

# Gate-keeping mechanism - Dispute case

Patient approached HKU-SZH for consultation and found his/her subsidy account being frozen, patient expressed disagreement on the arrangement and raised request for review to HKU-SZH via existing enquiry/complaint handling

Patient continues to receive consultation in HKU-SZH and pay the full consultation fee without subsidy  
*(Disclaimer to patient: Subject to the review results of the case, the consultation fee would be non-refundable if results showed violation of the relevant terms after review)*

HKU-SZH to relay the request with corresponding consultation information to HA Designated Office (DO)

HA DO to retrieve and review the dual appointment checking records of the case. When needed, HA DO would seek assistance from HA Clusters and HKU-SZH to further verify

Report the dispute case and review result in JPC meeting, and seek confirmation if the appeal is substantial

Substantial

1. Unfreeze of the patient's subsidy accounts
2. HKU-SZH to notify patient of the review results
3. HKU-SZH to claim the corresponding consultation fee under the subsidy of Pilot Scheme and arrange reimbursement to patient

Non-Substantial

1. Keep patient's subsidy accounts frozen
2. HKU-SZH to notify patient of the review result and no reimbursement granted
3. (If needed) HKU-SZH to assist patient to raise withdrawal request and refer patient back to HA for follow-up appointment

Arrange necessary setup in eHS(S) with IT and keep proper documentation of the case