This circular promulgates guidelines on administrative measures which may be taken by departmental management to facilitate officers on duty visits to or training in Mainland China in obtaining assistance in case of need for emergency medical treatment.

2. Under the existing policy, Government will reimburse the necessary medical and dental expenses incurred by officers while on external posting and overseas duty visits/training subject to CSRs 912 and 954. Civil Service Bureau has from time to time received enquiries about possible assistance to officers on duty visits to Mainland China in obtaining emergency medical treatment in cases where advance payment or deposit is required before admission/treatment.

3. Accordingly, we have drawn up the attached guidelines for the reference of departmental management and officers who will be visiting Mainland China on duty or training. As the nature of duty visits to or training in Mainland China varies among bureaux and departments, the management of bureaux/departments are encouraged to draw up their own departmental instructions to suit their own circumstances, with reference to the administrative measures set out in the guidelines and other feasible measures.
4. The management of bureaux/departments should promulgate this circular and the guidelines together with their own departmental instructions, if any, to officers who are required to perform duty or undergo training in Mainland China. Such documents should be re-circulated at regular intervals, say, once every six months, to ensure that the staff are fully acquainted with the administrative measures for obtaining assistance in case of need for emergency medical treatment while on duty or training in Mainland China.

( Mrs Alice Cheung )
for Secretary for the Civil Service
Guidelines on Providing Assistance to Officers in case of Need for Emergency Medical Treatment during Duty Visits or Training in Mainland China

Purpose

These guidelines set out the administrative measures that bureaux and departments may take to facilitate officers on duty visit or training in Mainland China in obtaining assistance in case of need for emergency medical treatment.

Background

2. CSR 912 provides that medical expenses for necessary medical treatment incurred while on duty or training outside Hong Kong may be reimbursed provided that the amount is reasonable, and where the expenditure is incurred in countries where a free or nominally free service is available, it is in the public interest for the officer not to have taken the free/nominally free service. CSR 954 provides that dental expenses incurred while on duty outside Hong Kong may be reimbursed provided that the treatment is for emergency and the fees are reasonable. The reimbursement arrangement has been working satisfactorily.

3. Some staff have expressed concern about access to emergency medical treatment during duty visits in Mainland China, especially in cases where admission to Mainland hospitals requires payment in advance of treatment or payment of a deposit sufficient to cover the medical expenses before admission. CSB has sought feedback from departmental management on the matter and has explored whether insurance plans available in the market might provide adequate cover for officers on duty visits to the Mainland for access to emergency medical treatment. Feedback from departmental management indicates that so far there has not been any incident of their staff being refused access to medical treatment in emergency situations while on duty visits in Mainland China. As regards purchase of insurance, given the limitations of various insurance plans for travellers in Mainland China (e.g. many plans have designated network of hospitals and for those without a designated network, prior approval from the insurance company before hospital admission is required), it does not offer a viable solution on a service-wide basis. In view of the foregoing, we consider that as a pragmatic approach, departmental management may take appropriate administrative measures, as set out in these guidelines, to facilitate concerned officers in obtaining emergency medical treatment while on duty visits or training in Mainland China.
Administrative Measures

(a) Issue Identification Document

4. Departmental management may issue an identification document certifying that the officer is a HKSAR civil servant on duty visit to or training in the Mainland, thus encouraging the Mainland hospitals/clinics to more readily provide the necessary medical assistance to the concerned officers. A sample of the certifying document is at the Appendix.

(b) Make Arrangements with the Mainland Host Authorities/Organisations

5. For duty visits to or training in the Mainland where there are identified host authorities/organisations (e.g. participation in meetings, conferences, training courses and scheduled programmes organised by Mainland organisations or authorities), departmental management may make prior arrangements with their Mainland hosts on how the latter will assist in the event that the visiting officers require medical treatment or hospitalisation. Departmental management may also consider asking the Mainland hosts to issue a document certifying the purpose and period of the visit, and the composition of the visiting delegation.

6. There may be occasions where officers carry out field visits or conduct interviews, filming, news coverage, etc., without involving any designated Mainland host authorities/organisations. In such cases, departmental management may consider making enquiries with the local authorities in Mainland China prior to the trip about service provision at local clinics/hospitals, who to contact in emergency situations, etc.

(c) Keep Emergency Contact Numbers

(Note: Please refer to Annex for the updated contact information.)

