

The Chinese Medicine Hospital of Hong Kong (CMHHK)
Civil Service Chinese Medicine Services
Mobile Application (Mobile App) User Guide

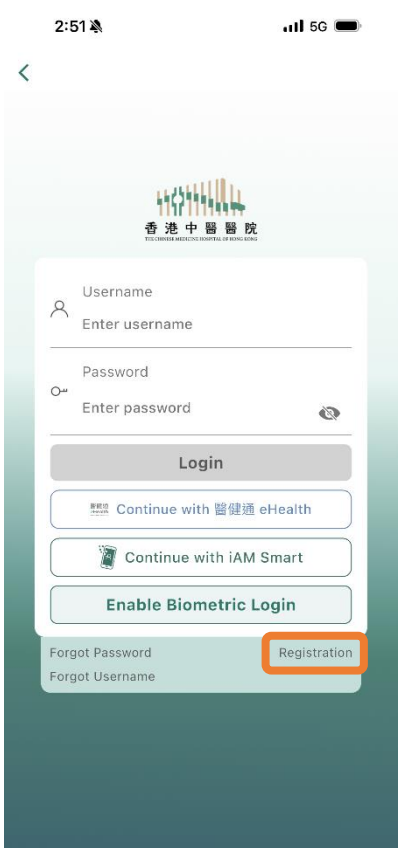
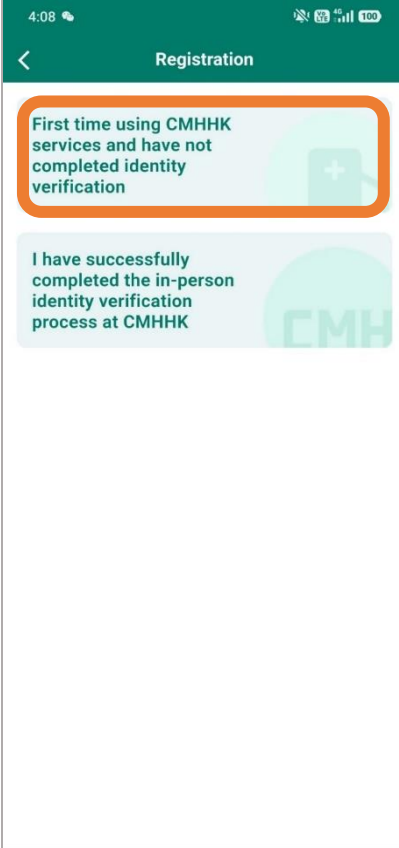
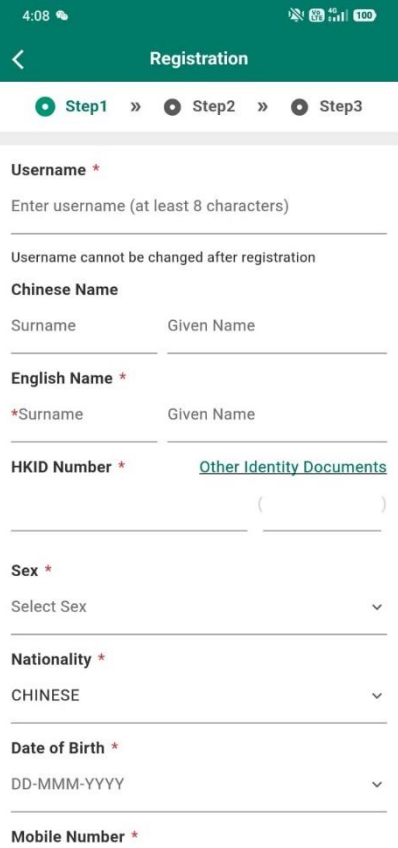
July 2026

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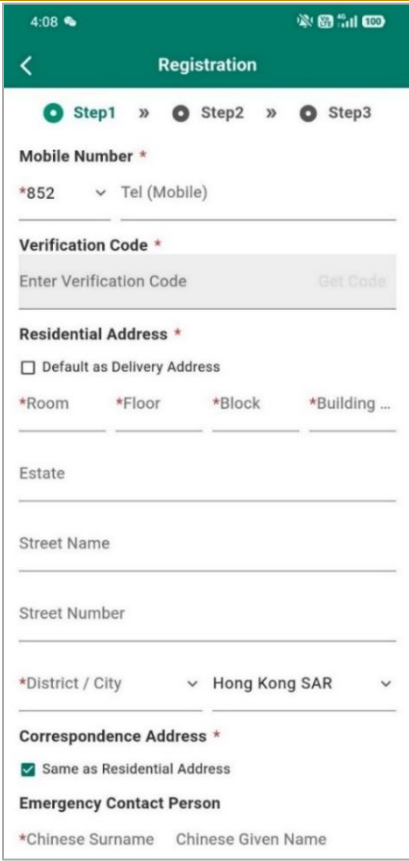
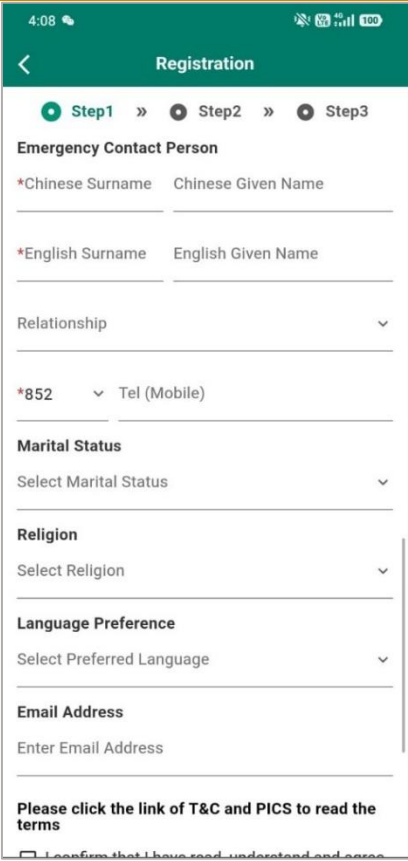
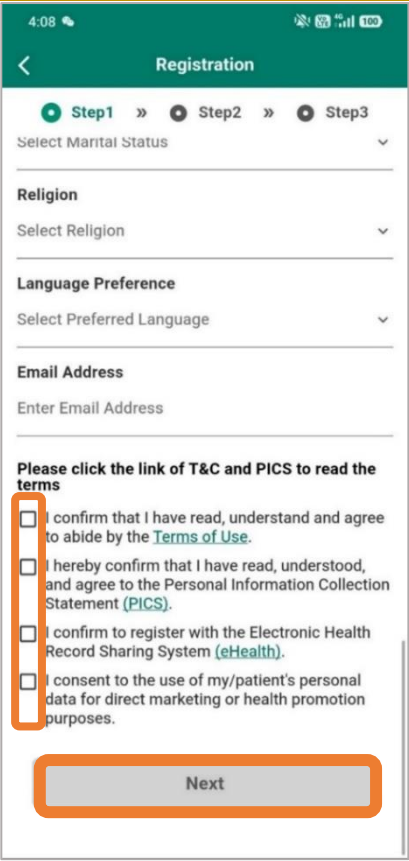
1. User Account Registration

Important Note: Civil Service Eligible Persons (CSEPs) are required to register with Electronic Health System (eHealth) before using the designated services.

