

Enhanced Specialist Out-patient Services for Civil Service Eligible Persons at Prince of Wales Hospital

This note serves to inform civil service eligible persons¹(CSEPs) of the enhanced specialist out-patient (SOP) services² to be provided by the Hospital Authority (HA) at Prince of Wales Hospital (PWH) for the exclusive use of CSEPs, and sets out related administrative details.

Provision of SOP Services to CSEPs

2. CSEPs are entitled to medical treatment and services that are provided free of charge by the Department of Health (DH) or 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 47 SOP clinics throughout the territory. Clinic sessions for general SOP services are also available in L Block clinic for CSEPs in Queen Elizabeth Hospital (QEH).

New Dedicated SOP Clinic

3. As part of our ongoing effort to improve the provision of civil service medical benefits to CSEPs, and to address CSEPs' concerns over the waiting time for first appointment for new SOP cases, the Government has allocated separate funding to set up a new SOP clinic (namely 9H Specialist Clinic at PWH (9HSC)) for the exclusive use of CSEPs **with effect from 26 March 2012**.

4. The main objective for launching 9HSC services is to help 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

¹ 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.

² 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 circular.

may approach 9HSC to see if an earlier appointment in the relevant specialty is available at 9HSC. If so, the CSEP's case will be managed by 9HSC starting from the 9HSC appointment date until the date of the original SOP appointment. The enhanced SOP services at 9HSC will therefore serve as a bridging measure to reduce the waiting time for CSEPs' new SOP cases, supplementing HA's existing provision of SOP services to CSEPs.

Eligibility for the Enhanced SOP Services

5. New patients of HA's SOP clinics will be triaged by the SOP clinic where they have booked their original appointment. 9HSC 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 9HSC 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 (i.e. CSEPs who are already receiving treatment at an HA SOP clinic are not eligible);
 - (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 9HSC (see paragraph 7 below).

Types of General Specialty Services to be provided

7. Medical consultations in respect of the following general specialty services will be provided at 9HSC –

- Ear, Nose & Throat
- Family Medicine
- Gynaecology
- Medicine
- Orthopaedics & Traumatology
- Paediatrics & Adolescent Medicine
- Surgery

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.

Booking Arrangements

8. At present, 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 9HSC booking office by fax or in person to check whether an earlier appointment is available at 9HSC. CSEPs not covered by the Medical and Dental Benefits Eligibility Checking System (ECS) must visit the 9HSC booking office in person and produce valid G.F. 181/ Try. 447 for verification of eligibility.

10. To start the booking process at 9HSC, 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 9HSC or visiting 9HSC 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 9HSC 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 9HSC 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 9HSC, their original appointment at the HA SOP clinic will not be cancelled unless the scenarios in paragraph 16 below arise.

11. The 9HSC booking office will accept bookings starting from **27 February 2012**. A summary flowchart for utilising 9HSC services is at **Annex B**.

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 services provided by 9HSC, 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 9HSC also requires a copy of the referral letter for booking an appointment.

Arrangements for Provision of Associated and In-patient Services

12. Apart from medical consultations, 9HSC 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 9HSC 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 enhanced SOP services provided by 9HSC to CSEPs 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, 9HSC 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 9HSC.

15. In case a patient's condition is considered by 9HSC to have developed into a Priority 1 or 2 condition, 9HSC will issue a referral letter to the patient for him/her to present to the original HA SOP clinic with a view to advancing his/her original appointment. 9HSC will continue to manage the patient's case until the appointment is due.

16. If the patient recovers, or 9HSC considers that his/her condition has stabilised, 9HSC will either (a) discharge the patient; or (b) issue a referral letter for the patient to book an appointment at HA's General Out-patient Clinics or DH's families clinics on his/her own. In such cases, 9HSC will cancel the CSEP's original SOP appointment on the patient's behalf.

