

Thursday, February 8, 2024

Hospital Authority Implements Chinese New Year Special Measures

The Hospital Authority (HA) announced today (February 8) that it will implement special measures to cope with the service demand surge during and after the Chinese New Year (CNY) holidays. Measures include strengthening General Out-patient Clinics (GOPCs) service, providing special sessions on Chinese medicine outpatient services, augmenting manpower in public hospitals and expediting hospital bed turnover. Meanwhile, there will be a special refund arrangement in accident and emergency (A&E) departments to facilitate patients considering to turn to other medical institutions for medical consultations and alleviating pressure on public hospitals.

The HA spokesperson said, “The number of GOPCs operating during the CNY holidays will be increased from 14 to 18, providing a total of 8 000 quotas which is about a 25% increase compared with the public holidays in the past. Based on past experience, it is anticipated that more patients will need consultation service towards the end of public holidays, that is on the third and fourth day of CNY (February 12 and 13). The HA will closely monitor the service demand, mobilise manpower flexibly and gradually increase service capacity to match patient demand.”

The list and service hours of the 18 GOPCs operating during the CNY holidays are set out in Annex I. Members of the public can make appointments of the next 24 hours through the telephone appointment system, or the “Book GOPC” function in the “HA Go” mobile application where necessary.

Moreover, Chinese Medicine Clinics cum Training and Research Centres (CMCTRs) located in the 18 districts will specially open to provide government-subsidised out-patient services during CNY, providing a total of 1 800 quotas. Patients may make an appointment either by telephone during service hours or through the “18 CM Clinics” mobile application (applicable to patients who have registered for 18 CMCTRs service). Please refer to Annex II for the CMCTRs list and their service hours, or refer to the most updated information on Chinese medicine services through the hyperlink:

<https://cmk.ha.org.hk/zh-cht/services/notice/CNY2024/202402CNY>

The HA will introduce a special refund arrangement in the A&E departments, starting from tomorrow (February 9) to the ninth day of CNY (February 18). If patients would like to turn to other medical institutions for consultations while they are waiting in A&E departments, they can apply for a refund of the A&E charges that have already been paid. This arrangement is

only applicable to patients who have not been attended to by doctors, and the refund application must be made within 24 hours after registration. The refund will be received in approximately one month.

The HA spokesperson said, “Patient safety and their clinical situations remain the major concerns of healthcare staff, and we will not allow patients, who have been clinically indicated to stay for further management, to go. The related arrangement is a special measure, aimed at alleviating the pressure on the A&E departments during the CNY period, and allowing flexibility for patients with mild symptoms to seek alternative consultations.”

The spokesperson appeals to non-urgent patients to avoid attending A&E departments. They are advised to attend GOPCs, CMCTRs, private doctors or 24-hour clinics of private hospitals as far as practicable. To choose a suitable family doctor and related clinic service, members of the public can browse the following online platform to search for information of private hospitals, medical institutions and general practitioners which will be open during public holidays:

<https://www.map.gov.hk/gm/map/s/cnyclinic/all?lg=en>

The spokesperson added, “Public hospitals will continue to strengthen manpower, open temporary beds and mobilise hospital beds flexibly, in order to expedite hospital bed turnover and cope with the service demand surge on A&E and in-patient services. At the same time, the community geriatric assessment team will provide tele-consultations to elderly people who are in need and living in residential care homes. The geriatric departments in public hospitals will also send staff to A&E departments, facilitating the assessment of elderly people for their medical needs. Moreover, the Auxiliary Medical Service will support the non-emergency ambulance transfer Service in A&E departments.

Meanwhile, the HA appeals to members of the public to, during the celebration of the festival, stay vigilant to personal and environmental hygiene to avoid spreading disease. Members of the public should get vaccinated early for seasonal influenza and COVID-19, especially high-risk groups, to reduce the chance of getting infected for themselves and their family members, as well as to reduce critical cases and deaths. Members of the public may find details on the Centre for Health Protection COVID-19 Vaccination Programme website (www.chp.gov.hk/en/features/106934.html) and the Vaccination Schemes website (www.chp.gov.hk/en/features/17980.html).

The HA will continue to closely monitor the situation and flexibly deploy resources and manpower when necessary, and will keep increasing its service volume in order to provide appropriate service for patients.

