



Introduction of Telephone Appointment Service of Family Medicine Clinics

The Hospital Authority (HA)'s Family Medicine Clinic (FMC) Telephone Appointment System (TAS) aims to allow patients to book FMC appointments at home and prevent them from queuing up for quota. TAS also helps alleviate the crowded condition of clinics and reduce the risk of cross-infection among patients.

Currently, the FMC TAS offers service through around 800 telephone lines 24 hours a day. A patient can book an appointment in the next 24 hours if quota is available. HA calls users' attention to the following:

Elderly Appointment Quota

Based on previous service utilization pattern of the elderly, quotas have been reserved for the elderly aged 65 or above with episodic illnesses to enhance their accessibility to FMC services.

Anytime Booking

TAS operates 24 hours a day so that members of the public can call anytime to make their clinic appointments for the next 24 hours. There is no need to make appointment at designated time point during the day.

Key-in or Voice Input

TAS offers three language options (i.e. Cantonese, English and Putonghua) for callers. Taking into consideration the needs of different users (including the elderly), the system supports two different input methods (i.e. key-in and voice input). The call flow for both input methods is identical. Throughout the booking / enquiry / cancellation process, callers may choose to use either input methods for each step. Callers may choose the most comfortable way for themselves to operate the system and input the information required according to the system instruction.

Continuous Quota Update

TAS would continuously update the quota status which includes quotas released back to the system upon cancellation of appointment by patients. Therefore, patients who are unable to secure an appointment may consider calling back again later for booking.

Search for Quota in Nearby Clinics

For the convenience of patients and good use of resources, TAS links the nearby FMCs together as a network, within which quota of different clinics could be checked and offered for booking. If the consultation quota of the called clinic is temporarily fully booked, the system will automatically be diverted to the nearby clinics and identify available quotas for public to book via TAS. This arrangement could increase the chance of getting an appointment for patients, and at the same time achieve better utilization of resources by preventing wastage of consultation quota.

Appointment Enquiry and Cancellation

TAS has the appointment enquiry and cancellation function. In case patients cannot turn up for a booked appointment, HA encourages patients to make a cancellation through the system as soon as possible and at least one hour before the scheduled appointment time. The quota will then be released for booking by the general public so as to optimize the use of public resources.

Notes:

- Telephone appointment service is provided to people who have registered or used services in any hospital or clinic under HA previously. If you are a new patient (i.e. a person who has never registered in HA nor used HA services), you are required to bring your original identity document and make registration in person at a FMC. Upon verification of personal data, you may use TAS for making FMC appointment.
- Help desks have been set up in FMCs to provide suitable assistance to anyone who encounter difficulties in using the telephone appointment service. If you have any difficulties in using telephone booking, you may approach our help desks. Besides, your family and friends, as well as some community organizations such as elderly centres may also be able to help.
- TAS has incorporated measures to encourage patients, who are unable to attend their scheduled appointment, to cancel their booked appointment as soon as possible. Patients who fail to attend a booked appointment for 3 separate occasions within 2 months will be suspended from using TAS temporarily. These patients would have to enquire at clinic in person if they would like to make appointment for consultation service.
- The “General Out-patient Clinic” and “Community Health Centre” under Hospital Authority have been renamed as “Family Medicine Clinic” and “Family Medicine Integrated Centre” starting from 11 October 2025. For details, please refer to the HA website (https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=10052&Lang=ENG&Dimension=100&Parent_ID=10042&Ver=HTML)

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www.ha.org.hk/fmc

Steps of FMC Telephone Appointment Booking

Patients who have registered for FMC service may call the clinic's telephone booking number for making appointment. Please make reference to the following booking steps in general to complete the appointment booking.

| Step | System instruction | Response from caller |
|------|--|--|
| 1 | Select Language | Choose <u>Cantonese</u> : <ul style="list-style-type: none"> ● Press (1) or say "1" after the "Beep" Choose <u>English</u> : <ul style="list-style-type: none"> ● Press (2) or say "2" after the "Beep" Choose <u>Putonghua</u> : <ul style="list-style-type: none"> ● Press (3) or say "3" after the "Beep" |
| 2 | Input the <u>first six digits</u> of Hong Kong identity card number (HKID) or registration number of birth certificate (excluding the digit or alphabet in the bracket) | <u>Input the first six digits of HKID or registration number of birth certificate</u> <ul style="list-style-type: none"> ● Input the first six digits of the patient's HKID or registration number of birth certificate without the digit in the bracket. Or say them after the "Beep". |
| 3 | Input the <u>year of birth</u> as shown on the identity document of the patient | <u>Input the year of birth as shown on the identity document of the patient</u> <ul style="list-style-type: none"> ● Input the year of birth as shown on the identity document of the patient or say it after the "Beep". |
| 4 | Confirm the patient's identity | <u>Confirm the patient's HKID if it is correct</u> <u>To confirm:</u> <ul style="list-style-type: none"> ● Press (1) or say "1" after the "Beep" <u>"Continue searching patients' record" or "re-enter" if the patient's HKID is incorrect</u> <u>To continue searching patients' record</u> (for correct input of personal data): <ul style="list-style-type: none"> ● Press (8) or say "8" after the "Beep" <u>To re-enter</u> (for incorrect input of personal data): <ul style="list-style-type: none"> ● Press (0) or say "0" after the "Beep" |
| 5 | The system offers the earliest available timeslot | <u>Confirm if the appointment offered by the system is accepted</u> <u>To Confirm:</u> <ul style="list-style-type: none"> ● Press (1) or say "1" after the "Beep" <i>(Remark: If <u>no quota</u> is available at the clinic you called, the system will offer a nearby clinic where there is remaining quota. To choose the nearby clinic, press (1) or say "1" after the "beep", then follow the instructions from step 5 onwards to complete the appointment booking.)</i> |
| 6 | Other services | <u>Obtain a fax copy of the appointment information:</u> <ul style="list-style-type: none"> ● Press (1) or say "1" after the "Beep" <u>Repeat the appointment information:</u> <ul style="list-style-type: none"> ● Press (2) or say "2" after the "Beep" <u>Enquire the address and telephone number of this clinic:</u> <ul style="list-style-type: none"> ● Press (3) or say "3" after the "Beep" <u>Terminate the enquiry:</u> <ul style="list-style-type: none"> ● Press (9) or say "9" after the "Beep" |

Please **bring your identity document** and handheld medical record (if any), and **arrive at clinic 15 minutes before your appointment time** for registration. Late comers may not be able to receive medical consultation on that day.

Steps of Appointment Enquiry or Cancellation

For appointment enquiry or cancellation, please call the telephone booking system of the clinic you booked. Follow steps 1-4 as listed above and the instructions from the system to complete the enquiry or cancellation.