

Enhanced Specialist Out-patient Services for Civil Service Eligible Persons at Queen Mary Hospital

With effect from 26 October 2026, the consultation hours of enhanced specialist out-patient (SOP) services for civil service eligible persons¹ (CSEPs) at Queen Mary Hospital (QMH) are changed to **Monday afternoons (surgery specialty)** and **Wednesday mornings (medicine specialty)**.

Eligibility for QMH enhanced SOP Services

2. At present, CSEPs can book an appointment for the enhanced SOP services at QMH until the date of appointment at the original SOP clinic (SOPC) if they meet the following criteria –

- (a) they have made an appointment for **first** consultation for general SOP services at an Hospital Authority (HA) SOPC (other than L Block of Queen Elizabeth Hospital (QEH) and 9H Specialist Clinic (9HSC) of Prince of Wales Hospital) (i.e. CSEPs who have been receiving treatment at HA SOPCs or are awaiting services of QEH L Block and 9HSC 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 the enhanced SOP service scope of QMH (medicine specialty and surgery specialty).

Booking Arrangements

3. To start the booking process, a CSEP should provide (a) his/her name and Hong Kong Identity Card number; (b) details of his/her original appointment; and

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.

(c) a copy of the referral letter² and appointment slip by either completing the request form at **Annex A** to the booking office via fax or visiting the booking office in person (CSEPs not covered by the Medical and Dental Benefits Eligibility Checking System must visit the booking office in person and produce valid G.F. 181/Try. 447 for verification of eligibility). Booking requests made by phone will not be entertained. Having verified the CSEP's eligibility and ascertained the availability of a time slot earlier than the CSEP's original appointment, the 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, or the booking office is unable to offer an appointment earlier than the original one, the CSEP should attend the original HA SOPC appointment as scheduled. For CSEPs who have a confirmed appointment with the booking office, their original appointment at the HA SOPC will not be cancelled unless the scenarios in paragraph 8 below arise. A summary flowchart for utilising the enhanced SOP services at QMH is at **Annex B**.

Arrangements for Provision of Associated and In-patient Services

4. Apart from medical consultations, SOP clinic of QMH will also provide essential ambulatory investigations to its patients. Appointments will be booked with the Block G Imaging Centre of QEH direct for those cases which require general Magnetic Resonance Imaging, Computed Tomography, ultrasound scanning or mammographic services. If in-patient services or other ambulatory investigation/diagnostic services not provided by SOP clinic of QMH are required, the CSEP patient will be referred back to the SOPC cluster hospital where he/she has 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

5. Under the "bridging mode", exit arrangements (i.e. referral to another service provider or discharge) will be arranged by SOP clinic of QMH having regard to the patient's condition.

6. Generally speaking, SOP clinic of QMH will manage a patient's case while a patient awaits (a) the original HA SOPC appointment; or (b) an appointment at a sub-specialty clinic at the relevant cluster hospital by way of a referral from the attending doctor of SOP clinic of QMH.

² If CSEPs intend to utilise the service of SOP clinic of QMH, before handing over the referral letter to their original cluster HA SOPC for making an appointment, they should retain a copy of their referral letter for booking an appointment at SOP clinic of QMH.

7. In case a patient's condition is considered by the attending doctor of SOP clinic of QMH to have developed into a Priority 1 or 2 condition³, the patient will be referred to the original HA SOPC (including QMH) for reviewing the need in advancing his/her original appointment. SOP clinic of QMH will continue to manage the patient's case until the appointment is due.

8. If the patient recovers, or the attending doctor of SOP clinic of QMH considers that his/her condition has stabilised, the attending doctor will either (a) discharge the patient; or (b) issue a referral letter for the patient to book an appointment at Family Medicine Clinics (FMCs) of HA or families clinics of Department of Health (DH) on his/her own. In such cases, SOP clinic of QMH will cancel the CSEP's appointment at the original SOPC on the patient's behalf.

Location and Contact Details of the Booking Office of SOP clinic of QMH

9. The address, enquiry telephone number and office hours for accepting requests made in person, as well as fax number of the booking office are as follows -

Specialty Service	Medicine	Surgery
Operating Hours	<u>Wednesdays</u> (except public holidays) 9am – 1pm	<u>Mondays</u> (except public holidays) 2pm – 5pm
Address	3/F, Block S, Queen Mary Hospital 102 Pokfulam Road, Hong Kong	6/F, Block S, Queen Mary Hospital 102 Pokfulam Road, Hong Kong
	(Please refer to the website for location map: https://www8.ha.org.hk/qmh/patient_and_visitor/facilities_and_map/facilities_and_map.aspx)	
Enquiry Telephone No. and office hours for accepting requests made in person	2872 0155 Mondays to Fridays from 9am – 1pm and 2pm – 5pm	
Fax No.	2872 7899	

³ New patients of HA SOPCs will be triaged by the SOPC where they have booked their original appointment. SOP clinic of QMH will cater for cases triaged as non-urgent (routine). For urgent (Priority 1) and semi-urgent (Priority 2) cases, they will be handled by the relevant original HA SOPC within two and eight weeks respectively by the relevant original HA SOPC.

Request for Civil Service Eligible Persons
for Booking an Appointment at specialist out-patient (SOP) clinic
of Queen Mary Hospital (QMH)
and Authorisation Letter

To: Booking office of SOP clinic of QMH (Fax No: 2872 7899)
(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 SOP service detailed below –

Hospital Authority (HA) Hospital: _____
Specialty: Medicine, Surgery*
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 SOP clinic of QMH. I hereby authorise QMH to look up my records in the Medical and Dental Benefits Eligibility Checking System 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 specialist out-patient clinic (SOPC) appointment slip; and
- (2) the referral letter for that SOPC appointment.

Please note that appointment booking cannot be arranged unless both documents (1) and (2) are provided.

Note: The information provided will be used for processing the request for an appointment at SOP clinic of QMH. 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 QMH.

**Provision of Enhanced SOP Services for CSEPs
at SOP clinic of QMH**

