

Dedicated page for Civil Service Chinese Medicine Clinics

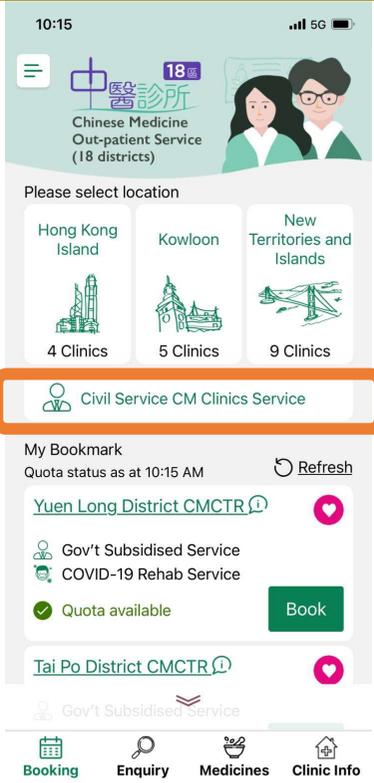
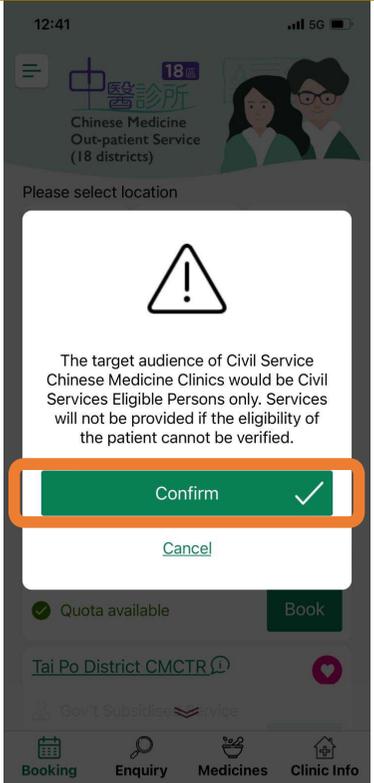
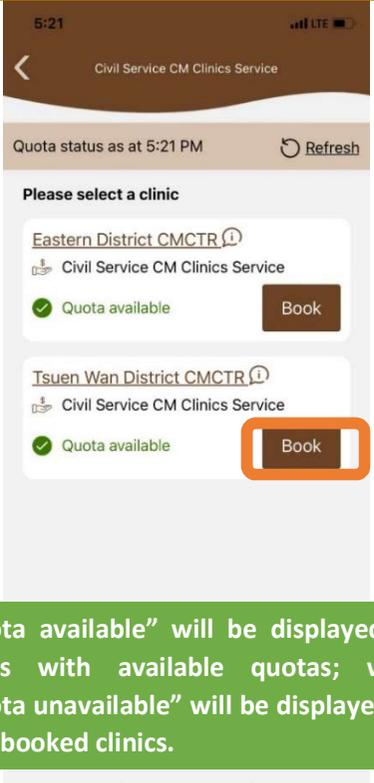
Mobile Application User Guide

Content

1. Download "18 CM Clinics" Mobile Application (the App) and enter "Booking" Page	3
2. Appointment Booking	4
3. Enquiry of Appointment.....	7
4. Cancellation of appointment.....	8
5. Add appointment details to the personal calendar of mobile phone.....	10
6. Share or Copy appointment details on mobile phone	11

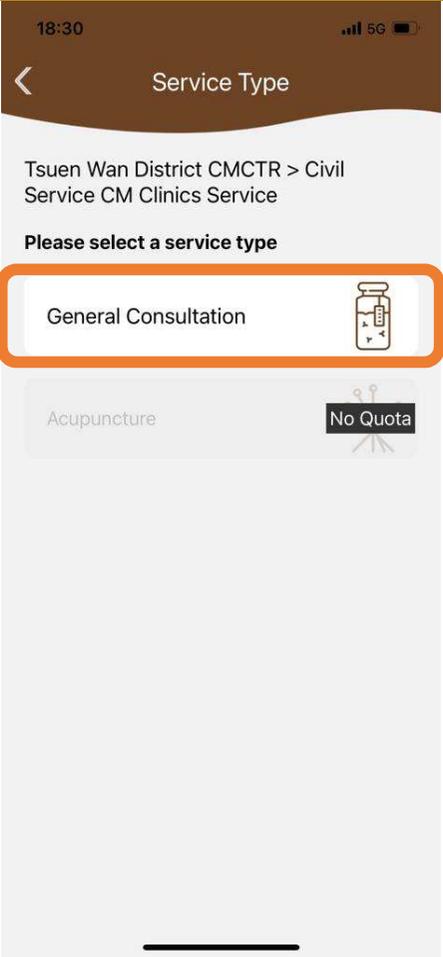
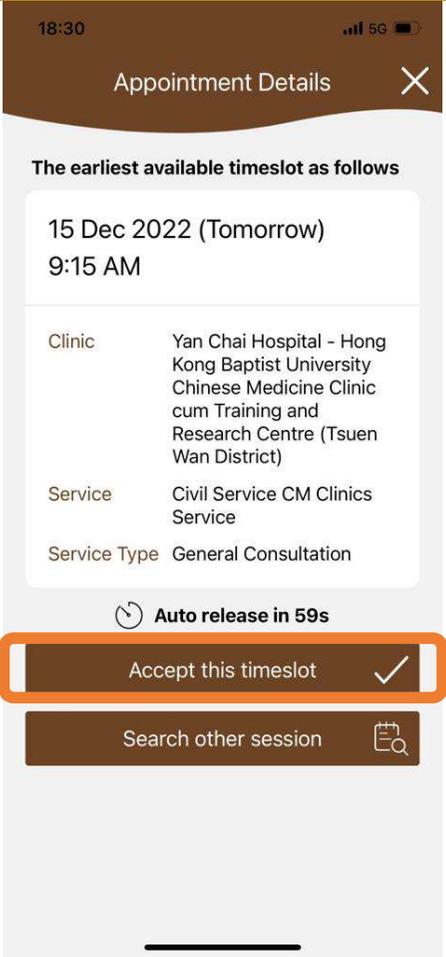
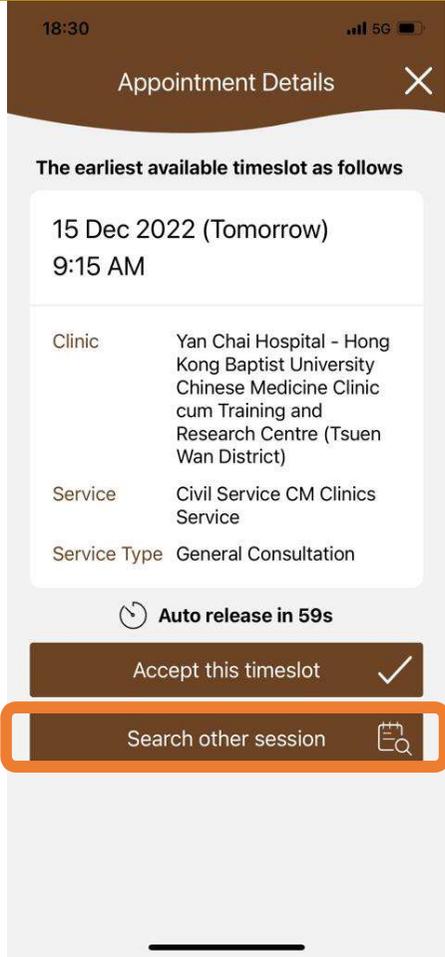
1. Download "18 CM Clinics" Mobile Application¹ (the App) and enter "Booking" Page

