

Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area

Frequently Asked Questions

Q1. What is the background for the Pilot Scheme?

The Government of the Hong Kong Special Administrative Region (the Government) launched the Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area (Pilot Scheme) on 10 May 2023, with a view to enabling eligible patients of the Hospital Authority (HA) to choose to receive subsidised consultation services at the designated collaborating healthcare institution in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA). The Pilot Scheme aims to provide an additional service option for eligible HA patients, and is currently applicable to the University of Hong Kong-Shenzhen Hospital (HKU-SZH). The Government now extends the Pilot Scheme for one year, i.e. from 1 April 2026 to 31 March 2027.

Q2. When will the Pilot Scheme expire?

The Pilot Scheme extends for one year to 31 March 2027.

Q3. Who will be eligible to join?

Eligible[#] Persons with scheduled follow-up appointments (appointment date between 17 February 2020 and 31 March 2027) at the designated* Special Outpatient Clinics (SOPCs) and Family Medicine Clinics (FMCs) (formerly General Outpatient Clinics (GOPCs)) of HA could choose to receive subsidised consultation services at designated specialties at Outpatient Medical Centers of HKU-SZH up to 31 March 2027. There is no residential restriction or requirement for Eligible Patient joining the Pilot Scheme.

[[#]Definition of Eligible Persons: (i) holders of Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and such permission has expired or ceased to be valid; (ii) children who are Hong Kong residents and under 11 years of age; or (iii) other persons approved by the Chief Executive of the HA]

[*Covers Anaesthesiology (only Pain Clinic), Cardiothoracic Surgery, Clinical Oncology, Ear, Nose and Throat, Eye, Gynaecology, Medicine, Neurosurgery, Obstetrics, Orthopaedics & Traumatology, Paediatrics and Surgery.]

Q4. What is the scope of services under the Scheme?

The service scope, framework and arrangements of the extended Pilot Scheme will remain largely the same as those at present. The Pilot Scheme enables HA's eligible patients to choose to receive outpatient consultation sessions at designated Outpatient Medical Centres in HKU-SZH to address their medical need for chronic disease, with routine imaging and investigations covered. Normal medications will be prescribed to patients with the amount according to clinical needs and regulations of Shenzhen City Government (up to 3 months for Diabetes and Hypertension).

Under the Pilot Scheme, specialties provided at HKU-SZH include all available expertise in HKU-SZH, which include Family Medicine Clinics (Chronic Diseases), Medicine Clinic, Surgery Clinic (include Otorhinolaryngology, Cardiothoracic Surgery, Neurosurgery), Ophthalmology Clinic, Anesthesiology Clinic (Pain Clinic only), Gynaecology Clinic, Obstetrics Clinic, Oncology Clinic, Orthopedic Clinic and Pediatric Clinic. Episodic illnesses, in-patient, day patient and emergency services are not included in the Pilot Scheme. Endoscopy, tissue biopsy and PET-CT examinations will not be covered as well. For utilisation of the subsidy under the Pilot Scheme, eligible patients are required to attend consultations at designated specialties provided at HKU-SZH that correspond with the designated SOPCs and/or FMCs (formerly GOPCs) of HA for which they have follow-up appointments.

Q5. What is the principle for the subsidisation?

For an eligible HA patient,

- a) If the medical fee for a consultation received at the designated out-patient clinic of the HKU-SZH is RMB100 or above, the patient (except for specified persons who are medical fee waiver holders as verified by the HA) will be required to co-pay RMB100 for such consultation, while the remaining medical fee will be subsidised by the Pilot Scheme, subject to a cap of RMB2,000 per year.
- b) If the medical fee of the consultation is less than RMB100, such fee would not be subsidised by the Pilot Scheme and should be paid by the patient to HKU-SZH directly and separately. The validity period of the relevant subsidy is from 1 April 2026 to 31 March 2027.

For a specified person who are medical fee waiver holders as verified by the HA,

- a) For each out-patient consultation with a medical fee of RMB100 or above, the patient will be exempted from paying the co-payment of RMB100 for such consultation, while the remaining medical fee will be subsidised by the Pilot Scheme, subject to a cap of RMB2,000 per year.
- b) If the medical fee for the consultation is less than RMB100, such fee will also be waived insofar as the subsidy cap has not yet been exhausted.