 <p>2:51 5G</p> <p>香港中醫醫院 HONG KONG HOSPITAL OF CHINESE MEDICINE</p> <p>Username Enter username</p> <p>Password Enter password</p> <p>Login</p> <p>Continue with 醫健通 eHealth</p> <p>Continue with iAM Smart</p> <p>Enable Biometric Login</p> <p>Forgot Password Forgot Username</p> <p>Registration</p>	 <p>4:08</p> <p>Registration</p> <p>First time using CMHKK services and have not completed identity verification</p> <p>I have successfully completed the in-person identity verification process at CMHKK</p>	 <p>4:08</p> <p>Registration</p> <p>Step1 Step2 Step3</p> <p>Username * Enter username (at least 8 characters)</p> <p>Username cannot be changed after registration</p> <p>Chinese Name Surname Given Name</p> <p>English Name * *Surname Given Name</p> <p>HKID Number * Other Identity Documents</p> <p>Sex * Select Sex</p> <p>Nationality * CHINESE</p> <p>Date of Birth * DD-MMM-YYYY</p> <p>Mobile Number *</p>
<ul style="list-style-type: none">• Open the Mobile App¹• Click 「Registration」• Users can also register by eHealth or iAM Smart	<ul style="list-style-type: none">• If it is your first time using CMHKK services, please select the first option	<ul style="list-style-type: none">• Fill in personal particulars

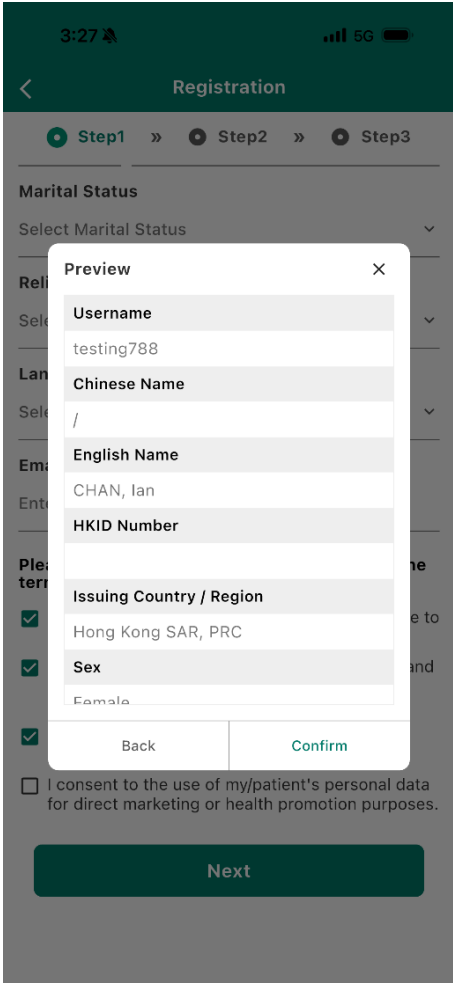
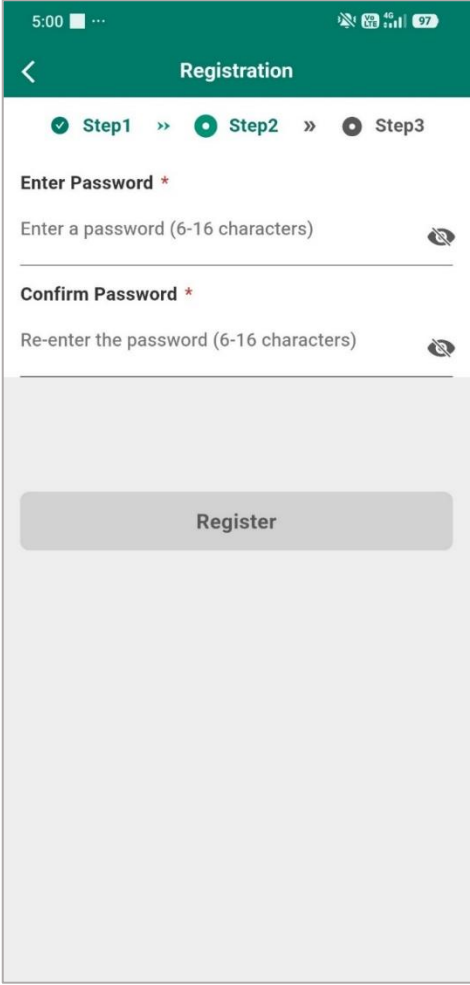
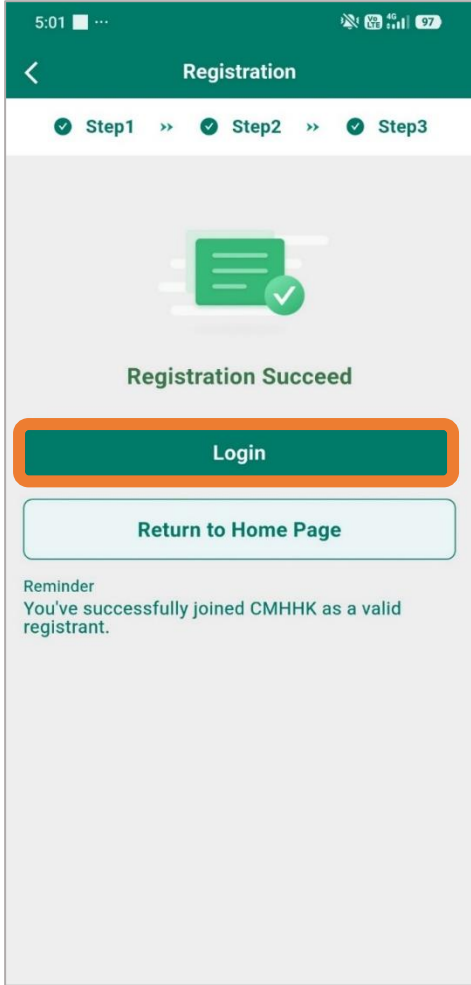
¹ Users may download the CMHKK Mobile App for free from “Apple App Store”, “Google Play” and “HUAWEI AppGallery”.

User Account Registration (Continued)

 <p>4:08</p> <p>Registration</p> <p>Step1 » Step2 » Step3</p> <p>Mobile Number *</p> <p>*852 Tel (Mobile)</p> <p>Verification Code *</p> <p>Enter Verification Code Get Code</p> <p>Residential Address *</p> <p><input type="checkbox"/> Default as Delivery Address</p> <p>*Room *Floor *Block *Building ...</p> <p>Estate</p> <p>Street Name</p> <p>Street Number</p> <p>*District / City Hong Kong SAR</p> <p>Correspondence Address *</p> <p><input checked="" type="checkbox"/> Same as Residential Address</p> <p>Emergency Contact Person</p> <p>*Chinese Surname Chinese Given Name</p>	 <p>4:08</p> <p>Registration</p> <p>Step1 » Step2 » Step3</p> <p>Emergency Contact Person</p> <p>*Chinese Surname Chinese Given Name</p> <p>*English Surname English Given Name</p> <p>Relationship</p> <p>*852 Tel (Mobile)</p> <p>Marital Status</p> <p>Select Marital Status</p> <p>Religion</p> <p>Select Religion</p> <p>Language Preference</p> <p>Select Preferred Language</p> <p>Email Address</p> <p>Enter Email Address</p> <p>Please click the link of T&C and PICS to read the terms</p> <p><input type="checkbox"/> I confirm that I have read, understand and agree to abide by the Terms of Use.</p> <p><input type="checkbox"/> I hereby confirm that I have read, understood, and agree to the Personal Information Collection Statement (PICS).</p> <p><input type="checkbox"/> I confirm to register with the Electronic Health Record Sharing System (eHealth).</p> <p><input type="checkbox"/> I consent to the use of my/patient's personal data for direct marketing or health promotion purposes.</p>	 <p>4:08</p> <p>Registration</p> <p>Step1 » Step2 » Step3</p> <p>Select Marital Status</p> <p>Religion</p> <p>Select Religion</p> <p>Language Preference</p> <p>Select Preferred Language</p> <p>Email Address</p> <p>Enter Email Address</p> <p>Please click the link of T&C and PICS to read the terms</p> <p><input type="checkbox"/> I confirm that I have read, understand and agree to abide by the Terms of Use.</p> <p><input type="checkbox"/> I hereby confirm that I have read, understood, and agree to the Personal Information Collection Statement (PICS).</p> <p><input type="checkbox"/> I confirm to register with the Electronic Health Record Sharing System (eHealth).</p> <p><input type="checkbox"/> I consent to the use of my/patient's personal data for direct marketing or health promotion purposes.</p> <p>Next</p>
<ul style="list-style-type: none"> • Fill in personal particulars 	<ul style="list-style-type: none"> • Fill in personal particulars 	<ul style="list-style-type: none"> • Tick the first three items after reading the Terms of Use and the Personal Information Collection Statement and registering with eHealth²; the fourth item on use of personal data for marketing or promotion purpose is optional • Click “Next”

² The staff at the hospital registration counter will check the eHealth registration status of CSEPs when they attend their appointments. CSEPs are required to register with eHealth before using the designated services.

