

Change of Operation Mode of the Enhanced Specialist Out-patient Services for Civil Service Eligible Persons at L Block of Queen Elizabeth Hospital

With effect from 1 April 2024, L Block of Queen Elizabeth Hospital (QEH) which provides enhanced specialist outpatient (SOP) services for civil service eligible persons (CSEPs) will change its operation to “bridging mode” (except obstetrics). This memo serves to inform all colleagues of the related arrangements. Please bring this memo to the attention of all staff in your bureau/department who are eligible for civil service medical benefits.

Background

2. CSEPs¹ are entitled to medical treatment and services that are provided free of charge by the Department of Health (DH) or Hospital Authority (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 49 SOP clinics throughout the territory. Clinic sessions for general SOP services for CSEPs are also available at L Block clinic of QEH, 9H Specialist Clinic (9HSC) of Prince of Wales Hospital and Saturday SOP (SSOP) Clinic of Queen Mary Hospital (QMH).

Types of General Specialty Services Provided at L Block of QEH

3. L Block of QEH provides eight general specialty services including family medicine, gynaecology, medicine, neurosurgery, obstetrics, orthopaedics & traumatology, paediatrics, and surgery for the exclusive use of CSEPs.

Existing Operational Arrangements

4. Currently, CSEPs who have obtained referral letter from a public or private clinic may approach L Block of QEH and will be triaged having regard to their medical condition. For urgent and semi-urgent cases or where sub-specialty service is required, patients will be referred to the relevant specialty of the SOPCs (or sub-specialist outpatient clinics) of QEH for follow-up alongside the general public. For the remaining CSEP patients (i.e. those who have not been referred to other specialist clinics and the general specialty service required is available thereat), they would be

¹ Civil service eligible persons consist of:

- (a) monthly paid civil servants and their eligible dependants;
- (b) retired civil servants living in Hong Kong and in receipt of a pension or an annual allowance and their eligible dependants 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.

given appointment(s) at L Block of QEH until the required speciality service is no longer required.

New Operational Arrangements

5. In order to shorten the waiting time for new SOP cases, L Block of QEH (except obstetrics²) will change its operation to “bridging mode”³ with effect from 1 April 2024. Under the “bridging” operation mode, CSEPs who have booked the first appointment at an HA SOP clinic and would like to have an earlier appointment may approach the booking office of L Block of QEH (booking office) to check if an earlier appointment in the relevant specialty is available. If so⁴, the CSEP’s case will be managed by L Block of QEH starting from the appointment date until the date of the original SOP appointment.

6. Under the new operational arrangements, CSEPs are eligible for the services of L Block of QEH if they meet the following criteria –

- (a) they have made an appointment for first consultation for general SOP services at an HA SOP clinic (other than 9HSC and SSOP) (i.e. CSEPs who have started treatment at HA SOP clinic are not eligible);
- (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 L Block of QEH (see paragraph 3 above).

New Booking Arrangements

7. 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 first proceed to book a first consultation appointment at an HA SOP clinic⁵.

8. 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 booking office by fax or in person to check whether an earlier appointment is available at L Block of QEH. CSEPs not covered by the Medical and Dental Benefits Eligibility Checking System must visit the booking office in person and produce valid G.F. 181/Try. 447 for verification of eligibility.

² The obstetrics of L Block of QEH will continue to operate following the arrangements as stated under paragraph 4 of this memo.

³ Currently, 9HSC and SSOP also operate in “bridging mode”.

⁴ New patients of HA SOP clinics will be triaged by the SOP clinic where they have booked their original appointment. L Block of QEH will cater for cases triaged as non-urgent (routine). For urgent (Priority 1) and semi-urgent (Priority 2) cases, they will be handled by the relevant original HA SOP clinic within two and eight weeks respectively by the relevant original HA SOP clinic.

⁵ A list of HA’s SOP clinics can be found at HA’s website (www.ha.org.hk).

9. To start the booking process, 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 letter⁶ and appointment slip by either completing and returning the fax request form at **Annex A** to the booking office or visiting the booking office 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 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 the booking office 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 the booking office, their original appointment at the HA SOP clinic will not be cancelled unless the scenarios in paragraph 14 below arise. A summary flowchart for utilising the services of L Block of QEH is at **Annex B**.

