

特區政府對居粵之醫管局長期覆診港人特別支援計劃（下稱「支援計劃」）

常見問題

Q1. 有關支援計劃的背景為何？

鑑於在現時的強制檢疫措施下，部分身在廣東省的醫院管理局（醫管局）病人無法如常來港前往醫管局覆診後返回內地。為照顧他們的慢性病患的醫療需要，香港特別行政區政府（政府）推出特別支援計劃，委託香港大學深圳醫院（港大深圳醫院）為居於廣東省的醫管局慢性病患者提供疫情期間診症服務。支援計劃並非醫管局的項目，旨在疫情下為病人提供多一個選擇。

Q2. 有關支援計劃何時完結？

原定在 2021 年 7 月 31 日完結的支援計劃早前獲延續至 2021 年 11 月 9 日。鑑於現時兩地的強制檢疫措施仍未完全解除，政府將支援計劃進一步延續六個月至 2022 年 5 月 9 日。於該日或香港與內地的檢疫安排失效之前（以較早者為準），合資格人士可繼續於港大深圳醫院接受診症服務。

Q3. 合資格參與人士包括什麼？

支援計劃為已預約醫管局指定的專科門診*或普通科門診於 2020 年 2 月 17 日至 2022 年 5 月 9 日期間覆診的慢性病患者，可選擇在 2022 年 5 月 9 日或香港與內地的檢疫安排失效之前（以較早者為準）到港大深圳醫院指定的診療中心接受資助的診症服務。然而，在情況許可下，我們鼓勵病人儘量回港就醫。

[*即麻醉科（只包括痛症科門診）、心胸外科、臨床腫瘤科、耳鼻喉科、眼科、婦科、內科、神經外科、產科、矯形及創傷外科（骨科）、兒科及外科]

Q4. 支援計劃提供哪些服務？

支援計劃旨在讓醫管局的慢性病患者，可於港大深圳醫院指定的門診就他們慢性病患的醫療需要接受門診診症、常規影像掃描和檢查服務，並因應臨床需要及深圳市政府的規定處方 3 個月（糖尿病或高血壓），或 1 個月（其他疾病）用量的藥物。

支援計劃涵蓋的病科會對應醫管局現有指定的專科門診（見 Q3）並可由港大深圳醫院提供的門診科目，當中包括：全科（慢病門診），內科，外科（包括耳鼻喉科，心胸外科，神經外科），眼科，麻醉科（僅止痛門診），婦科，產科，腫瘤科，骨科，兒科。至於偶發性疾病、需要住院或日間住院及急症室服務的病人則不包括在內。內窺鏡檢查、組織活檢和正電子掃描檢查亦暫不適用。

Q5. 處理有關支援計劃的病人申請有何優先考慮因素？

為確保病人獲得適切治療，如病人手持有 2020 年 12 月 1 日前醫管局指定的專科門診或普通科門診的預約期已經過期，該類病人會於支援計劃首階段獲得優先處理。

Q6. 支援計劃的資助準則為何？

在支援計劃下，已參與的合資格人士每次接受港大深圳醫院門診診症服務只需繳付人民幣 100 元的費用，餘下費用差額則於支援計劃所指定的上限之內由政府資助。因應支援計劃進一步延續，在 2021 年 11 月 9 日或以前已提交有效的支援計劃申請並最終獲核實的合資格病人，可獲政府在其原有的人民幣 2,000 元資助額上，額外增加人民幣 1,000 元的資助額，令其資助上限總額相應提升至人民幣 3,000 元。至於在 2021 年 11 月 10 日或以後提交有效的支援計劃申請並最終獲核實的合資格病人，他們在六個月延續期內的資助總額上限則為人民幣 1,000 元。超於資助金額上限的診症費用需要由病人直接支付港大深圳醫院。