User Account Registration (Continued)

 <p>The screenshot shows the registration form with a 'Preview' modal open. The modal displays the following information: Username: testing788, Chinese Name: /, English Name: CHAN, Ian, HKID Number: (empty), Issuing Country / Region: Hong Kong SAR, PRC, Sex: Female. The 'Confirm' button is highlighted in green.</p>	 <p>The screenshot shows the 'Registration' screen at Step 2. It prompts the user to 'Enter Password *' and 'Confirm Password *', both with a 6-16 character requirement. A 'Register' button is visible at the bottom.</p>	 <p>The screenshot shows the 'Registration Succeed' confirmation screen. It features a green checkmark icon, a 'Login' button (highlighted with an orange border), and a 'Return to Home Page' button. A reminder message states: 'Reminder You've successfully joined CMHKK as a valid registrant.'</p>
<ul style="list-style-type: none">• Preview the information entered• Click “Confirm” if the information is correct	<ul style="list-style-type: none">• Enter the password• Click “Register”	<ul style="list-style-type: none">• After successful registration, click “Login”

User Account Registration (Continued)

2:51 5G

<

香港中醫醫院
THE CHINESE MEDICINE HOSPITAL OF HONG KONG

Username
Enter username

Password
Enter password

Login

Continue with 醫健通 eHealth

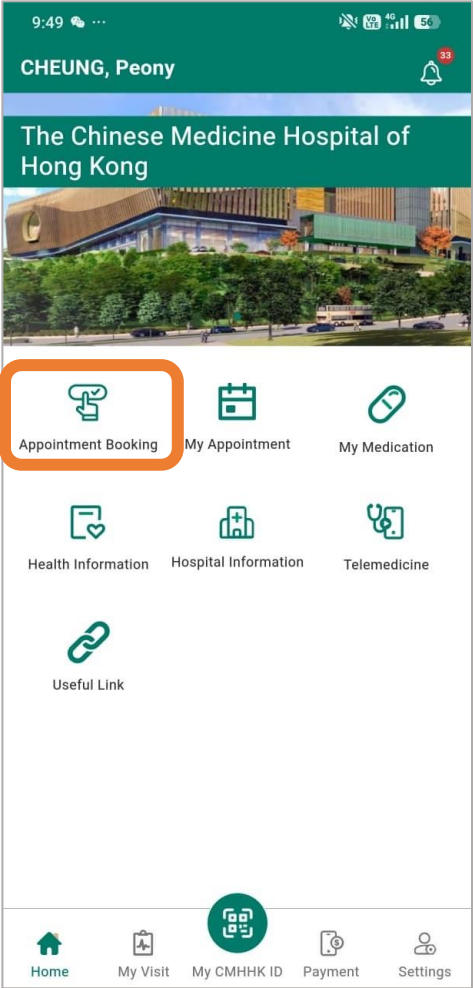
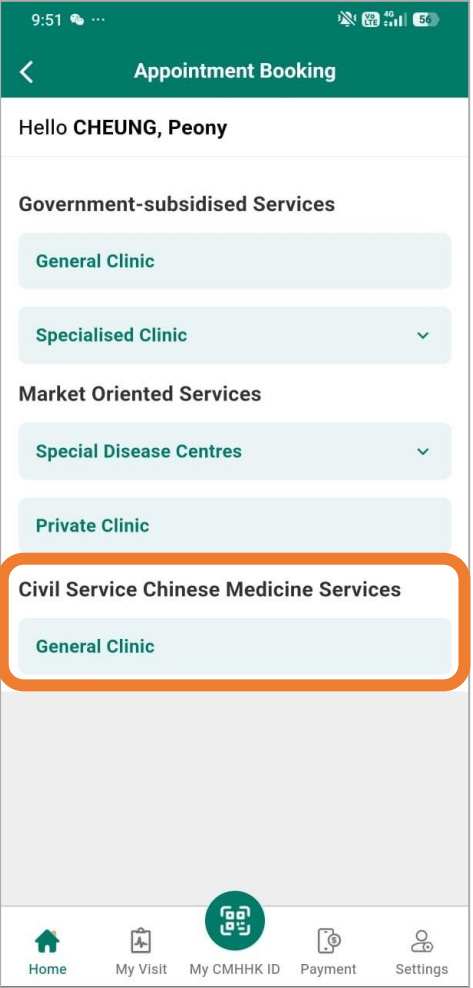

Continue with iAM Smart

Enable Biometric Login

Forgot Password Registration
Forgot Username

- Enter your registered user account and password
- After clicking “Login”, complete SMS verification to log in securely
- Alternatively, users may log in via eHealth or iAM Smart, or enable biometric authentication for login