Important notes: Civil service eligible persons (CSEPs) who have previously registered for services at Chinese Medicine Clinics cum Training and Research Centres or Civil Service Chinese Medicine Clinics can use the App for appointment booking. As for CSEPs who are first-time users of services of the above clinics, please make appointment through telephone booking hotline for the first time, the booking function of the App will then be activated after attending the appointment.

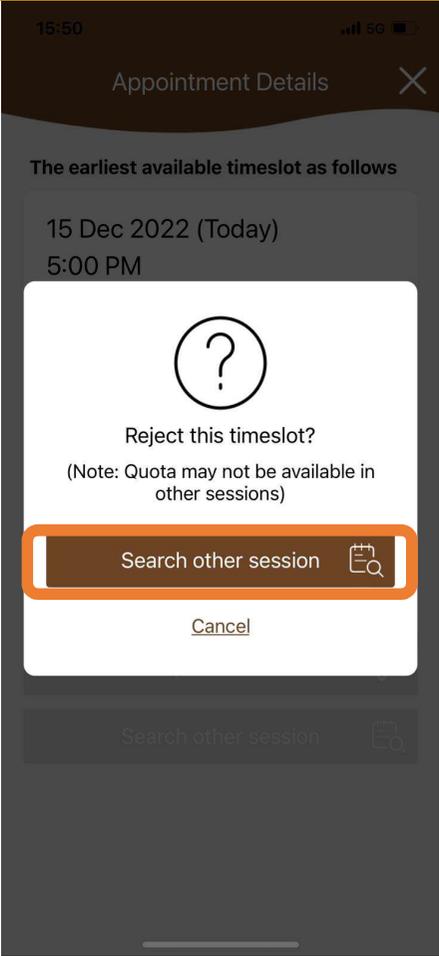
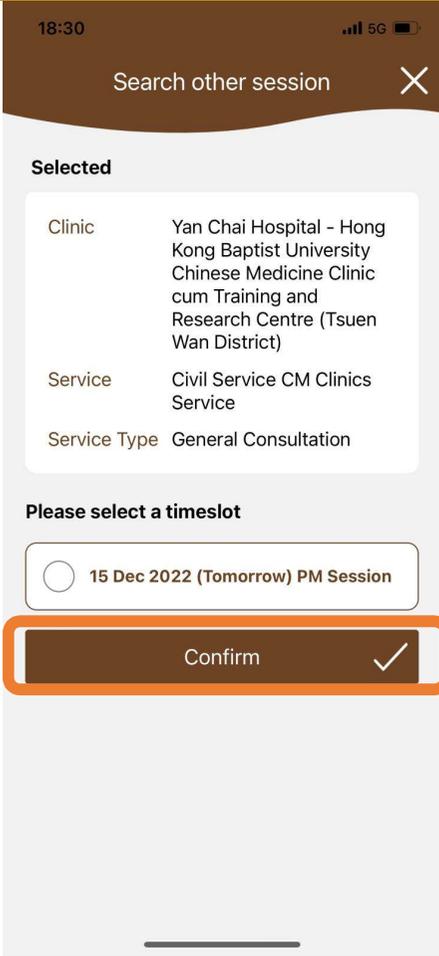
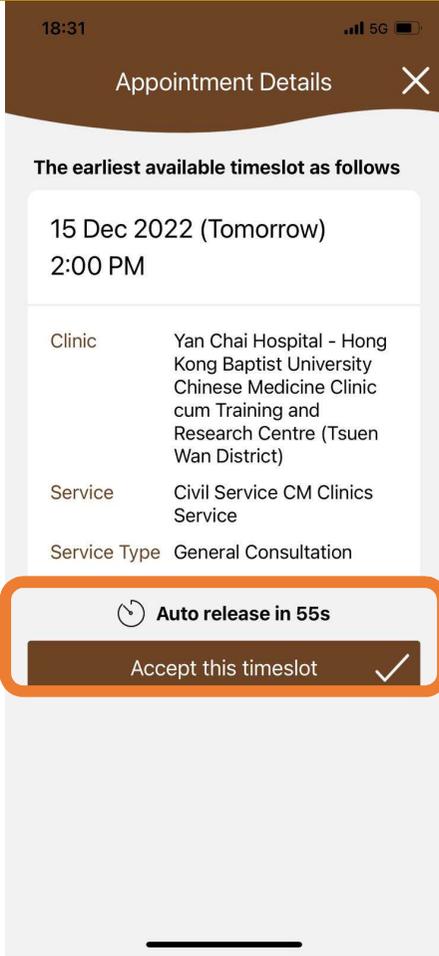
 <p>10:15</p> <p>Chinese Medicine Out-patient Service (18 districts)</p> <p>Please select location</p> <p>Hong Kong Island 4 Clinics</p> <p>Kowloon 5 Clinics</p> <p>New Territories and Islands 9 Clinics</p> <p>Civil Service CM Clinics Service</p> <p>My Bookmark</p> <p>Quota status as at 10:15 AM</p> <p>Yuen Long District CMCTR</p> <p>Gov't Subsidised Service</p> <p>COVID-19 Rehab Service</p> <p>Quota available</p> <p>Tai Po District CMCTR</p> <p>Gov't Subsidised Service</p> <p>Booking Enquiry Medicines Clinic Info</p>	 <p>12:41</p> <p>Chinese Medicine Out-patient Service (18 districts)</p> <p>Please select location</p> <p>Warning: The target audience of Civil Service Chinese Medicine Clinics would be Civil Services Eligible Persons only. Services will not be provided if the eligibility of the patient cannot be verified.</p> <p>Confirm</p> <p>Cancel</p> <p>Quota available</p> <p>Tai Po District CMCTR</p> <p>Gov't Subsidised Service</p> <p>Booking Enquiry Medicines Clinic Info</p>	 <p>5:21</p> <p>Civil Service CM Clinics Service</p> <p>Quota status as at 5:21 PM</p> <p>Please select a clinic</p> <p>Eastern District CMCTR</p> <p>Civil Service CM Clinics Service</p> <p>Quota available</p> <p>Book</p> <p>Tsuen Wan District CMCTR</p> <p>Civil Service CM Clinics Service</p> <p>Quota available</p> <p>Book</p> <p>"Quota available" will be displayed for clinics with available quotas; while "Quota unavailable" will be displayed for fully-booked clinics.</p>
<ul style="list-style-type: none">• Open the home page of the App• Select "Civil Service CM Clinics Service"	<ul style="list-style-type: none">• Users are required to confirm the patients are civil service eligible persons• Click "Confirm" to enter the "Booking" page after reading and agreeing to the notice	<ul style="list-style-type: none">• The page will show you the clinics providing "Civil Service CM Clinics Service" and their respective quota availability• Click "Book" to select a clinic