7. Like other Hong Kong residents, officers on duty or training in Mainland China may request assistance from the Immigration Department or the Office of the Government of the Hong Kong Special Administrative Region in Beijing in case of emergency. Assistance that may be rendered, depending on the circumstances of each case, includes notifying the officers’ relatives in Hong Kong and liaising with the officers’ relatives in Hong Kong for rendering financial assistance on request, providing other relevant advisory service, etc.
8. The contact telephone numbers and addresses of the above Offices are:

**During Office Hours**

(a) The Office of the Government of the Hong Kong Special Administrative Region in Beijing  
Address: 21/F, Office Tower 1, Henderson Centre  
18 Jianguomen Nei Avenue  
Beijing 100005  
Telephone: (8610) 6518 6318 Ext. 034  
Fax: (8610) 6518 6323

(b) Assistance to Hong Kong Residents Unit of the Immigration Department of the Government of the Hong Kong Special Administrative Region  
Address: 9/F, Immigration Tower  
7 Gloucester Road  
Wanchai, Hong Kong  
Telephone: (852) 2829 3010  
Fax: (852) 2519 3536

**Outside Office Hours**

(c) Duty Officer of the Harbour Control Section, Immigration Department of the Government of the Hong Kong Special Administrative Region  
Telephone: (852) 2543 1958

9. In addition to the above offices, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong has agreed to provide similar liaison and/or advisory service to officers on duty or training in Guangdong. The contact person, telephone number and address of the Office are:

Principal Information Officer  
The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong  
Address: Flat 7101, 71/F, Citic Plaza  
233 Tianhe North Road  
Guangzhou  
Telephone: (8620) 3891 1216 (during office hours)  
(86) 1392 2128935 (outside office hours)  
Fax: (8620) 3891 1221
10. Officers on duty visits to or training in Mainland China should keep a list of the above contact telephone numbers and addresses to enable them to seek assistance in a timely manner in case of need.

(d) Issue Departmental Instructions

11. As the nature of duty visits to or training in Mainland China varies among bureaux and departments, the management of bureaux/departments are encouraged to draw up their own departmental instructions to suit their own circumstances, with reference to the administrative measures set out in paragraphs 4 - 10 above.

Enquiries

12. Enquiries concerning the above guidelines should be addressed to Departmental Secretaries. If Departmental Secretaries themselves are in doubt, they may contact Senior Executive Officer (Conditions of Service)1 or Executive Officer (Conditions of Service)1 of this Bureau on 2810 3082 on 2810 3079 respectively.

Civil Service Bureau
Conditions of Service Division
April 2004
To Whom It May Concern

Dear Sir/Madam,

Name of officer: _____________________________

☐ HK Identity Card No.* : __________________
☐ HK & Macau Compatriots
  Home Visit Permit No.* : __________________
☐ HK & Macau Residents
  Entry & Exit Permit No.* : __________________

This is to certify that the above-named officer is a civil servant at the rank of [rank] of the Government of the Hong Kong Special Administrative Region. He/She currently assumes the post of [post] in [name of department].

He/She will be on [duty visit to or training in] Mainland China with details as follows -

  Period: [date] to [date]
  Place(s) of visit: [name of city, name of province]
  Purpose: [meeting, conference, course, etc]
  Mainland host authority/organisation: [name and address of host authority in Mainland China]

I should be grateful if you would render necessary assistance to the above-named officer by providing him/her with appropriate treatment and/or admitting him/her into your hospital should the officer be in urgent need for medical treatment or hospitalisation.
For enquiries about the officer’s current visit to the Mainland, please contact [name of Mainland contact] of the [name of host authority] on [telephone] during office hours and on [telephone] outside office hours.

Thank you for your kind assistance.

Yours sincerely,

(                                      )
for [Permanent Secretary/Head of Department]
HKSAR Government

* fill in where applicable
Annex

Amendments to Paragraphs 7 – 9 of the Guidelines on Providing Assistance to Officers in case of Need for Emergency Medical Treatment during Duty Visits or Training in Mainland China attached to Civil Service Bureau Circular No. 6/2004

Paragraphs 7 to 9 of the Guidelines on Providing Assistance to Officers in case of Need for Emergency Medical Treatment during Duty Visits or Training in Mainland China attached to CSB Circular No. 6/2004 should read as follows with immediate effect –

“7. Like other Hong Kong residents, officers on duty or training in Mainland China may request assistance in case of emergency from the Immigration Department, the Office of the Government of the Hong Kong Special Administrative Region in Beijing, or the Hong Kong Economic and Trade Offices in Guangdong, Shanghai, Chengdu and Wuhan of the Government of the Hong Kong Special Administrative Region. Assistance that may be rendered, depending on the circumstances of each case, includes notifying the officers’ relatives in Hong Kong and liaising with the officers’ relatives in Hong Kong for rendering financial assistance on request, providing other relevant advisory service, etc.

