other info and select your identifier type。 Enter the corresponding identification , such as your Staff ID, then click Search to validate if you have any valid medical/dental card.
Once a valid medical/dental card is successfully found, repeat steps 5-6 to complete the card adding process.

第四步(②) : 輸入您的員工編號，如要輸入其他身份識別資料，點擊其他資料下的下拉式選單箭頭。並選擇您的身份識別類別。輸入相應的身份證明資料後，點擊搜尋以驗證您是否有任何有效的醫療卡/牙科卡。
成功搜索到有效的醫療卡/牙科卡後重複步驟五至六完成加卡。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Find Doctor and Clinic
尋找醫生及診所











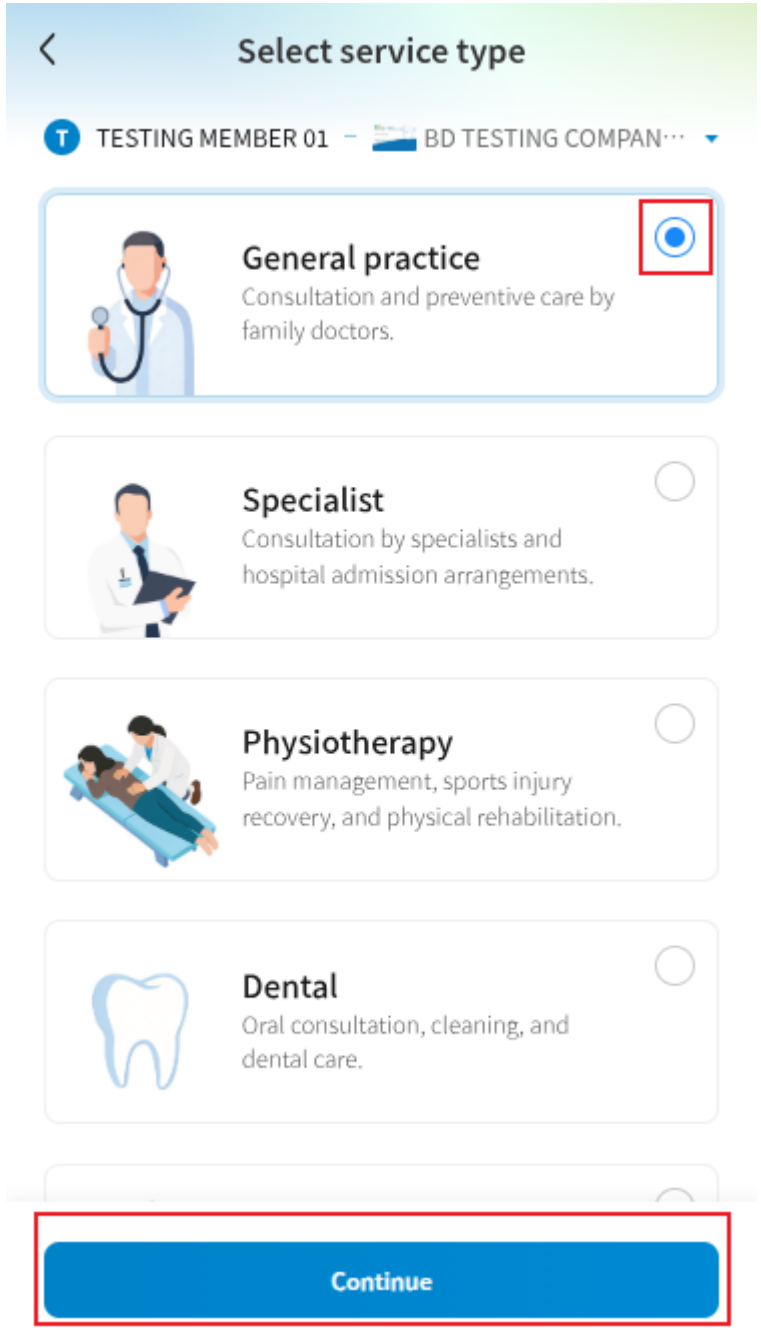
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Step 1: Access Find Doctor or clinic from homepage.

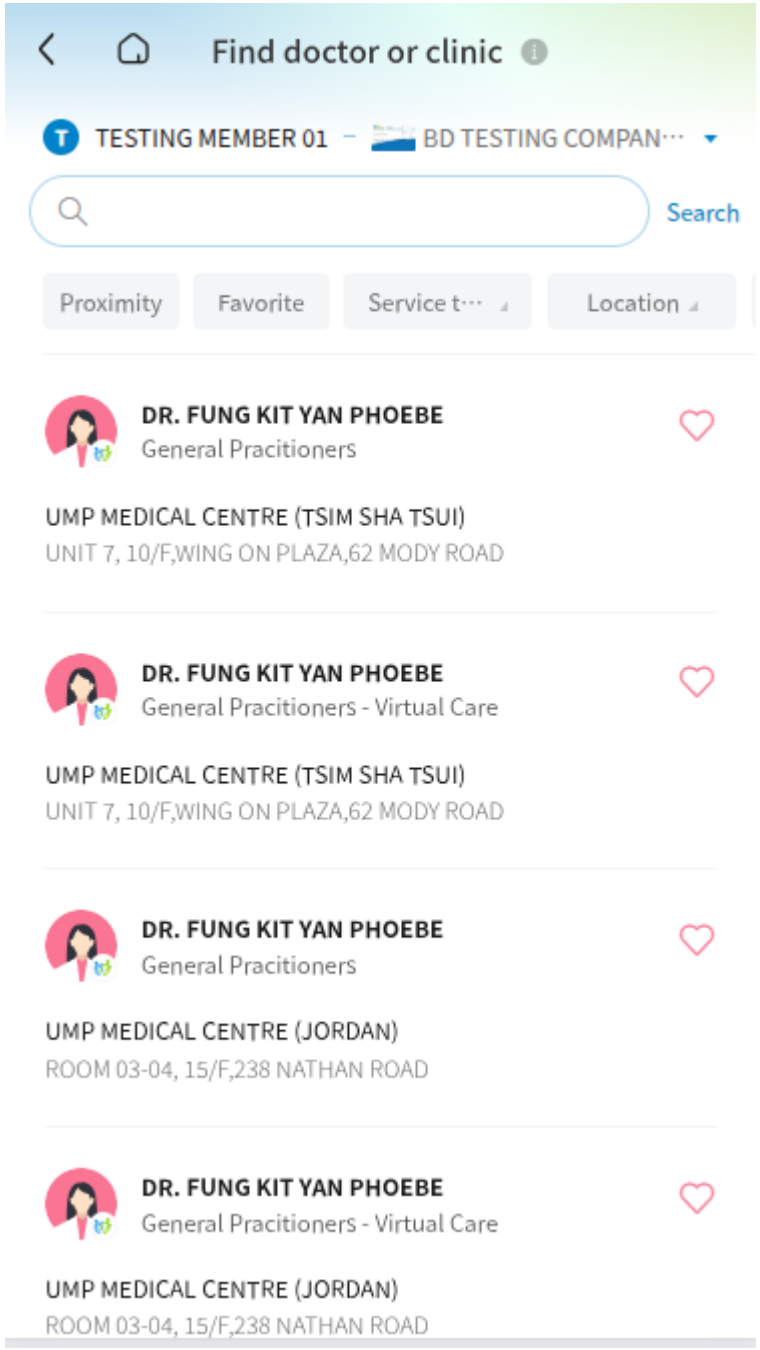
第一步：在首頁進入尋找醫生或診所。



UMP 聯合醫務

Step 2: Select your required service type (e.g., General practice, Specialties, or Dental) and click Continue.

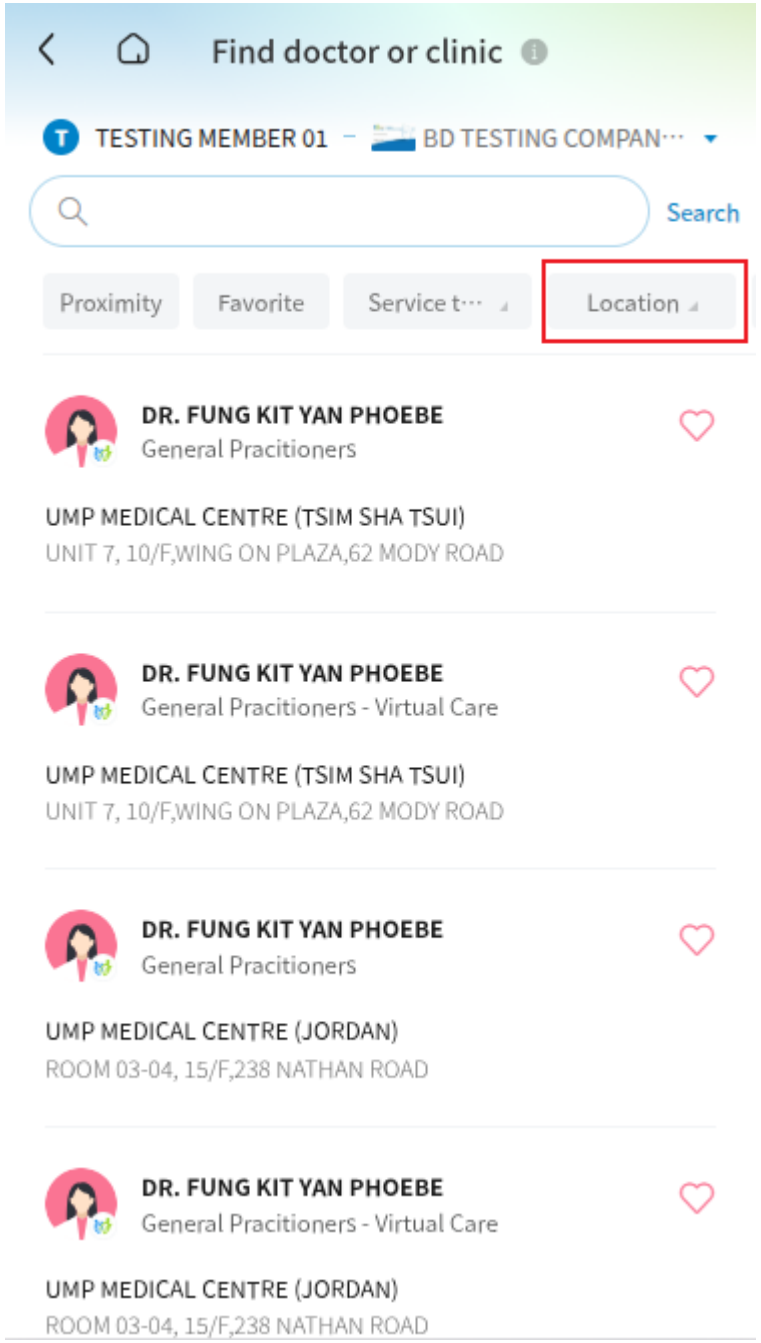
第二步：選擇您所需的服務類別(例如：普通科、專科或牙科)，然後點擊繼續



UMP 聯合醫務

Step 3: Browse the list of available doctors. You can see their gender, clinic locations, and addresses.

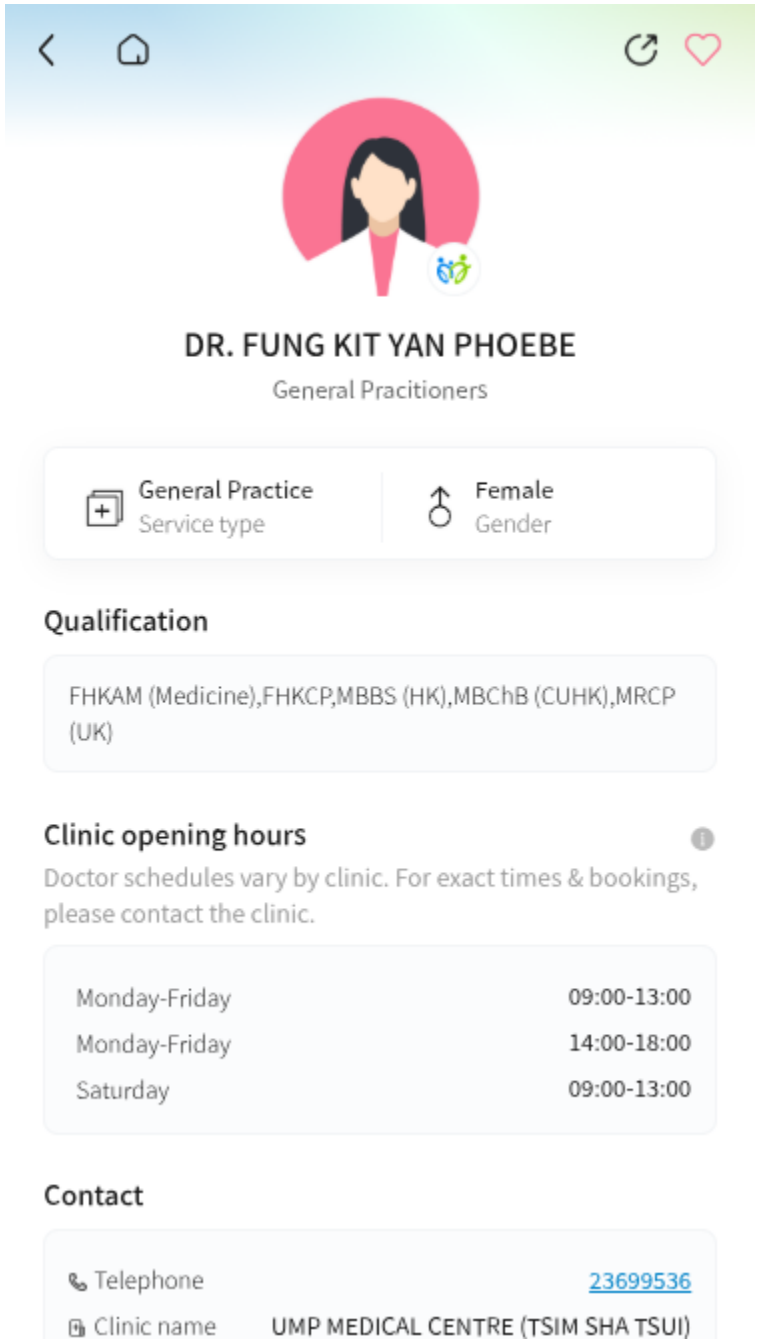
第三步: 瀏覽網絡醫生列表。您可以查看醫生的性別、服務科目、所屬醫療中心及地址。



UMP 聯合醫務

Step 4: Click filter tag to filter doctors, for example click Location can filter doctors by specific regions. Select the city and district, then click Apply to get filtered doctor list.

