Frequently Asked Questions on the HA General Infirmary Service

Q1: Can I submit the application form to the Central Infirmary Waiting List (CIWL) Office directly to apply for the HA General Infirmary Service?
A: All application forms must be submitted through the Responsible Officers of the Referring Offices designated by SWD (Please see Note 1) by mail. The Responsible Officer is required to perform an initial screening using the application form [LDS Form 5a (Infirmary)].

Q2: If the applicant does not have a Hong Kong Identity Card (HKID), can he/she apply for the HA General Infirmary Service? Is there any age limit?
A: All applicants should have a valid HKID card or a proof of identification issued by the Hong Kong Immigration Department in order to apply for the HA General Infirmary Service. Applicant will be assessed according to the medical conditions, the need and appropriateness for the HA General Infirmary Service regardless of his/her age.

Q3: For enquiries related to the application of the HA General Infirmary Service (e.g. assessment result, progress of application), who should the applicant contact?
A: The applicant should consult his/her Responsible Officer, who will act as an overall coordinator throughout the application and admission process.

Q4: If the applicant wants to change his/her information /record, or withdraw from Central Infirmary Waiting List, how should he/she inform the HA CIWL Office?
A: The applicant should notify the Responsible Officer and discuss for suitable options. If there is any update on the information or records of the applicant, or if the applicant is going to apply for self-withdrawal, the Responsible Officer will notify the HA CIWL Office on behalf of the applicant.

Q5: If an applicant has applied for the HA General Infirmary Service before but has self-withdrawn from the Central Infirmary Waiting List, can he/she re-apply for the HA General Infirmary Service now?
A: Yes, applicants who have been deleted from the Central Infirmary Waiting List can re-apply for the service as a new applicant. No back-dating arrangements will be made once the applicant is delisted from the waiting list.
Q6: If an applicant is already on the waiting list for long term care services or recognized residential care services in the CRSRehab (Please see Note 2) of the Social Welfare Department (SWD) and is assessed to be eligible for the HA General Infirmary Service, will the HA CIWL Office take the long term care (LTC) date or CRSRehab application date as the registration date for the HA General Infirmary Service?

A: If the applicant is assessed to be eligible for an infirmary placement in HA, he/she will be put on the HA Central Infirmary Waiting List, and LTC date or CRSRehab application date will be taken as the registration date for the HA General Infirmary Service.

Q7: If both the applicant and his/her spouse are eligible for the HA General Infirmary Service, can they be placed in the same institution?

A: There are no special arrangements for group placement for the HA General Infirmary Service. All placements are based on a first-come-first-served basis according to the registration date of the application (Please see Note 3) and availability of the HA central infirmary beds.

Q8: Can the applicant apply for a placement in a specific infirmary unit in HA?

A: Applicants are not allowed to choose a specific infirmary unit. They can only indicate their regional preference for placement, i.e. ‘Hong Kong’, ‘Kowloon’, ‘the New Territories’ or ‘no preference’, on the application form. For PRIORITY application, applicants will NOT be offered choices of preference on region, district or hospital for placement. As applicants’ regional preferences are not evenly distributed among the three regions, regions that are more popular will have a longer waiting list and hence a longer waiting time. In general, the waiting time for applicants WITHOUT a regional preference will be shorter than those who have indicated a regional preference.

Q9: How long will it take for a Community Geriatrics Assessment Team (CGAT) to complete the assessment of eligibility for the applicant?

A: As a general reference, for applicants who are in stable condition, agree to undergo and are available for the assessment, the CGAT will be able to complete the assessment within three months.

Q10: What determines an applicant’s sequence on the Central Infirmary Waiting List?

The applicant, upon assessment by the HA Community Geriatric Assessment Team, will be put on the Central Infirmary Waiting List on a first-come-first-served basis according to the registration date of the application (Please see Note 3).
Q11: What is the waiting time for the HA General Infirmary Service?
A: The waiting time for the HA General Infirmary Service depends on the turnover of residents and availability of the HA central infirmary beds.

