

## **General Out-Patient Clinic SMS Booking Service Information**

(Only for Patients with Hearing Impairment)

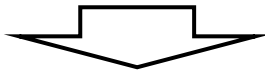
### **Introduction**

In response to the needs of patients with hearing impairment, the Hospital Authority (HA) has implemented the SMS booking service in GOPC. This service is provided to patients with hearing impairment, managed by automatic computer system. Registered patients can send a SMS to the selected clinic(s) for GOPC booking. The SMS booking procedure is similar to that of telephone booking system.

### **Registration and Booking Procedure**

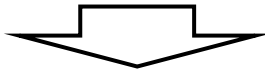
#### **Step 1: Application**

Patient with hearing impairment who would like to register SMS booking service of GOPC should arrive at clinic in person during office hours (Monday to Friday 9:00 am to 1:00 pm and 2:00 pm to 5:00 pm; Saturday 9:00 am to 1:00 pm) with the original identification documents and inform clinic staff.



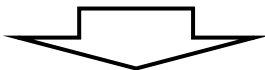
#### **Step 2: Assessment**

Clinic staff will arrange assessment to confirm the eligibility of applicant for using SMS booking service. To facilitate the assessment, please present the original copy of card / document for identifying hearing impairment (if any).



#### **Step 3: Registration and Collect “Personal Identity Number” and SMS call number of registered clinics**

Eligible person is required to complete the "SMS Booking Registration Form". Clinic staff will provide a unique “Personal Identity Number” (PIN), SMS number of registered clinics and patient information leaflet about SMS booking service. For enquiry, please contact clinic staff during registration.



#### **Step 4: SMS Appointment Booking**

For GOPC booking, registered patients can follow the instructions on page 3-6 to send a SMS message with his/her unique PIN to the phone number of the registered clinic. The booking procedure of SMS booking is similar to that of GOPC telephone booking system.

## Points to note:

1. SMS booking is an additional booking option for patients with hearing impairment. The booking procedure of SMS is similar to that of telephone booking system, managed by automatic computer system. Pre-registration at a GOPC is required for a patient to use SMS booking in the future.
2. SMS sender is responsible for all SMS fee charged by mobile network supplier according to the terms and conditions of corresponding service plan and the SMS quantity.
3. There is time lag for SMS delivery. Response time varies with different mobile network suppliers.
4. Several variables such as mobile phones or mobile networks will affect the SMS delivery. For example, full mailbox or mailbox malfunction, poor network connectivity, busy network (especially at festivals such as Lunar New Year, Christmas and New Year's Eve) or network malfunction. All these may lead to long service time lag or delivery failure.
5. If patients would like to make SMS booking to GOPCs out of his/her registered list, patients should visit that clinic in person for registration (no further assessment). He/she will then be authorized to make appointment to that clinic via SMS in the future.
6. If patients lose the SMS Personal Identity Number, patients are required to bring along the original identity document to his/her registered clinic for SMS booking information replacement.
7. Quota availability is subject to the booking situation on that day.
8. If a patient accepts the timeslot offered, there is no need to reply. System will automatically confirm the consultation timeslot within 30 minutes. If a patient does not accept the timeslot offered, he/she should reply to the system as soon as possible and select other clinic sessions.
9. If patients do not accept the earliest available timeslot and would like to pick other clinic sessions, he/she has to give up the offered timeslot first. Availability of other timeslots is subject to the booking situation of the GOPC. Please note that there may be no more sessions available for booking.
10. While using SMS booking service, patients are recommended to complete the whole booking process with the same mobile phone number. To avoid system error, please do not use the same mobile phone number for further bookings before receiving confirmation from the automatic booking system.  
(If two patients use the same mobile phone number for appointment booking, the first patient's booking would be considered complete by the system when it receives the SMS Personal Identity Number of the second patient. All subsequent replies would be considered as the second patient's booking responses.)
11. Successful patients should bring along original identity document & medical record (if any) and register at shroff office 15 minutes before the appointment time. **Latecomer for 30 minutes is unlikely to have consultation on that day.**
12. For the interest of other patients, if patients cannot turn up for a booked appointment, they are encouraged to make a cancellation as soon as possible. Patients who fail to attend an appointment and did not cancel the booking for **3 separate occasions within 2 months** will be suspended from using the SMS booking temporarily. If patients want to use the GOPC service, please **enquire at clinic in person.**
13. There may be errors or omissions in the process of SMS delivery. The Hospital Authority shall not be liable or responsible for any consequences arising therefrom.