Location and Contact Details of 9HSC

17. The address, telephone number, fax number and office hours of 9HSC are as follows -

	9HSC
Address	9H Specialist Clinic, 9th Floor, Day Treatment Block & Children Wards, Prince of Wales Hospital, Shatin (A location map is at Annex C)
Telephone No.	3505 4154
Fax No.	3505 4771
Office hours	<u>Monday to Friday</u> 09:00 – 13:00 14:00 – 17:00 <u>Saturday, Sunday and Public Holidays</u> Closed

**Fax Request for Civil Service Eligible Persons
for Booking an Appointment at 9H Specialist Clinic (9HSC)
in Prince of Wales Hospital (PWH) and Authorisation Letter**

To: Booking office of 9HSC (*Fax No.: 3505 4771*)

(*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 / Gynaecology / Orthopaedics & Traumatology / ENT /
Family Medicine / Paediatrics and Adolescent Medicine *

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 9HSC of PWH. I hereby authorise PWH 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

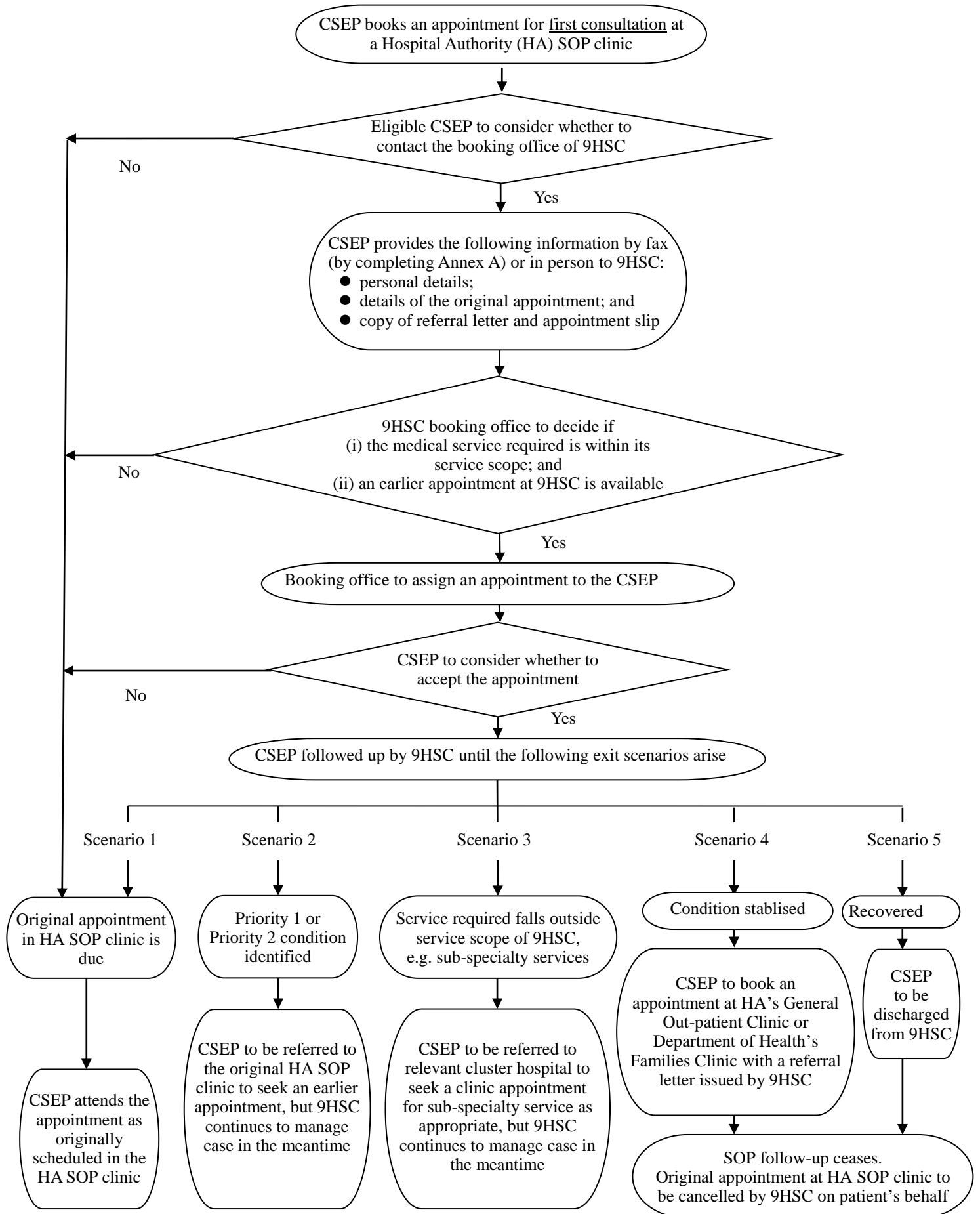
Please fax this request form together with:

- (1) the SOP clinic appointment slip; and
- (2) the referral letter for that SOP clinic appointment.

