Hospital Authority expands service of "BookHA" feature of "HA Go"

The Hospital Authority (HA) announced today (December 1) that the "BookHA" feature in the mobile application "HA Go" will be further expanded. Patients who are new cases of allied health outpatient clinics can book appointments for the services of six allied health specialties through HA Go. Patients can complete the entire new case appointment booking process anytime and anywhere, which brings added convenience.

The Chief Manager (Allied Health) of the HA, Ms Priscilla Poon, said, "The HA commenced the pilot run of new case appointment booking for physiotherapy service and occupational therapy service through 'HA Go' in the second quarter this year. After reviewing the operational arrangements, the HA decided to further expand the arrangements to dietetics service, speech therapy service, podiatry service, and prosthetics and orthotics service. 'HA Go' users can make new case appointments anytime and anywhere. If users have registered their family members as 'Who I Care' in the application, users can also book new case appointments for them."

Generally, patients who submitted applications for booking new case appointments of allied health outpatient clinics through "HA Go" will receive notifications of the booking completion within 14 days. Patients will receive reminder messages as the scheduled appointment dates approach. Patients can cancel the appointments through the application at least 14 working days before the scheduled appointment dates instead of calling the clinics.

When making appointments, patients are required to provide referral letters within three months of issue from the HA. Currently, most referral letters issued by the HA carry a QR code which can be scanned with the built-in function of the application to complete the process, saving time on photo-taking and uploading images of referral letters page by page.

The Chief Medical Informatics Officer of the HA, Dr Joanna Pang, said, "The HA will continue to advance 'HA Go', and add more new features. As at the end of November, there are more than 2.2 million registered users. For citizens who have not registered, they can download the application and input personal information anytime and anywhere, and activate the accounts through 'iAM Smart' or 'eHealth' for information verification. Patients can also activate their accounts with the assistance of our staff during their follow up appointments."

Hong Kong identity card holders aged 18 or above may register as "HA Go" users. Members of the public can visit the following website for more information: https://www3.ha.org.hk/hago/.

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