Arrangements for Provision of Associated and In-patient Services

10. Apart from medical consultations, L Block of QEH will also provide essential ambulatory investigations to its patients. Appointments will be booked with the Block G Imaging Centre of QEH direct for those cases which require general Magnetic Resonance Imaging, Computed Tomography, ultrasound scanning or mammographic services. If in-patient services or other ambulatory investigation/diagnostic services not provided by L Block of QEH are required, the CSEP patient will be referred back to the SOP clinic cluster hospital where he/she has 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

11. Under the "bridging mode", exit arrangements (i.e. referral to another service provider or discharge) will be arranged by L Block of QEH having regard to the patient's condition.

12. Generally speaking, L Block of QEH 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 the attending doctor of L Block of QEH.

⁶ If CSEPs intend to utilise the service of L Block of QEH, before handing over the referral letter to their original cluster HA SOP clinic for making an appointment, they are advised to retain a copy of their referral letter for booking an appointment at L Block.

13. In case a patient's condition is considered by the attending doctor of L Block of QEH to have developed into a Priority 1 or 2 condition, a referral letter will be issued to the patient for him/her to present to the original HA SOP clinic with a view to advancing his/her original appointment. L Block of QEH will continue to manage the patient's case until the appointment is due. For the avoidance of doubt, CSEPs who have booked their original appointment at the SOP clinic of QEH for first consultation and then opt to make a booking at L Block of QEH will be transferred back when their original appointment date at the SOP clinic is due.

14. If the patient recovers, or the attending doctor of L Block of QEH considers that his/her condition has stabilised, the attending doctor will either (a) discharge the patient; or (b) issue a referral letter for the patient to book an appointment at Family Medicine Clinics (FMCs) of HA or families clinics of DH on his/her own. In such cases, L Block of QEH will cancel the CSEP's original SOP appointment on the patient's behalf.

Location and Contact Details of the Booking Office of L Block of QEH

15. The address, telephone number, fax number and office hours of the booking office are as follows –

Address	L Block, Queen Elizabeth Hospital 30 Gascoigne Road, Kowloon, Hong Kong (A location map is at Annex C)
Telephone No.	3506 6123
Fax No.	2740 9119
Office hours	<u>Monday to Friday</u> 09:00 – 13:00 14:00 – 17:00 <u>Saturday, Sunday and Public Holidays</u> Closed

“Grandfathering” Arrangement

16. To reduce the impact to the existing patients, HA will implement the “Grandfathering” arrangement, i.e. the above-mentioned new operational arrangements are not applicable to those patients who are currently either being followed up by L Block of QEH or being given their appointments by L Block of QEH before 1 April 2024.

Fax Request for Civil Service Eligible Persons
for Booking an Appointment at L Block of Queen Elizabeth Hospital (QEH)
and Authorisation Letter

To: Booking office of L Block of QEH (Fax No: 2740 9119)
(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: Family Medicine, Gynaecology, Medicine, Neurosurgery, Orthopaedics & Traumatology,
Paediatrics, Surgery*
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 L Block of QEH. I hereby authorise QEH to look up my records in the Medical and Dental Benefits Eligibility Checking System 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