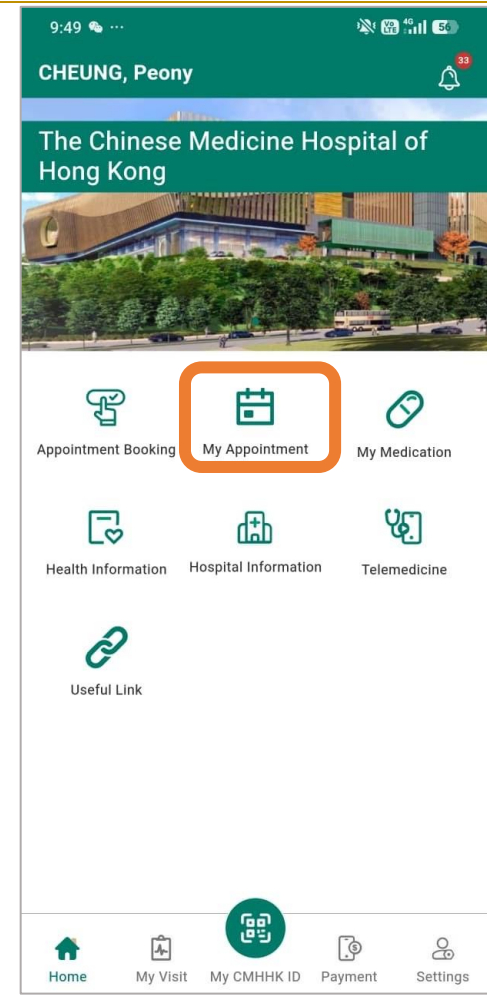
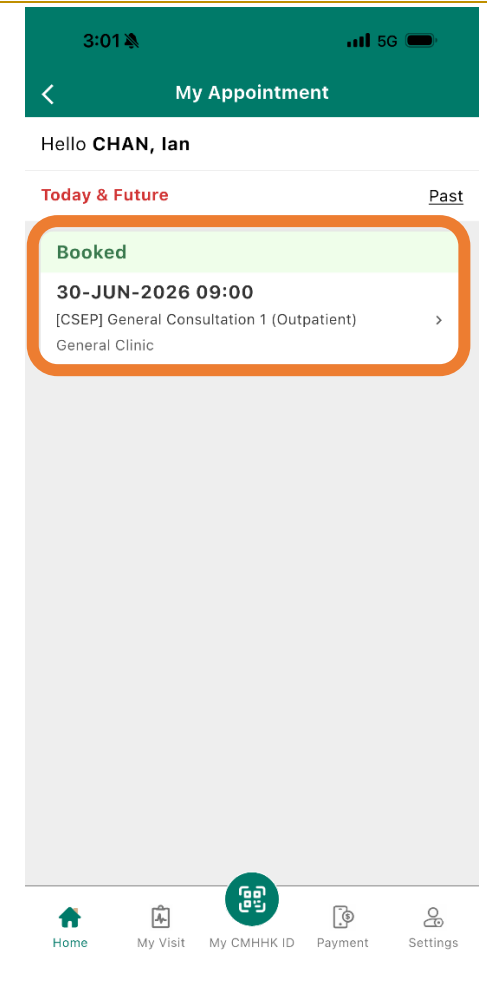
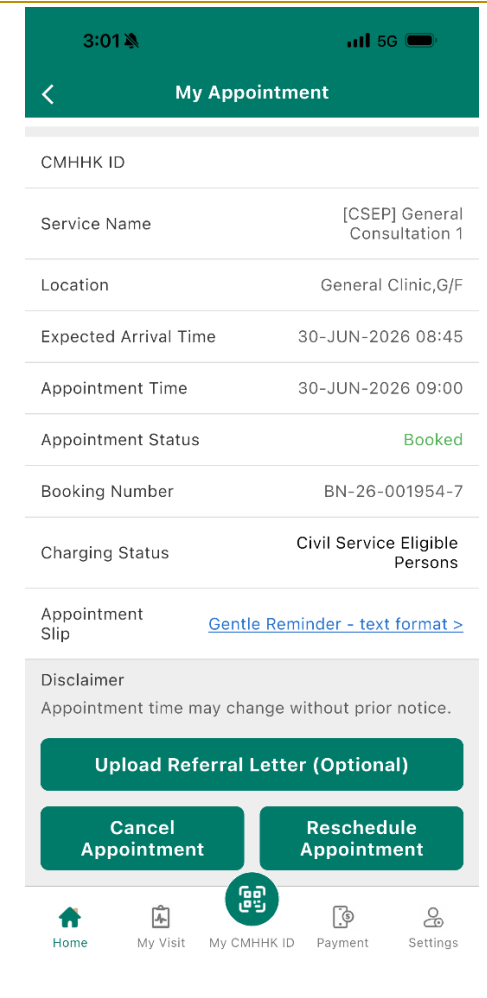
2. Appointment Booking

 <p>The screenshot shows the mobile app homepage for CHEUNG, Peony. The header displays the user's name and a notification bell. Below the header is a banner for 'The Chinese Medicine Hospital of Hong Kong'. A grid of service icons is visible, with 'Appointment Booking' highlighted by an orange box. Other icons include 'My Appointment', 'My Medication', 'Health Information', 'Hospital Information', 'Telemedicine', and 'Useful Link'. The bottom navigation bar includes 'Home', 'My Visit', 'My CMHKK ID', 'Payment', and 'Settings'.</p>	 <p>The screenshot shows the 'Appointment Booking' screen. It displays a greeting for CHEUNG, Peony and lists various service categories: 'Government-subsidised Services' (General Clinic, Specialised Clinic), 'Market Oriented Services' (Special Disease Centres, Private Clinic), and 'Civil Service Chinese Medicine Services' (General Clinic). The 'General Clinic' option under 'Civil Service Chinese Medicine Services' is highlighted with an orange box. The bottom navigation bar is consistent with the previous screen.</p>	 <p>The screenshot shows a pop-up message with a warning icon. The text reads: 'Civil Service Chinese Medicine Services are available for Civil Service Eligible Persons (CSEPs) only. Services will not be provided if the patient's CSEP status cannot be verified at the time of visit. Please press " Confirm " to confirm your CSEP status and proceed with booking General Clinic Chinese Medicine Consultation service. Other related services including Chinese Medicine intervention, integrated allied health services and Western Medicine consultation will be arranged by the attending Chinese medicine practitioner based on the clinical situation, and the follow-up will be scheduled by hospital staff subject to service availability.' The 'Confirm' button is highlighted with an orange box. The bottom navigation bar is consistent with the previous screens.</p>
<ul style="list-style-type: none">• After login, select “Appointment Booking” on the homepage of the Mobile App	<ul style="list-style-type: none">• Select “General Clinic” under Civil Service Chinese Medicine Services	<ul style="list-style-type: none">• After reading the pop-up message, click “Confirm” to confirm CSEP status

Appointment Booking (Continued)

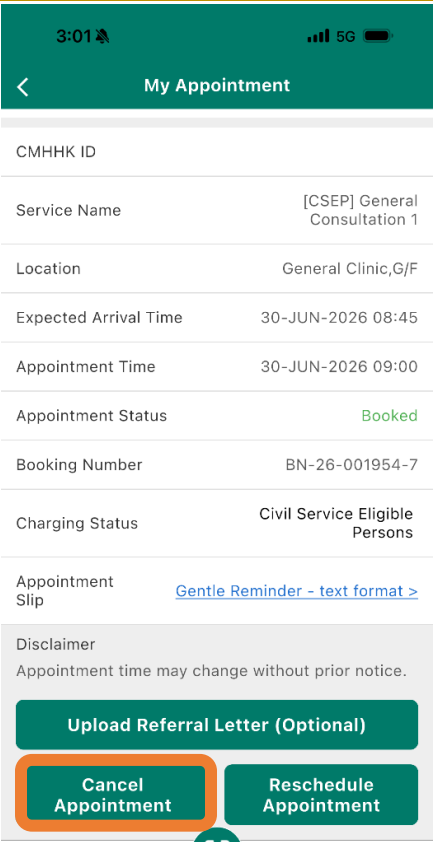
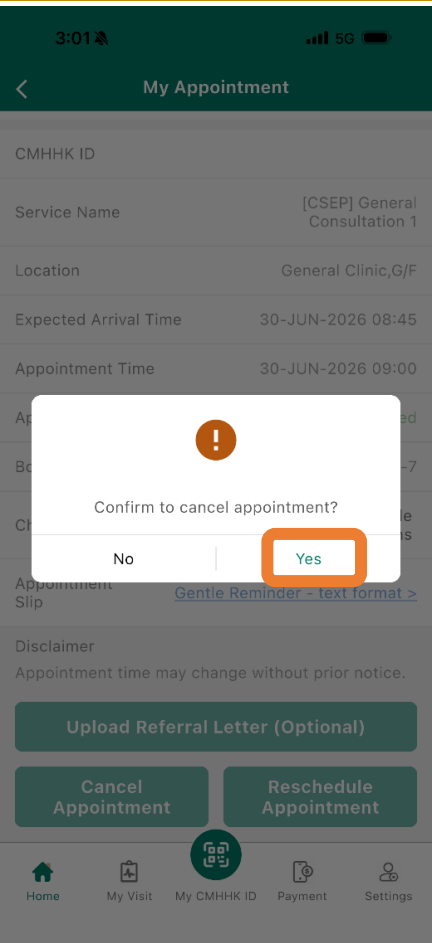
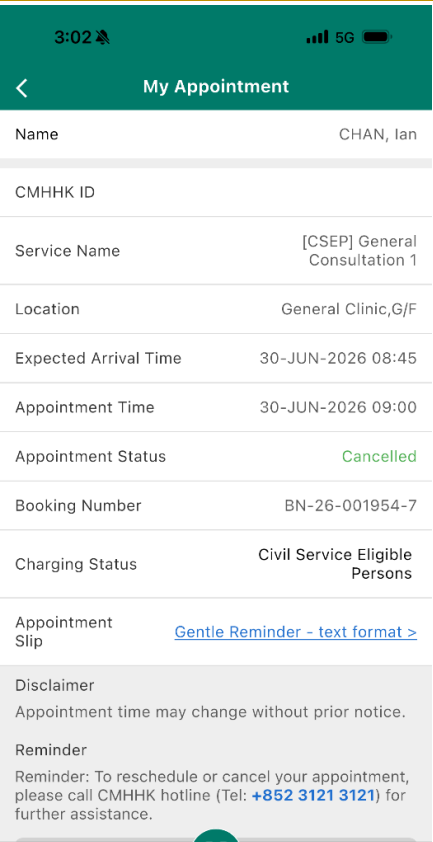
<ul style="list-style-type: none"> • The available consultation dates and timeslots will be displayed • If a particular timeslot or day is fully booked, “Full” or “The selected date is full” will be shown 	<ul style="list-style-type: none"> • Select date and time • Click “Confirm” 	<ul style="list-style-type: none"> • “Booking confirmed” will be shown • Charging status will be shown as “Civil Service Eligible Persons”