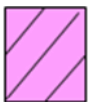
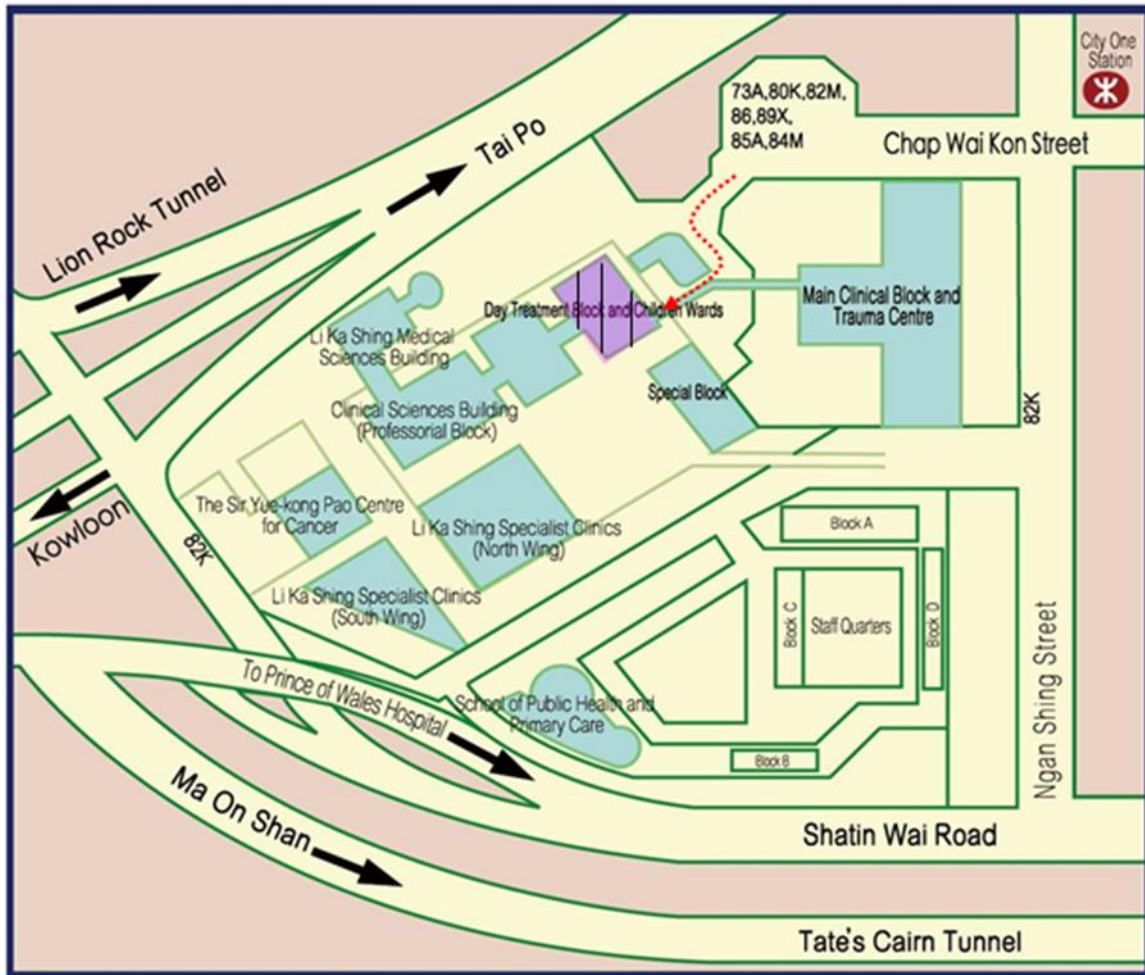
Please note that appointment booking cannot be arranged unless both document (1) and (2) are provided. (For Li Ka Shing SOP Clinic patients, there is no need to provide (2), as the referral letter will be retrieved internally).

Note: The information provided will be used for processing the request for an appointment of SOP service at 9HSC of PWH. 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 PWH.

Provision of Enhanced Specialist Out-patient (SOP) Services by 9H Specialist Clinic (9HSC) of Prince of Wales Hospital (PWH) for Civil Service Eligible Persons (CSEPs)



9H Specialist Clinic Location Map



9H Specialist Clinic (at 9th Floor, Day Treatment Block & Children Wards)