

Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area

Frequently Asked Questions

Q1. What is the background for the Pilot Scheme?

To enable Hong Kong citizens to develop, live and reside in the Mainland, the Government of the Hong Kong Special Administrative Region (HKSAR) launched the Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area (Pilot Scheme) on 10 May 2023, making reference to the experience from the Special Support Scheme during the COVID-19 epidemic, so that patients with scheduled appointments at designated Specialist Outpatient Clinics (SOPCs) or General Outpatient Clinics (GOPCs) of the Hospital Authority (HA) can receive subsidised consultations at the University of Hong Kong – Shenzhen Hospital (HKU-SZH). Having considered the effectiveness of the Pilot Scheme in addressing the patients' need for frequent follow-up consultations, the Government decided to extend the Pilot Scheme for one year so that eligible patients can continue to receive subsidised consultation services at the HKU-SZH from 1 April 2024 to 31 March 2025, with a view to providing greater convenience to Hong Kong citizens residing in or frequently travelling to and from Greater Bay Area (GBA) cities.

Q2. When will the Pilot Scheme expire?

The Pilot Scheme extends for one year to 31 March 2025.

Q3. Who will be eligible to join?

Eligible[#] Persons with scheduled follow-up appointments (appointment date between 17 February 2020 and 31 March 2025) at the designated* SOPCs and GOPCs of HA could choose to receive subsidised consultation services at designated Outpatient Medical Centers of HKU-SZH up to 31 March 2025. There is no residential restriction or requirement for Eligible Patient joining the Pilot Scheme.

[[#]Definition of Eligible Persons: (i) holders of Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and such permission has expired or ceased to be valid; (ii) children who are Hong Kong

residents and under 11 years of age; or (iii) other persons approved by the Chief Executive of the HA]

[*Covers Anaesthesiology (only Pain Clinic), Cardiothoracic Surgery, Clinical Oncology, Ear, Nose and Throat, Eye, Gynaecology, Medicine, Neurosurgery, Obstetrics, Orthopaedics & Traumatology, Paediatrics and Surgery.]

Q4. What is the scope of services under the Pilot Scheme?

The service scope, framework and arrangements of the extended Pilot Scheme will remain as the status quo. The Pilot Scheme allows HA's eligible patients to receive outpatient consultation sessions at designated Outpatient Medical Centres in HKU-SZH to address their medical need for chronic disease, with routine imaging and investigations covered. Normal medications will be prescribed to patients with the amount according to clinical needs and regulations of Shenzhen City Government (up to 3 months for Diabetes and Hypertension).

Under the Pilot Scheme, specialties provided at HKU-SZH include all available expertise in HKU-SZH, which include Family Medicine Clinics (Chronic Diseases), Medicine Clinic, Surgery Clinic (include Otorhinolaryngology, Cardiothoracic Surgery, Neurosurgery), Ophthalmology Clinic, Anesthesiology Clinic (Pain Clinic only), Gynaecology Clinic, Obstetrics Clinic, Oncology Clinic, Orthopedic Clinic and Pediatric Clinic. Episodic illnesses, in-patient, day patient and emergency services are not included in the Pilot Scheme. Endoscopy, tissue biopsy and PET-CT examinations will not be covered as well.

Q5. What is the principle for the subsidisation?

Participating eligible patients will be required to pay a fee of RMB100 for each subsidised consultation received at the HKU-SZH while the remaining fee will be subsidised by the Pilot Scheme. Every participating patient is subject to a subsidy cap of RMB2,000. The relevant subsidy will be valid until 31 March 2025. Fees beyond the subsidy cap should be paid by the patients to HKU-SZH directly.

Q6. How could the patient be entitled to be waived the co-payment part?

Under the Pilot Scheme and subject to the amount subsidy, a patient of the following would be entitled to be waived the co-payment:

1. Recipients of Hong Kong Comprehensive Social Security Assistance (CSSA); or
2. Recipients of Hong Kong Old Age Living Allowance (OALA) aged 75 or above;
or
3. Civil servants, pensioners or their eligible dependents who are eligible for medical and dental benefits within the civil service; or
4. HA staff, retirees or their eligible dependents who are eligible for medical and dental benefits within the HA.

Q7. Under the Pilot Scheme, could a patient use the HKSAR Government Elderly Health Care Voucher for the co-payment?

No. Elderly Health Care Voucher Scheme is not applicable for the co-payment under the Pilot Scheme.

Q8. How could the patient know the balance amount of the subsidy under the Pilot Scheme?

After receiving service each time at a consultation visit in HKU-SZH, a patient needs to sign a consent form to HKU-SZH for receiving the Out-patient Service, and HKU-SZH would provide a record which lists out the service charge and the corresponding balance amount of the subsidy, for the patient's record.