3. Enquiry of Appointment³

		
<ul style="list-style-type: none">• Select “My Appointment” on the homepage of the Mobile App	<ul style="list-style-type: none">• Appointments for today and future dates will be displayed. Select the appointment record for viewing	<ul style="list-style-type: none">• The details of the relevant appointment record will be displayed

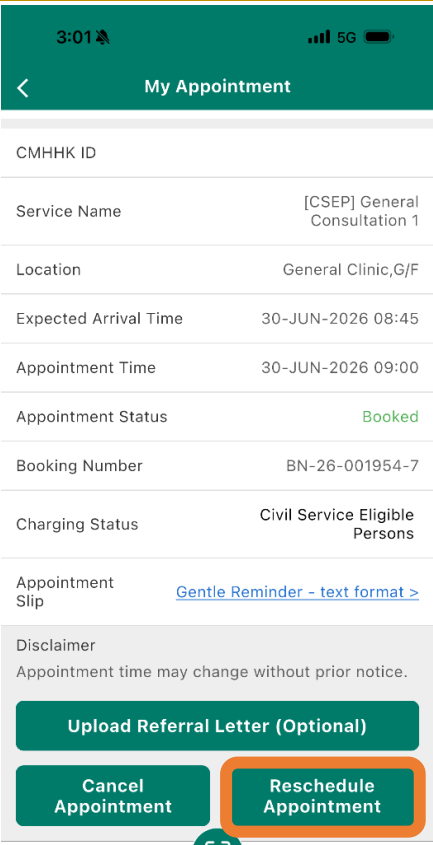
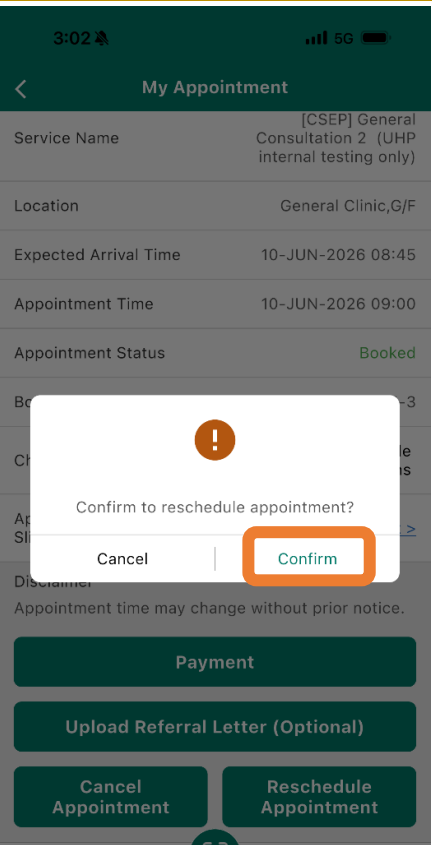
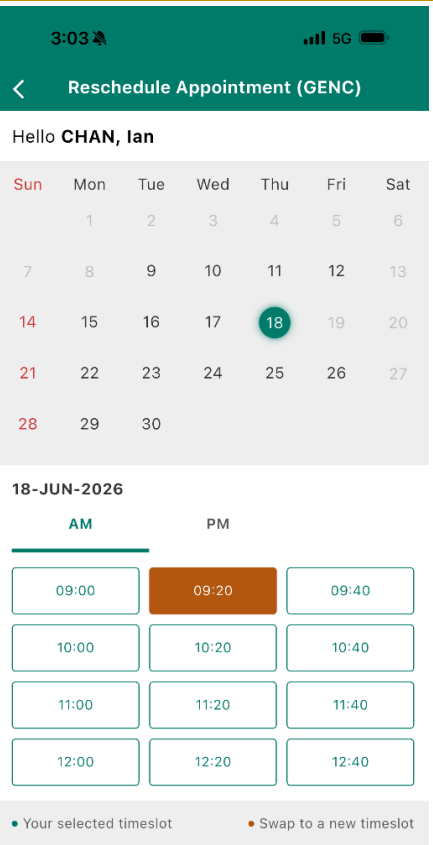
³ Both the appointments for general outpatient Chinese medicine consultation made by CSEPs via the Mobile App and appointments for follow-up services arranged by the hospital staff can be viewed on the Mobile App.

4. Cancellation of Appointment⁴

 <p>3:01 5G</p> <p>My Appointment</p> <p>CMHHK ID</p> <p>Service Name [CSEP] General Consultation 1</p> <p>Location General Clinic,G/F</p> <p>Expected Arrival Time 30-JUN-2026 08:45</p> <p>Appointment Time 30-JUN-2026 09:00</p> <p>Appointment Status Booked</p> <p>Booking Number BN-26-001954-7</p> <p>Charging Status Civil Service Eligible Persons</p> <p>Appointment Slip Gentle Reminder - text format ></p> <p>Disclaimer Appointment time may change without prior notice.</p> <p>Upload Referral Letter (Optional)</p> <p>Cancel Appointment Reschedule Appointment</p> <p>Home My Visit My CMHHK ID Payment Settings</p>	 <p>3:01 5G</p> <p>My Appointment</p> <p>CMHHK ID</p> <p>Service Name [CSEP] General Consultation 1</p> <p>Location General Clinic,G/F</p> <p>Expected Arrival Time 30-JUN-2026 08:45</p> <p>Appointment Time 30-JUN-2026 09:00</p> <p>Confirm to cancel appointment?</p> <p>No Yes</p> <p>Appointment Slip Gentle Reminder - text format ></p> <p>Disclaimer Appointment time may change without prior notice.</p> <p>Upload Referral Letter (Optional)</p> <p>Cancel Appointment Reschedule Appointment</p> <p>Home My Visit My CMHHK ID Payment Settings</p>	 <p>3:02 5G</p> <p>My Appointment</p> <p>Name CHAN, Ian</p> <p>CMHHK ID</p> <p>Service Name [CSEP] General Consultation 1</p> <p>Location General Clinic,G/F</p> <p>Expected Arrival Time 30-JUN-2026 08:45</p> <p>Appointment Time 30-JUN-2026 09:00</p> <p>Appointment Status Cancelled</p> <p>Booking Number BN-26-001954-7</p> <p>Charging Status Civil Service Eligible Persons</p> <p>Appointment Slip Gentle Reminder - text format ></p> <p>Disclaimer Appointment time may change without prior notice.</p> <p>Reminder Reminder: To reschedule or cancel your appointment, please call CMHHK hotline (Tel: +852 3121 3121) for further assistance.</p> <p>Home My Visit My CMHHK ID Payment Settings</p>
<ul style="list-style-type: none"> Follow the steps in “3. Enquiry of Appointment” of User Guide to access the appointment details page Click “Cancel Appointment” 	<ul style="list-style-type: none"> Click “Yes” 	<ul style="list-style-type: none"> The appointment status will become “Cancelled”