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GOPC service arrangements for the Chinese New Year holiday (February 10 - 13)

Region	List of GOPCs	Address	Telephone number for booking	General enquiries
Hong Kong Island	Aberdeen Jockey Club General Out-patient Clinic	10 Aberdeen Reservoir Road, Aberdeen	3543 5011	2555 0381
	Shau Kei Wan Jockey Club General Out-patient Clinic	1/F, 8 Chai Wan Road, Shau Kei Wan	3157 0077	2560 0211
	Violet Peel General Out-patient Clinic	LG, Tang Shiu Kin Hospital Community Ambulatory Care Centre, 282 Queen's Road East, Wanchai	3157 0000	3553 3116
	Kennedy Town Jockey Club General Out-patient Clinic	45 Victoria Road, Kennedy Town	3543 5088	2817 3215
Kowloon	Kwun Tong Community Health Centre	UG/F, 60 Hip Wo Street, Kwun Tong	3157 0687	2389 0331
	Our Lady of Maryknoll Hospital Family Medicine Clinic	G/F, Out-patient Block, Our Lady of Maryknoll Hospital, 118 Shatin Pass Road, Wong Tai Sin	3157 0118	2354 2267
	Robert Black General Out-patient Clinic	600 Prince Edward Road East, San Po Kong	3157 0113	2383 3311
	Yau Ma Tei Jockey Club General Out-patient Clinic	1/F, 145 Battery Street, Yau Ma Tei	3157 0880	2272 2400

	Cheung Sha Wan Jockey Club General Out-patient Clinic	2 Kwong Lee Road, Cheung Sha Wan	3157 0122	2387 8211
New Territories	Lady Trench General Out-patient Clinic	213 Sha Tsui Road, Tsuen Wan	3157 0107	2614 4789
	Lek Yuen General Out-patient Clinic	G/F, 9 Lek Yuen Street, Sha Tin	3157 0972	2692 8730
	Shek Wu Hui Jockey Club General Out-patient Clinic	G/F, 108-130 Jockey Club Road, Shek Wu Hui, Sheung Shui	3157 0965	2670 0211
	Tai Po Jockey Club General Out-patient Clinic	G/F, 37 Ting Kok Road, Tai Po	3157 0906	2664 2039
	Tseung Kwan O (Po Ning Road) General Out-patient Clinic	G/F, 28 Po Ning Road, Tseung Kwan O	3157 0660	2191 1083
	Tuen Mun Clinic	11 Tsing Yin Street, San Hui, Tuen Mun	3543 0886	2452 9111
	Yuen Long Jockey Club Health Centre	269 Castle Peak Road, Yuen Long	3543 5007	2443 8511
	Ha Kwai Chung General Out-patient Clinic	77 Lai Cho Road, Kwai Chung	3157 0100	3651 5411

	North Lantau Community Health Centre	3/F, North Lantau Hospital, 8 Chung Yan Road, Tung Chung, Lantau Island	3157 0106	3467 7374
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Service hours:

February 10 (Saturday) and February 11 (Sunday): 9am to 1pm

February 12 (Monday) and February 13 (Tuesday): 9am to 1pm and 2pm to 5pm

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18 Chinese Medicine Clinics cum Training and Research Centres (CMCTRs)**Service Arrangement during 2024 Chinese New Year Holiday**

To cope with the service demand surge during Chinese New Year holiday, 18 Chinese Medicine Clinics cum Training and Research Centres (CMCTRs) will arrange special sessions to provide episodic appointment for Government-subsidised Chinese Medicine (CM) general consultation services. The public may call individual CMCTRs during their service hours or use the “18 CM Clinics” mobile application (applicable to patients who have registered for 18 CMCTRs service) to make an appointment for the service. For the CMCTR list and their service hours, please refer to the below table for details.

<u>District</u>	<u>18 CMCTRs</u>	<u>Address</u>	<u>Telephone number for enquiry/booking</u>	<u>Service hours</u>
Hong Kong Island	Tung Wah Group of Hospitals - The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Central & Western District)	G/F & 1/F, Yeo Wing, Tung Wah Hospital, 12 Po Yan Street, Sheung Wan, Hong Kong	2589 4700	12 February 2024 09:00 - 13:00
	Tung Wah Group of Hospitals - The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Eastern District)	Lower 4th Floor, West Wing, Specialist Out-Patient Block, Pamela Youde Nethersole Eastern Hospital, 3 Lok Man Road, Chai Wan, Hong Kong	3197 2000	13 February 2024 09:00 - 13:00
	The Hong Kong Tuberculosis Association - The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Southern District)	2/F, 10 Aberdeen Reservoir Road, Aberdeen, Hong Kong	2580 8158	12 February 2024 09:00 - 13:00 14:00 – 18:00
	The Hong Kong Tuberculosis Association – The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Wan chai District)	2/F, Tang Shiu Kin Hospital Community Ambulatory Care Centre, 282 Queen's Road East, Wan Chai, Hong Kong	3553 3238	12 February 2024 09:00 - 13:00 14:00 – 18:00