8. The contact telephone number and address of the Immigration Department are -

During and Outside Office Hours

(a) Assistance to Hong Kong Residents Unit of the Immigration Department of the Government of the Hong Kong Special Administrative Region

Address : 9/F, Immigration Tower
7 Gloucester Road
Wanchai, Hong Kong
Telephone : (852) 1868
Fax : (852) 2519 3536

9. The contact telephone numbers and addresses of the offices in the Mainland are -

During Office Hours

(b) The Office of the Government of the Hong Kong Special Administrative Region in Beijing (covering Beijing, Tianjin, Hebei, Liaoning, Jilin, Heilongjiang, Inner Mongolia, Xinjiang, Gansu and Ningxia)

Address : No. 71, Di'anmen Xidajie,
Xicheng District, Beijing
Telephone : (86 10) 6657 2880 Ext. 032
Fax : (86 10) 6657 2821
Office hours : 08:30 – 12:00 and 13:00 – 17:30 (Monday to Friday)

(i) Liaoning Liaison Unit (covering Liaoning)

Address : Office 3107-1, CR Building, 286 Qingnian Street, Heping District, Shenyang, Liaoning Province
Telephone : (86 24) 3125 5575
Fax : (86 24) 3125 5545
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(ii) Tianjin Liaison Unit (covering Tianjin)

Address : Room 4404, Metropolitan Tower, 181 Nanjing Road, Heping District, Tianjin
Telephone : (86 22) 6063 2988
Fax : (86 22) 6063 2986
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(c) The Hong Kong Economic and Trade Office in Guangdong of the Government of the Hong Kong Special Administrative Region (covering Fujian, Guangdong, Guangxi, Hainan and Yunnan)

Address : Flat 7101, Citic Plaza, 233 Tian He North Road, Guangzhou, Guangdong Province
Telephone : (86 20) 3891 1220 Ext. 608
Fax : (86 20) 3891 1221
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(i) Shenzhen Liaison Unit (covering Shenzhen)

Address : Room 2805A, Centralcon Tower, 3088 Jintian Road, Futian District, Shenzhen, Guangdong Province
Telephone : (86 755) 8339 5618
Fax : (86 755) 8339 5108
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(ii) Fujian Liaison Unit (covering Fujian)

Address : Unit 802, Sino International Plaza, 137 Wusi Road, Gulou District, Fuzhou, Fujian Province
Telephone : (86 591) 8825 5633
Fax : (86 591) 8825 5630
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(iii) Guangxi Liaison Unit (covering Guangxi)

Address : Room 2306-01, Block B, China Resources Building,
The Hong Kong Economic and Trade Office in Shanghai of the Government of the Hong Kong Special Administrative Region (covering Shanghai, Jiangsu, Zhejiang, Anhui and Shandong)

Address: 21/F, The Headquarters Building, 168 Xizang Road (M), Huangpu District, Shanghai
Telephone: (86 21) 6351 2233 Ext. 160
Fax: (86 21) 6351 9368
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(i) Shandong Liaison Unit (covering Shandong)

Address: Room 1117, Block A, Shimao International Plaza, 26 Quancheng Road, Lixia District, Jinan, Shandong Province
Telephone: (86 531) 8880 7137
Fax: (86 531) 8880 9129
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(ii) Zhejiang Liaison Unit (covering Zhejiang)

Address: Room 2107, Tower A, China Resources Building, 1366 Qianjiang Road, Jianggan District, Hangzhou, Zhejiang Province
Telephone: (86 571) 8815 1097
Fax: (86 571) 8812 3919
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

The Hong Kong Economic and Trade Office in Chengdu of the Government of the Hong Kong Special Administrative Region (covering Sichuan, Chongqing Municipality, Guizhou, Shaanxi, Qinghai and Tibet)

Address: 38/F, Tower 1, Plaza Central, 8 Shuncheng Street, Yan Shi Kou, Chengdu, Sichuan Province
Telephone: (86 28) 8676 8301 Ext. 330
Fax: (86 28) 8676 8300
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(i) Chongqing Liaison Unit (covering Chongqing)

Address: Room 5302, Yingli International Financial Centre, 28 Minquan Road, Yuzhong District, Chongqing
(ii) Shaanxi Liaison Unit (covering Shaanxi)

Address: Unit 1205, Capitaland Xindicheng West Office, No.64 West Section of South 2nd Ring Road, Yanta District, Xi'an, Shaanxi Province
Telephone: (86 29) 8369 1230
Fax: (86 29) 8369 1231
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(f) The Hong Kong Economic and Trade Office in Wuhan of the Government of the Hong Kong Special Administrative Region (covering Hubei, Hunan, Shanxi, Jiangxi and Henan)

Address: Unit 4303, Tower I, New World International Trade Tower, 568 Jianshe Avenue, Jianghan District, Wuhan, Hubei Province
Telephone: (86 27) 6560 7300 Ext. 7333
Fax: (86 27) 6560 7301
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(i) Hunan Liaison Unit (covering Hunan)

Address: Unit 3416, Huayuan International Centre, 36 Xiangjiang Middle Road Section Two, Tianxin District, Changsha, Hunan Province
Telephone: (86 731) 8227 5609
Fax: (86 731) 8227 5610
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)

(ii) Henan Liaison Unit (covering Henan)

Address: Unit 23A01, Block A, Kai Xuan Plaza, junction of Huayuan Road and Nongke Road, Jinshui District, Zhengzhou, Henan Province
Telephone: (86 371) 6123 1206
Fax: (86 371) 6123 1213
Office hours: 08:30 – 12:30 and 13:30 – 17:30 (Monday to Friday)"

Civil Service Bureau
April 2019