

Enhanced Specialist Out-patient Services for Civil Service Eligible Persons at Queen Mary Hospital

This note serves to inform colleagues of that extra specialist out-patient (SOP) services¹ sessions for civil service eligible persons (CSEPs) will be available on Saturday mornings at Queen Mary Hospital (QMH) with effect from 1 September 2012.

Background

2. CSEPs² 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 in L Block clinic in Queen Elizabeth Hospital (QEH) on Kowloon side and 9H Specialist Clinic (9HSC) at Prince of Wales Hospital (PWH) in the New Territories.

3. While we explore with HA the feasibility of introducing similar dedicated general SOP services for CSEPs on Hong Kong Island in the longer term, QMH has agreed in the meantime to provide extra SOP services sessions on Saturday mornings at QMH's existing specialist clinic premises (i.e. 8/F of Block S, QMH), tentatively for twelve months with effect from **1 September 2012**. Detailed administrative arrangements are set out in the ensuing paragraphs.

¹ 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 memo.

² 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.

Objective of Provision of Saturday SOP (SSOP) Services at QMH

4. As with 9HSC services, the main objective for operating SSOP services at QMH is to supplement HA's existing provision of SOP services to CSEPs by helping to 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 the booking office of the QMH SSOP (booking office) to see if an earlier appointment in the relevant specialty is available. If so, the CSEP's case will be managed by QMH SSOP starting from the appointment date in QMH SSOP until the date of the original SOP appointment.

Eligibility for QMH SSOP Services

5. New patients of HA's SOP clinics will be triaged by the SOP clinic where they have booked their original appointment. QMH SSOP services will cater for cases triaged as non-urgent, while urgent cases (i.e. Priority 1 and Priority 2³ cases) will be handled by the relevant original HA SOP clinic.

6. CSEPs are eligible for the QMH SSOP 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 (other than L Block of Queen Elizabeth Hospital (QEH) and 9HSC);
- (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 QMH SSOP services (see paragraph 7 below).

For the avoidance of doubt, CSEPs who are already receiving treatment at an HA SOP clinic or are waiting for their first appointment in L Block of QEH or 9HSC are not eligible for the services.

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.

Types of General Specialty Services to be provided

7. Medical consultations in respect of the following general specialty services will be provided at QMH SSOP services—

- Medicine
- Surgery

Booking Arrangements

8. 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 clinic⁴.

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

10. 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 letter⁵ 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 16 below arise.

⁴ A list of HA's SOP clinics can be found at HA's website: www.ha.org.hk.

⁵ If CSEPs intend to utilise the QMH SSOP service, 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 the booking office of QMH SSOP service also requires a copy of the referral letter for booking an appointment.

11. The booking office will accept bookings starting from **1 August 2012**. A summary flowchart for utilising the QMH SSOP services is at **Annex B**.

Arrangements for Provision of Associated and In-patient Services

12. Apart from medical consultations, QMH SSOP services 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 QMH SSOP services 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 QMH SSOP services 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, QMH SSOP services 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 QMH SSOP services.
15. In case a patient's condition is considered by the attending doctor of QMH SSOP services 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. QMH SSOP services will continue to manage the patient's case until the appointment is due. For the avoidance of doubt, CSEPs who booked their original appointment in the SOP clinic in QMH for first consultation and then opt to seek QMH SSOP services will be transferred back when their original appointment date in the SOP clinic in QMH is due.
16. If the patient recovers, or the attending doctor of QMH SSOP services considers that his/her condition has stabilised, he/she will either (a) discharge the patient; or (b) issue a referral letter for the patient to book an appointment at HA's Family Medicine Clinics or DH's families clinics on his/her own. In such cases, QMH will cancel the CSEP's original SOP appointment on the patient's behalf.

Location and Contact Details of the Booking Office of QMH SSOP services

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

Address	8/F, Block S, Queen Mary Hospital, 102 Pokfulam Road, Hong Kong (Note 1) (A location map is at Annex C)
Telephone No.	2872 0155 (Note 2)
Fax No.	2872 7899
Office hours	<u>Saturday only (except Public Holidays)</u> 9:00 to 13:00

Note 1: The reception counter at 8/F, Block S will accept CSEPs' requests made in person on Mondays to Fridays from 9:00 – 13:00 and 14:00 – 17:00; and on Saturdays from 9:00 – 13:00.

Note 2: This enquiry telephone number operates on Mondays to Fridays from 9:00 – 13:00 and 14:00 – 17:00; and on Saturdays from 9:00 – 13:00.

Duration of the Programme

18. The QMH SSOP services will be provided for twelve months initially, subject to review. We will inform bureaux / departments in case of any change in duration of this arrangement.