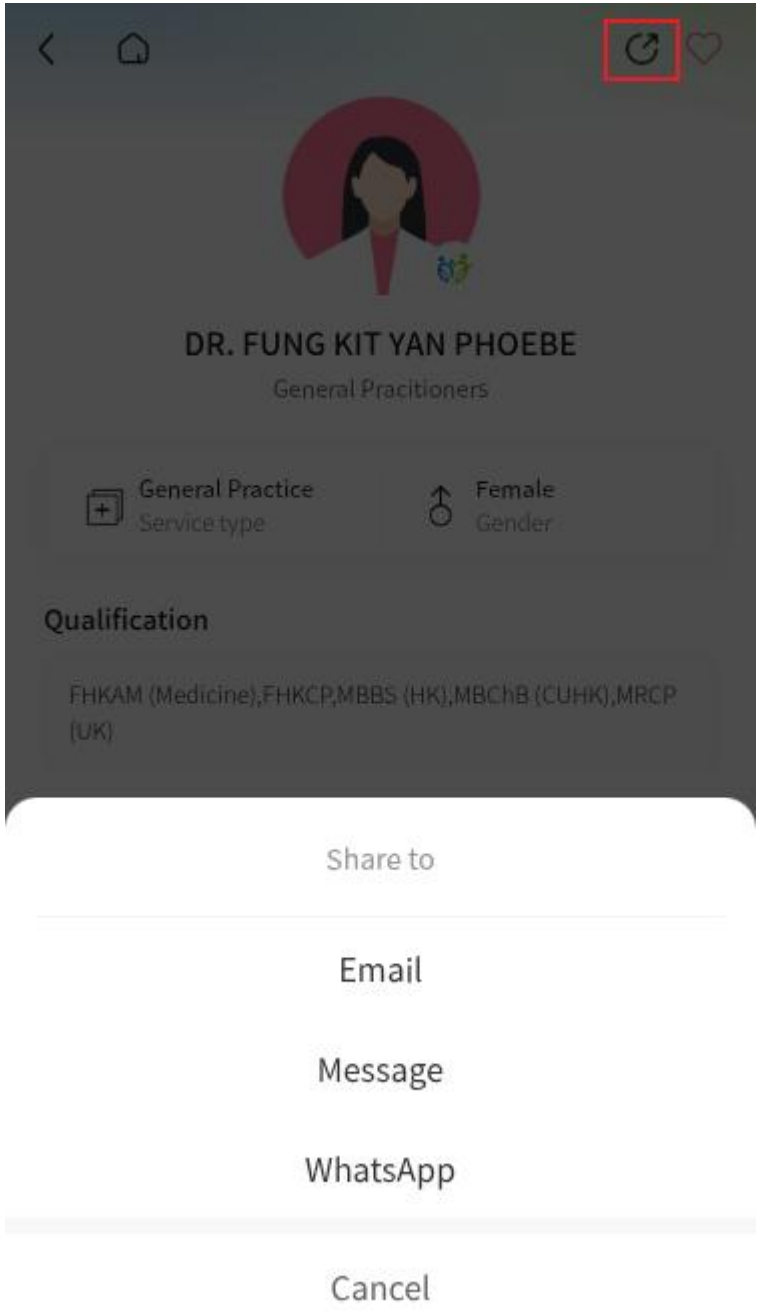
第四步：可點選篩選條件以篩選醫生, 例如點擊地區。可獲取該地區的網絡醫生列表。 選擇城市及地區後，點擊應用可獲取相應醫生列表。



UMP 聯合醫務

Step 5: Click on a doctor's name to view detailed information, including Qualifications, Clinic opening hours, and Contact details.

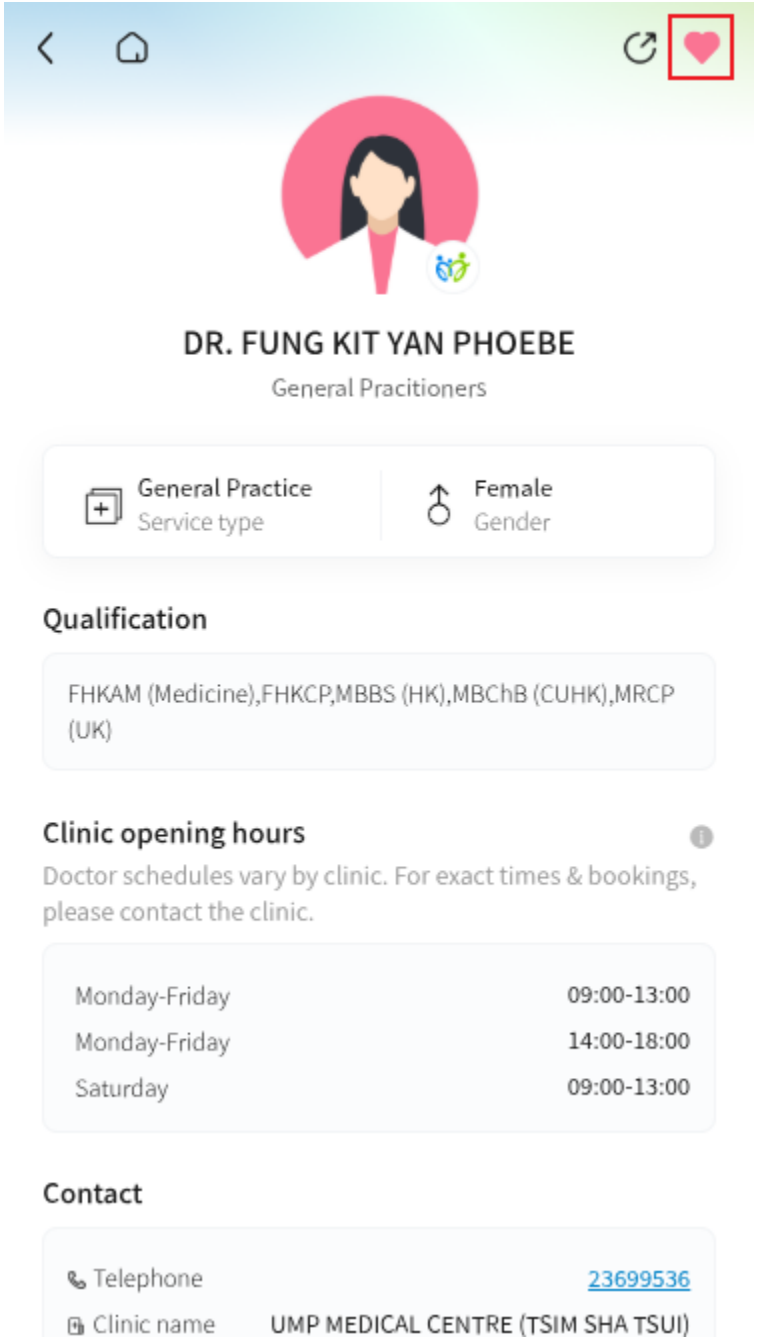
第五步：點擊醫生姓名以查看醫生詳細資料，包括專業資格、診所營業時間及聯絡資料等。



UMP 聯合醫務

Step 6: Click the Share icon in the top right corner to send the doctor's details via Email, Message, or WhatsApp.

第六步：點擊右上角的分享圖標 , 即可透過電郵、訊息 或 WhatsApp 發送醫生詳情。



UMP 聯合醫務

Step 7: Click the Heart icon to save the doctor to your Favorite list for quicker access in the future.

第七步：點擊愛心圖標將醫生儲存至收藏列表，以便日後快速查看。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Book Appointment 預約



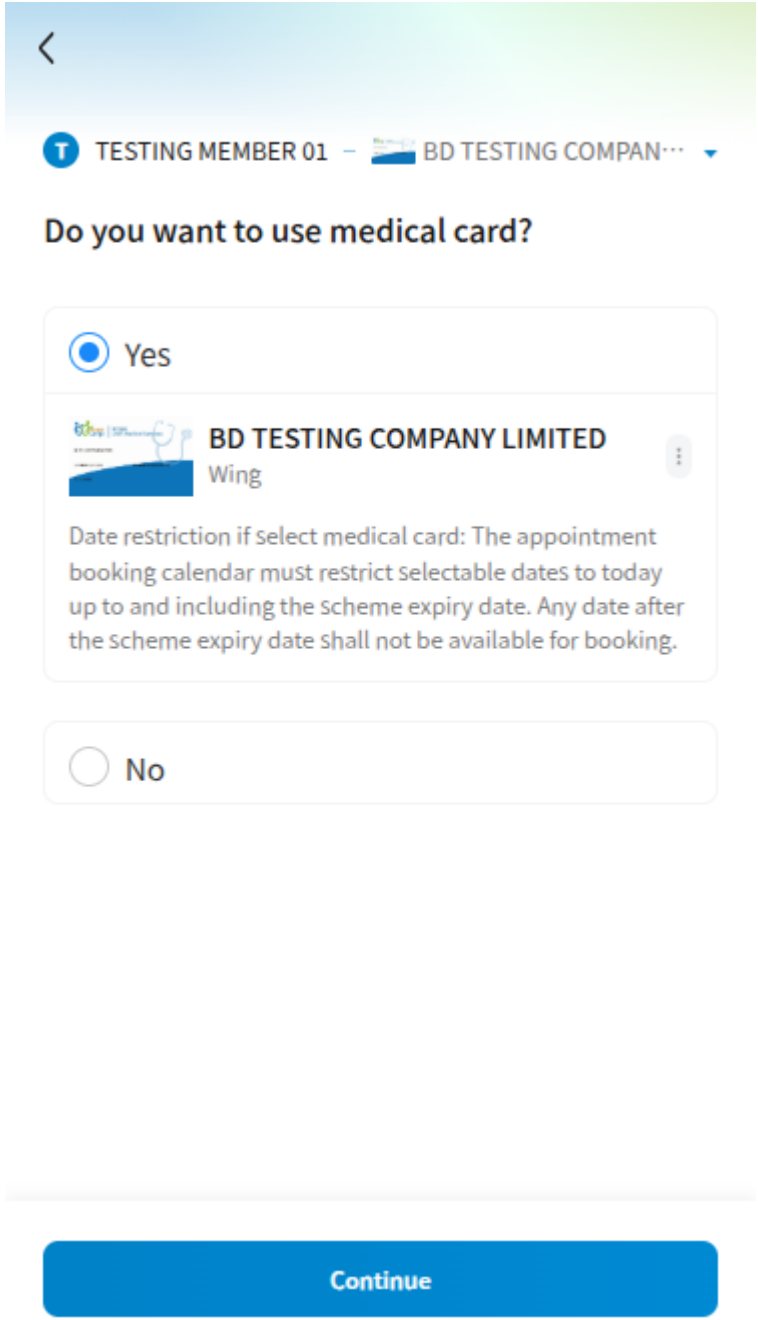
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Step 1: Access Online appointment from homepage.

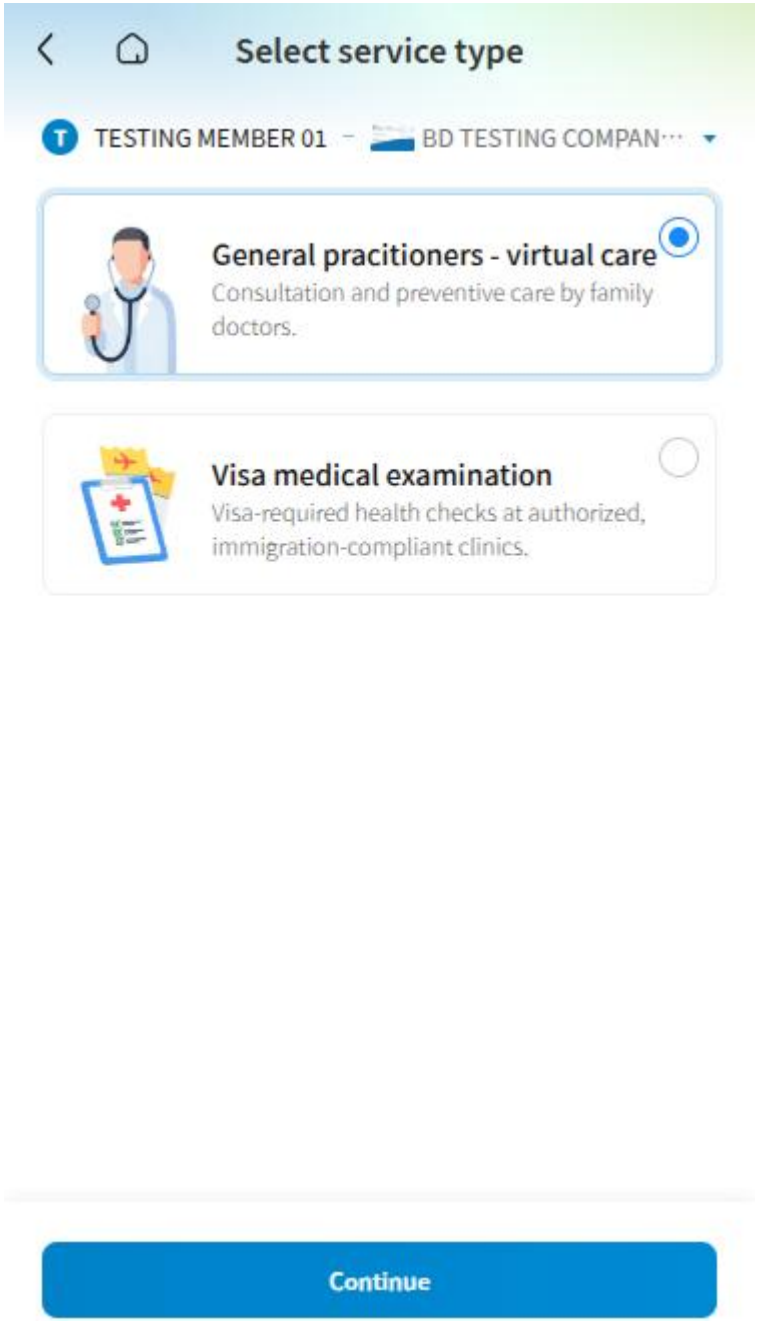
第一步：在首頁進入預約服務。



UMP 聯合醫務

Step 2: Choose whether you want to use a Medical card for this appointment and click Continue.

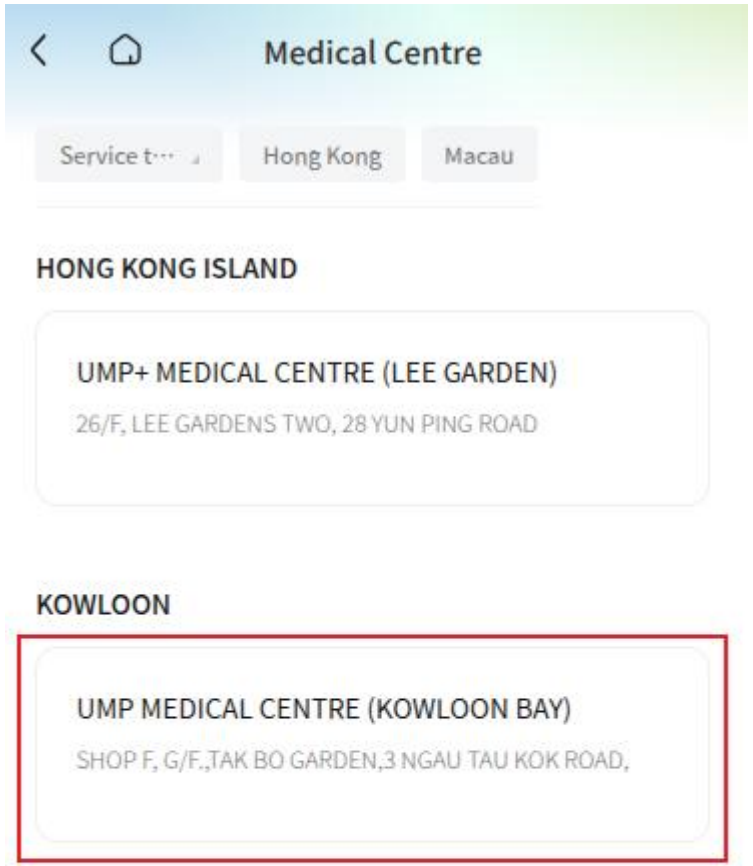
第二步：選擇是否在是次預約中使用醫療卡，然後點擊繼續。



UMP 聯合醫務

Step 3: Select service type, and click Continue.

