Enhanced Specialist Out-patient Services for Civil Service Eligible Persons at Prince of Wales Hospital

This note serves to inform civil service eligible persons\(^1\) (CSEPs) of the enhanced specialist out-patient (SOP) services\(^2\) to be provided by the Hospital Authority (HA) at Prince of Wales Hospital (PWH) for the exclusive use of CSEPs, and sets out related administrative details.

Provision of SOP Services to CSEPs

2. CSEPs are entitled to medical treatment and services that are provided free of charge by the Department of Health (DH) or HA, save for the charges applicable to hospital maintenance, dentures and dental appliances as provided for in the Civil Service Regulations. At present, HA provides SOP services to CSEPs through its network of 47 SOP clinics throughout the territory. Clinic sessions for general SOP services are also available in L Block clinic for CSEPs in Queen Elizabeth Hospital (QEH).

New Dedicated SOP Clinic

3. As part of our ongoing effort to improve the provision of civil service medical benefits to CSEPs, and to address CSEPs’ concerns over the waiting time for first appointment for new SOP cases, the Government has allocated separate funding to set up a new SOP clinic (namely 9H Specialist Clinic at PWH (9HSC)) for the exclusive use of CSEPs with effect from 26 March 2012.

4. The main objective for launching 9HSC services is to help shorten the waiting time for CSEPs’ new SOP cases. Specifically, an eligible CSEP who has booked a first appointment at an HA SOP clinic and wishes for an earlier appointment may approach 9HSC to see if an earlier appointment in the relevant specialty is

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\(^1\) Civil service eligible persons consist of:
- (a) monthly paid civil servants and their eligible dependents;
- (b) retired civil servants living in Hong Kong and in receipt of a pension or an annual allowance and their eligible dependents living in Hong Kong;
- (c) eligible dependants of civil servants killed on duty and living in Hong Kong;
- (d) eligible dependants living in Hong Kong and in receipt of a pension under the Widows and Orphans Pension Scheme or the Surviving Spouses’ and Children’s Pension Scheme following the death of civil servants while in service or after retirement; and
- (e) other persons who are eligible for civil service medical benefits by way of their terms of appointment.

\(^2\) Only general specialist services are covered (see paragraph 7 for the list of specialties). Consultation and treatment in respect of sub-specialties services are covered by relevant hospital cluster, and not by the enhanced services set out in this circular.
available at 9HSC. If so, the CSEP’s case will be managed by 9HSC starting from the 9HSC appointment date until the date of the original SOP appointment. The enhanced SOP services at 9HSC will therefore serve as a bridging measure to reduce the waiting time for CSEPs’ new SOP cases, supplementing HA’s existing provision of SOP services to CSEPs.

Eligibility for the Enhanced SOP Services

5. New patients of HA’s SOP clinics will be triaged by the SOP clinic where they have booked their original appointment. 9HSC will cater for cases triaged as non-urgent, while urgent cases (i.e. Priority 1 and Priority 2\(^3\) cases) will be handled by the relevant original HA SOP clinic.

6. CSEPs are eligible for 9HSC services if they meet the following criteria –

   (a) they have made an appointment for first consultation for general SOP services at an HA SOP clinic (i.e. CSEPs who are already receiving treatment at an HA SOP clinic are not eligible\(^4\));

   (b) the assigned date of appointment is eight weeks or more after the issuing date of the appointment slip; and

   (c) the general specialty service required is available at 9HSC (see paragraph 7 below).

Types of General Specialty Services to be provided

7. Medical consultations in respect of the following general specialty services will be provided at 9HSC –

   - Ear, Nose & Throat
   - Family Medicine
   - Gynaecology
   - Medicine
   - Orthopaedics & Traumatology
   - Paediatrics & Adolescent Medicine
   - Surgery

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\(^3\) Urgent cases are categorised as “Priority 1”, while semi-urgent cases are categorised as “Priority 2”; appointments for such cases are arranged within two and eight weeks respectively by the relevant cluster SOP clinic.

\(^4\) As 9HSC and Li Ka Shing SOP Clinic are both located in PWH, current patients of Li Ka Shing SOP Clinic may switch to 9HSC services if they meet criteria (c).
Booking Arrangements

8. At present, if a CSEP receives a referral letter from a medical doctor for specialist medical services and wishes to use HA’s SOP services, he/she should proceed to book a first consultation appointment at an HA SOP clinic\(^5\).

9. After obtaining the first consultation appointment date, if the CSEP wishes for an earlier appointment and he/she meets the criteria as detailed in paragraph 6 above, he/she may opt to contact the 9HSC booking office by fax or in person to check whether an earlier appointment is available at 9HSC. CSEPs not covered by the Medical and Dental Benefits Eligibility Checking System (ECS) must visit the 9HSC booking office in person and produce valid G.F.181/ Try. 447 for verification of eligibility.