Q6. How could a patient be eligible for a waiver of medical fee of no more than RMB100/ co-payment fee of RMB 100 for each consultation under the Pilot Scheme?

Under the Pilot Scheme and subject to the cap subsidy, a patient of the following would be entitled to be waived medical fee of no more than RMB 100/ co-payment fee of RMB100 for each consultation received at the designated out-patient clinic of the HKU-SZH:

1. Recipients of Hong Kong Comprehensive Social Security Assistance (CSSA); or
2. Recipients of Hong Kong Old Age Living Allowance (OALA) aged 75 or above;
- or
3. Civil servants, pensioners or their eligible dependents who are eligible for medical and dental benefits within the civil service; or
4. HA staff, retirees or their eligible dependents who are eligible for medical and dental benefits within the HA.

Q7. Under the Pilot Scheme, could a patient use the HKSAR Government Elderly Health Care Voucher for the co-payment?

No. Elderly Health Care Voucher Scheme is not applicable for the co-payment under the Pilot Scheme.

Q8. How could the patient know the balance amount of the subsidy under the Pilot Scheme?

After receiving service each time at a consultation visit in HKU-SZH, a patient needs to sign a consent form to HKU-SZH for receiving the Out-patient Service, and HKU-SZH would provide a record which lists out the service charge and the corresponding balance amount of the subsidy, for the patient's record.

Q9. If an enrolled patient of the Pilot Scheme wishes to continue participating in the Pilot Scheme, what should the patient do?

For an existing patient of the Pilot Scheme who wishes to continue participating in the Scheme, he/she should raise the request to HKU-SZH and complete the ‘Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area – Participant Declaration and Confirmation Reply’ to complete necessary procedures. For utilisation of the subsidy under the Pilot Scheme, patients are required to attend consultations at designated specialties provided at HKU-SZH that correspond with the designated SOPCs and/or FMCs (formerly GOPCs) of HA for which they have follow-up appointments. For those existing patients with personal information updated, they need to submit new application to HKU-SZH. (Please refer to Q22 of FAQs for details)

Q10. For patients who joined the Pilot Scheme before 31 March 2026, could the remaining balance amount of the subsidy still be used after 31 March 2026?

The remaining balance amount of the subsidy for patients who joined the Pilot Scheme before 31 March 2026 expired on 31 March 2026.

Q11. How can an eligible patient who had never participated in the Pilot Scheme join the Pilot Scheme?

For an eligible patient who had never participated in the Pilot Scheme but wishes to join the Pilot Scheme, he/she should read the Participant Information Notice, and submit the application to HKU-SZH with completed application form, together with the supporting documents and follow-up appointment slip from HA designated SOPC or FMC (formerly GOPC) (if available). Patient may scan the QR code of WeChat to submit their application via WeChat App, for details, please refer to HKU-SZH website.

*Please scan the WeChat 2D barcode
for filling the electronic application
form (For use in Mainland)*



HKU-SZH will send, in encrypted format, the application forms with the supporting documents to the Electronic Health Record (eHR) Registration Office (RO) and HA for

the purpose to verify the patient's identity / status for eligibility to participate and for fee waiver status (if applicable) and related authorisation purposes. Patients are required to register in the Hong Kong Electronic Health System (eHealth), submit a Data Access Request (DAR) to the Electronic Health Record Registration Office (eHR RO) for electronic health records (eHRs) on eHealth, and authorise HKU-SZH to obtain and use the copy of the relevant patient's encounter and appointment records of HA out-patient services so that relevant medical staff can provide them with appropriate medical services.

Upon receiving confirmation and related encounter/ appointment records from relevant parties, HKU-SZH will arrange consultation for the patient. For utilisation of the subsidy under the Pilot Scheme, patients are required to attend consultations at designated specialties provided at HKU-SZH that correspond with the designated SOPCs and/or FMCs (formerly GOPCs) of HA for which they have follow-up appointments. The patient is required to provide supporting documents used in the application upon the visit for authentication.