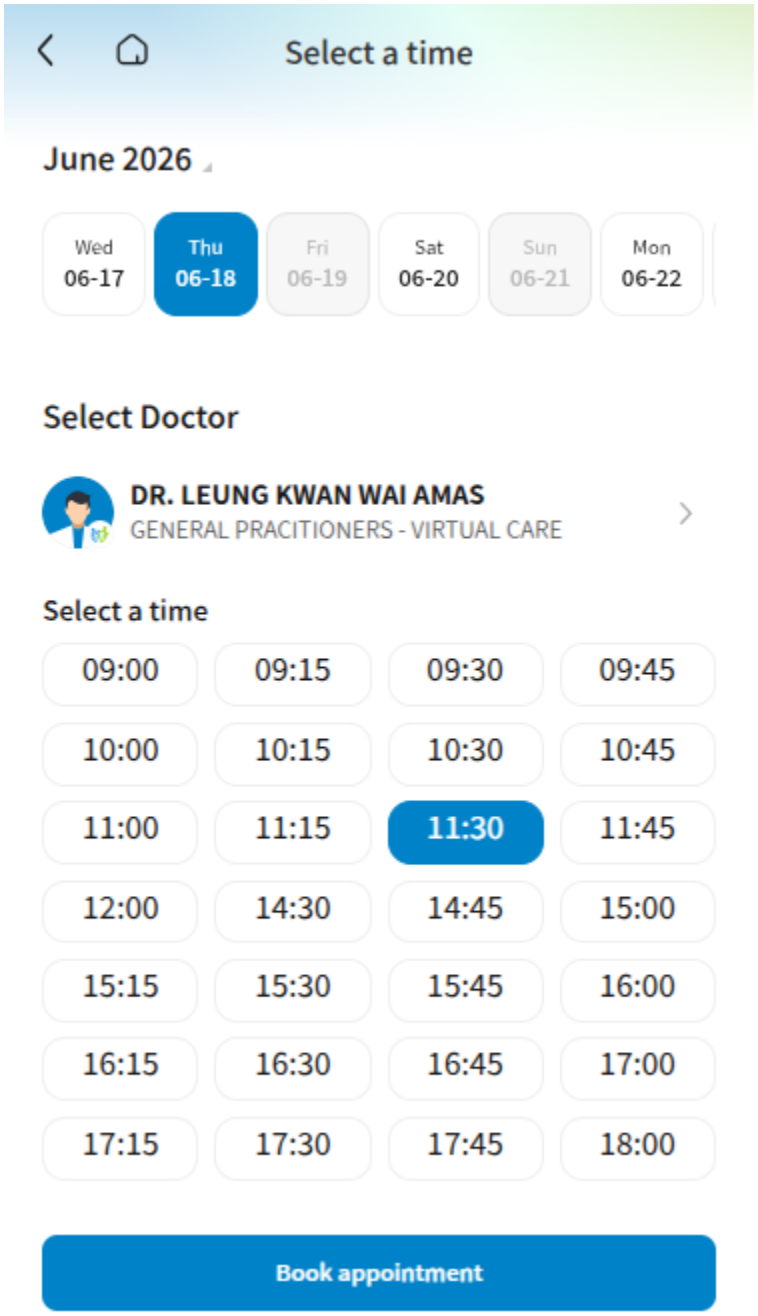
第三步：選擇需要預約的服務類別，然後點擊繼續。



UMP 聯合醫務

Step 4: Select preferred medical center.

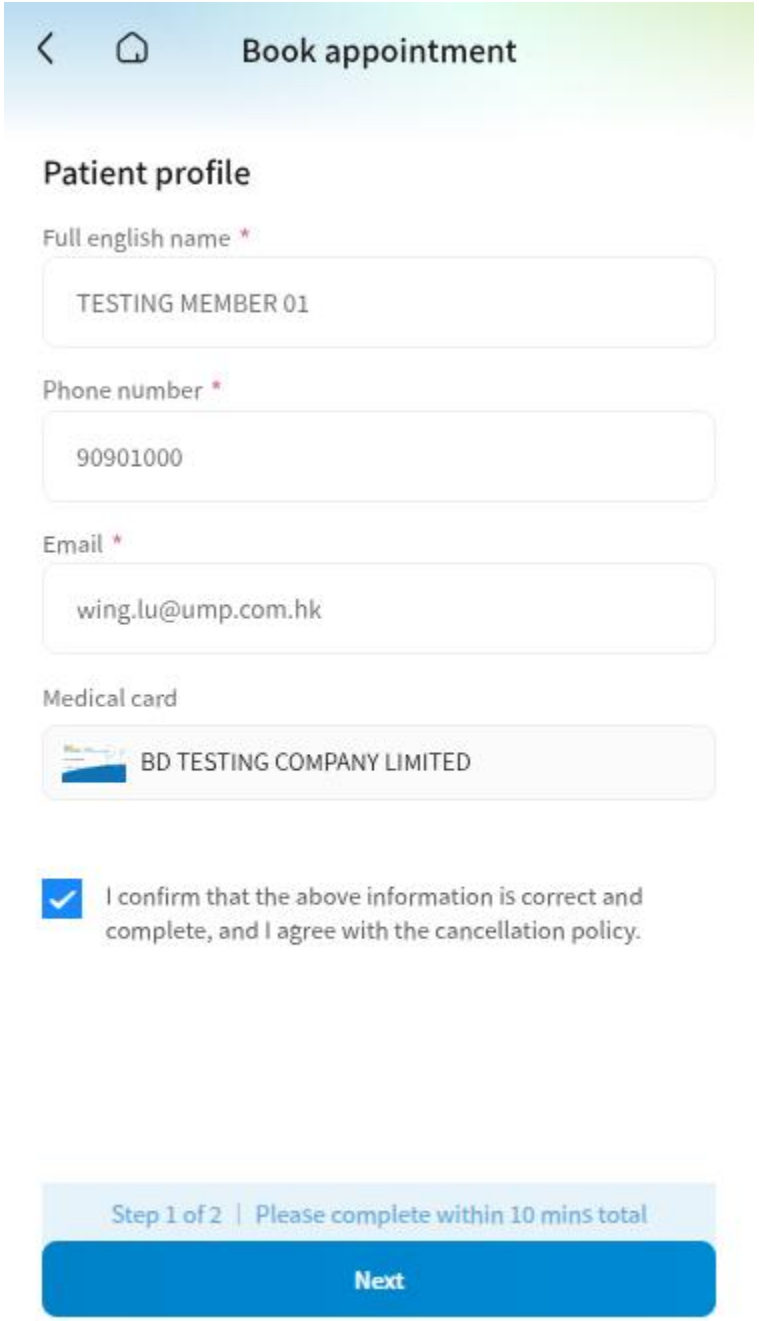
第四步 :選擇診所或醫療中心。



UMP 聯合醫務

Step 5: Select date, doctor and appointment time, then click Book appointment.

第五步：選擇就診日期，醫生及時間，然後點擊預約服務。



UMP 聯合醫務

Step 6: Verify the Patient profile, check the confirmation box to agree with the policy, and click Next.

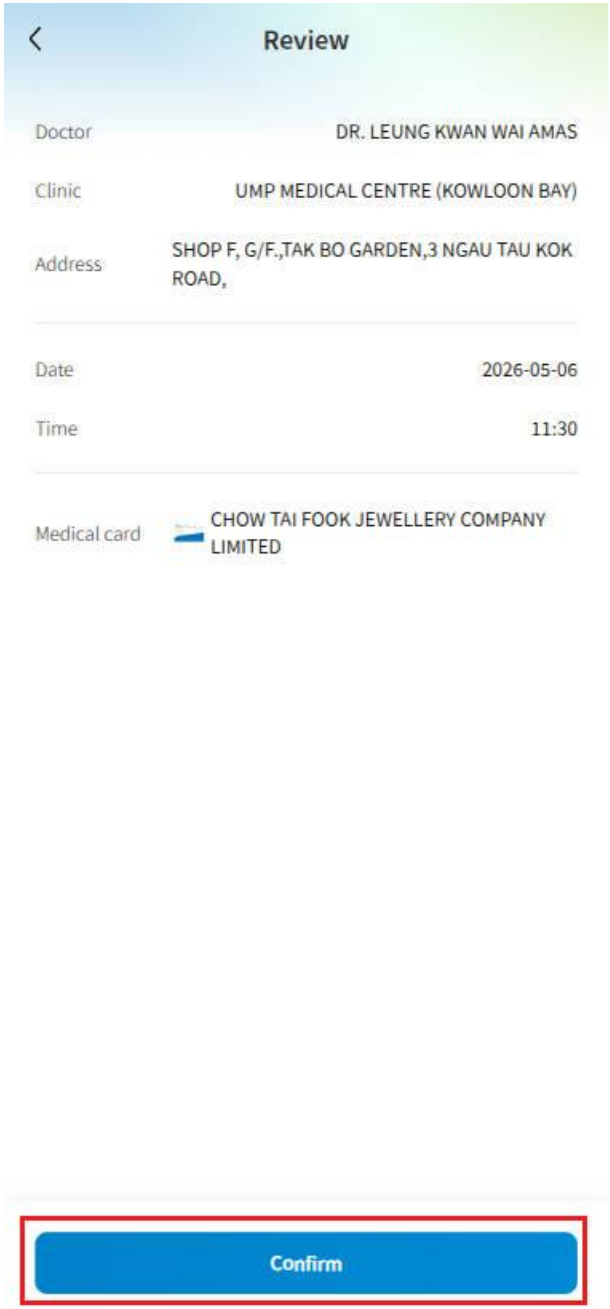
第六步：核對個人資料，勾選確認方格以同意條款，然後點擊下一步。



UMP 聯合醫務

Step 7: Fill in intake form.

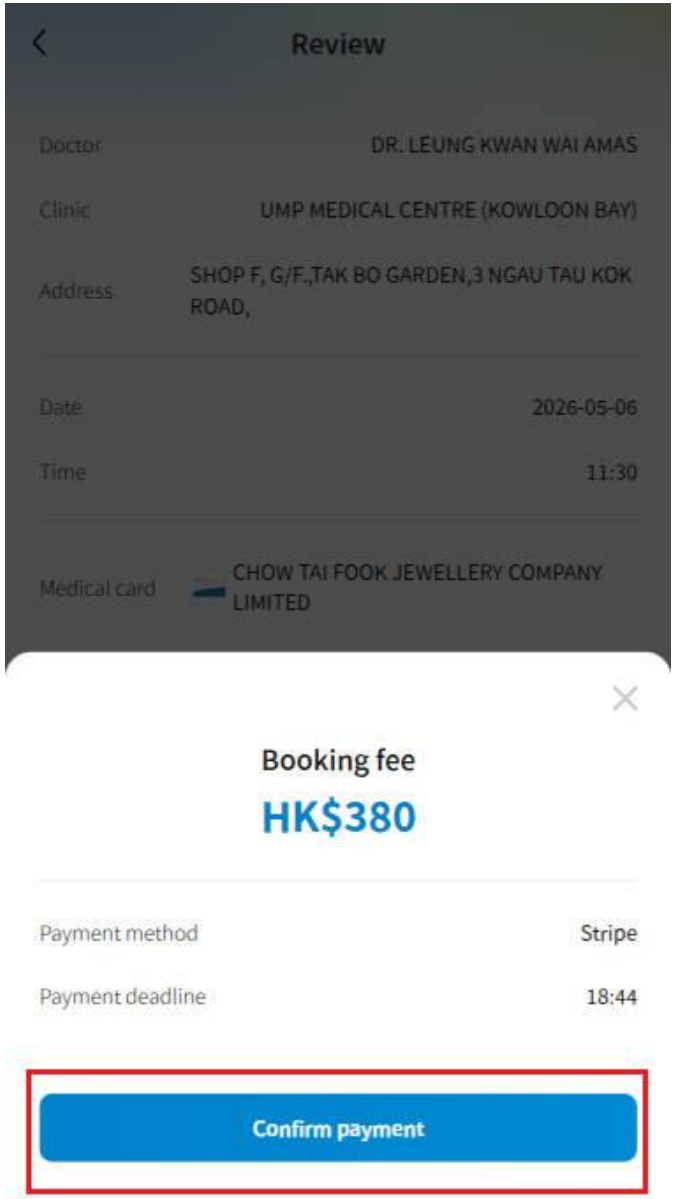
第七步：填寫新症表。



UMP 聯合醫務

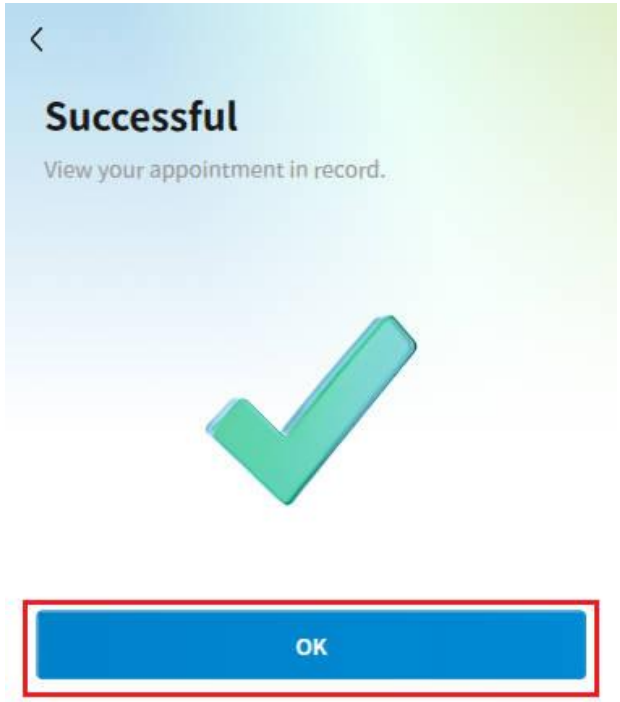
Step 8: Review and confirm appointment details, including the doctor, clinic, and time, then click Confirm.

第八步：核對所有預約資料，包括醫生、診所及時間，然後點擊確認。



Step 9: Confirm Payment if the selected service requires booking fee.

