Flowchart of Online Booking System

1. Making Appointment

CSEPs need to register and activate their accounts for Families Clinics Online Booking System.

For details of the application method, please visit DH's thematic webpage (https://www.dh.gov.hk/english/clinictimetable/fc_booking.html)

Login Families Clinics Online Booking System (https://www.clinical.dh.gov.hk/OnlineBookingWeb/?lng=en#/PDQAS/login)

Select "Seasonal Influenza Vaccination" under Service Appointment for booking

Select clinic, appointment date and time, and then confirm appointment

Upon successful booking, you can save or print out the Appointment Slip, or return to the main page of the Families Clinics Online Booking System for viewing the appointment details

2. Checking / Cancelling Appointment made via the Online Booking System

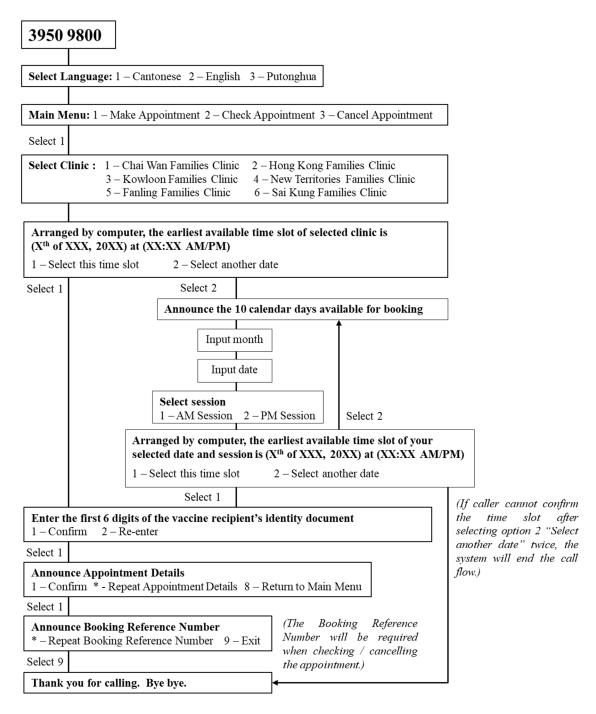
Login Families Clinics Online Booking System (https://www.clinical.dh.gov.hk/OnlineBookingWeb/?lng=en#/PDQAS/login)

View the appointment details on the main page of the Families Clinics Online Booking System

To change or cancel the appointment, select "Change Appointment" or "Cancel Appointment" under the appointment details on the main page of the Families Clinics Online Booking System

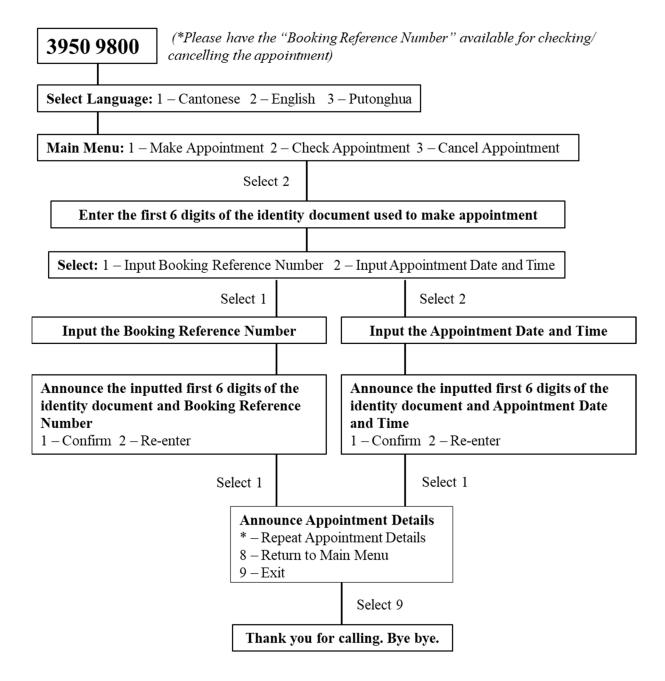
Flowchart of Automated Telephone Booking System (ATBS)

1. Making Appointment



Note: The Tseung Kwan O Families Clinic will take over the vaccination services in Sai Kung Families Clinic upon coming into operation. By then, in the ATBS, Sai Kung Families Clinic will be renamed as Tseung Kwan O Families Clinic while the quick key and instruction will remain the same.

2. Checking Appointment made via the ATBS



3. Cancelling Appointment made via the ATBS