Q7. 如何可獲得豁免繳付病人自費部份？

在支援計劃下，持下列其中一項資格的病人即可獲豁免繳付人民幣 100 元的費用：

1. 領有香港綜合社會保障援助（「綜援」）；或
2. 75 歲或以上領取香港高額長者生活津貼受惠人；或
3. 可於政府獲取醫療及牙醫醫療福利的公務員、退休公務員及合資格人士；或
4. 可於醫管局獲取醫療及牙醫醫療福利的醫管局職員、退休醫管局職員及合資格人士。

Q8. 在支援計劃下，病人自費的部份可以用長者醫療券支付嗎？

不可以。長者醫療券的可使用範圍並不包括用於繳付本資助計劃的病人自費部分。

Q9. 病人可如何得知在計劃下的剩餘資助金額？

每次病人於港大深圳醫院應診後，需簽署支援計劃服務同意書，港大深圳醫院將提供紀錄列明是次診症費用及資助餘額等資料供病人查閱。

Q10. 合資格的病人可如何參與支援計劃？

合資格的病人必須閱讀參與者須知，並填妥有關的申請表，連同所需證明文件及醫管局指定的專科門診或普通科門診預約證明書(如可提供)向港大深圳醫院提出申請。除親身遞交，病人亦可透過微信手機程式提出申請，詳情可參閱港大深圳醫網頁，或掃描微信二維碼（只供內地使用）。

請掃一掃微信二維碼
填寫電子申請表格
(只供內地使用)



港大深圳醫院會將有關的申請表及文件以加密形式發送資料到電子健康紀錄統籌處及醫管局作核實身份、參與資格、豁免收費資格（如適用）及處理相關授權事宜。當中包括申請登記電子健康紀錄互通系統（如適用）及提出查閱資料要求，並授權港大深圳醫院收取及使用有關其電子健康紀錄的複本，以讓相關的醫護人員為其提供合適的醫護服務。申請登記電子健

康紀錄互通系統乃屬自願性質，病人亦可選擇委託在港親友前往醫管局提出索取醫療病歷的申請並轉交病人，用以參與支援計劃。

港大深圳醫院將在收到相關部門核實通知及病人醫療紀錄後，為病人安排診症時間。病人到港大深圳醫院應診時需出示有關申請文件及所需證明文件以供核對身份。

港大深圳醫院將根據患者在香港醫管局的覆診預約排期情況、以及結合醫院門診安排，為患者安排就診，而非按“先登記先得”的原則排期。

Q11. 病人登記支援計劃時需提供什麼文件？

病人登記支援計劃時需向港大深圳醫院提供以下文件：

1. 有效醫管局指定的專科或普通科門診預約證明書（預約日期為 2020 年 2 月 17 日至 2022 年 5 月 9 日）(如可提供)；
2. 香港身份證明文件；
3. 港澳居民來往內地通行證（回鄉證）
4. 填妥的計劃申請表。
5. 未滿 16 歲，需本人及監護人資料。提交本人出世紙及香港身份證(如持有)、回鄉證、覆診預約便條(如可提供)、監護人香港身份證、監護人回鄉證、監護人個人簽名（照片）等資料。

Q12. 港大深圳醫院及醫管局可如何收取及使用計劃下的病人病歷？

為確保病人得到適切的治療，當局讓病人透過港大深圳醫院向電子健康紀錄統籌處提出查閱資料要求。於得到病人授權後，港大深圳醫院會收取及使用該病人的電子健康紀錄（醫健通）的複本，以為病人提供醫護服務。

同時，港大深圳醫院於診症後需為病人提供門診摘要，包括藥物處方，以便醫管局日後跟進病人的後續治療。

Q13. 在有關病歷傳送時，如何確保病人私隱及網絡安全？

於獲得病人同意後，醫健通會將有關病人載於醫健通內的病歷複本，以加密形式發送給港大深圳醫院。港大深圳醫院需確保指定的人員，在有需要知道的情況下，為有關病人提供醫護服務時才可查閱有關病歷。