第九步：如所預約服務需付款，請按確認付款。

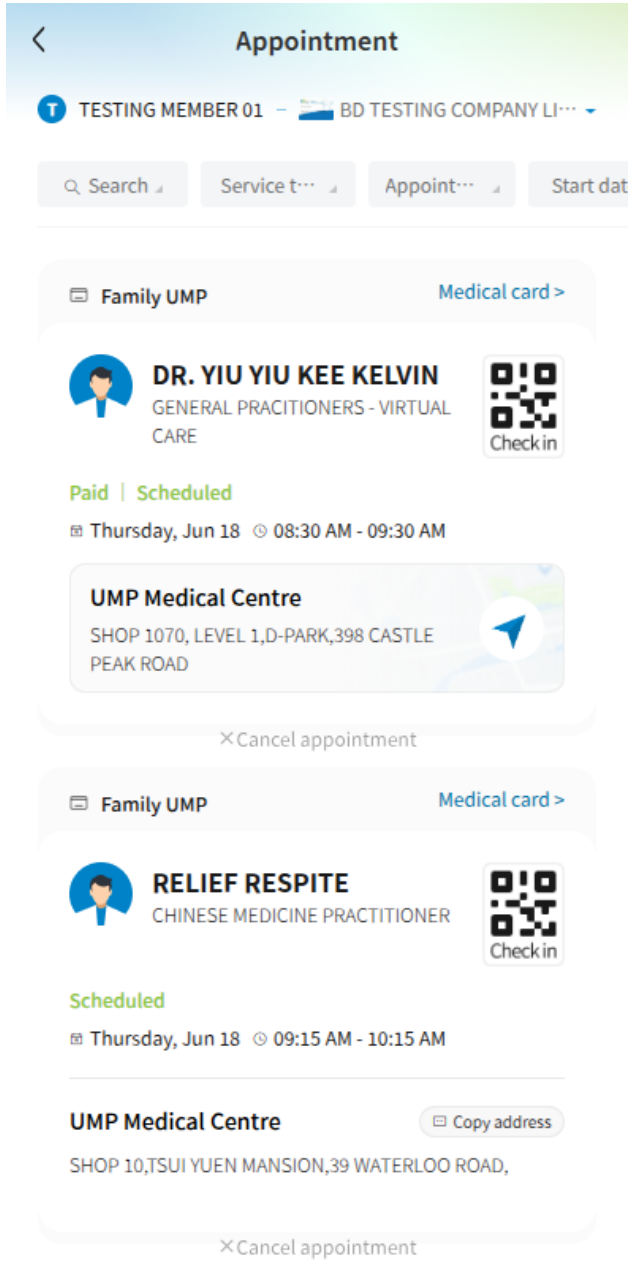


veepn-lock-screen 0 × 0

UMP 聯合醫務

Step 10: Once payment is complete, a Successful message will appear, click OK to view your appointment record.

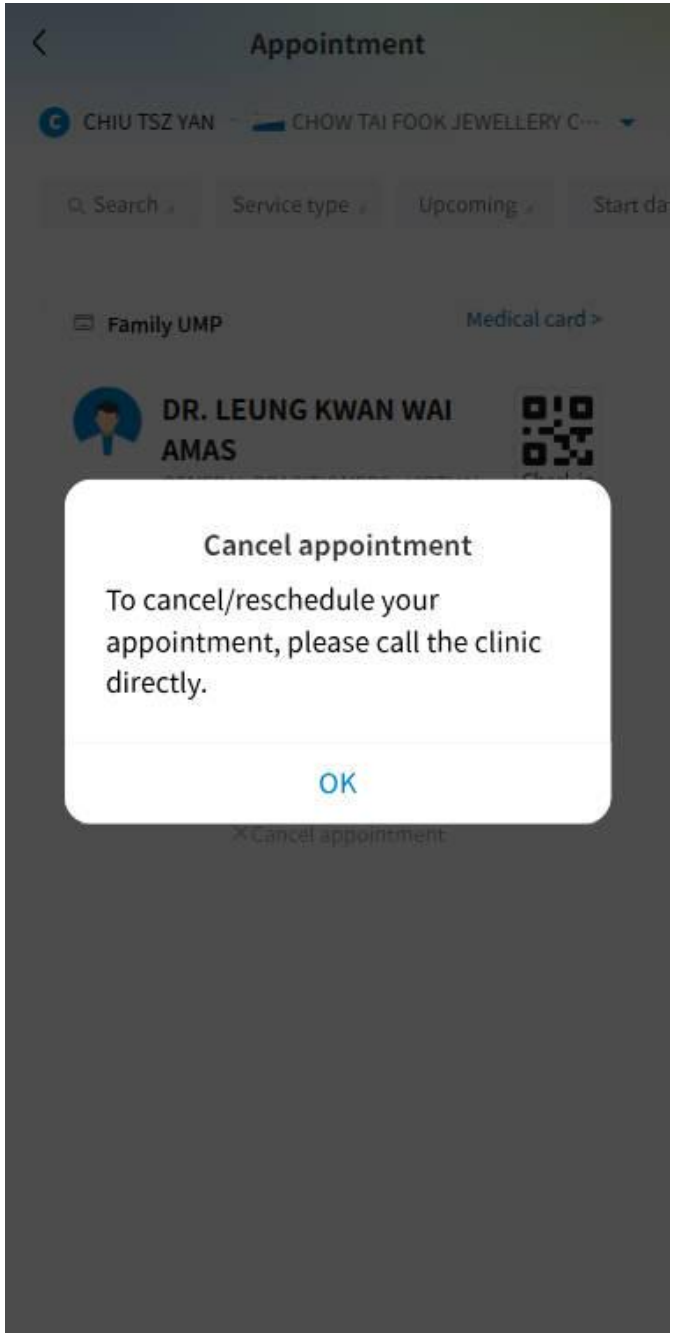
第十步 : 付款完成後，系統會顯示預約成功, 點擊確認以查看您的預約記錄。



UMP 聯合醫務

Step 11: View appointment details in Appointment section.

第十一步：在 預約 頁面中，可以查閱當前檔案的預約記錄。



UMP 聯合醫務

Step 12: If user need to cancel or reschedule, click Cancel appointment, a popup will remind user to call clinic directly for assistance.

第十二步：如需取消或更改預約，點擊取消預約。系統會提示用戶直接致電診所以作安排。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Non-network Claims
非網絡賠償



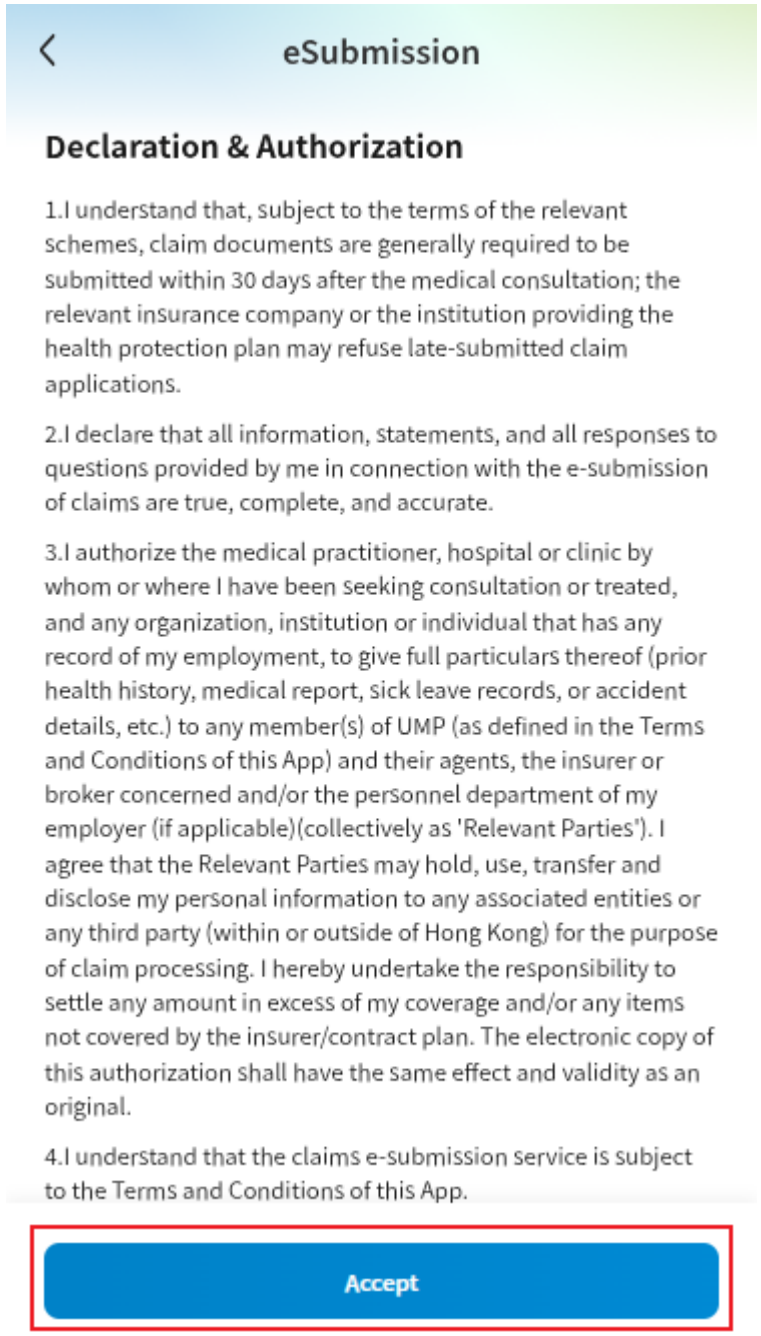
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Step 1: Click eSubmission on the homepage to start a new claim or view submitted record.

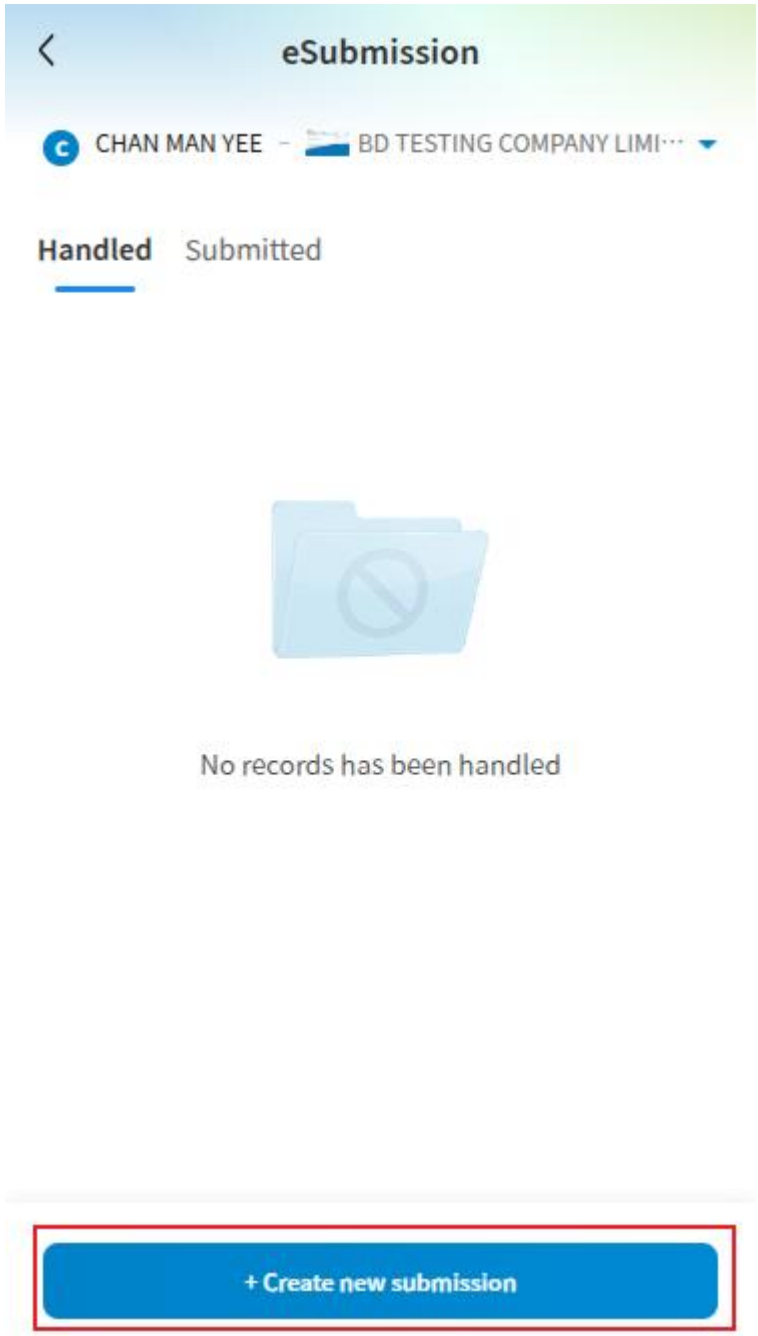
第一步：在首頁點擊非網絡賠償以提交新索償申請或查看申請記錄。



UMP 聯合醫務

Step 2: Read the terms and click Accept to proceed with the eSubmission.

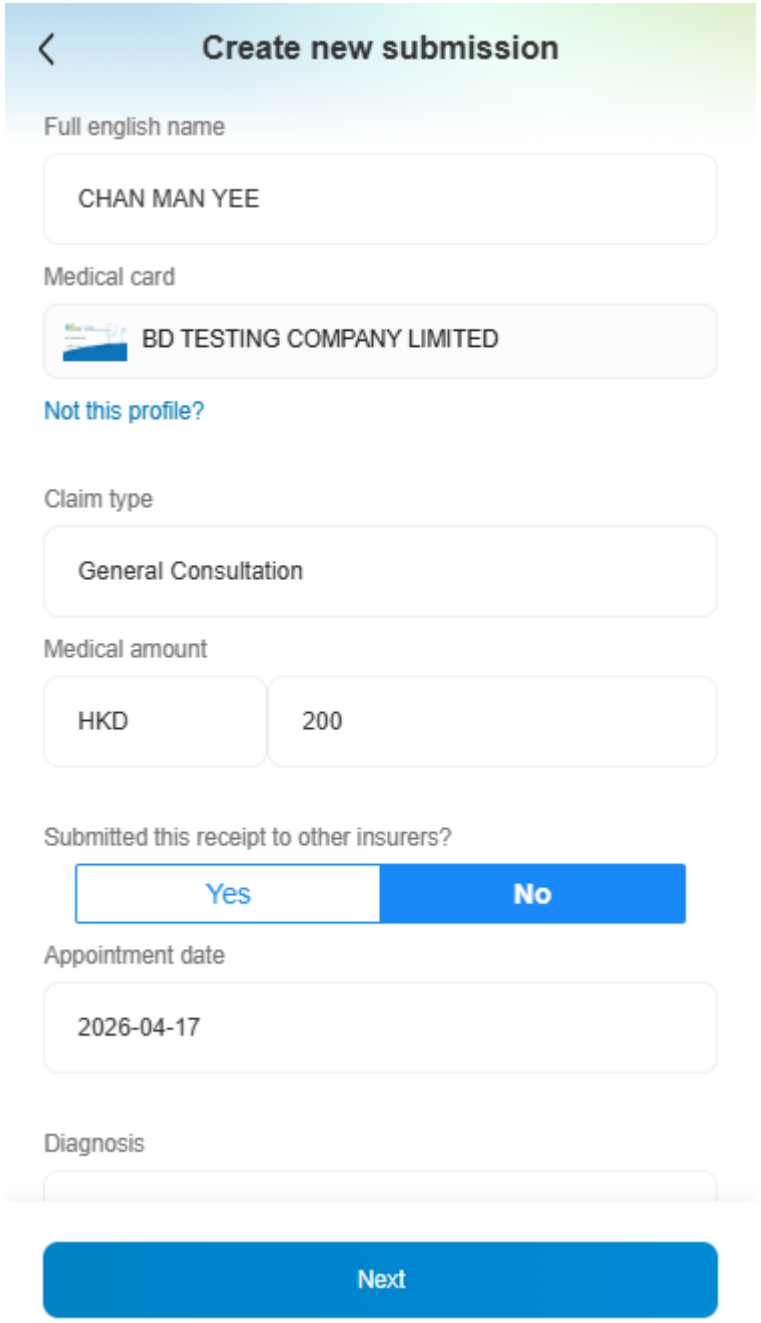
第二步：閱讀並點擊同意以繼續使用索償申請服務。



UMP 聯合醫務

Step 3: Click + Create new submission at the bottom of the screen to start a claim.