¹ Users can enjoy free download from the "Apple App Store", "Google Play" and "HUAWEI AppGallery". The App is available in Chinese and English, supporting mobile devices with operating system version iOS 12.0/ Android 6.0 or above.

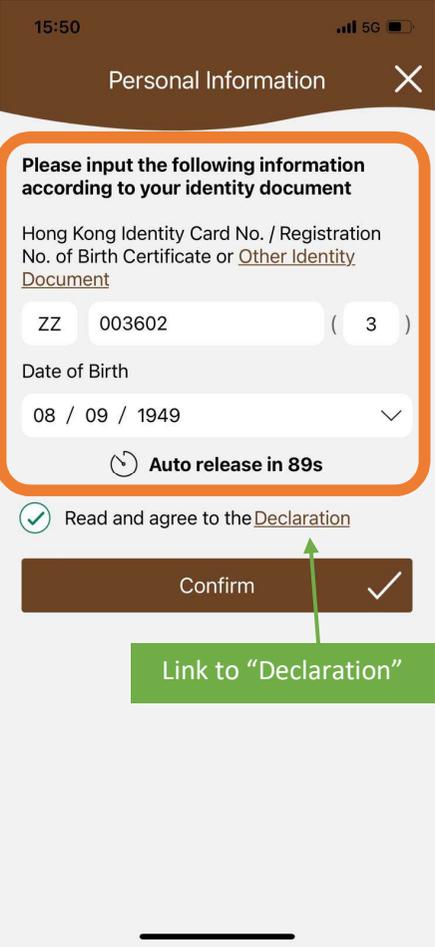
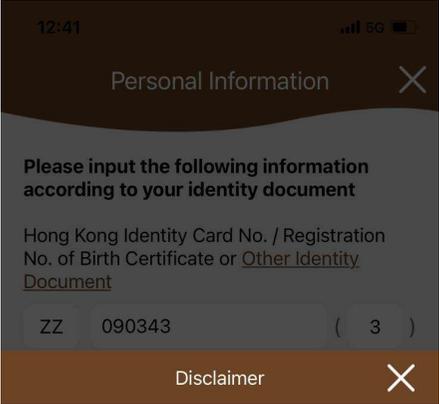
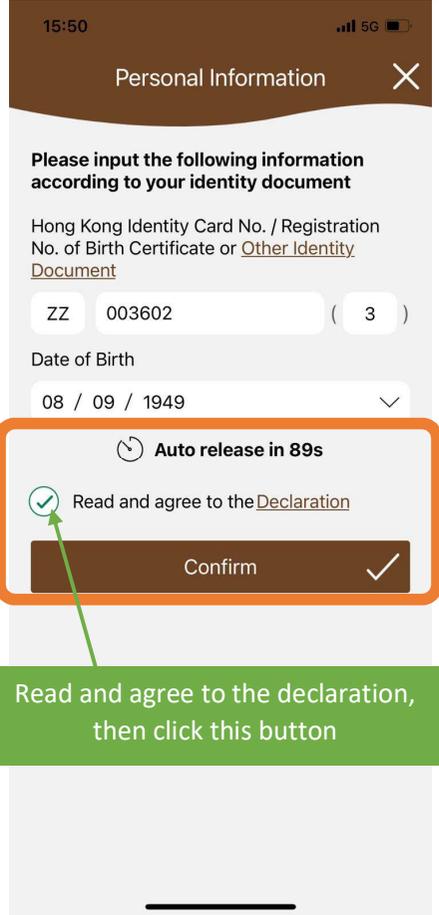
2. Appointment Booking