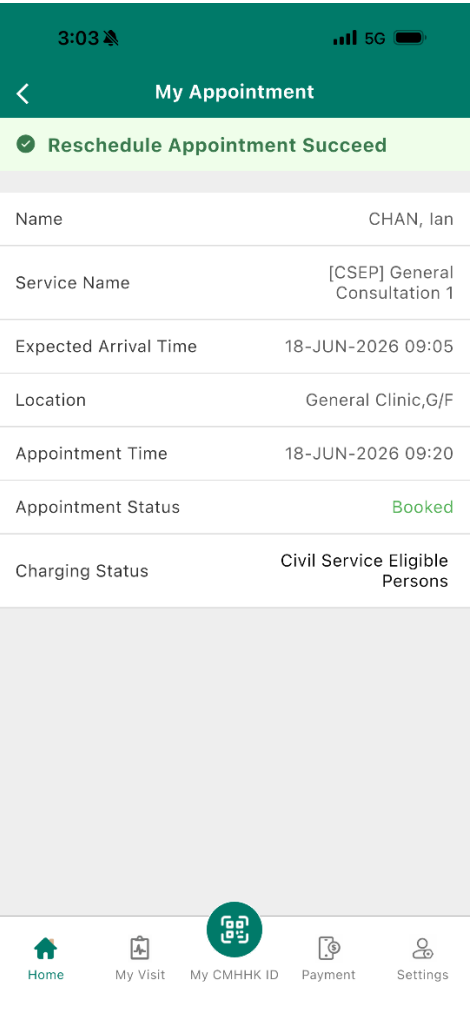
⁴ Appointments for general outpatient Chinese medicine consultation can be cancelled via the Mobile App or by contacting the hospital staff at 3121 3121. For cancellation of other appointments (including Western medicine consultation, general outpatient intervention, and outpatient integrated allied health services), please call 3121 3121 to contact the hospital staff for assistance. The above arrangements may be subject to changes from time to time. If needed, please call the above hotline to enquire about the latest arrangements.

5. Rescheduling of Appointment⁵

 <p>3:01 5G</p> <p>My Appointment</p> <p>CMHHK ID</p> <p>Service Name [CSEP] General Consultation 1</p> <p>Location General Clinic,G/F</p> <p>Expected Arrival Time 30-JUN-2026 08:45</p> <p>Appointment Time 30-JUN-2026 09:00</p> <p>Appointment Status Booked</p> <p>Booking Number BN-26-001954-7</p> <p>Charging Status Civil Service Eligible Persons</p> <p>Appointment Slip Gentle Reminder - text format ></p> <p>Disclaimer Appointment time may change without prior notice.</p> <p>Upload Referral Letter (Optional)</p> <p>Cancel Appointment Reschedule Appointment</p> <p>Home My Visit My CMHHK ID Payment Settings</p>	 <p>3:02 5G</p> <p>My Appointment</p> <p>Service Name [CSEP] General Consultation 2 (UHP internal testing only)</p> <p>Location General Clinic,G/F</p> <p>Expected Arrival Time 10-JUN-2026 08:45</p> <p>Appointment Time 10-JUN-2026 09:00</p> <p>Appointment Status Booked</p> <p>Confirm to reschedule appointment?</p> <p>Cancel Confirm</p> <p>Payment</p> <p>Upload Referral Letter (Optional)</p> <p>Cancel Appointment Reschedule Appointment</p> <p>Home My Visit My CMHHK ID Payment Settings</p>	 <p>3:03 5G</p> <p>Reschedule Appointment (GENC)</p> <p>Hello CHAN, Ian</p> <table border="1"> <thead> <tr> <th>Sun</th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>18-JUN-2026</p> <table border="1"> <thead> <tr> <th>AM</th> <th>PM</th> </tr> </thead> <tbody> <tr> <td>09:00</td> <td>09:20</td> </tr> <tr> <td>09:40</td> <td></td> </tr> <tr> <td>10:00</td> <td>10:20</td> </tr> <tr> <td>10:40</td> <td></td> </tr> <tr> <td>11:00</td> <td>11:20</td> </tr> <tr> <td>11:40</td> <td></td> </tr> <tr> <td>12:00</td> <td>12:20</td> </tr> <tr> <td>12:40</td> <td></td> </tr> </tbody> </table> <p>Your selected timeslot Swap to a new timeslot</p> <p>Reschedule</p>	Sun	Mon	Tue	Wed	Thu	Fri	Sat		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30					AM	PM	09:00	09:20	09:40		10:00	10:20	10:40		11:00	11:20	11:40		12:00	12:20	12:40	
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⁵ Appointments for general outpatient Chinese medicine consultation can be rescheduled via the Mobile App or by contacting the hospital staff at 3121 3121. For rescheduling of other appointments (including Western medicine consultation, general outpatient intervention, and outpatient integrated allied health services), please call 3121 3121 to contact the hospital staff for assistance. The above arrangements may be subject to changes from time to time. If needed, please call the above hotline to enquire about the latest arrangements.

Rescheduling of Appointment (Continued)



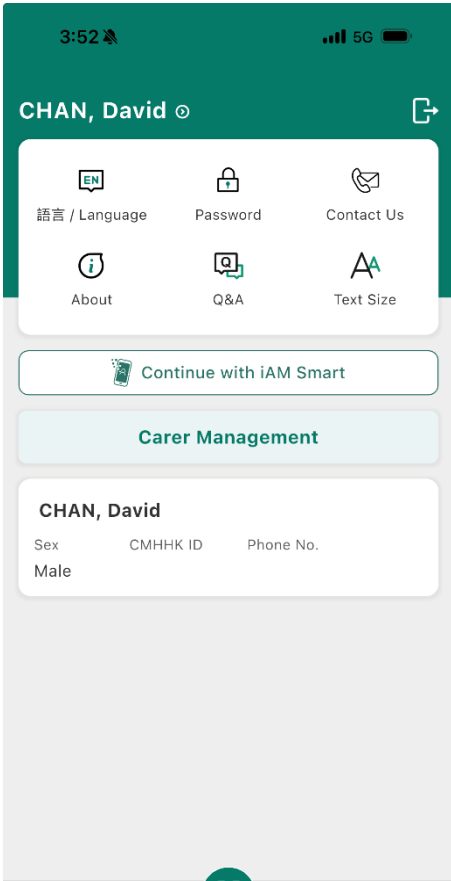
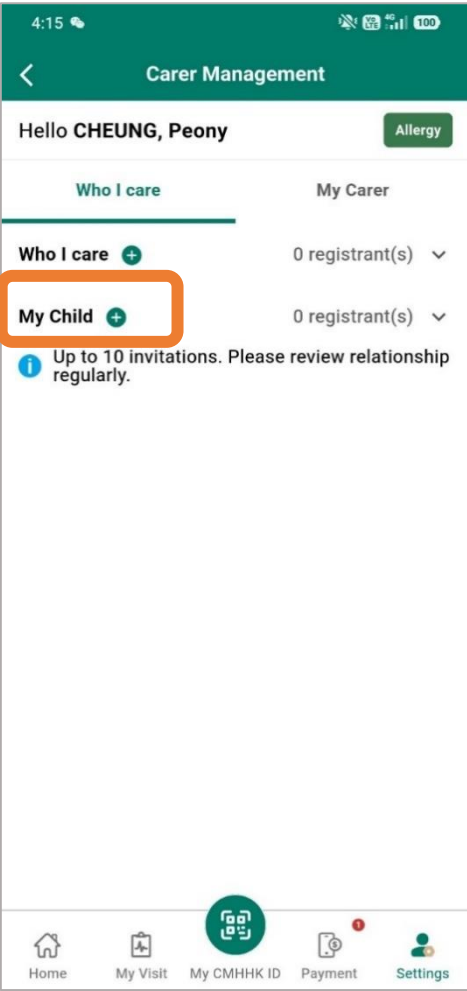
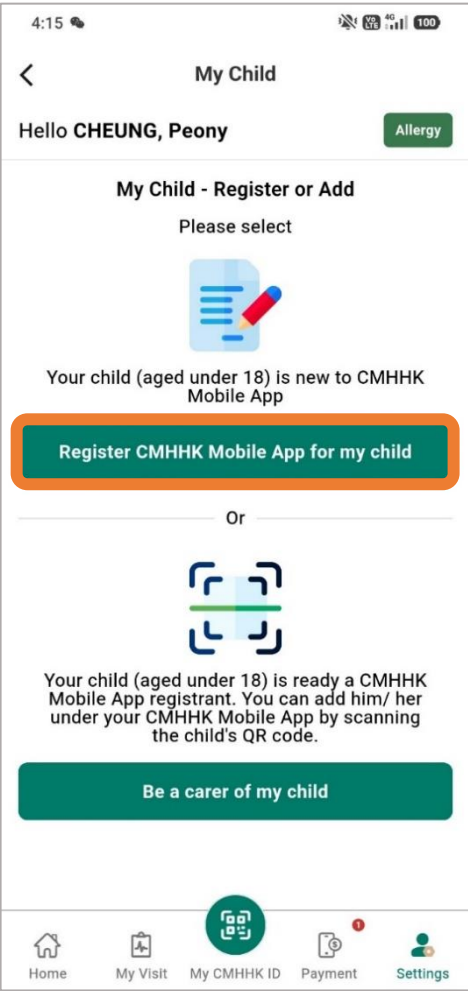
The screenshot displays a mobile application interface for managing appointments. At the top, the status bar shows the time as 3:03, 5G connectivity, and a battery icon. Below this is a dark green header with a back arrow and the text "My Appointment". A light green banner with a checkmark icon and the text "Reschedule Appointment Succeed" indicates the successful completion of the action. The main content area lists appointment details in a table-like format:

Name	CHAN, Ian
Service Name	[CSEP] General Consultation 1
Expected Arrival Time	18-JUN-2026 09:05
Location	General Clinic,G/F
Appointment Time	18-JUN-2026 09:20
Appointment Status	Booked
Charging Status	Civil Service Eligible Persons

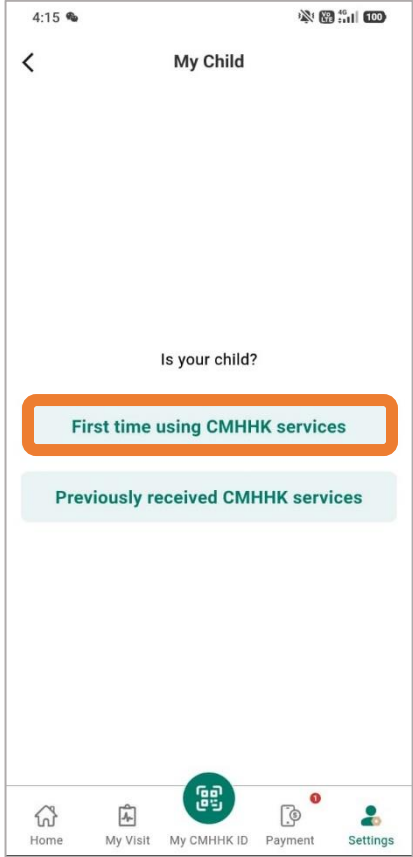
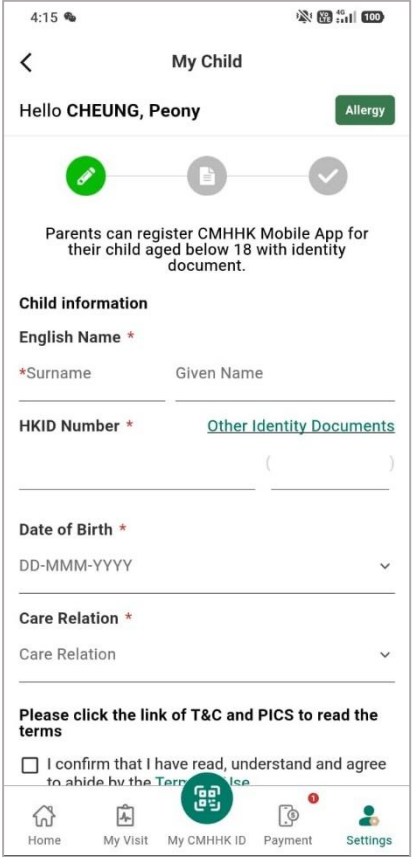
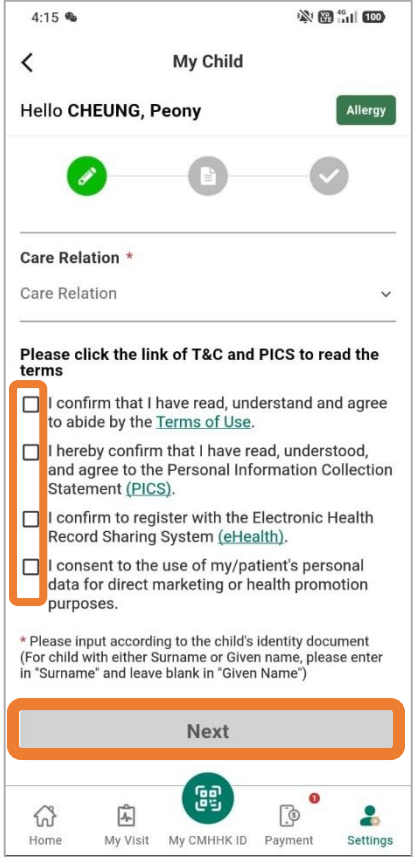
Below the details is a large grey rectangular area, likely a placeholder for a QR code or additional information. At the bottom, a navigation bar contains five icons: Home, My Visit, My CMHKK ID (which is highlighted with a green circle), Payment, and Settings.