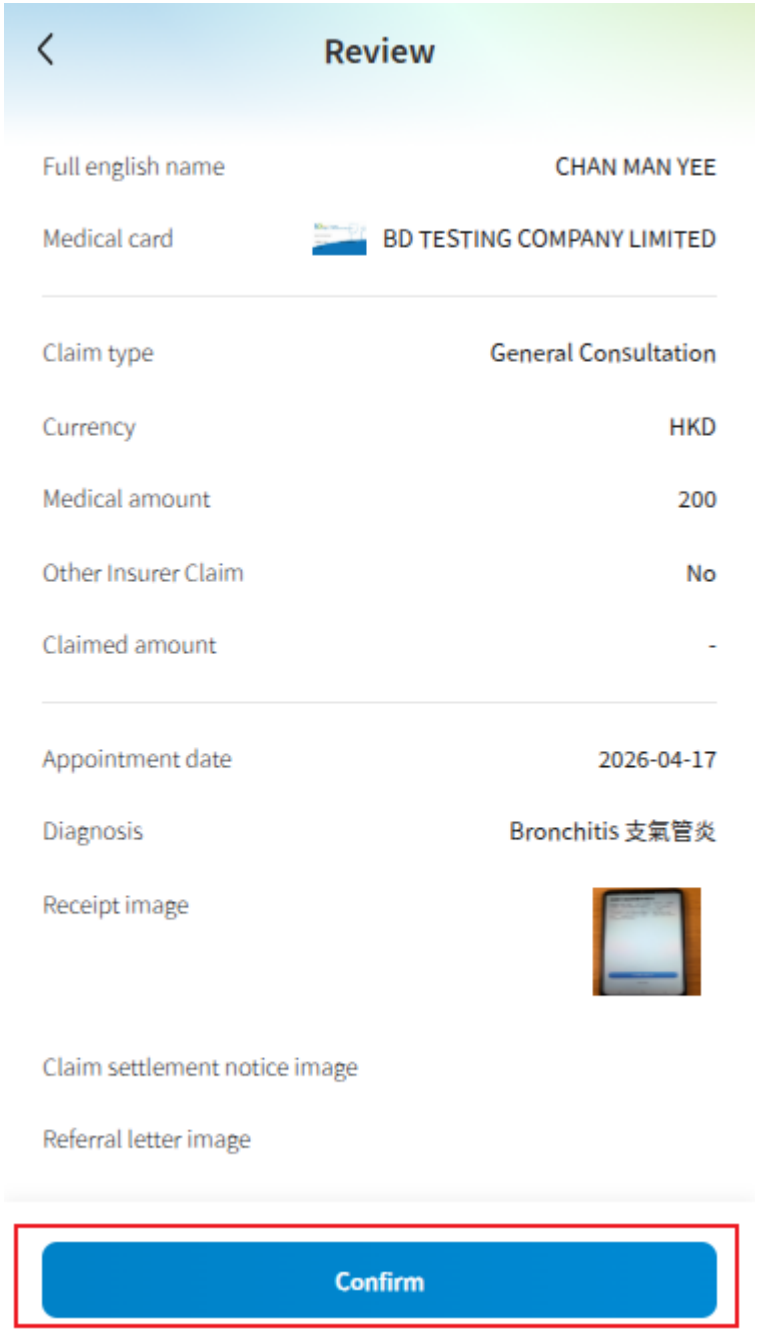
第三步：點擊底部的 + 新建索償申請。



UMP 聯合醫務

Step 4: Fill in non-network claim details.

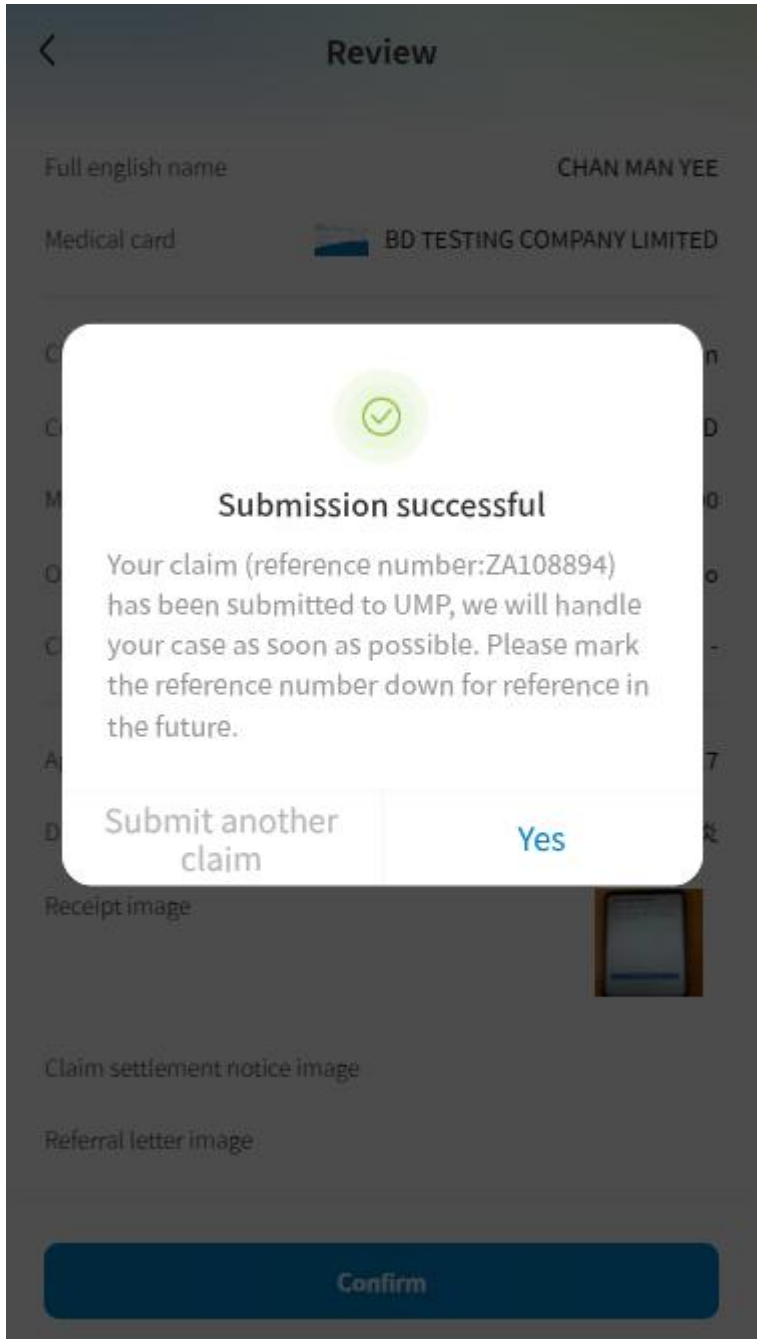
第四步 :填寫索償詳情。



UMP 聯合醫務

Step 5: Review all entered information on the Review page and click Confirm to submit. If you need to make changes, click the < icon in the top left corner to return to the previous page.

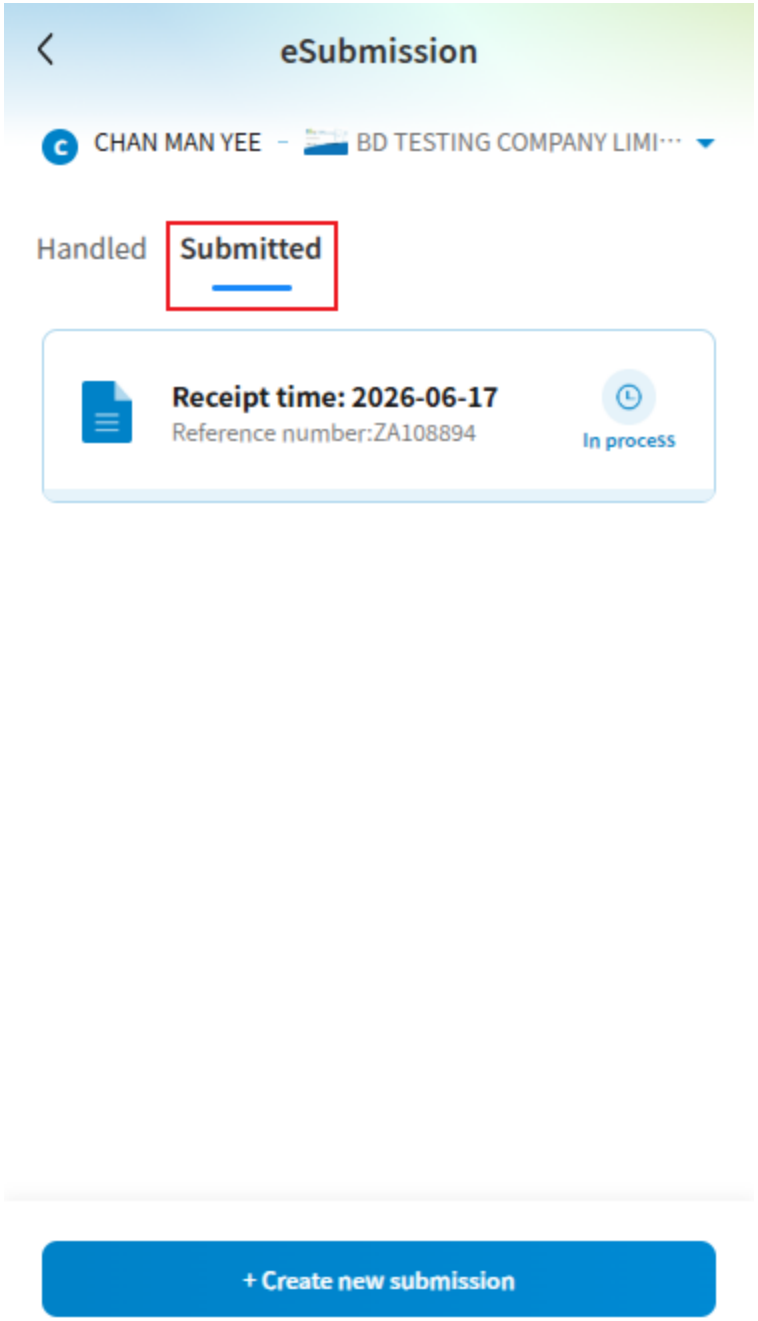
第五步：在核對頁面檢查所有輸入資料，然後點擊確認以提交。如需作出修改，請點擊左上角 < 回到上一頁進行修改。



UMP 聯合醫務

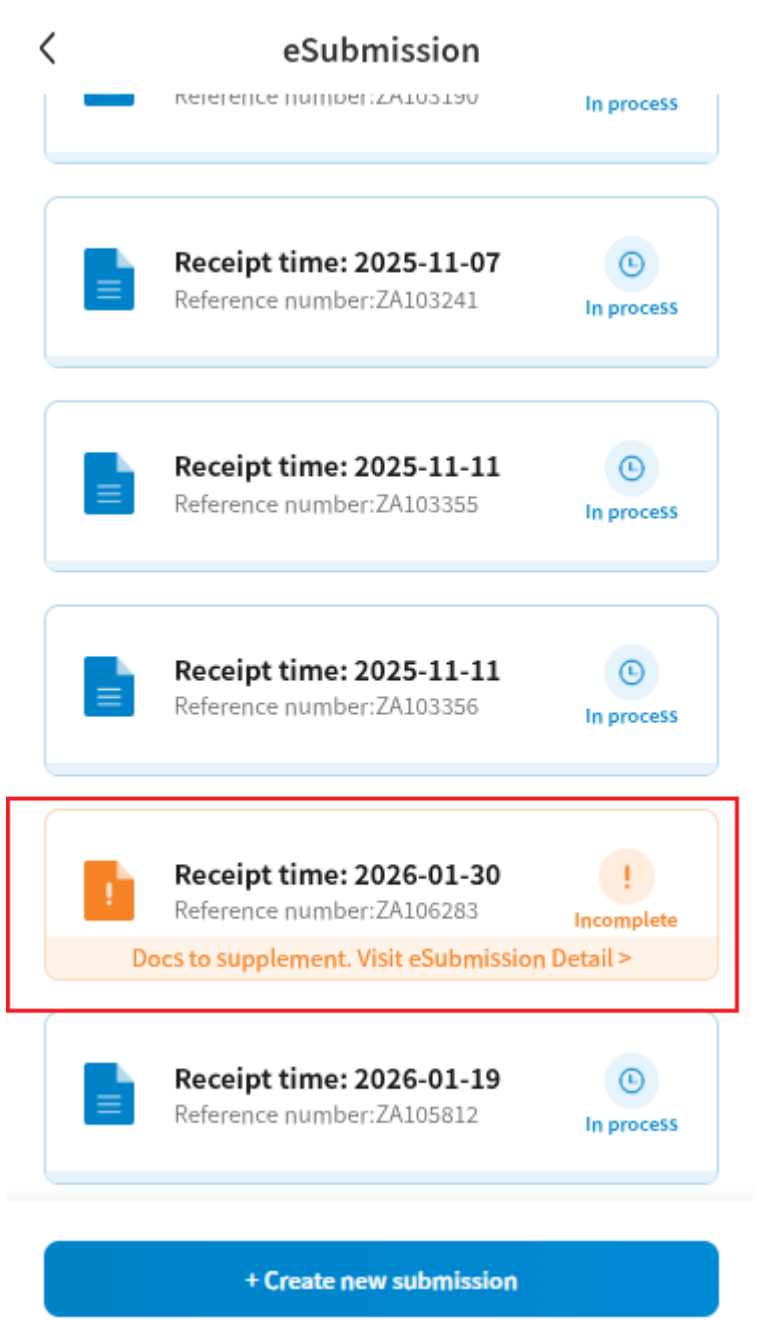
Step 6: A success message will appear; click Yes to finish the process. If you need to submit more claims, click Submit another claim and repeat the previous steps。

第六步：系統將顯示成功訊息, 點擊確定以完成程序。如需提交更多索償申請 , 可點擊提交另一筆索償 , 並重複之前步驟。



Step 7: Click the Submitted tab to view your claims and check the status.