Fax Request for Civil Service Eligible Persons
for Booking an Appointment at Saturday Specialist Out-patient (SSOP) Services
in Queen Mary Hospital (QMH) and Authorisation Letter

To: Booking office of QMH SSOP services (Fax No: 2872 7899)
(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 *
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 QMH SSOP services. I hereby authorise QMH 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

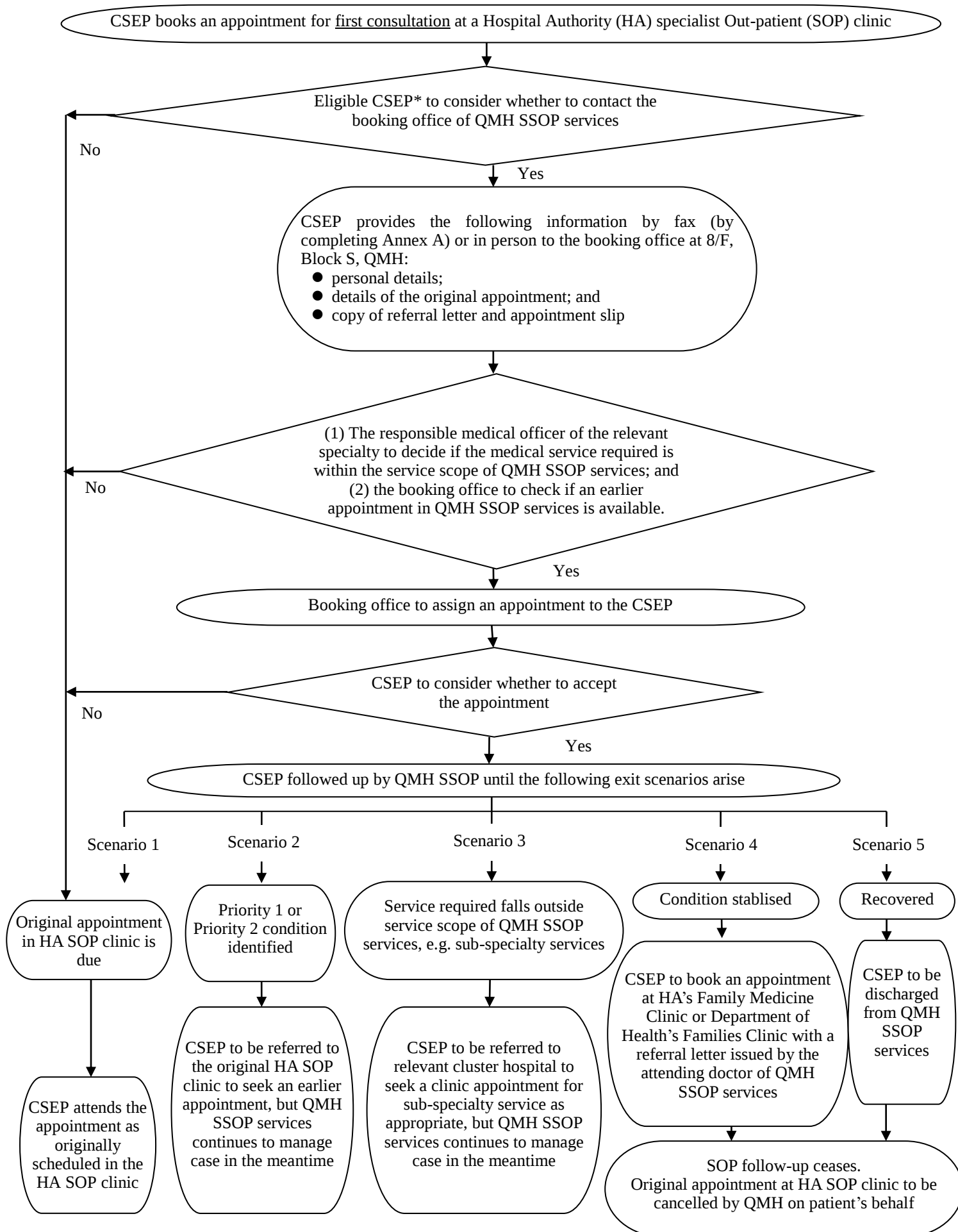
Please fax this request form together with:

- (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.

Note: The information provided will be used for processing the request for an appointment at QMH SSOP services. 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 QMH.

**Provision of Saturday Specialist Out-patient (SSOP) Services at
Queen Mary Hospital (QMH)
for Civil Service Eligible Persons (CSEPs)**



* Also includes patients who booked and are waiting for their first consultation appointment in the SOP clinic in QMH.

Queen Mary Hospital Block S Specialist Clinic Location Map

瑪麗醫院S座專科門診大樓位置圖