		
<ul style="list-style-type: none"> • Select desired service type • For service(s) that is/are fully booked, “No Quota” will be displayed on the page 	<ul style="list-style-type: none"> • System will search for the earliest available timeslot an hour later today and for the next working day. • You need to click “Accept this timeslot” within 60 seconds 	<ul style="list-style-type: none"> • If you do not accept the offered timeslot, you may choose “Search other session” (please see next page for operational details)

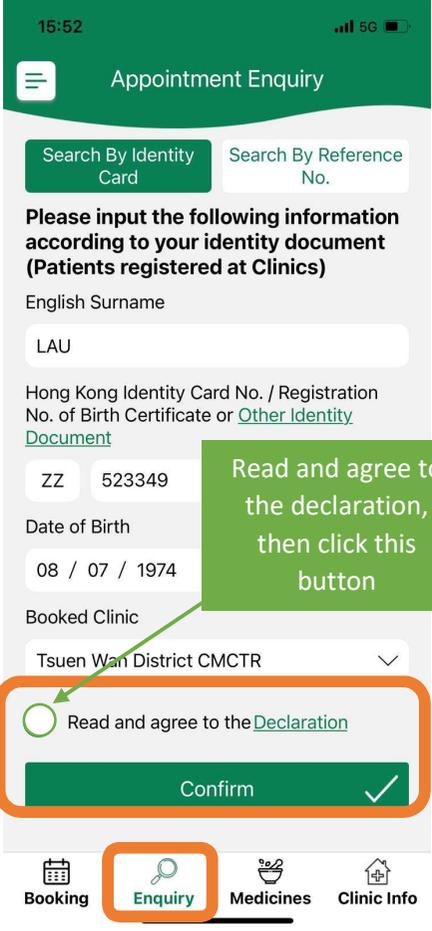
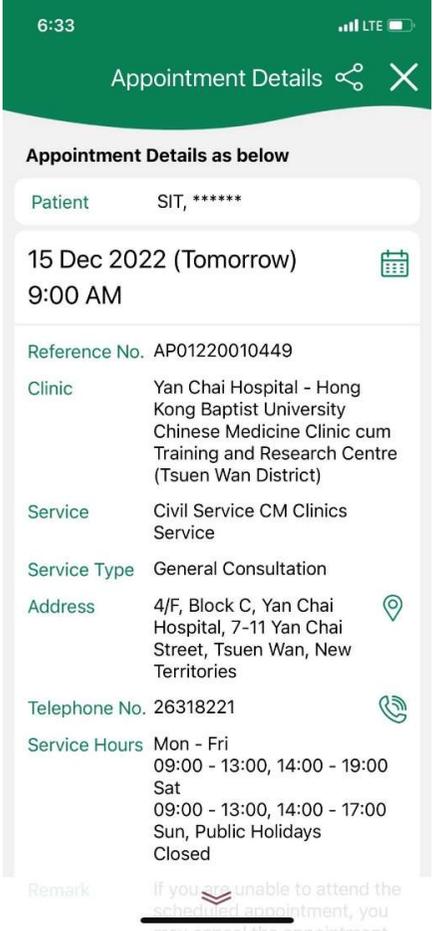
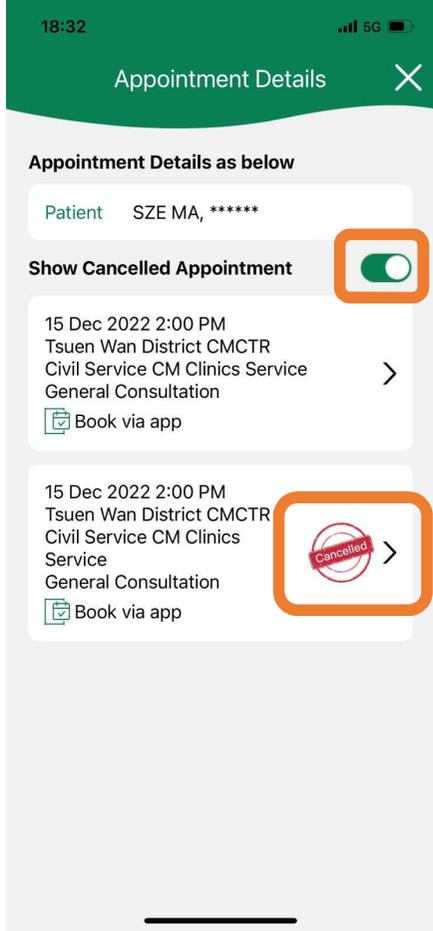
Appointment Booking (Continued)

		
<ul style="list-style-type: none"> • Click “Search other session” to confirm • Please note that the system will release the original timeslot. There might not be quota left for other timeslots 	<ul style="list-style-type: none"> • Select your preferred session and click “Confirm” 	<ul style="list-style-type: none"> • You need to click “Accept this timeslot” within 60 seconds. Otherwise, it implies you have given up the offered timeslot

Appointment Booking (Continued)