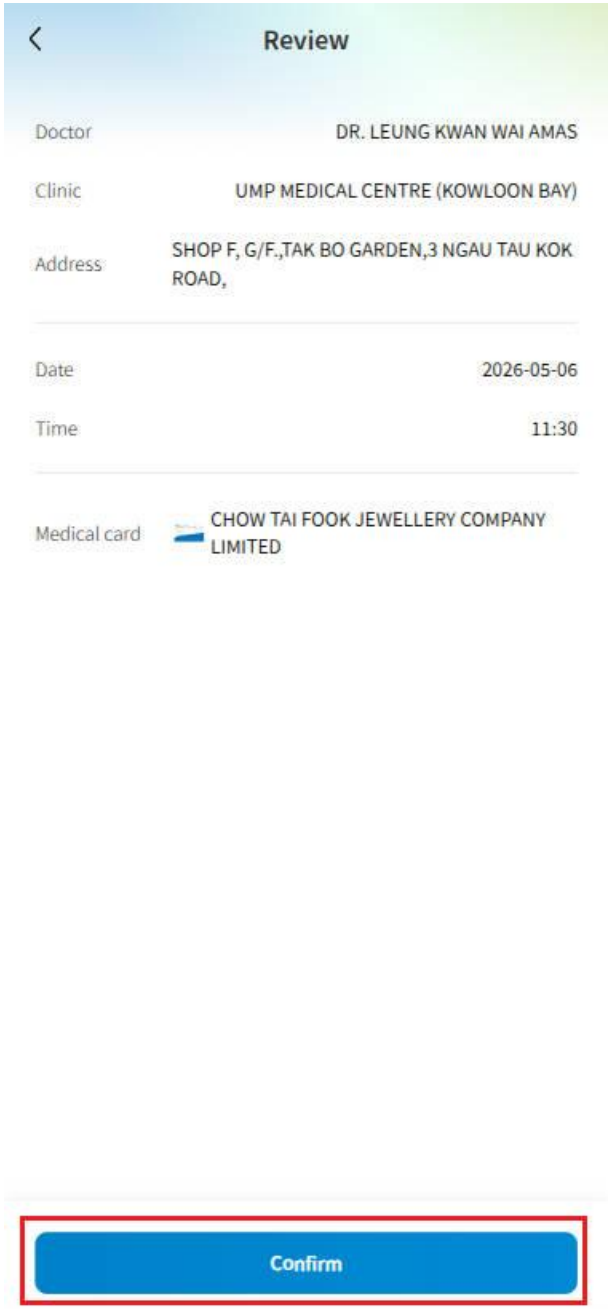
第七步：點擊已提交選項以查看申請紀錄及其狀態。



UMP 聯合醫務

Step 8: If a record is in Incomplete status, click the record and then click Edit to supplement documents.

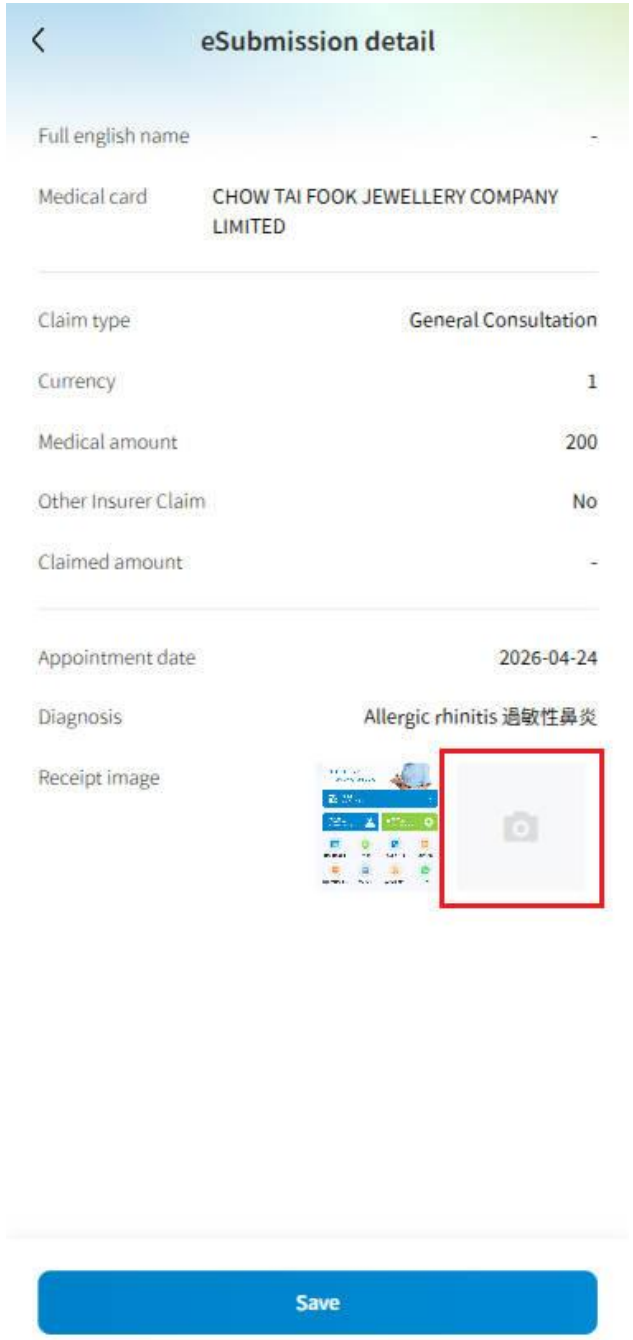
第八步：如果記錄顯示資料不全， 請點擊該記錄，然後點擊編輯以補充文件。



UMP 聯合醫務

Step 8: Review and confirm appointment details, including the doctor, clinic, and time, then click Confirm.

第八步：核對所有預約資料，包括醫生、診所及時間，然後點擊確認。



Step 9: After uploading the necessary documents, click Save to update the claim information and resubmit your application.

第九步 :上傳所需文件後，點擊確認以更新索償資料並重新提交您的申請。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App Coverage and Usage
保障范圍及用量



Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Step 1: Click Coverage&Usage on the homepage to view your medical benefit details.

第一步：在主頁點擊保障範圍及用量以查看您的醫療福利詳情。

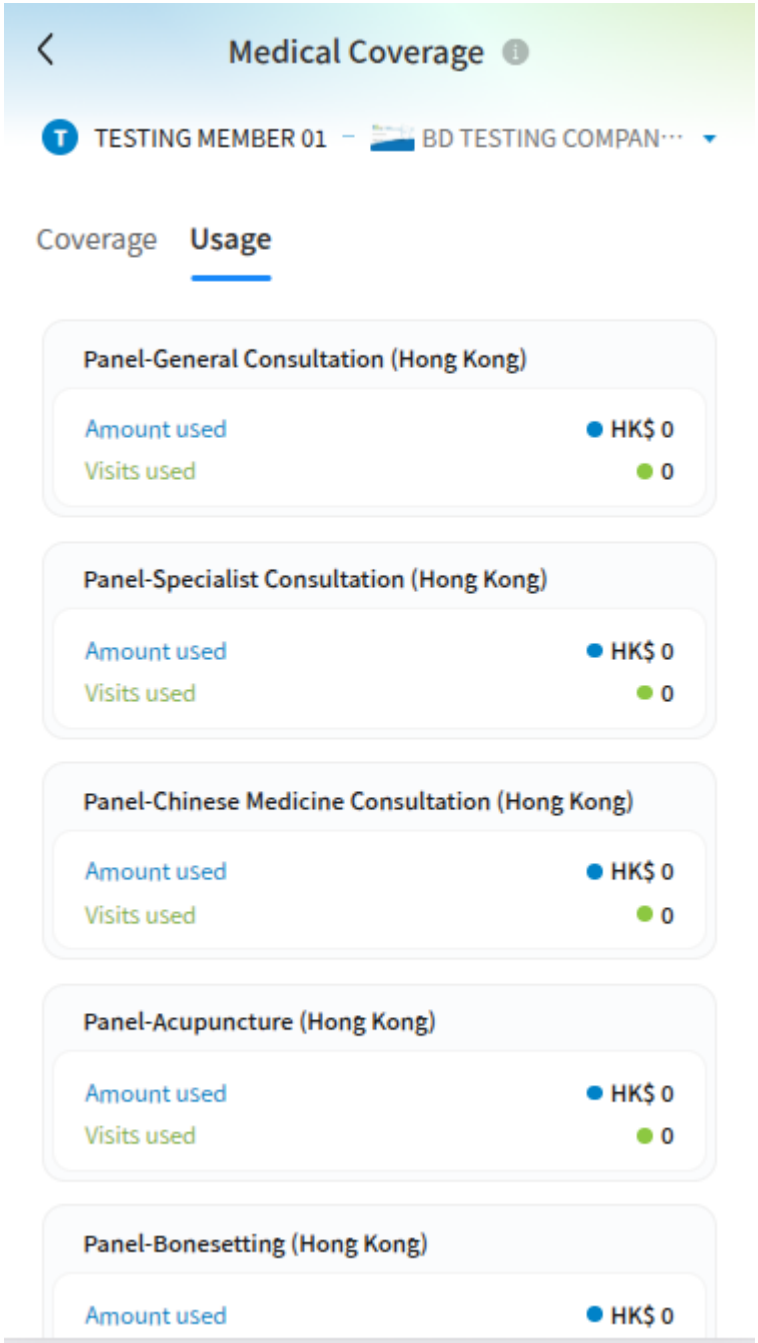


Benefit items	Daily limit		Annual li	
	Visit	Amount	Visit	
General Consultation (Hong Kong)				
Panel	1	-	Unlimited	U
General Consultation (Macau)				
Panel	1	-	Unlimited	U
General Consultation (Mainland China)				
Panel	1	-	Unlimited	U
Specialist Consultation (Hong Kong)				
Panel	1	-	Unlimited	U
Specialist Consultation (Macau)				
Panel	1	-	Unlimited	U
Specialist Consultation (Mainland China)				
Panel	1	-	Unlimited	U
Simple Diagnostic				

UMP 聯合醫務

Step 2: Under the Coverage tab, you can review benefit items such as consultation types, annual limits, and co-payment details.

第二步 ：在保障分 頁下 , 您可 以查看各 項福利細節 ，例如各類醫療服務使用上限、年度上限及共付款詳情。



UMP 聯合醫務

Step 3: Switch to the Usage tab to view the utilized amount and total number of visits for different medical services.

第三步：點擊使用量分頁即可查看各項醫療服務已使用的金額及總診症次數。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Medical and Claim
醫療及理賠



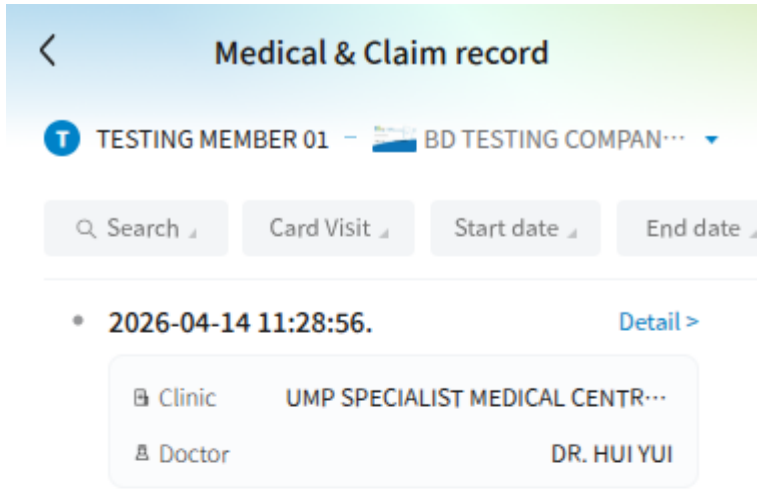
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Step 1: Click Medical&Claim on the homepage to view past clinic visits and claim history of primary profile.

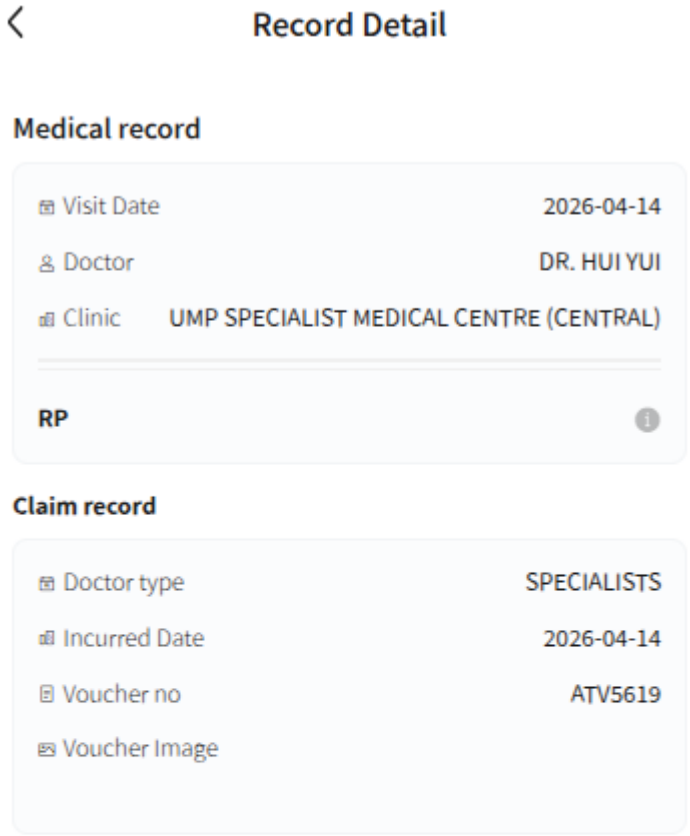
第一步：在主頁點擊就診及理賠紀錄以查看當前檔案的過往門診及理賠紀錄。



UMP 聯合醫務

Step 2: Click Detail > next to a specific record to see more information about that visit.

第二步 ：點擊紀錄旁邊的詳情 ,以查看該次就診的更多資訊。



UMP 聯合醫務

Step 3: Review the Medical record (Visit Date, Doctor, Clinic) and Claim record (Doctor type, Incurred Date, Voucher no.) for the selected visit.

第三步 : 查閱所選就診的醫療紀錄 (就診日期、 醫生、 診所) 及理賠紀錄(醫生類別、 賬單日期、賬單編號)。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Status Reminder 提示



Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Non-network Claims Remark:

If no e-claim updates or document requests are found on the current profile, it indicates that another profile has a status update or a request for supplementary documents. Please switch to that profile to view the details and perform the necessary actions.