Q14. 港大深圳醫院處方的藥物是否與香港公立醫院處方的藥物一致？

港大深圳醫院處方的藥物按照內地公立醫院藥品目錄配置，醫生會根據臨床需要為患者開藥。

Q15. 如病人於醫管局有多於一個門診科目覆診期，病人是否需要提交所有覆診預約便條？

病人只需提交其中一份屬支援計劃內指定科目的預約便條（詳情請參閱常見問題的第 3 條），而無需提交所有科目的預約便條。

Q16. 以蓋章或按指印方式作為申請簽署，是否屬有效簽署？

如病人有能力給予同意但無法書寫，則可以使用蓋章或按指印簽署。

Q17. 如病人希望參加支援計劃，但他們在醫管局的預約已過期，病人應如何處理？

支援計劃為已預約醫管局指定的專科門診或普通科門診於 2020 年 2 月 17 日至 2022 年 5 月 9 日期間覆診的慢性病患者，可選擇到港大深圳醫院指定的診療中心接受資助的診症服務。如病人的預約已過期，他們可以致電醫管局相關的專科門診或普通科門診，重新安排預約時間。支援計劃旨在為病人在疫情期間提供更多選擇，病人原定在醫管局的覆診預約不會因參加支援計劃而受到影響。因此，病人無需取消其醫管局原定的覆診預約。

Q18. 透過微信手機程式提出申請後，病人需要把申請號電郵給醫院管理局或港大深圳醫院嗎？

不需要。當醫管局及有關的政府部門或機構收取所需的資料後，將核實病人的身份、參與資格等。港大深圳醫院在收到核實通知後，將根據申請人在醫管局的覆診預約排期情況、以及配合港大深圳醫院門診安排，為申請人安排診症時間。為方便日後的查詢及其他跟進，病人請保留申請號。

Q19. 病人如計劃或已返回香港並希望前往醫管局專科門診或普通科門診診所覆診，病人應如何處理？

病人應確保他們有足夠的藥物儲備，直至下一次的覆診預約。如病人無法按已預約的日期前往覆診或他們的覆診預約已經過期，請聯絡醫管局相關的專科門診或普通科門診重新安排覆診日期。若於醫管局專科門診覆診的病人，請向有關的專科門診職員提供支援計劃的申請號，以便安排。

當日後到醫管局應診時，請出示由港大深圳醫院於診症後發給病人的門診覆診病歷及處方箋，以便醫管局跟進病人的後續治療。

Q20. 可否為已遞交的申請表格作出修改，或補交文件？

如申請人欲就申請表格內容提出修改，申請人需重新遞交填妥的申請表，並連同所需證明文件及醫管局指定的專科門診或普通科門診預約證明書(如可提供)向港大深圳醫院提出申請。申請時請確保上載的證明文件圖片影像清晰準確。

Q21. 如何取得更多有關計劃的資料？

有關支援計劃的資料，可經以下方法查詢：

港大深圳醫院(辦公時間#)：電郵 abc@hku-szh.org 或電話: (+86) 0755-86913101

網址：<https://www.hku-szh.org>

(#工作日：8:00am - 12:30pm，2:00pm - 5:30pm，周末及公眾假期除外)

醫院管理局計劃辦事處(辦公時間*)：電郵: sss@ha.org.hk 或電話: (+852) 2300-7070

網址：www.ha.org.hk/goto/sss/tc

(*星期一至五: 9:00am - 6:00pm, 星期六日及公眾假期除外)

HKSAR Government Special Support Scheme for Hospital Authority Chronic Disease Patients Living in the Guangdong Province to Sustain Their Medical Consultation under Coronavirus Disease-2019 (the “Support Scheme”)

Frequently Asked Questions

Q1. What’s the background for the Support Scheme?