10. To start the booking process at 9HSC, a CSEP should provide (a) his/her name and Hong Kong Identity Card number; (b) details of his/her original appointment; and (c) a copy of the referral letter\(^6\) and appointment slip by either completing and returning the fax request form at Annex A to 9HSC or visiting 9HSC in person. Booking requests made by phone will not be entertained. Having verified the CSEP’s eligibility and having ascertained the availability of the required medical services and also the availability of a time slot earlier than the CSEP’s original appointment, the 9HSC booking office will assign an appointment slot to the patient on a first-come-first-served basis and inform the CSEP of the details of the appointment by phone. If the CSEP accepts the offer, the booking office will send an appointment slip to the CSEP by mail or fax. If the CSEP rejects the offer over the phone, or 9HSC is unable to offer an appointment earlier than the original one, the CSEP should attend the original HA SOP clinic appointment as scheduled. For CSEPs who have a confirmed appointment with 9HSC, their original appointment at the HA SOP clinic will not be cancelled unless the scenarios in paragraph 16 below arise\(^7\).

11. The 9HSC booking office will accept bookings starting from 27 February 2012. A summary flowchart for utilising 9HSC services is at Annex B.

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\(^5\) A list of HA’s SOP clinics can be found at HA’s website: [www.ha.org.hk](http://www.ha.org.hk).

\(^6\) If CSEPs intend to utilise the services provided by 9HSC, they are advised to retain a copy of their referral letter before handing it over to their original cluster HA SOP clinic for making an appointment, as 9HSC also requires a copy of the referral letter for booking an appointment.

\(^7\) Arrangements for patients transferred to 9HSC from Li Ka Shing SOP Clinic are set out in paragraph 18 below.
Arrangements for Provision of Associated and In-patient Services

12. Apart from medical consultations, 9HSC will also provide essential ambulatory investigations to its patients. Appointments will be booked with the Block G Imaging Centre at QEH direct for those cases which require general Magnetic Resonance Imaging, Computed Tomography or ultrasound scanning services. If in-patient services or other ambulatory investigation/diagnostic services not provided by 9HSC are required, the CSEP patient will be referred back to the SOP clinic cluster hospital where they originally booked the first SOP consultation appointment. The relevant cluster hospital will determine the urgency of the patient’s case having regard to the patient’s clinical condition.

Exit Arrangements

13. As the enhanced SOP services provided by 9HSC to CSEPs are by nature a bridging measure to supplement HA’s existing SOP services, exit arrangements (i.e. referral to another service provider or discharge) will be arranged having regard to the patient’s condition.

14. Generally speaking, 9HSC will manage a patient’s case while a patient awaits (a) the original HA SOP clinic appointment; or (b) an appointment at a sub-specialty clinic at the relevant cluster hospital by way of a referral from 9HSC.

15. In case a patient’s condition is considered by 9HSC to have developed into a Priority 1 or 2 condition, 9HSC will issue a referral letter to the patient for him/her to present to the original HA SOP clinic with a view to advancing his/her original appointment. 9HSC will continue to manage the patient’s case until the appointment is due.8

16. If the patient recovers, or 9HSC considers that his/her condition has stabilised, 9HSC will either (a) discharge the patient; or (b) issue a referral letter for the patient to book an appointment at HA’s General Out-patient Clinics or DH’s families clinics on his/her own. In such cases, 9HSC will cancel the CSEP’s original SOP appointment on the patient’s behalf.

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8 Arrangements for patients transferred to 9HSC from Li Ka Shing SOP Clinic are set out in paragraph 18 below.
Location and Contact Details of 9HSC

17. The address, telephone number, fax number and office hours of 9HSC are as follows -

<table>
<thead>
<tr>
<th>9HSC</th>
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<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td>9H Specialist Clinic,</td>
</tr>
<tr>
<td>9th Floor, Day</td>
</tr>
<tr>
<td>Treatment Block &amp;</td>
</tr>
<tr>
<td>Children Wards,</td>
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<tr>
<td>Prince of Wales</td>
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<tr>
<td>Hospital, Shatin</td>
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<td>(A location map is at <strong>Annex C</strong>)</td>
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<tr>
<td><strong>Telephone No.</strong></td>
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<tr>
<td>3505 4154</td>
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<tr>
<td><strong>Fax No.</strong></td>
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<tr>
<td>3505 4771</td>
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<tr>
<td><strong>Office hours</strong></td>
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<tr>
<td>Monday to Friday</td>
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<tr>
<td>09:00 – 13:00</td>
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<td>14:00 – 17:00</td>
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<tr>
<td>Saturday, Sunday and</td>
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<td>Public Holidays</td>
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<td>Closed</td>
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Special Arrangements for Patients of PWH Li Ka Shing SOP Clinic