非網絡賠償申請狀態更新：

如當前檔案未有電子索償申請更新或需提交補充文件,則表示另一個檔案有電子索償申請記錄有狀態更新或提示補交文件,需切換檔案以查看詳情及進行相應操作。



UMP 聯合醫務

Appointment Remark:

A notification indicates that an appointment is scheduled under another profile. Please switch to that profile to view the details.

預約提示：

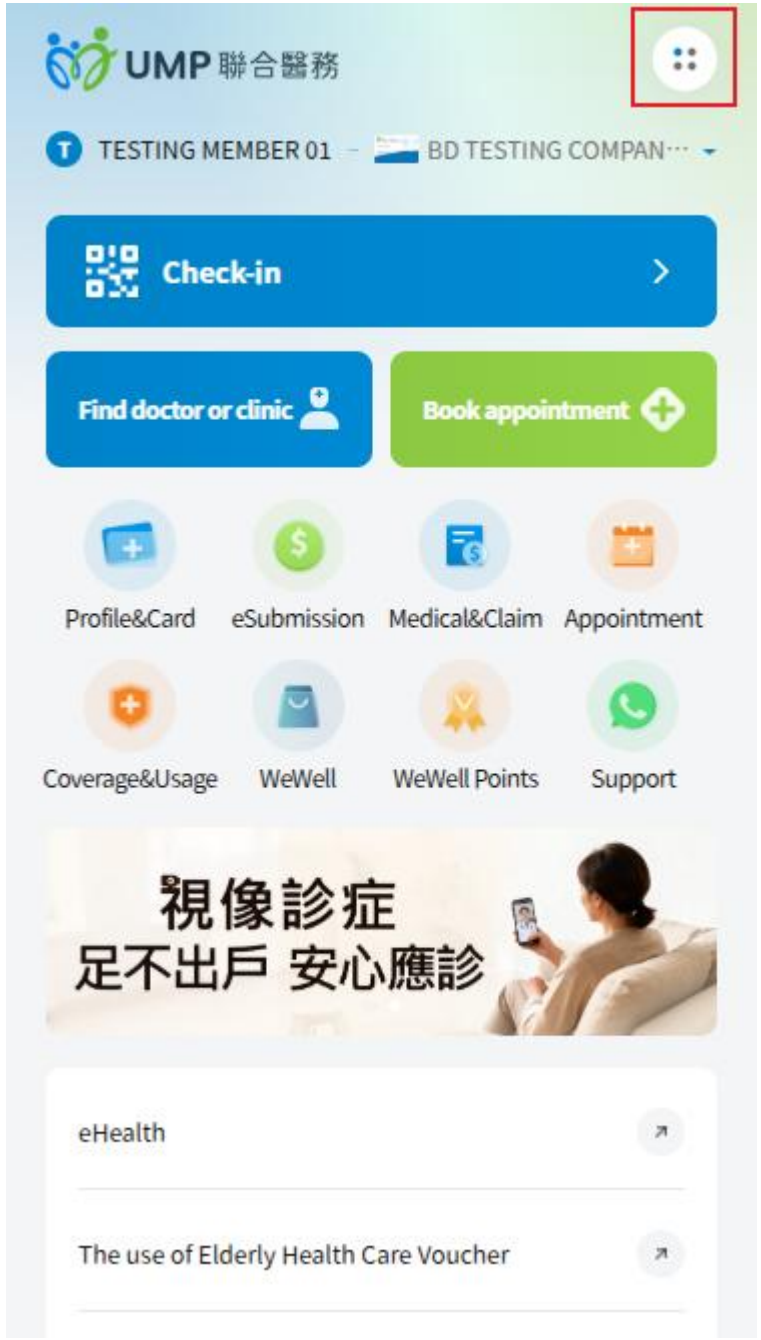
提示另一個檔案有預約醫療服務，需切換檔案查看詳情 。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Change App Language
轉換語言



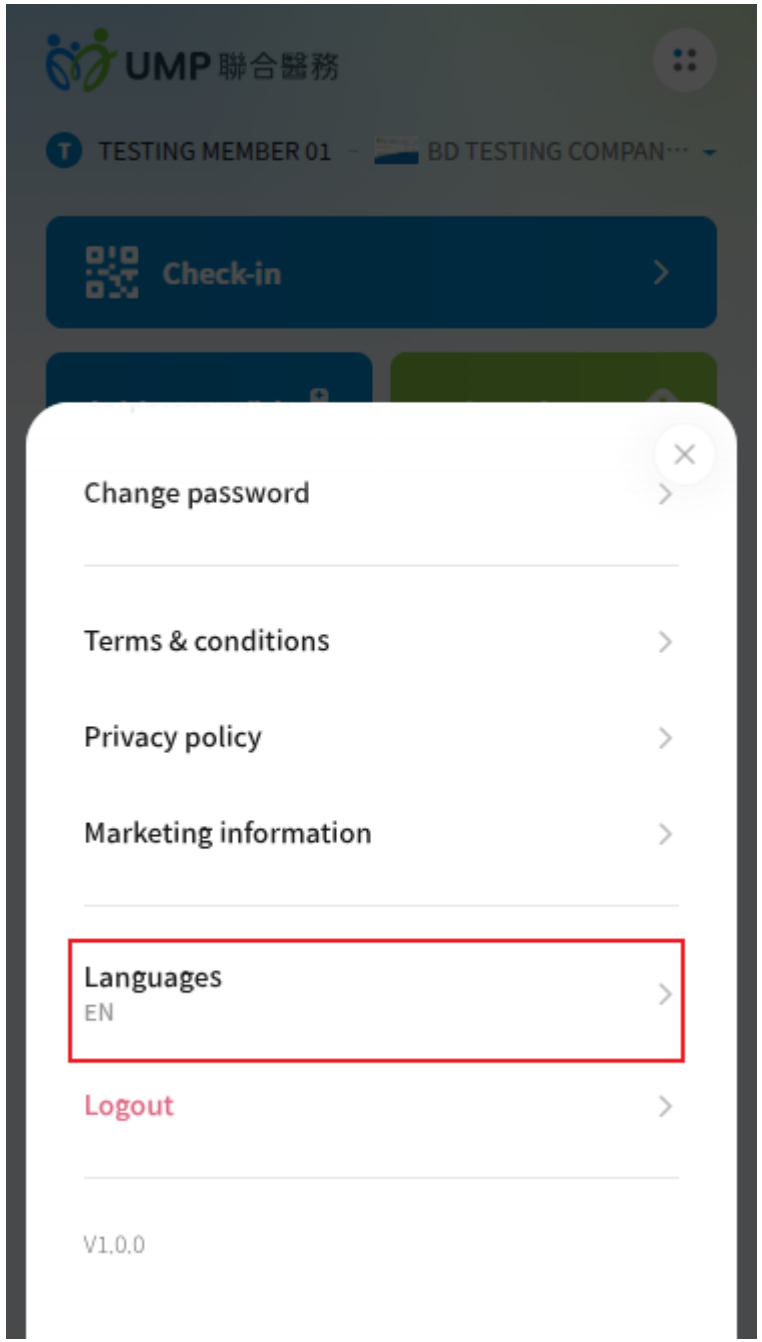
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

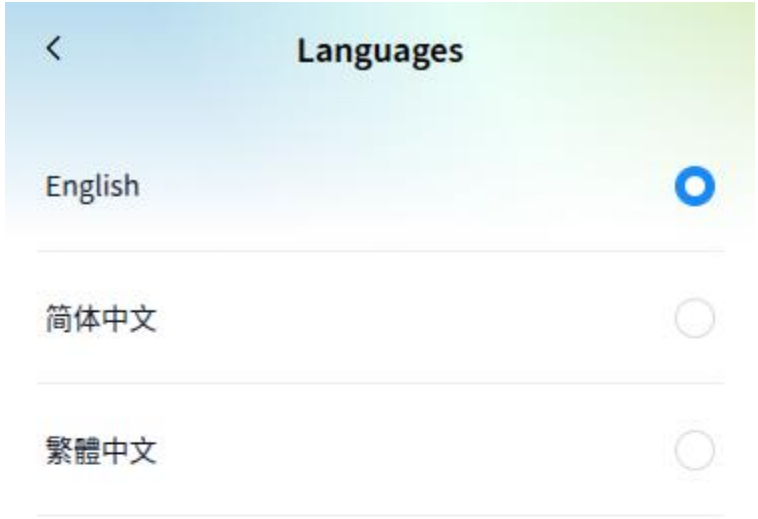
Step 1: Click the Menu icon in the top right corner of the homepage to open your profile and settings.

第一步：點擊主頁右上角的選單圖標以開啟個人帳戶及設定。



Step 2: Scroll down through the profile menu and click on Languages.

第二步：在個人選單中向下劃動，然後點擊語言。



UMP 聯合醫務

Step 3: Select your preferred language from the options: English, Simplified Chinese), or Traditional Chinese.

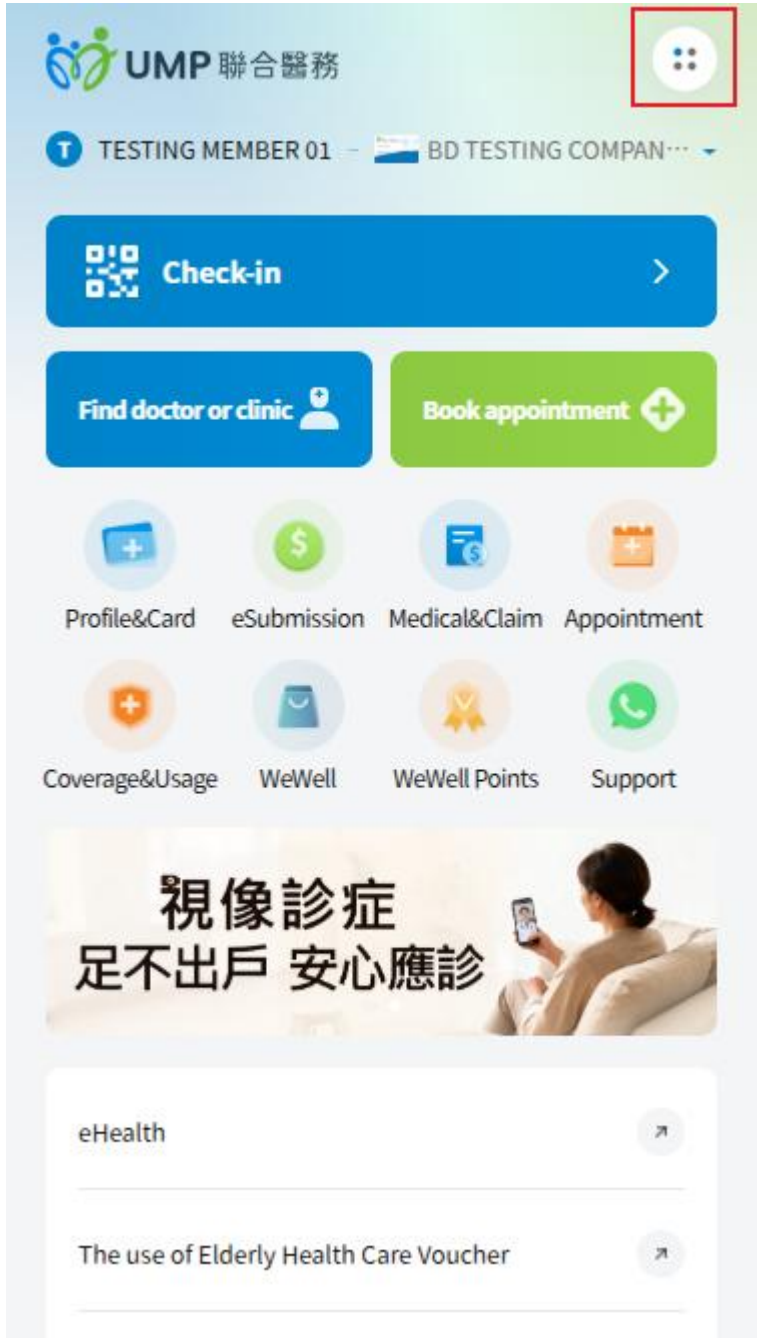
第三步：從選項中選擇您的偏好語言 :English、 簡體中文 或繁體中文。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Switch Profile
切換檔案



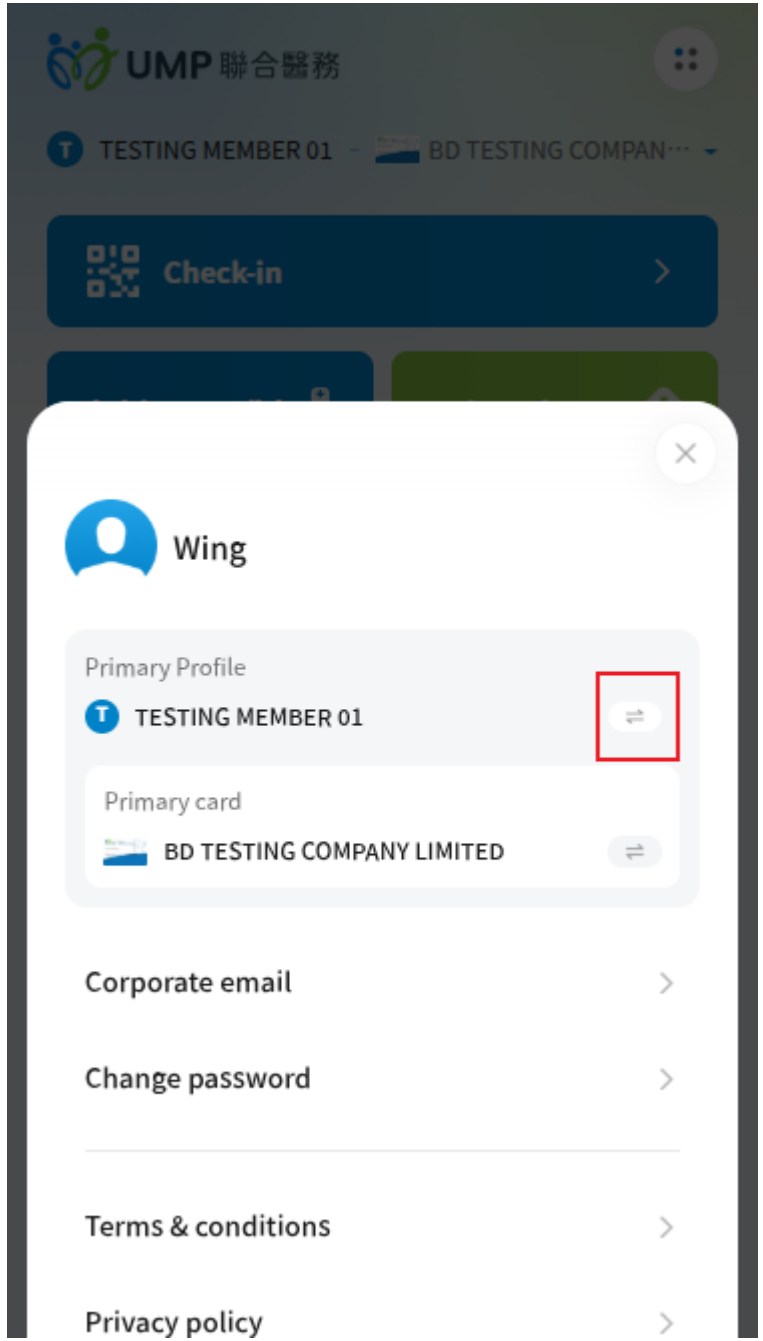
Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



UMP 聯合醫務

Step 1: Click the Menu icon in the top right corner of the homepage to open your profile settings.