In view of the compulsory quarantine measure imposed, some Hospital Authority (HA) patients residing in Guangdong Province are unable to attend follow-up medical consultations in the HA and return to the Mainland as they had done so previously. To address their medical need for their chronic disease, the Government of the Hong Kong Special Administrative Region (the HKSAR Government) has launched the Support Scheme through the University of Hong Kong – Shenzhen Hospital (HKUSZH) to take up follow-up consultation for HA patients with chronic disease residing in Guangdong during the epidemic. The Support Scheme is not a HA programme, but aims to provide an additional choice to patients during the COVID-19 pandemic.

Q2. When will the Support Scheme expire?

The Support Scheme, originally scheduled to end on 31 July 2021, was extended to 9 November 2021 earlier. Given that the compulsory quarantine measures in both Hong Kong and the Mainland are yet to be relaxed completely, the HKSAR Government will further extend the Support Scheme for an additional six months to 9 May 2022. Eligible persons may continue to receive medical consultations at HKUSZH before such date, or until the lapse of the quarantine requirement in both Hong Kong and the Mainland (whichever is earlier).

Q3. Who will be eligible to join?

Patients with chronic disease with appointments between 17 February 2020 and 9 May 2021 with the designated* Special Outpatient Clinics (SOPC) and General Outpatient Clinics (GOPCs) of the HA would be eligible to receive subsidised consultation sessions at designated Outpatient Medical Centers of HKUSZH up to 9 November 2021 or until the lapse of the quarantine arrangement of Hong Kong and Guangdong Province sides, whichever the earlier. Notwithstanding, it is recommended that patients return to Hong Kong for medical consultations wherever possible.

[* Covers Anaesthesiology (only Pain Clinic), Cardiothoracic Surgery, Clinical Oncology, Ear, Nose and Throat, Eye, Gynaecology, Medicine, Neurosurgery, Obstetrics, Orthopaedics & Traumatology, Paediatrics and Surgery.]

Q4. What is the scope of services under the Support Scheme?

The Support Scheme aims to allow HA’s chronic disease patients to receive outpatient consultation sessions at designated Outpatient Medical Centres in HKUSZH to address their medical need for chronic disease, with routine imaging and investigations covered. Normal medications for 3 months (for Diabetes and Hypertension) or 1 month (for other diseases) will be prescribed to patients according to clinical needs and regulations of Shenzhen City Government.

Under the Support Scheme, specialties provided at HKUSZH include all available expertise in HKUSZH, which include Family Medicine Clinics (Chronic Diseases), Medicine Clinic, Surgery Clinic (include Otorhinolaryngology, Cardiothoracic Surgery, Neurosurgery), Ophthalmology Clinic, Anesthesiology Clinic (Pain Clinic only), Gynaecology Clinic, Obstetrics Clinic, Oncology Clinic, Orthopedic Clinic and Pediatric Clinic. Episodic illness or those required in-patient, day patient and emergency service are not included in the Support Scheme. Endoscopy, tissue biopsy and PET-CT examinations will not be covered as well.

Q5. Is there any priority when handing patients' application to the Support Scheme?

To ensure patients to receive timely and appropriate medical consultation, patients with appointments date before 1 December 2020 in designated SOPCs or GOPCs of HA would be processed with priority.

Q6. What's the principle for the subsidization?

Under the Support Scheme, participating eligible patients have to co-pay Renminbi (RMB)100 to HKUSZH as consultation fee per visit, and the balance of the fees charged by HKUSZH would be subsidised by the HKSAR Government within the cap specified under the Support Scheme. In light of further extension of the Support Scheme, the HKSAR Government will provide an additional RMB 1,000 subsidy on top of the original RMB 2,000 subsidy to eligible patients who submit a valid application for the Support Scheme on or before 9 November 2021 and have the application subsequently verified. The subsidy cap of these eligible patients will be increased to RMB 3,000 accordingly. For those who submit a valid application on or after 10 November 2021 and have the application subsequently verified, they will be entitled to a subsidy subject to a cap of RMB 1,000 for the six-month extension period. Fees beyond the cap should be paid by the patients to HKUSZH directly

Q7. How could the patient be entitled to be waived the co-payment part?