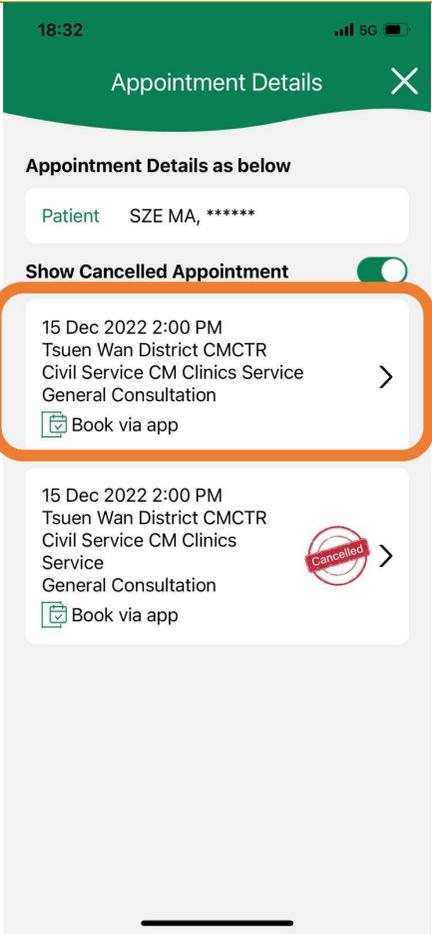
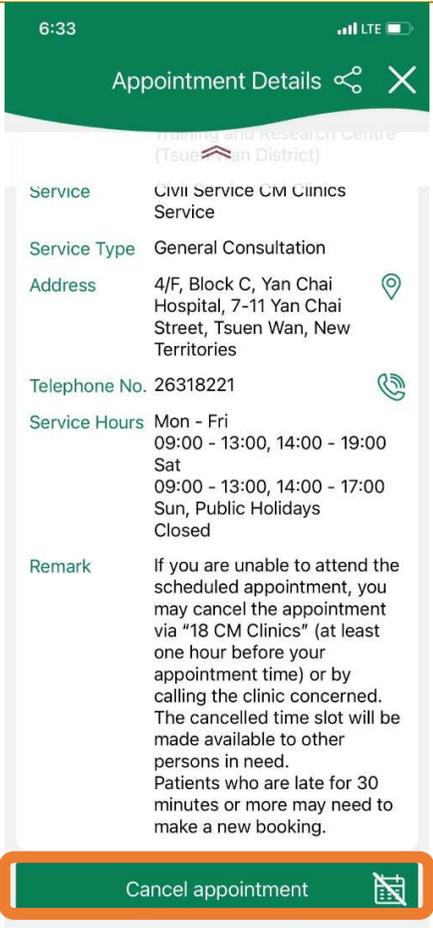
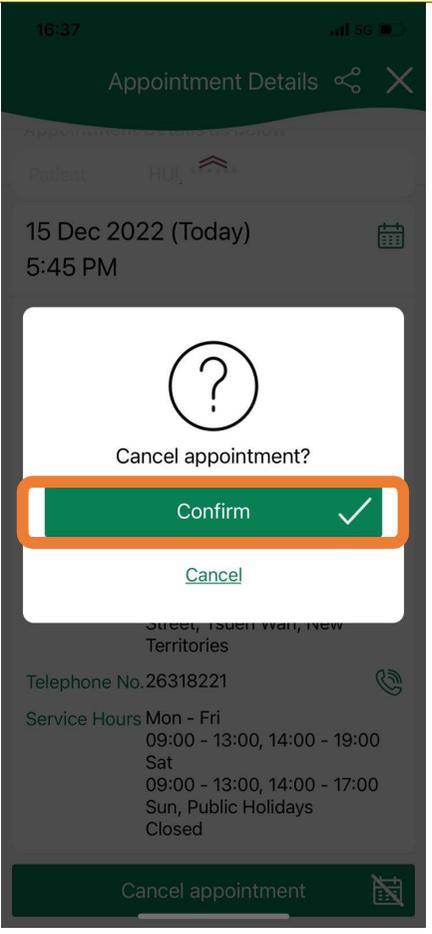
 <p>15:50 Personal Information</p> <p>Please input the following information according to your identity document</p> <p>Hong Kong Identity Card No. / Registration No. of Birth Certificate or Other Identity Document</p> <p>ZZ 003602 (3)</p> <p>Date of Birth 08 / 09 / 1949</p> <p>Auto release in 89s</p> <p><input checked="" type="checkbox"/> Read and agree to the Declaration</p> <p>Confirm ✓</p> <p>Link to "Declaration"</p>	 <p>12:41 Personal Information</p> <p>Please input the following information according to your identity document</p> <p>Hong Kong Identity Card No. / Registration No. of Birth Certificate or Other Identity Document</p> <p>ZZ 090343 (3)</p> <p>Disclaimer</p> <p>I understand that I am accessing and/or managing the appointment(s) for government subsidized Chinese medicine and out-patient services at Chinese Medicine Clinics cum Training and Research Centres for myself or on behalf of another person who is eligible for the services (the "Person"). I confirm that I have read and understood the Terms of Use, including the Privacy Policy, of "18 CM Clinics" and, if I am accessing and/or managing the appointments for the Person, I confirm that the Person have acknowledged the Terms of Use, including the Privacy Policy, of "18 CM Clinics" and I have obtained consent from the Person to use and provide his/her personal data and/or appointment information via "18 CM Clinics" for such purposes. I agree not to use the Person's personal data and/or appointment information for any unauthorized action(s) and/or in any way(s) other than in accordance with the Terms of Use of "18 CM Clinics".</p>	 <p>15:50 Personal Information</p> <p>Please input the following information according to your identity document</p> <p>Hong Kong Identity Card No. / Registration No. of Birth Certificate or Other Identity Document</p> <p>ZZ 003602 (3)</p> <p>Date of Birth 08 / 09 / 1949</p> <p>Auto release in 89s</p> <p><input checked="" type="checkbox"/> Read and agree to the Declaration</p> <p>Confirm ✓</p> <p>Read and agree to the declaration, then click this button</p>
<ul style="list-style-type: none"> Once the booking is accepted, please enter patient's personal information and confirm that you have read and agree to the declaration within 120 seconds Click the link at "Declaration", the system will show you the related information 	<ul style="list-style-type: none"> Read the "Declaration", click "X" to return to the page 	<ul style="list-style-type: none"> Click "Confirm" to agree to accept the declaration

