

Appointment Flow

Step	Action	Button to be pressed
1	Select language	For Cantonese, press 1 For English, press 2 For Putonghua, press 3
2	Booking	To make a booking, press 1 To check or cancel a booking, press 2 To change a booking, press 3 In case of problem in using the system, press 4
3	Select booking mode	For an appointment within 24 hours, press 1 For an appointment for the next seven working days, press 2
4	Select clinic	For Chai Wan Families Clinic, (1/F Main Block, Pamela Youde Nethersole Eastern Hospital, 3 Lok Man Road, Chai Wan) press 1 For Hong Kong Families Clinic, (3/F Tang Chi Ngong Specialist Clinic, 284 Queen's Road East) press 2 For Kowloon Families Clinic, (6/F, Kowloon City Health Centre, 42 Bailey Street, Hung Hom) press 3 For New Territories Families Clinic , (1/F, Mrs. Wu York Yu Health Centre, 310 Wo Yi Hop Road, Lei Muk Shue, New Territories) press 4
5	Appointment time slot assigned by the system	To accept this appointment time slot, press 1 To choose the next appointment time slot, press 2 To go back to 'Select Clinic' option, press 3
6	Enter the first six digits of the Hong Kong Identity Card number or registration number of birth certificate	To confirm, press 1 To enter the number again, press 2
7	Confirm and note down appointment details and reference number	To confirm, press 1