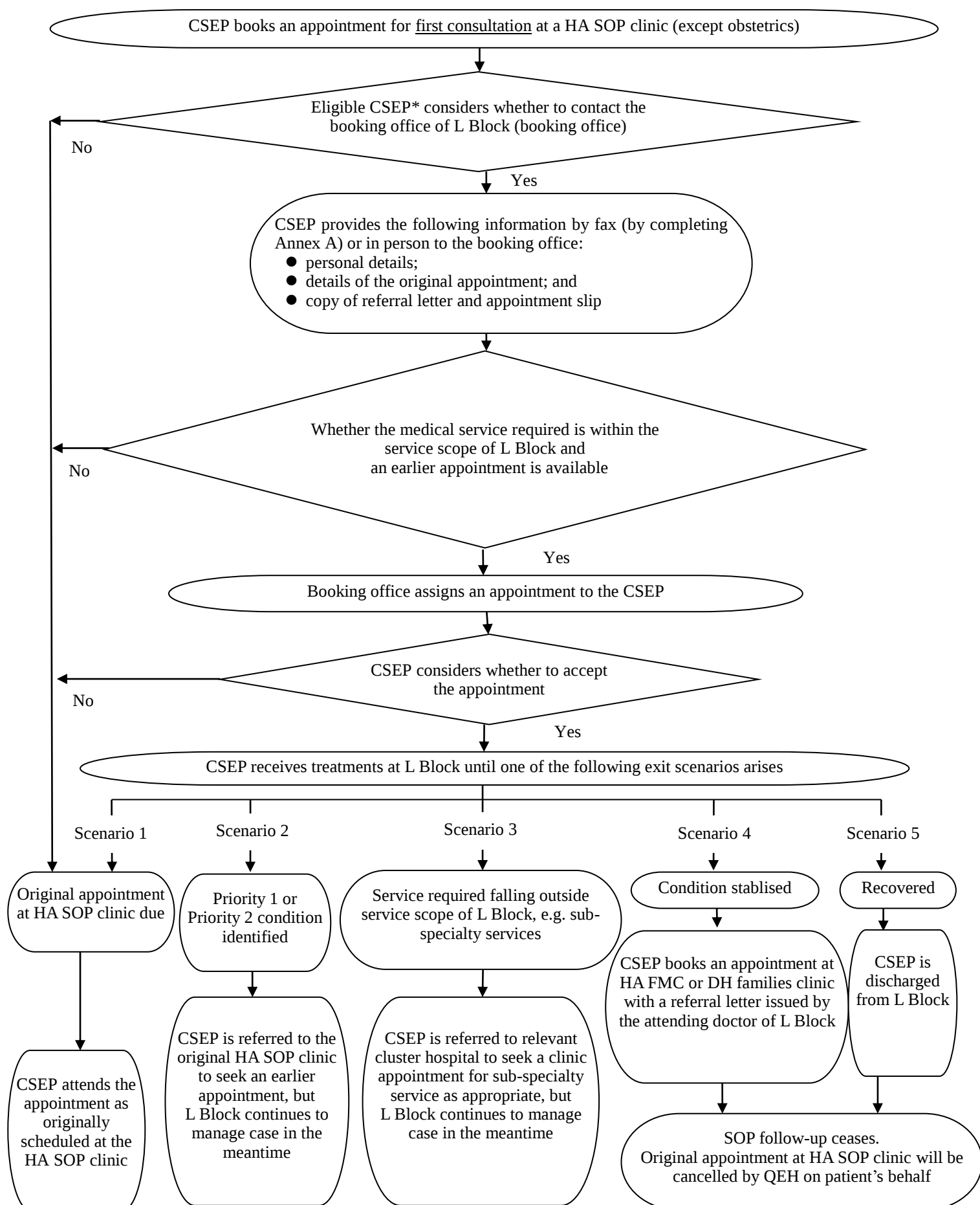
* delete as appropriate

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 documents (1) and (2) are provided.