3. Enquiry of Appointment

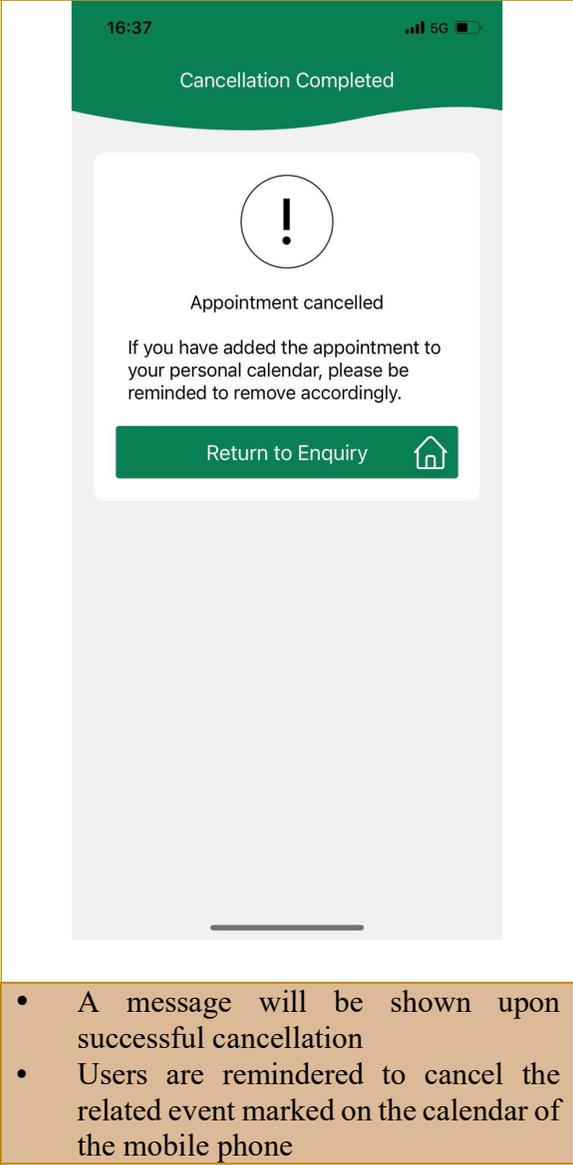
		
<ul style="list-style-type: none"> • Select “Enquiry” function at the bottom of the page • Enter patient’s personal information and the clinic that you have made the appointment • Check the box on “Declaration” and click “Confirm” 	<ul style="list-style-type: none"> • Valid future appointments will be displayed (if any) 	<ul style="list-style-type: none"> • Toggle to view the cancelled appointments • Cancelled appointments will be flagged with a “Cancelled” icon

4. Cancellation of appointment

- Important notes:**
1. Only for appointments reserved by the App
 2. Cancellation can only be made at least one hour before the appointment time