- It will show that the appointment is rescheduled

6. Carer Management

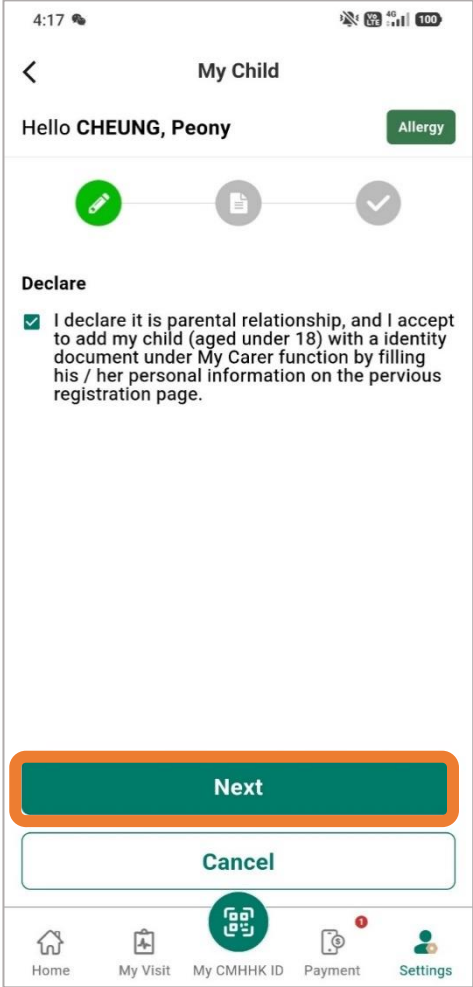
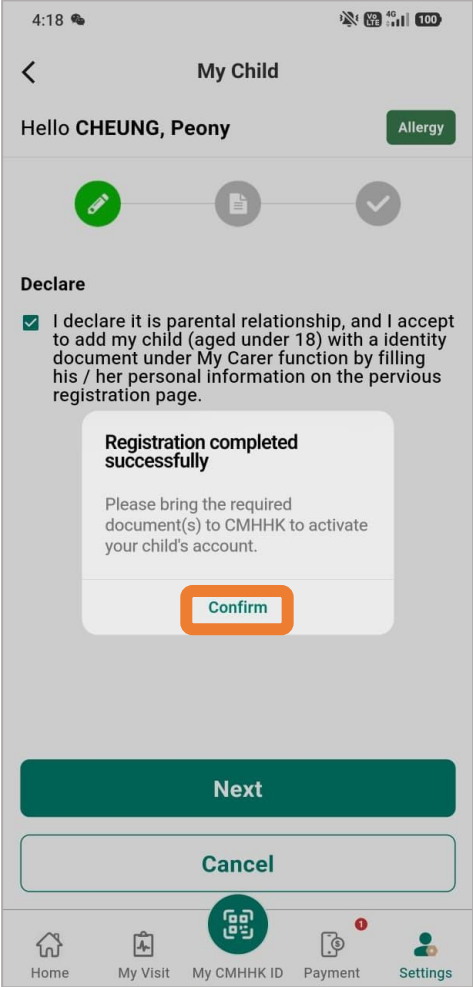
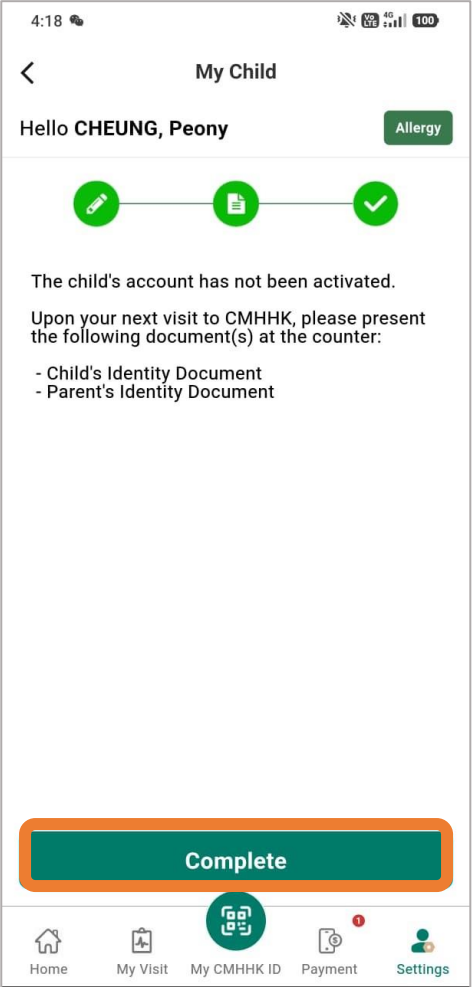
		
<ul style="list-style-type: none"> • Select “Settings” at the bottom right corner of the homepage • Click “Carer Management” 	<ul style="list-style-type: none"> • Select “My Child” 	<ul style="list-style-type: none"> • If the child of CSEP is not yet a user of the Mobile App, select “Register CMHKK Mobile App for my child”

Carer Management (Continued)

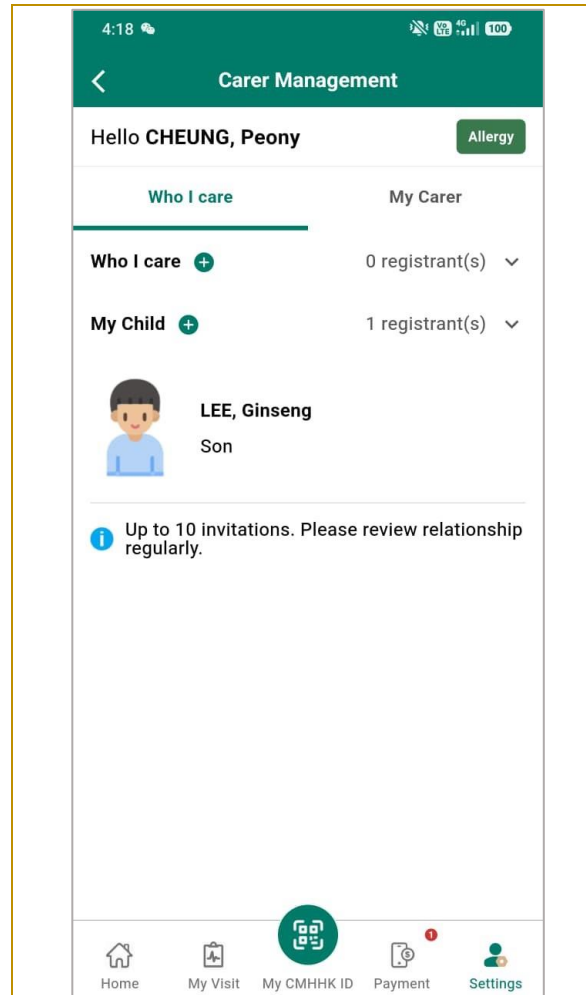
		
<ul style="list-style-type: none"> For first time users, click “First time using CMHHK services” 	<ul style="list-style-type: none"> Fill in personal particulars 	<ul style="list-style-type: none"> Tick the first three items after reading the Terms of Use and the Personal Information Collection Statement and registering with eHealth⁶; the fourth item on use of personal data for marketing or promotion purpose is optional Click “Next”

⁶ The staff at the hospital registration counter will check the eHealth registration status of CSEPs when they attend their appointments. CSEPs are required to register with eHealth before using the designated services.

Carer Management (Continued)

 <p>4:17 My Child Hello CHEUNG, Peony Allergy</p> <p>Progress: [Pencil] [Document] [Checkmark]</p> <p>Declare</p> <p><input checked="" type="checkbox"/> I declare it is parental relationship, and I accept to add my child (aged under 18) with a identity document under My Carer function by filling his / her personal information on the pervious registration page.</p> <p>Next</p> <p>Cancel</p> <p>Home My Visit My CMHKK ID Payment Settings</p>	 <p>4:18 My Child Hello CHEUNG, Peony Allergy</p> <p>Progress: [Pencil] [Document] [Checkmark]</p> <p>Declare</p> <p><input checked="" type="checkbox"/> I declare it is parental relationship, and I accept to add my child (aged under 18) with a identity document under My Carer function by filling his / her personal information on the pervious registration page.</p> <p>Registration completed successfully</p> <p>Please bring the required document(s) to CMHKK to activate your child's account.</p> <p>Confirm</p> <p>Next</p> <p>Cancel</p> <p>Home My Visit My CMHKK ID Payment Settings</p>	 <p>4:18 My Child Hello CHEUNG, Peony Allergy</p> <p>Progress: [Pencil] [Document] [Checkmark]</p> <p>The child's account has not been activated.</p> <p>Upon your next visit to CMHKK, please present the following document(s) at the counter:</p> <ul style="list-style-type: none"> - Child's Identity Document - Parent's Identity Document <p>Complete</p> <p>Home My Visit My CMHKK ID Payment Settings</p>
<ul style="list-style-type: none"> • Tick the box to confirm declaration • Click “Next” 	<ul style="list-style-type: none"> • After successful registration, click “Confirm” 	<ul style="list-style-type: none"> • Please note that the child’s account is not yet activated. Identity documents shall be presented at CMHKK counter later to complete the activation • Click “Complete”

Carer Management (Continued)



- The “Carer Management” page will show the child added
- Although the child’s account is not yet activated, bookings can be made through the Mobile App