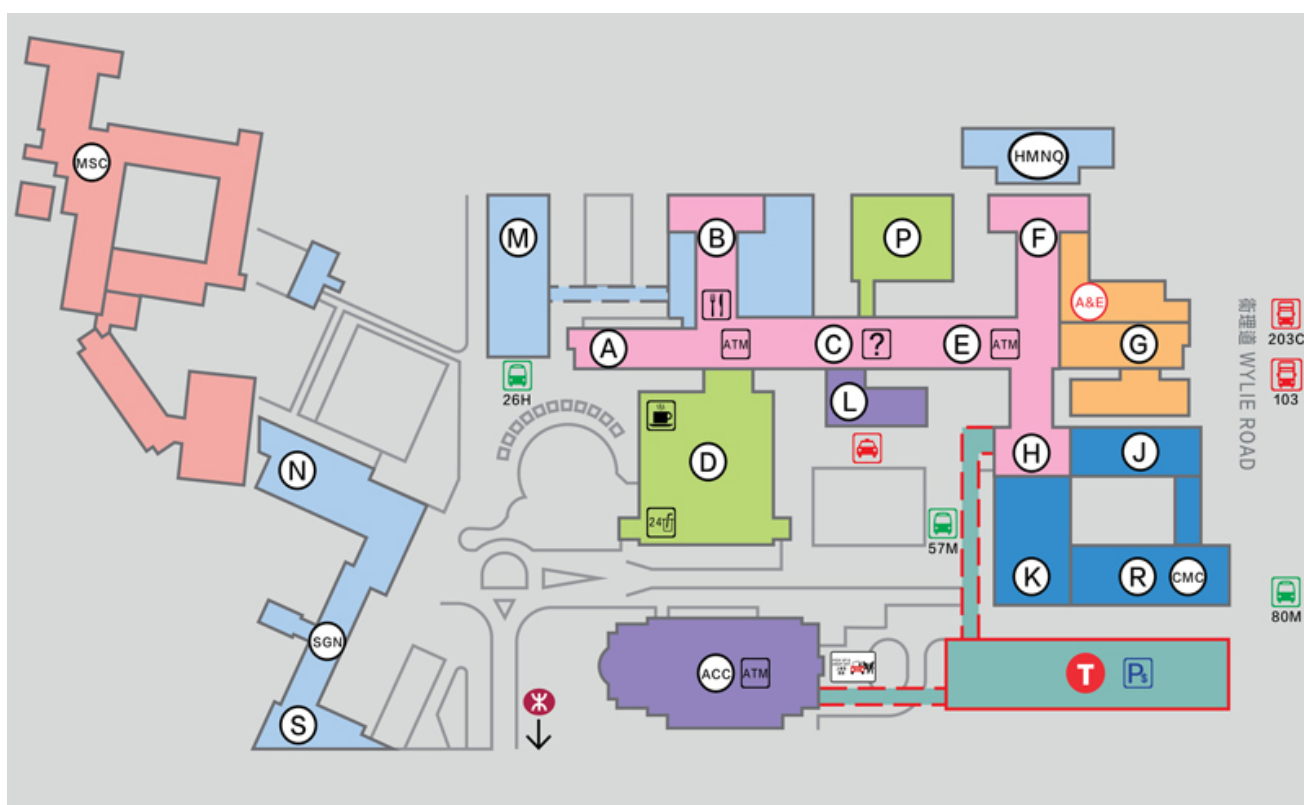
Note: The information provided will be used for processing the request for an appointment at L Block of QEH. Data subjects may request access to or correction of personal data provided on this form in accordance with the provisions of the Personal Data (Privacy) Ordinance. Such requests may be made in writing to QEH.

**Provision of Dedicated SOP Services for CSEPs
at L Block of QEH**



* Also applicable to patients who booked and are waiting for their first consultation appointment at the SOP clinic of QEH.

Location Map of L Block of QEH



(A) (B) (C) A座, B座及C座病房
Wards A, B & C

(E) (G) (H) E座, G座及H座病房
Wards E, G & H

(D) D座手術室大樓
Block D - Operating Theatre

(F) F座
Block F

(J) (K) J, K座賽馬會放射診斷大樓
Block J, K - The Jockey Club Institute of Radiology and Imaging

(L) L座診所(職員及專科)
Block L Clinic (Staff & Specialist)

(M) M座病理學大樓
Block M - Pathology

(N) N座宿舍
Hostel

(SGN) 護士學校
School of General Nursing

(P) P座康復中心
Block P - Rehabilitation Center

(R) R座賽馬會放射治療及腫瘤學大樓
Block R - The Jockey Club Institute of Radiotherapy and Oncology

(S) S座行政大樓
Block S - Administration Block

(A&E) 急症室
Accident & Emergency

(ACC) 日間醫療中心
Ambulatory Care Centre

(CMC) 博愛醫院 - 香港浸會大學中醫診所暨教研中心(油尖旺區)
Pok Oi Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Yau Tsim Mong District)

(T) 日間醫療中心(新翼)
Ambulatory Care Centre Extension

(HMNQ) 醫生及男護士宿舍
Houseman & Male Nurse Quarters

(MSC) 綜合服務區
Multi-Service Centre

的士站
Taxi Stand

小巴站
Mini-Bus Stop

的士上客及落客點
Taxi Pickup & Drop Off Point

收費停車場
Hourly Carpark

餐廳(B座地下)
Canteen (G/F, Block B)

? 詢問處(C座地下)
Enquiry (G/F, Block C)

ATM 自動櫃員機
Automatic Teller Machine

24h 24小時便利店
24hours Convenience Store

咖啡店
Coffee Shop