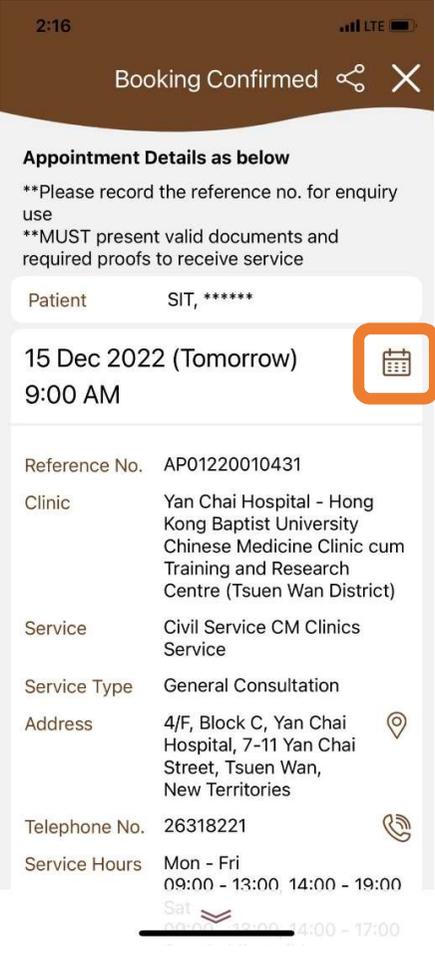
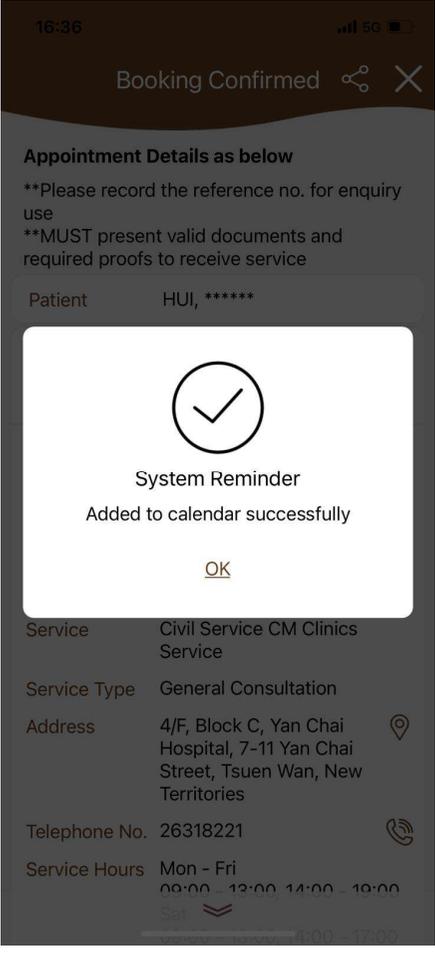
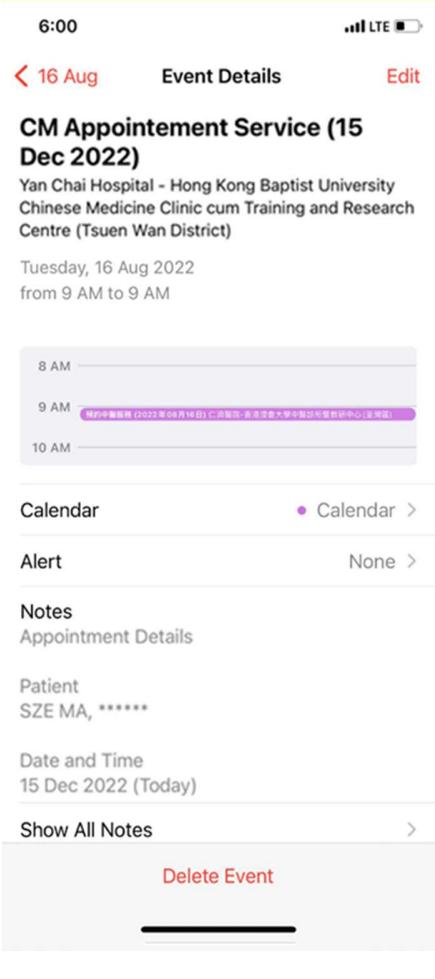
 <p>18:32</p> <p>Appointment Details</p> <p>Appointment Details as below</p> <p>Patient SZE MA, *****</p> <p>Show Cancelled Appointment</p> <p>15 Dec 2022 2:00 PM Tsuen Wan District CMCTR Civil Service CM Clinics Service General Consultation</p> <p>Book via app</p> <p>15 Dec 2022 2:00 PM Tsuen Wan District CMCTR Civil Service CM Clinics Service General Consultation</p> <p>Cancelled</p> <p>Book via app</p>	 <p>6:33</p> <p>Appointment Details</p> <p>Training and Research Centre (Tsuen Wan District)</p> <p>Service Civil Service CM Clinics Service</p> <p>Service Type General Consultation</p> <p>Address 4/F, Block C, Yan Chai Hospital, 7-11 Yan Chai Street, Tsuen Wan, New Territories</p> <p>Telephone No. 26318221</p> <p>Service Hours Mon - Fri 09:00 - 13:00, 14:00 - 19:00 Sat 09:00 - 13:00, 14:00 - 17:00 Sun, Public Holidays Closed</p> <p>Remark If you are unable to attend the scheduled appointment, you may cancel the appointment via "18 CM Clinics" (at least one hour before your appointment time) or by calling the clinic concerned. The cancelled time slot will be made available to other persons in need. Patients who are late for 30 minutes or more may need to make a new booking.</p> <p>Cancel appointment</p>	 <p>16:37</p> <p>Appointment Details</p> <p>15 Dec 2022 (Today) 5:45 PM</p> <p>Cancel appointment?</p> <p>Confirm</p> <p>Cancel</p> <p>Cancel appointment</p>
<ul style="list-style-type: none">• Select "Enquiry" function at the bottom of the page• Enter "Appointment Details" page• Select the appointment to be cancelled	<ul style="list-style-type: none">• Click "Cancel appointment"	<ul style="list-style-type: none">• System will prompt you to confirm cancellation• Click "Confirm" to cancel the selected appointment

Cancellation of Appointment (Continued)

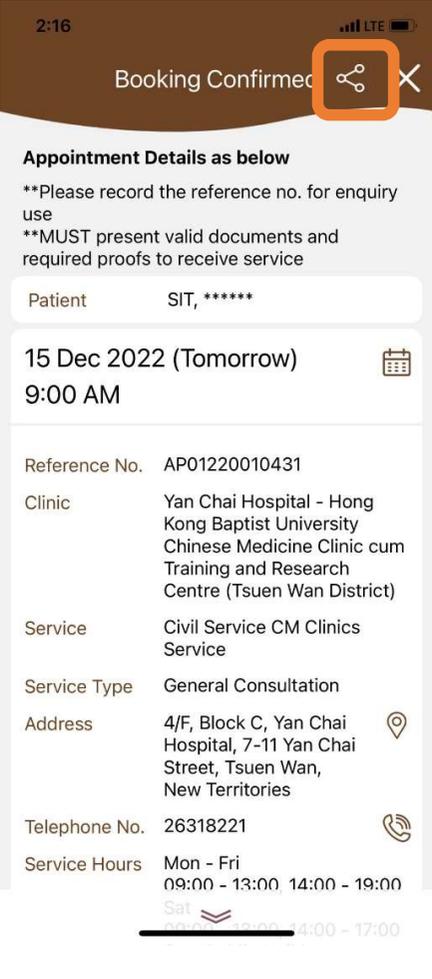
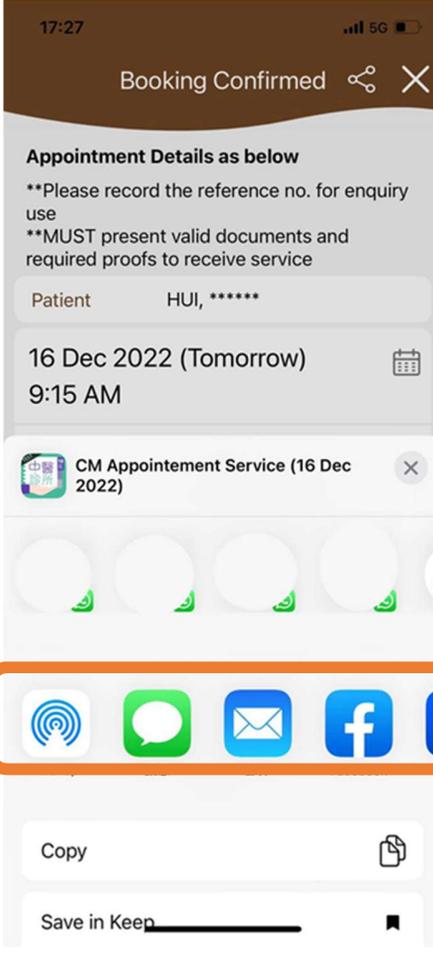