Q9. If an enrolled patient of the Pilot Scheme wishes to continue participating in the Pilot Scheme, what should the patient do?

For an existing patient of the Pilot Scheme who wishes to continue participating in the Scheme, he/she should raise the request to HKU-SZH and complete the 'Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area – Participant Declaration and Confirmation Reply' to complete necessary procedures. For those existing patients with personal information updated, they need to submit new application to HKU-SZH. (Please refer to Q22 of FAQs for details)

Q10. Could the remaining balance amount of the subsidy for current participating patients of the Pilot Scheme still be used after 31 March 2024?

All subsidies for current participating patients of the Pilot Scheme will expire on 31 March 2024. As such, relevant patients should review their remaining subsidy balance and consider using it according to clinical needs by the end of March.

Q11. How can an eligible patient who had never participated in the Pilot Scheme join the Pilot Scheme?

For an eligible patient who had never participated in the Pilot Scheme but wishes to join the Pilot Scheme, he/she should read the Participant Information Notice, and submit the application to HKU-SZH with completed application form, together with the supporting documents and follow-up appointment slip from HA designated SOPC or GOPC (if available). Apart from applying in-person, patient may also scan the QR code of WeChat (For use in Mainland) to submit their application via WeChat App, for details, please refer to HKU-SZH website.

Please scan the WeChat 2D barcode for filling the electronic application form (For use in Mainland)



HKU-SZH will send, in encrypted format, the application forms with the supporting documents to the Electronic Health Record (eHR) Registration Office (RO) and HA for the purpose to verify the patient's identity / status for eligibility to participate and for fee waiver status (if applicable) and related authorisation purposes. The application form includes application for registration in the Hong Kong Electronic Health Record Sharing System (eHRSS) (if applicable) and submission of a Data Access Request (DAR) to eHR RO for electronic health records on eHRSS, and authorisation for HKU-SZH to obtain and use the copy of the relevant electronic health record so that relevant medical staff can provide them with appropriate medical services. Registration to eHRSS is voluntary, alternatively patient could authorise relatives in Hong Kong to apply medical record from HA according to prevailing mechanism and deliver to patient, for participating in the Pilot Scheme.

Upon receiving confirmation and medical records from relevant parties, HKU-SZH will arrange consultation visit for the patient. The patient is required to provide supporting documents used in the application upon the visit for authentication.

HKU-SZH will arrange the consultation visit to the patient according to their follow-up appointment in HA as well as HKU-SZH's clinic arrangement, but not under "first-come-first-served" basis.

Q12. What are the required supporting documents for application to the Pilot Scheme?

Patient shall provide the following documents to HKU-SZH for joining the Pilot Scheme:

1. Valid designated SOPC or GOPC follow-up appointment slip from HA (appointment date between 17 February 2020 and 31 March 2025) (if available);
2. Hong Kong Identity Document;
3. Mainland Travel Permit for Hong Kong and Macao Residents*, and
4. Completed application form.
5. Patient aged below 16 is required to provide birth certificate and Hong Kong Identity Document (if applicable), Mainland Travel Permit for Hong Kong and Macao Residents, appointment slip (if available), together with Hong Kong Identity Document, Mainland Travel Permit for Hong Kong and Macao Residents and the signature of the substitute decision maker.

[*If patients cannot provide Mainland Travel Permit for Hong Kong and Macao Residents, identity document issued by the government authority, or used for entry to the Mainland, e.g. Passport, Residence Permit for Hong Kong and Macao Residents could be submitted instead.]

Q13. If patients joined Pilot Scheme, would their follow-up appointments in HA for the corresponding out-patient services be cancelled?

To ensure patients receiving optimal treatment, once the patient participated in the Pilot Scheme and after first out-patient services consultation at HKU-SZH, the patient's follow-up appointments in HA for the corresponding out-patient services would be cancelled.

Q14. What are the arrangements for an enrolled patient who received subsidised out-patient clinic services of the Pilot Scheme at the relevant departments of the HKU-SZH, and attended follow-up consultations at the corresponding SOPCs or GOPCs of the HA in parallel throughout the period of the Pilot Scheme?

To ensure patients receiving optimal treatment and more effective utilisation of resources, patients participating in the Pilot Scheme have to agree that if they have received subsidised out-patient clinic services of the Pilot Scheme at the relevant departments of the HKU-SZH, they would not attend follow-up consultations at the corresponding SOPCs or GOPCs of HA in parallel throughout the period of the Pilot Scheme. (This does not apply to patients who return to the HA for follow-up consultations due to their subsidy of RMB2,000 have been exhausted.) If a patient is found to have violated the relevant terms*, his/ her subsidy account under the Pilot Scheme will be frozen until 31 March 2025.