Q12: When a placement in HA central infirmary bed is assigned, how should the applicant arrange the admission to the HA Infirmary Unit?
A: The Responsible Officer will notify the applicant for the details of the placement. The Responsible Officer will coordinate the admission with the applicant and the HA Infirmary Unit. The applicant should arrange their own transportation for admission. For special circumstances, e.g. applicant is bed-bound and transportation arrangement cannot be made, the applicant should seek assistance from the Responsible Officer.

Q13: After admission into an assigned HA Infirmary Unit, can the patient request for a transfer to another HA Infirmary Unit?
A: Once admitted to the HA Infirmary Unit, the patients cannot be transferred to another HA Infirmary Unit.

Q14: Is there any time frame for the applicant to admit to the assigned HA Infirmary Unit after a placement has been confirmed by the HA CIWL Office?
A: Once a placement is offered to the applicant, the Responsible Officer should coordinate the admission with the applicant and the HA Infirmary Unit AS SOON AS POSSIBLE. If they have any difficulties, the Responsible Officer should contact the HA Infirmary Unit and the HA CIWL Office for advice.

Q15: If an applicant rejects the placement offered by the HA CIWL Office, can he/she still remain on the Central Infirmary Waiting List to await for another offer?
A: Unless for exceptional circumstances, applicants who decline the placement offer will be considered as self-withdrawal from the placement. The Responsible Officer should inform the HA CIWL Office and the applicant’s name will be removed from the Central Infirmary Waiting List.

(P.T.O.)
**Note 1:** As stipulated in the SWD’s “Manual of Procedures on Registration and Allocation of Long Term Care Services (2006)”, the “Referring Offices” refers to:

(a) Integrated Family Service Centres (IFSCs)/Integrated Services Centres (ISCs);
(b) Medical Social Services Units (MSSUs);
(c) District Elderly Community Centres (DECCs);
(d) Neighbourhood Elderly Centres (NECs)/Social Centres for the Elderly (S/Es);
(e) Others service units e.g. Family and Child Protective Service Units (FCPSU), Counseling Units, Integrated Services Teams for Street Sleepers, etc.

**Note 2:** List of recognized residential care services managed by CRSRehab of SWD:
- Residential Special Child Care Centre
- Small Group Home for Mildly Mentally Handicapped Children / Integrated Small Group Home
- Hostel for Severely Mentally Handicapped Persons
- Hostel for Moderately Mentally Handicapped Persons (HMMH)
- Hostel for Severely Physically Handicapped Persons
- Hostel for Severely Physically Handicapped Persons with Mental Handicap
- Care and Attention Home for Severely Disabled Persons
- Care and Attention Home for the Aged Blind
- Supported Hostel
- Halfway House
- Long Stay Care Home (LSCH)
- Pilot Bought Place Scheme (BPS) for Private Residential Care Homes for Persons with Disabilities

**Note 3:** The definition of “registration date” under the Central Infirmary Waiting List of HA General Infirmary Service is revised from the “date when the applicant is assessed to be eligible” to “application receipt date” with effect from **1 November 2014**. The “application receipt date” is the date of receipt of Referring Office’s submission of [LDS Form 5a(Infirmary)] “Application for General Infirmary Service, Hospital Authority” for the purpose of applying for an infirmary placement in HA. The conversion arrangement of “registration date” for applications received before and after 1 November 2014 is summarized as follows:

- For application received and eligibility assessment completed on or before 31 October 2014, the “date when the applicant is assessed to be eligible” will be assigned as the “registration date” which should be a date on or before 31 October 2014.
- For application received but eligibility assessment NOT yet completed on or before 31 October 2014, 1 November 2014 will be assigned as the “registration date”.
- For application received on or after 1 November 2014, the “application receipt date” will be assigned as the “registration date” that falls on or after 1 November 2014.