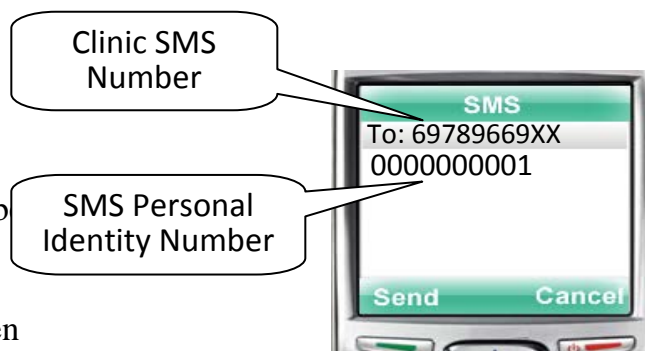
## SMS Appointment Booking Procedure

### Note:

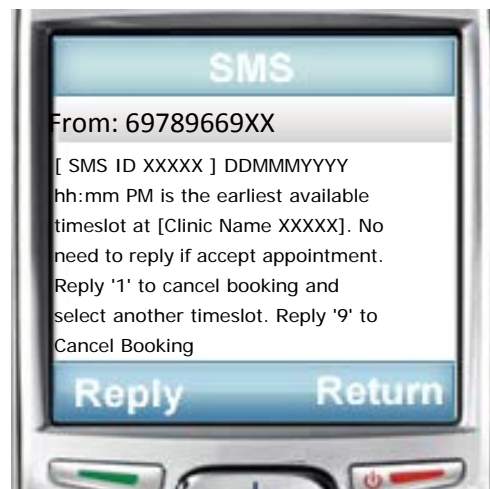
- This service is managed by automatic booking system. SMS would not be read by staff.
- The system can only identify numbers. Do not enter texts or symbols in SMS. Please follow the instructions below to make appointment.
- SMS sender is responsible for all SMS fee charged by mobile network supplier according to the terms and conditions of corresponding service plan and the SMS quantity.

### Quick and Simple Procedure

1. Send SMS to the system
  - i. Input 'SMS Personal Identity Number' to message content
  - ii. Send message to SMS appointment system telephone number of the chosen clinic



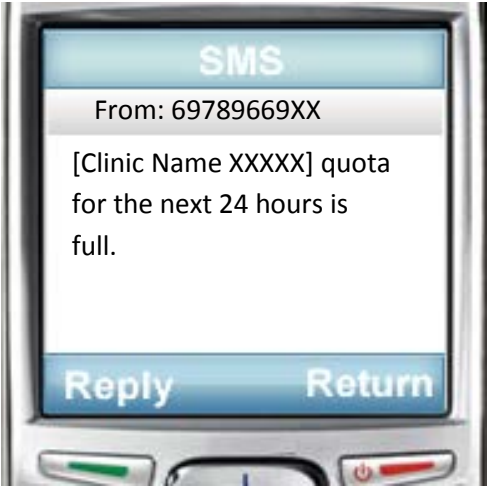
2. Receive booking result message from system
  - 2.1 For successful booking, SMS contains
    - SMS Personal Identity Number
    - Clinic Name
    - Date and Time of the earliest available timeslot
    - Ways to select other timeslot



**No need to reply if you accept the appointment**

**System will automatically confirm the consultation timeslot within 30 minutes**

2.2 If no consultation timeslot is available, system would inform the unsuccessful booking result via SMS. Please make appointment later.



## Select Another Timeslot

3. If you want to give up the existing offer and select another consultation session
  - i. Input '1' to message content
  - ii. Send message to SMS appointment system telephone number of chosen clinic



4. Receive message from system showing the available timeslots in the next 24 hours (up to 3)
  - i. Message example:  
"Choose clinic session,  
Reply '2' for DDMMMYYYY PM;  
Reply '3' for DDMMMYYYY Night;  
Reply '4' for DDMMMYYYY AM"



5. As instructed, input the selected clinic session and send to SMS appointment system telephone number of the chosen clinic
  - i. E.g. reply '2' to choose DDMMMYYYY PM



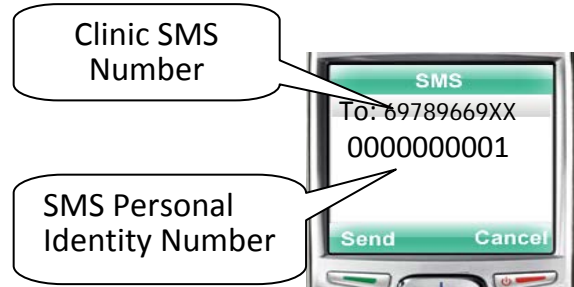
6. For successful booking, SMS contains
  - SMS Personal Identity Number
  - Clinic Name
  - Date and time of the earliest available timeslot
  - Ways for selecting other timeslot



**No need to reply if you accept the appointment  
System will automatically confirm the consultation timeslot within 30 minutes**

## Check / Cancel Appointment via SMS system

7. Send SMS to system
  - i. Input 'SMS Personal Identity Number' to message content
  - ii. Send message to SMS appointment system telephone number of the chosen clinic

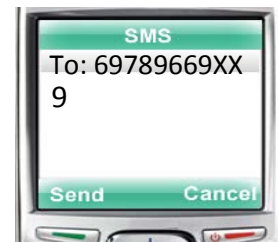


8. Receive booking result message from system  
Message contain

- SMS Personal Identity Number
- Clinic Name, Date and Time of scheduled booking
- Cancellation method  
**(DO NOT reply if NOT cancel)**
- Message example:  
“Your appointment at [Clinic Name XXXXX] is on DDMMYY at hh:mm PM;  
Reply '9' for Appointment Cancellation”



9. Choose Appointment Cancellation
  - i. Input '9' to message content
  - ii. Send message to SMS appointment system telephone number of the chosen clinic



10. Receive appointment cancellation result from system
  - Message example:  
“Your future appointment at [Clinic Name XXXXX] on DDMMYY at hh:mm PM is cancelled ”