HKU-SZH will arrange the consultation visit to the patient according to their follow-up appointment in HA as well as HKU-SZH's clinic arrangement, but not under "first-come-first-served" basis.

Q12. What are the required supporting documents for application to the Pilot Scheme?

Patient shall provide the following documents to HKU-SZH for joining the Pilot Scheme:

1. Valid designated SOPC or FMC (formerly GOPC) follow-up appointment slip from HA (appointment date between 17 February 2020 and 31 March 2027) (if available);
2. Hong Kong Identity Document;
3. Mainland Travel Permit for Hong Kong and Macao Residents*, and
4. Completed application form.
5. Patient aged below 16 is required to provide birth certificate and Hong Kong Identity Document (if applicable), Mainland Travel Permit for Hong Kong and Macao Residents, appointment slip (if available), together with Hong Kong Identity Document, Mainland Travel Permit for Hong Kong and Macao Residents and the signature of the substitute decision maker.

[*If patients cannot provide Mainland Travel Permit for Hong Kong and Macao Residents, identity document issued by the government authority, or used for entry to the Mainland, e.g. Passport, Residence Permit for Hong Kong and Macao Residents could be submitted instead.]

Q13. If patients joined Pilot Scheme, would their follow-up appointments in HA for the corresponding out-patient services be cancelled?

To ensure patients receiving optimal treatment, once the patient participated in the Pilot Scheme and after first subsidised out-patient services (e.g. consultation) at HKU-SZH, the patient's follow-up appointments in HA for the corresponding out-patient services would be cancelled.

Q14. What measures would be taken under Pilot Scheme if an enrolled patient who received subsidised out-patient clinic services of the Pilot Scheme at the relevant departments of the HKU-SZH, and attended follow-up consultations at the corresponding SOPCs or FMCs (formerly GOPCs) of the HA in parallel throughout the period of the Pilot Scheme?

To ensure patients receiving optimal treatment and more effective utilisation of resources, patients participating in the Pilot Scheme have to agree that if they have received subsidised out-patient clinic services of the Pilot Scheme at the relevant departments of the HKU-SZH, they would not attend follow-up consultations at the corresponding SOPCs or FMCs (formerly GOPCs) of HA in parallel throughout the period of the Pilot Scheme (i.e. from 1 April 2026 to 31 March 2027). If a patient is found to have violated the relevant terms^{Remark}, his/ her subsidy account under the Pilot Scheme may be frozen until 31 March 2027.

If the patients who were found to have violated the relevant terms^{Remark} during the previous phases of the Pilot Scheme, are found to have violated the relevant terms^{Remark} during the extended Pilot Scheme again, their subsidy accounts under the Pilot Scheme will be frozen until 31 March 2027.

Upon patient's request for withdrawal from the Pilot Scheme or subject to clinic needs, HKU-SZH would refer the patient back to the corresponding out-patient clinics of the HA for arranging follow-up appointment.

Remark

1. *The departments of the HKU-SZH attended by individual patients may change with their clinical conditions and the departments concerned may differ from the corresponding specialties of the HA. For details, please contact the HKU-SZH or the HA. If necessary, the HKU-SZH will jointly review the relevant cases (including their medical records) with the HA to verify if the patient has received subsidised out-patient services under the Pilot Scheme from the relevant departments of the HKU-SZH while attending medical follow-up at corresponding SOPCs/ FMCs (formerly GOPCs) of the HA.*
2. *Please note that if patients receive follow-up consultations for **same diagnosis/ disease** in-parallel at HKU-SZH under Specialty for Family Medicine Clinics (Chronic Diseases), and at corresponding out-patient clinic(s) at HA (including Family Medicine Integrated Centres , FMCs and SOPCs (Internal Medicine Clinics), etc.), the patients would also be regarded as having violated the terms.*
3. *This does not apply to patients who return to the HA for follow-up consultations due to their subsidy of RMB2,000 have been exhausted.*
4. *If violation of the relevant terms is confirmed, the Pilot Scheme Designated Office will reserve the right to freeze the patient's subsidy account under the Pilot Scheme.*

Q15. How are the patient’s medical records obtained and used between HKU-SZH and HA?