Upon patient's request for withdrawal from the Pilot Scheme or subject to clinic needs, HKU-SZH would refer the patient back to the corresponding out-patient clinics of the HA for arranging follow-up appointment.

[* The departments of the HKU-SZH attended by individual patients may change with their clinical conditions and the departments concerned may differ from the corresponding specialties of the HA. For details, please contact the HKU-SZH or the HA. If necessary, the HKU-SZH will jointly review the relevant cases (including their medical records) with the HA to verify if the patient has received subsidised out-patient services under the Pilot Scheme from the relevant departments of the HKU-SZH while attending medical follow-up at corresponding SOPCs/ GOPCs of the HA. If violation of the relevant terms is confirmed, the Pilot Scheme Designated Office will reserve the right to freeze the patient's subsidy account under the Pilot Scheme.]

Q15. How are patient's medical records obtained and used between HKU-SZH and HA?

To ensure that patient receives appropriate treatment, the Government allows patient with eHRSS registration to submit with the assistance of HKU-SZH a DAR with eHR RO, and HKU-SZH after obtaining the patient's consent can collect and use the copy medical records for providing medical services.

Meanwhile, HKU-SZH will provide a consultation summary including prescriptions to the patient upon each consultation visit, to facilitate the patient's follow-up treatment in HA.

Q16. How are the patient privacy and data security protected when transferring the medical records?

With the patient's consent, eHR RO will send the copy of the patient's records to HKU-SZH in encrypted format. HKU-SZH shall ensure that only designated person could read and use the relevant patient's records under "need-to-know" and "patient under care" principles.

Q17. Will the drug prescribed to the patient by the HKU-SZH align with HA?

HKU-SZH will prescribe drug to patient according to the drug list under the public hospitals of Mainland and subject to clinical judgement.

Q18. Do patients need to submit all appointment slips if they are having follow-up appointments with multiple specialties in HA?

If patients have the appointment slips of multiple specialties under designated SOPCs and GOPCs of HA falling within the designated period as specified by the Pilot Scheme, they shall submit all the relevant appointment slips to HKU-SZH upon application to facilitate clinical assessment. (Please refer to Q3* of FAQs for details)

Q19. Is signature by stamp or thumbprint considered valid for application?

Signature by stamp or thumbprint would be considered valid if patients are capable of giving consent but incapable of writing.

Q20. Do the patients need to send the application number to HA or HKU-SZH after submitted the application via WeChat App?

Not required. After HA or other authorised government department have received required information, verification of patient's identity and eligibility checking will be carried out. Upon received the verification results, HKU-SZH will arrange the consultation visit to the patients according to their follow-up appointment in HA as well as HKU-SZH's clinic arrangement. Please keep the Application number for future enquiry and other use.

Q21. What do patients need to do if they plan to withdraw from the Pilot Scheme and wish to return and attend follow-up appointment in SOPCs or GOPCs of HA?

Patients should raise the request to HKU-SZH to withdraw from the Pilot Scheme, HKU-SZH shall, subject to the clinical needs, refer patients back to HA for follow-up appointment for the corresponding out-patient services. Patients shall ensure that they have sufficient stock of drug until their next follow-up appointment.

When attending follow-up appointments in HA, patients should provide the consultation summary, prescriptions summary and receipt of Pilot Scheme service record issued by HKU-SZH upon consultation visit to facilitate their follow-up treatment in HA.

Q22. Could amendment(s) to application form be made or supporting document(s) be updated after submission of the application?

If an applicant would like to make amendment(s) to the submitted application, applicant needs to re-submit a completed application form to HKU-SZH, together with the supporting documents and follow-up appointment slip of relevant HA designated SOPC or GOPC (if available). Applicant should check the documents submitted and ensure that the content of the attached documents/ images could be clearly seen.

Q23. How does one obtain more information of the Pilot Scheme?

For more details, please contact the following:

HKU-SZH (during office hour[#]):

Email address: abc@hku-szh.org

Telephone: (+86) 0755-86913101

Website: www.hku-szh.org/en/index.html

([#] Working day: 8:00am to 12:30pm, 2:00pm to 5:30pm, excluded weekends and Public Holidays)

HA Designated Office of Pilot Scheme (during office hour^{*}):

Email address: sss@ha.org.hk

Telephone: (+852) 2300-7070

(*Monday to Friday – 9:00am to 6:00pm, excluded Saturdays, Sundays and Public Holidays)

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