18. As 9HSC and Li Ka Shing SOP Clinic are both located in the same hospital (i.e. PWH), CSEPs who are already receiving treatment at Li Ka Shing SOP Clinic, if clinically suitable, may opt to transfer to 9HSC for continued management of their cases. The exit scenario in paragraph 14(a) will not apply to those CSEPs or to CSEPs whose original first appointment was made at Li Ka Shing SOP Clinic and subsequently took up an earlier 9HSC appointment, but their scheduled appointment at Li Ka Shing SOP Clinic will be cancelled upon their transfer to 9HSC. Their cases will continue to be managed by 9HSC thereafter until the other exit scenarios in paragraphs 14(b) or 16 arise. If a patient who has switched from Li Ka Shing SOP Clinic to 9HSC subsequently wishes to revert to Li Ka Shing SOP Clinic, he/she will be treated as a new case in Li Ka Shing SOP Clinic, with no priority accorded.
Fax Request for Civil Service Eligible Persons
for Booking an Appointment at 9H Specialist Clinic (9HSC) in Prince of Wales Hospital (PWH) and Authorisation Letter

To: Booking office of 9HSC (Fax No.: 3505 4771)
(Should this transmission be interrupted or misdirected, please advise the sender immediately.)

I am eligible for civil service medical benefits and have booked an appointment for first consultation for general specialist out-patient (SOP) service detailed below –

Hospital Authority (HA) Hospital: ____________________________
Specialty: Medicine / Surgery / Gynaecology / Orthopaedics & Traumatology / ENT / Family Medicine / Paediatrics and Adolescent Medicine *
Date of appointment: ____________________________
Time of appointment: ____________________________

I wish to check whether an earlier appointment can be scheduled for me to receive medical consultation and treatment at 9HSC of PWH. I hereby authorise PWH to look up my records in the Medical and Dental Benefits Eligibility Checking System (ECS) and Clinical Management System as appropriate.

Signature of Patient ____________________________
Patient’s Name (in block letter) ____________________________

Signature of Patient’s Parent or Guardian (for minor) ____________________________
HKID Card No. / HK Birth Certificate No. ____________________________

Daytime Contact Telephone No. ____________________________
Date ____________________________

* delete as appropriate

Please fax this request form together with:
(1) the SOP clinic appointment slip; and
(2) the referral letter for that SOP clinic appointment.

Please note that appointment booking cannot be arranged unless both document (1) and (2) are provided. (For Li Ka Shing SOP Clinic patients, there is no need to provide (2), as the referral letter will be retrieved internally).

Note: The information provided will be used for processing the request for an appointment of SOP service at 9HSC of PWH. Data subjects may request access to or correction of personal data provided on this form in accordance with the provisions of the Personal Data (Privacy) Ordinance. Such requests may be made in writing to PWH.
Provision of Enhanced Specialist Out-patient (SOP) Services by 9H Specialist Clinic (9HSC) of Prince of Wales Hospital (PWH) for Civil Service Eligible Persons (CSEPs)

CSEP books an appointment for first consultation at a Hospital Authority (HA) SOP clinic

Eligible CSEP* to consider whether to contact the booking office of 9HSC

CSEP provides the following information by fax (by completing Annex A) or in person to 9HSC:
- personal details;
- details of the original appointment; and
- copy of referral letter and appointment slip

9HSC booking office to decide if
(i) the medical service required is within its service scope; and
(ii) an earlier appointment at 9HSC is available

Booking office to assign an appointment to the CSEP

CSEP to consider whether to accept the appointment

CSEP followed up by 9HSC until the following exit scenarios arise

Scenario 1*
Original appointment in HA SOP clinic is due
CSEP attends the appointment as originally scheduled in the HA SOP clinic

Scenario 2 *
Priority 1 or Priority 2 condition identified
CSEP to be referred to the original HA SOP clinic to seek an earlier appointment, but 9HSC continues to manage case in the meantime

Scenario 3
Service required falls outside service scope of 9HSC, e.g. sub-specialty services
CSEP to be referred to relevant cluster hospital to seek a clinic appointment for sub-specialty service as appropriate, but 9HSC continues to manage case in the meantime

Scenario 4
Condition stabilised
CSEP to book an appointment at HA’s General Out-patient Clinic or Department of Health’s Families Clinic with a referral letter issued by 9HSC

Scenario 5
Recovered
CSEP to be discharged from 9HSC

SOP follow-up ceases. Original appointment at HA SOP clinic to be cancelled by 9HSC on patient’s behalf *

* Also includes patients currently receiving treatment at Li Ka Shing SOP Clinic in PWH.
# Not applicable to patients whose original appointment was made at Li Ka Shing SOP Clinic; their original appointment would have been cancelled upon their transfer to 9HSC.
Annex C

9H Specialist Clinic Location Map

9H Specialist Clinic (at 9th Floor, Day Treatment Block & Children Wards)