Under the Support Scheme and subject to the cap subsidy, a patient with one of the following would be entitled to be waived the co-payment:

1. Recipients of Hong Kong Comprehensive Social Security Assistance (CSSA); or
2. Recipients of Hong Kong Higher Old Age Living Allowance who are aged 75; or
3. Civil servants, pensioners or their eligible dependents who are eligible for medical and dental benefits within the civil service; or
4. HA staff, retirees or their eligible dependents who are eligible for medical and dental benefits within the HA.

Q8. Under the Support Scheme, could a patient use the HKSAR Government Elderly Health Care Voucher for the co-payment?

No. Elderly Health Care Voucher Scheme is not applicable for the co-payment under the Support Scheme.

Q9. How could the patient know the balance amount of the subsidy under the Support Scheme?

After receiving service each time at a consultation visit in HKUSZH, a patient needs to sign a consent form to HKUSZH for receiving the Out-patient Service, and HKUSZH would provide a record which lists out the service charge and the corresponding balance amount of the subsidy, for the patient's record.

Q10. How can an eligible patient apply to join the Support Scheme?

For an eligible patient who wishes to join the Support Scheme, he/she should read the Participant Information Notice, and submit the application to HKUSZH with completed application form, together with the supporting documents and follow-up appointment slip from HA designated SOPC or GOPC (if available). Apart from applying in-person, patients may also submit their application via WeChat App, for details, please refer to HKUSZH website, or scan the QR code of WeChat (For use in Mainland).

*Please scan the WeChat 2D barcode
for filling the electronic application
form (For use in Mainland)*



HKUSZH will send, in encrypted format, the application forms with the supporting documents to eHR Office and HA for the purpose to verify the patient's identity / status for eligibility to participate and for fee waiver status (if applicable) and related authorization purposes. The application form includes application for registration in the Hong Kong Electronic Health Record Sharing System (eHRSS) (if applicable) and submission of a Data Access Request (DAR) to the Electronic Health Record Office (eHRO) for electronic health records on eHRSS, and authorize HKUSZH to obtain and use the copy of the relevant electronic health record so that relevant medical staff can provide them with appropriate medical services. Joining eHR is voluntary, alternatively patient could authorise relatives in Hong Kong to apply medical record from HA and deliver to patient, for participating in the Support Scheme.

Upon receiving confirmation and medical records from relevant parties, HKUSZH will arrange consultation visit for the patient. The patient is required to provide relevant application and supporting documents used in the application upon the visit for authentication.

HKUSZH will arrange the consultation visit to the patients according to their follow-up appointment in HA as well as HKUSZH's clinic arrangement, but not under "first-come-first-served" basis.

Q11. What supporting documents are required for application to the Support Scheme?

Patient shall provide the following documents to HKUSZH for joining the Support Scheme:

1. Valid designated SOPC or GOPC follow-up appointment slip from HA (appointment date between 17 February 2020 and 9 May 2022) (if available);
2. Hong Kong Identity Document;
3. Mainland Travel Permit for Hong Kong and Macao Residents, and
4. Completed application form.
5. Patient aged below 16 is required to provide birth certificate and Hong Kong Identity Document (if applicable), Mainland Travel Permit for Hong Kong and Macao Residents, appointment slip (if available), together with Hong Kong Identity Document, Mainland Travel Permit for Hong Kong and Macao Residents and the signature of the substitute decision maker.

Q12. How to obtain and use the patient's medical records between HKUSZH and HA?

To ensure that patients receive appropriate treatment, the Government allows patients with eHRSS registration to submit with the assistance of HKUSZH a DAR with eHR Registration Office, and HKUSZH after obtaining the patients' consent can collect and use the copy medical records for providing medical services.