<u>District</u>	<u>18 CMCTRs</u>	<u>Address</u>	<u>Telephone number for enquiry/booking</u>	<u>Service hours</u>
Kowloon	Pok Oi Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Kowloon City District)	Unit 401-412, Po Man House, Oi Man Estate, Ho Man Tin, Kowloon	2193 7000	13 February 2024 09:00 - 13:00 14:00 – 17:00
	Christian Family Service Centre - The Chinese University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Kwun Tong District)	4/F, Ngau Tau Kok Jockey Club Clinic, 60 Ting On Street, Ngau Tau Kok, Kowloon	3107 4113	12 February 2024 09:00 - 13:00 14:00 – 16:00
	Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Sham Shui Po District)	1/F, Cheung Sha Wan Government Office Building , 303 Cheung Sha Wan Road, Sham Shui Po, Kowloon	2194 9911	12 February 2024 09:00 - 13:00 14:00 – 17:00 13 February 2024 09:00 - 13:00
	The Hong Kong Buddhist Association - The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Wong Tai Sin District)	G/F & M/F, Block C, Hong Kong Buddhist Hospital, 10 Heng Lam Street, Lok Fu, Kowloon	2338 3103	12-13 February 2024 09:00 - 17:00
	Pok Oi Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Yau Tsim Mong District)	9/F, Block R, Queen Elizabeth Hospital, 30 Gascoigne Road, Yau Ma Tei, Kowloon	2618 7200	12 February 2024 09:00 - 13:00 14:00 - 17:00

<u>District</u>	<u>18 CMCTRs</u>	<u>Address</u>	<u>Telephone number for enquiry/booking</u>	<u>Service hours</u>
New Territories	Yan Oi Tong - The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Islands District)	1/F, Tung Chung Health Centre, No. 6 Fu Tung Street, Tung Chung, Lantau Island, NT.	3188 5383	11 & 13 February 2024 08:00 - 13:00 14:00 - 18:00
	Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Kwai Tsing District)	G/F, Ha Kwai Chung Polyclinic & Special Education Services Centre, 77 Lai Cho Road, Kwai Chung, New Territories	2370 2216	12 February 2024 09:00 - 13:00
	HKFTU Workers' Medical Clinics - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (North District)	7/F, Fanling Health Centre, 2 Pik Fung Road, Fanling, New Territories	2670 2130	12-13 February 2024 09:00 - 13:00 14:00 - 17:00
	Haven of Hope - The Chinese University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Sai Kung District)	6/F, Ambulatory Care Block, Tsueng Kwan O Hospital, No 2 Po Ning Lane, Hang Hau, Tseung Kwan O, Kowloon	2701 1020	12 February 2024 10:30 - 13:30 13 February 2024 09:00 - 13:30
	Pok Oi Hospital- The Chinese University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Shatin District)	G/F, Shatin (Tai Wai) Clinic, 2 Man Lai Road, Tai Wai, Sha Tin, N.T.	2479 2126	12 February 2024 09:00 - 13:00 14:00 - 17:00
	United Christian Nethersole Community Health Service - The Chinese University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Tai Po District)	G/F, Block J, Alice Ho Miu Ling Nethersole Hospital, 11 Chuen On Road, Tai Po, New Territories	2663 0004	13 February 2024 09:00 - 13:00

<u>District</u>	<u>18 CMCTRs</u>	<u>Address</u>	<u>Telephone number for enquiry/booking</u>	<u>Service hours</u>
	Yan Chai Hospital - Hong Kong Baptist University Chinese Medicine Clinic cum Training and Research Centre (Tsuen Wan District)	4/F, Block C, Yan Chai Hospital, 7-11, Yan Chai Street, Tsuen Wan, New Territories	2416 0303	12-13 February 2024 09:00 - 13:00
	Yan Oi Tong - The Chinese University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Tuen Mun District)	5/F, Yan Oi Polyclinic, 6 Tuen Lee Street, Tuen Mun, New Territories	2430 1309	12-13 February 2024 09:00 - 13:00 14:00 - 17:00
	Pok Oi Hospital - The Chinese University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Yuen Long District)	3/F, Yuen Long Madam Yung Fung Shee Health Centre, 26 Sai Ching Street, Yuen Long, New Territories	2478 5769	13 February 2024 09:00 - 13:00 14:00 - 17:00