To ensure that patients receive appropriate treatment, patients are required to register in the eHealth and submit with the assistance of HKU-SZH a DAR to eHR RO. After obtaining the patient’s consent, HKU-SZH can collect and use the copy of encounter/ appointment records at HA to enable relevant medical staff to provide them with appropriate medical services.

Prior to their consultations at the HKU-SZH, patients may, as necessary, apply for their electronic health records deposited in eHealth over the past three years through the “Cross-boundary Health Record” function in the eHealth mobile application and authorise healthcare professionals to access such records during consultations to facilitate diagnosis and treatment. After consultations, patients may also use the “Personal Folder” function to deposit their medical records from the HKU-SZH to their personal eHealth account for centralised storage and usage, including allowing authorised Hong Kong healthcare providers to access during follow-up care.

Q16. How are the patient privacy and data security protected when transferring the records?

With the patient's consent, the eHR RO will send the copy of relevant patient's encounter and appointment records of HA out-patient services in eHealth to HKU-SZH in encrypted format. HKU-SZH shall ensure that only designated person could read and use the relevant patient's records under "need-to-know" and "patient under care" principles.

Q17. Will the drug prescribed to the patient by the HKU-SZH align with HA?

HKU-SZH will prescribe drug to patient according to the drug list under the public hospitals of Mainland and subject to clinical judgement.

Q18. Do patients need to submit all appointment slips if they are having follow-up appointments with multiple specialties in HA?

If patients have the appointment slips of multiple specialties under designated SOPCs and FMCs (formerly GOPCs) of HA falling within the designated period as specified by the Pilot Scheme, they shall submit all the relevant appointment slips to HKU-SZH upon application to facilitate clinical assessment. (Please refer to Q3* of FAQs for details)

Q19. Is signature by stamp or thumbprint considered valid for application?

Signature by stamp or thumbprint would be considered valid if patients are capable of giving consent but incapable of writing.

Q20. Do the patients need to send the application number to HA or HKU-SZH after submitted the application via WeChat App?

Not required. After HA or other authorised government department have received required information, verification of patient's identity and eligibility checking will be carried out. Upon received the verification results, HKU-SZH will arrange the consultation visit to the patients according to their follow-up appointment in HA as well as HKU-SZH's clinic arrangement. Please keep the Application number for future enquiry and other use.

Q21. What do patients need to do if they plan to withdraw from the Pilot Scheme and wish to return and attend follow-up appointment in SOPCs or FMCs (formerly GOPCs) of HA?

Patients should raise the request to HKU-SZH to withdraw from the Pilot Scheme, HKU-SZH shall, subject to the clinical needs, refer patients back to HA for follow-up appointment for the corresponding out-patient services. Patients shall ensure that they have sufficient stock of drug until their next follow-up appointment.

When attending follow-up appointments in HA, patients should provide the consultation summary, prescriptions summary and receipt of Pilot Scheme service record issued by HKU-SZH upon consultation visit to facilitate their follow-up treatment in HA.

Q22. Could amendment(s) to application form be made or supporting document(s) be updated after submission of the application?

If an applicant would like to make amendment(s) to the submitted application, applicant needs to re-submit a completed application form to HKU-SZH, together with the supporting documents and follow-up appointment slip of relevant HA designated SOPC or FMC (formerly GOPC) (if available). Applicant should check the documents submitted and ensure that the content of the attached documents/ images could be clearly seen.

Q23. How does one obtain more information of the Pilot Scheme?

For more details, please contact the following:

HKU-SZH (during office hour[#]):

Email address: abc@hku-szh.org

Telephone: (+86) 0755-86913101

Website: www.hku-szh.org/en/index.html

([#] Working day: 8:00am to 12:30pm, 2:00pm to 5:30pm, excluded weekends and Public Holidays)

HA Designated Office of Pilot Scheme (during office hour^{*}):

Email address: sss@ha.org.hk

Telephone: (+852) 2300-7070

Website: www.ha.org.hk/goto/ps/en

(*Monday to Friday – 9:00am to 6:00pm, excluded Saturdays, Sundays and Public Holidays)

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