Meanwhile, HKUSZH will provide a consultation summary including prescriptions to the patient upon each consultation visit, to facilitate the patient's follow-up treatment in HA.

Q13. When transferring the medical records, how to protect the patient privacy and data security?

With the patient's consent, eHR RO will send the copy of the patient's records to HKUSZH in encrypted format. HKUSZH shall ensure only designated person could read and use the relevant patient's records under "need-to-know" and "patient under care" principles.

Q14. Will the drug prescribed to the patient by the HKUSZH align with HA?

HKUSZH will prescribe drug to patient according to the drug list under the public hospitals of Mainland and subject to clinical judgement.

Q15. Do patients need to submit all appointment slips if they are having follow-up appointments with multiple specialties in HA?

Patients only need to submit one of the appointment slips of designated SOPCs and GOPCs of HA falling within the designated period as specified by the Support Scheme. (Please refer to Q3 of FAQs for details)

Q16. Is signature by stamp or thumbprint as signature for application considered valid?

Signature by stamp or thumbprint would be considered valid if patients are capable of giving consent but incapable of writing.

Q17. If patients wish to join the Support Scheme but their appointment in HA has been expired, what should the patients do?

Support Scheme allows patients with chronic disease with appointments between 17 February 2020 and 9 May 2022 with the designated Special Outpatient Clinics (SOPC) and General Outpatient Clinics (GOPCs) of the HA, to receive subsidised consultation sessions at designated Outpatient Medical Centers of HKUSZH. If the patients' appointment has been expired, they could contact the relevant SOPCs or GOPCs of HA to reschedule their follow-up appointment. Support Scheme aims to provide an additional choice for patients during the COVID-19 pandemic. Patients' medical follow-up appointment in the HA would not be affected for those who have joined the Support Scheme and therefore patients do not need to cancel their scheduled appointment in HA.

Q18. Shall the patients need to send the application number to HA or HKUSZH after submitted the application via WeChat App?

Not required. After HA or other authorized government department have received required information, verification of patient's identity and eligibility checking will be carried out. Upon received the verification results, HKUSZH will arrange the consultation visit to the patients according to their follow-up appointment in HA as well as HKUSZH's clinic arrangement. Please keep the Application number for future enquiry and other use.

Q19. What do patients need to do if they plan to return or have returned to HK, and wish to attend follow-up appointment in SOPCs or GOPCs of HA?

Patients shall ensure that they have sufficient stock of drug until their next follow-up appointment. In case patients cannot attend the scheduled follow-up appointment or their original follow-up appointment has already expired, please contact the relevant SOPCs or GOPCs of HA to reschedule an appointment. For patients who have follow-up appointment in SOPCs, please provide the Application number of the Scheme to relevant SOPC staff to facilitate arrangement.

When attending follow-up appointments in HA, patients should provide the consultation summary and prescriptions summary issued by HKUSZH upon consultation visit to facilitate their follow-up treatment in HA.

Q20. Could amendment to application form be made or supplement documents be updated if the application has been submitted?

If applicant would like to make an amendment to the submitted application, applicant needs to re-submit a completed application form to HKUSZH, together with the supporting documents and follow-up appointment slip of relevant HA designated SOPC or GODC (if available). Attachments for supporting documents submitted should be checked accurate with content clearly seen.

Q21. How to get more information of the Support Scheme?

For more details, please contact the following: HKUSZH (during office hour[#]): email address: abc@hku-szh.org or telephone: (+86) 0755-86913101

Website: <https://www.hku-szh.org>

([#] Working day: 8:00am to 12:30pm; 2:00pm to 5:30pm, excluded weekends and Public Holidays)

HA Designated Office of Support Scheme (during office hour^{*}): email address: sss@ha.org.hk or telephone: (+852) 2300-7070

Website: www.ha.org.hk/goto/sss/en

(*Monday to Friday – 9:00am to 6:00pm, excluded Saturdays, Sundays and Public Holidays)

October 2021 (version 6)