- A message will be shown upon successful cancellation
- Users are reminded to cancel the related event marked on the calendar of the mobile phone

5. Add appointment details to the personal calendar of mobile phone

 <p>2:16 Booking Confirmed</p> <p>Appointment Details as below **Please record the reference no. for enquiry use **MUST present valid documents and required proofs to receive service</p> <p>Patient SIT, *****</p> <p>15 Dec 2022 (Tomorrow) 9:00 AM</p> <p>Reference No. AP01220010431</p> <p>Clinic Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Tsuen Wan District)</p> <p>Service Civil Service CM Clinics Service</p> <p>Service Type General Consultation</p> <p>Address 4/F, Block C, Yan Chai Hospital, 7-11 Yan Chai Street, Tsuen Wan, New Territories</p> <p>Telephone No. 26318221</p> <p>Service Hours Mon - Fri 09:00 - 13:00, 14:00 - 19:00 Sat 09:00 - 13:00, 14:00 - 17:00</p>	 <p>16:36 Booking Confirmed</p> <p>Appointment Details as below **Please record the reference no. for enquiry use **MUST present valid documents and required proofs to receive service</p> <p>Patient HUI, *****</p> <p>System Reminder Added to calendar successfully</p> <p>OK</p> <p>Service Civil Service CM Clinics Service</p> <p>Service Type General Consultation</p> <p>Address 4/F, Block C, Yan Chai Hospital, 7-11 Yan Chai Street, Tsuen Wan, New Territories</p> <p>Telephone No. 26318221</p> <p>Service Hours Mon - Fri 09:00 - 13:00, 14:00 - 19:00 Sat 09:00 - 13:00, 14:00 - 17:00</p>	 <p>6:00 16 Aug Event Details Edit</p> <p>CM Appointment Service (15 Dec 2022) Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Tsuen Wan District)</p> <p>Tuesday, 16 Aug 2022 from 9 AM to 9 AM</p> <p>8 AM 9 AM 10 AM</p> <p>Calendar Calendar ></p> <p>Alert None ></p> <p>Notes Appointment Details</p> <p>Patient SZE MA, *****</p> <p>Date and Time 15 Dec 2022 (Today)</p> <p>Show All Notes ></p> <p>Delete Event</p>
<ul style="list-style-type: none"> • System will display related information on “Booking Confirmed” page upon successful booking • Click “Calendar” icon, appointment details will be added to the calendar of your mobile phone 	<ul style="list-style-type: none"> • Click “OK” 	<ul style="list-style-type: none"> • Appointment details can be viewed via the calendar of your mobile phone

6. Share or Copy appointment details on mobile phone

 <p>2:16</p> <p>Booking Confirmed</p> <p>Appointment Details as below</p> <p>**Please record the reference no. for enquiry use **MUST present valid documents and required proofs to receive service</p> <p>Patient SIT, *****</p> <p>15 Dec 2022 (Tomorrow) 9:00 AM</p> <p>Reference No. AP01220010431</p> <p>Clinic Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Tsuen Wan District)</p> <p>Service Civil Service CM Clinics Service</p> <p>Service Type General Consultation</p> <p>Address 4/F, Block C, Yan Chai Hospital, 7-11 Yan Chai Street, Tsuen Wan, New Territories</p> <p>Telephone No. 26318221</p> <p>Service Hours Mon - Fri 09:00 - 13:00, 14:00 - 19:00 Sat 09:00 - 13:00, 14:00 - 17:00</p>	 <p>17:27</p> <p>Booking Confirmed</p> <p>Appointment Details as below</p> <p>**Please record the reference no. for enquiry use **MUST present valid documents and required proofs to receive service</p> <p>Patient HUI, *****</p> <p>16 Dec 2022 (Tomorrow) 9:15 AM</p> <p>CM Appointment Service (16 Dec 2022)</p> <p>WhatsApp, Email, Facebook, etc.</p> <p>Copy</p> <p>Save in Keep</p>	 <p>12:42</p> <p>< back Note</p> <p>Appointment Details</p> <p>Patient SZE MA, *****</p> <p>Date and Time 15 Dec 2022 (Today) 2:00 PM</p> <p>Reference No. AP01220010498</p> <p>Clinic Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Tsuen Wan District)</p> <p>Service Civil Service CM Clinics Service</p> <p>Service Type General Consultation</p> <p>Address 4/F, Block C, Yan Chai Hospital, 7-11 Yan Chai Street, Tsuen Wan, New Territories</p>
<ul style="list-style-type: none"> System will display related information on “Booking Confirmed” page upon successful booking Click “Share” icon to share the appointment details 	<ul style="list-style-type: none"> Appointment details can be shared via other applications on your mobile phone 	<ul style="list-style-type: none"> Appointment details can be saved in Note of your phone

-End-