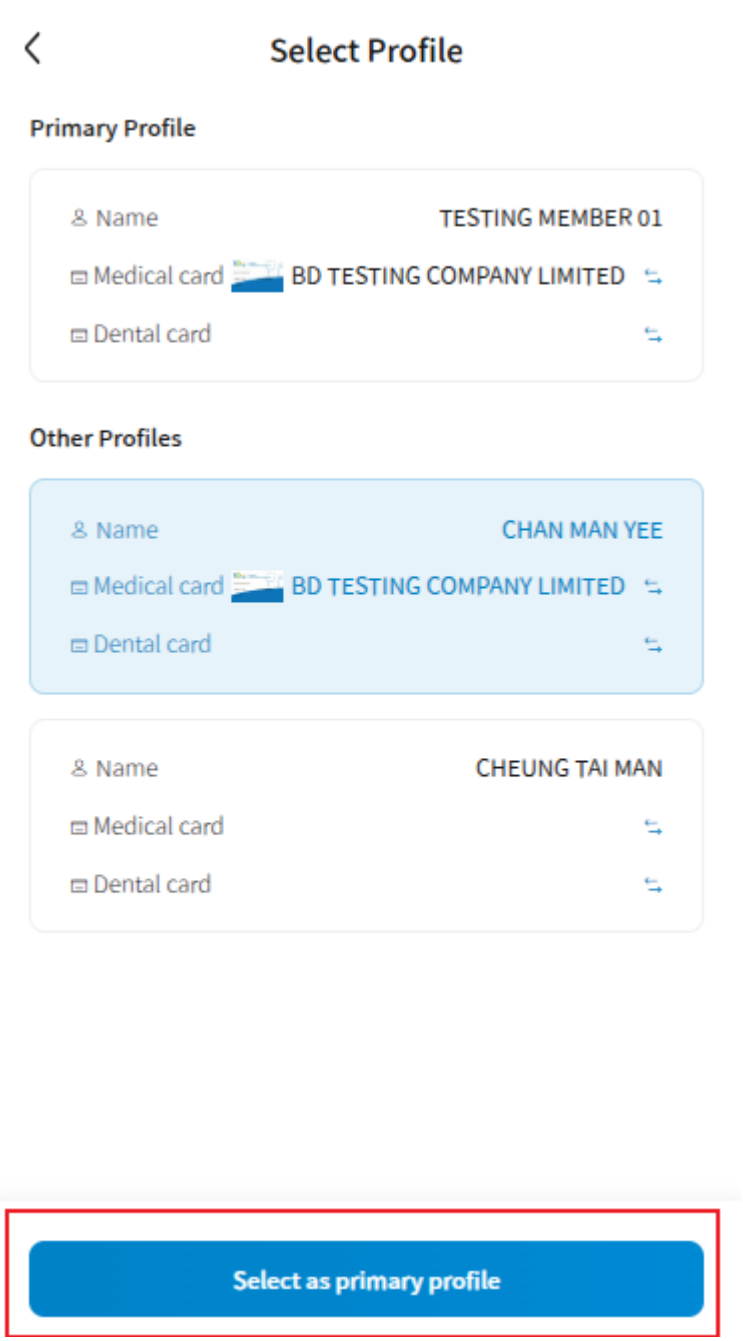
第一步：點擊主頁右上角的選單圖標以開啟個人帳戶及設定。



UMP 聯合醫務

Step 2: Click the Switch icon next to the name in the profile.

第二步：在個人選單中，點擊檔案姓名旁邊的切換圖標。



UMP 聯合醫務

Step 3: Choose the desired memberfrom the list and click Select as primary profile to switch the active profile.

第三步：在列表中對擇需切換的檔案，然後點擊設定為首要檔案以切換至當前檔案。

UMP Healthcare
聯合醫務集團 (HKEX:722)

UMP Member App
Remove card
移除醫療/牙科卡



Hong Kong | Macao | Greater Bay Area
香港 | 澳門 | 大灣區



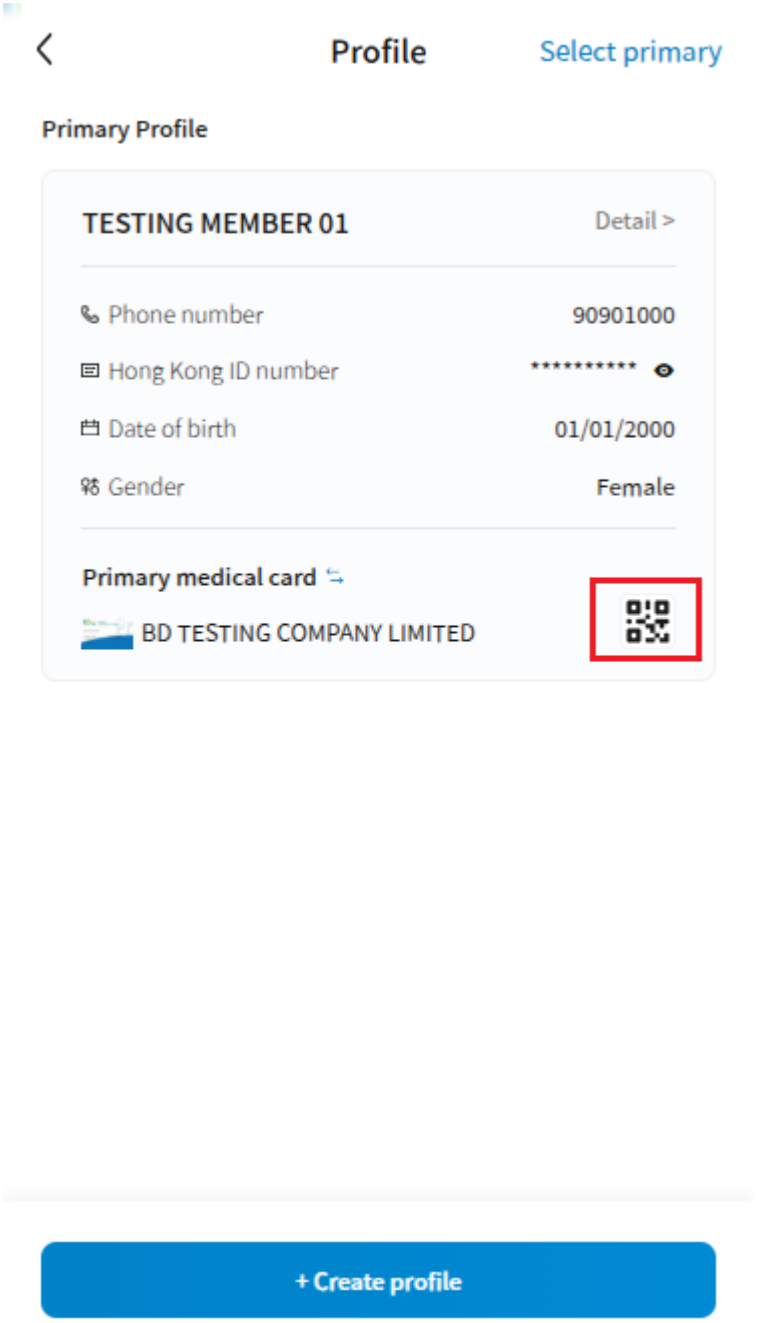
UMP 聯合醫務

Step 1: Remove card

第 一 步 : 解除綁定E-card

Click Profile&Card on the homepage to manage profiles.

在首頁點擊檔案及醫療卡以管理個人檔案。



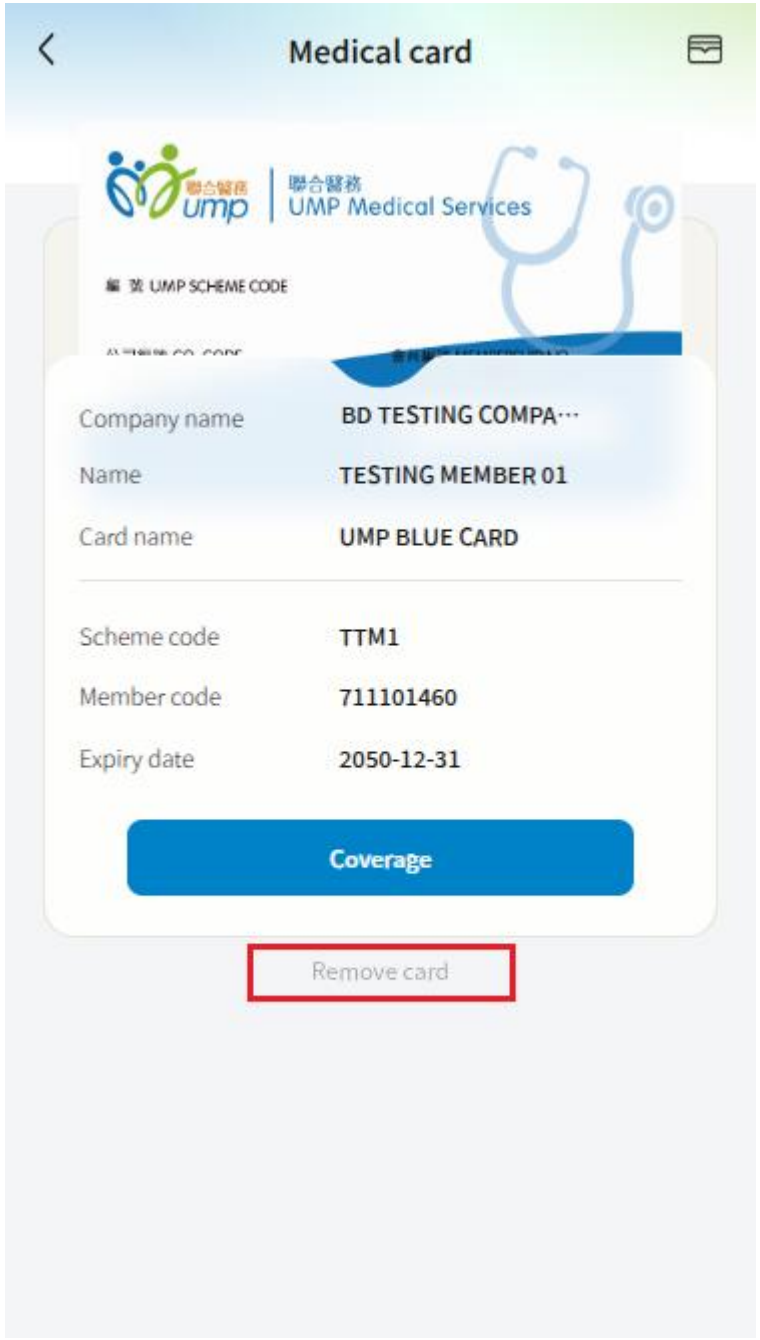
UMP 聯合醫務

Step 2: Click QR code next to medical card
第二步：點擊醫療卡旁的二維碼。



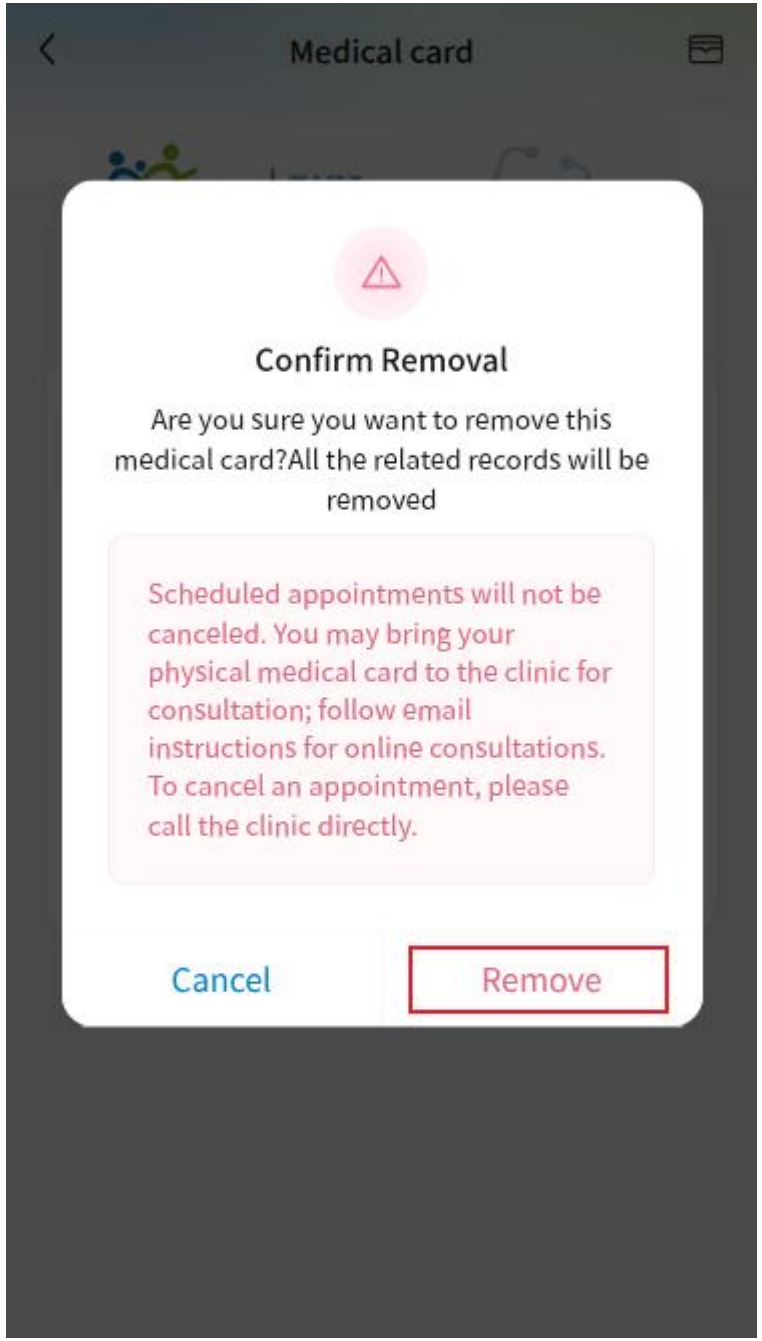
UMP 聯合醫務

Step 3: Click Medical Card > in the top right corner.
第三步：點擊右上角的查看醫療卡



UMP 聯合醫務

Step 4:Click Remove card
第四步：點擊移除卡片



Step 5: Read the reminder carefully and click Remove if you confirm to remove the current medical card
第五步: 仔細閱讀提示，如您確認需移除當前醫療卡，請按移除