



Service Arrangement of Specialist Out-patient Clinics (SOPCs) under Emergency Response Level of the Public Hospitals

Starting from 8 February 2020, excluding the exempted persons, the Department of Health (DH) has been issuing quarantine orders to people entering Hong Kong from the designated countries or regions. People concerned shall stay at designated places for **compulsory quarantine**. For details, please visit the website "[COVID-19 Thematic Website](#)".^{Note 1}

In addition, with effect from 8 December 2020, the Government could, according to the needs of infection control, require relevant persons to undergo COVID-19 **compulsory testing**, restrict movement of these persons, or seal off premises with epidemic outbreaks until all persons on the premises have undergone testing and the test results are ascertained by the Government.^{Note 2}

In response to COVID-19 and the activation of Emergency Response Level in public hospitals, patients may have concerns over whether they should attend their scheduled medical appointments or examinations at SOPCs. The Hospital Authority understands patients' concerns and would adopt a flexible approach in service arrangement. The following information is provided for the public's reference:

Q1	Should I attend my appointment if I am currently under the above-mentioned compulsory quarantine or compulsory testing on the scheduled appointment date?
A1	You are advised NOT to attend your appointment if you are currently under the above-mentioned compulsory quarantine or the results of compulsory testing have not been ascertained by the Government on the scheduled appointment date. You may contact the hospital / clinic / related service unit via the phone number on the appointment slip for rescheduling your appointment. Please inform our colleagues if your medication is running out when rescheduling the appointment. Subject to doctor's clinical assessment, clinic staff may arrange medication refill for you. If so, you could ask your relatives / friends in Hong Kong to help collect the medication with a copy of your appointment slip and identity document. For assistance, please contact the Department of Health (Tel: 2125 1133).

^{Note 1} For details, please refer to COVID-19 Thematic Website

Quarantine for Inbound Travellers - Frequently Asked Questions

<https://www.coronavirus.gov.hk/eng/inbound-travel-faq.html>

^{Note 2} For details, please refer to HKSAR Government Press Releases

Government gazetted latest amendments to Prevention and Control of Disease (Compulsory Testing for Certain Persons) Regulation

<https://www.info.gov.hk/gia/general/202012/08/P2020120800808.htm>

	<p>If you have symptoms like fever and respiratory illness, you should consult doctors at Accident and Emergency Departments or other medical service providers nearby immediately.</p> <p>Due to substantial amount of calls received by clinics recently, please accept our apologies for not being able to get through the line easily. If you are diverted to the voice mail box, <u>please leave your phone number clearly when you leave a voice message.</u> For non-urgent cases, you could use fax to contact us. Please be reminded to leave your phone number and enquiry / request clearly so that clinic staff could get back to you. If you are a member of the HA mobile application “HA Go”, you may also apply for appointment deferral with “HA Go” for designated SOPCs.</p> <p>If you are under quarantine order and have an SOPC medical procedure / examination (e.g. chemotherapy) appointment which could not be rescheduled, please contact DH via 2125 1133 for assistance.</p> <p>(Fax number of SOPCs could be found at the following webpage: https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=200252&Lang=ENG&Dimension=100&Parent_ID=10053&Ver=HTML)</p>
<p>Q2</p>	<p>What should I do if I am currently located outside Hong Kong (including the Mainland, Macao, Taiwan and other countries / regions) on the scheduled appointment date?</p>
<p>A2</p>	<p>If you have a scheduled <u>SOPC new case appointment or medical procedure / examination (e.g. chemotherapy) appointment</u> recently, you could contact the related clinic via the contact details on the appointment slip for rescheduling the appointment. Subject to individual situation, clinic staff may reschedule the appointment or procedure / examination date for you.</p> <p>If you have a scheduled <u>SOPC follow-up appointment</u> recently, you could also contact the related clinic for rescheduling your appointment. Subject to individual situation, clinic staff may reschedule the appointment date for you. If you require bridge over medication till the rescheduled appointment, please inform clinic staff. Subject to doctor’s clinical assessment, the clinic may arrange medication refill for you. If so, you could ask your relatives / friends in Hong Kong to help collect the medication with a copy of your appointment slip and identity document per the clinic’s arrangement. If you have not attended follow-up appointments in person for considerable time, the doctor may consider it not suitable for you to continue medication refill without consultation as your clinical conditions may have changed over time. The clinic would suggest you to come back to Hong Kong for follow-up consultation in person or seek medical advice from local healthcare providers in our vicinity.</p> <p>If you plan to return to Hong Kong, please allow sufficient time and medication for the completion of compulsory quarantine before attending the follow-up appointment.</p> <p>If you are unable to come back to Hong Kong / in unstable health conditions / feel unwell / have to undergo medical procedure or examination, you should seek medical advice from local healthcare providers in the vicinity.</p>

Q3	Although I am not under compulsory quarantine or compulsory testing, but I am worried of getting infected and I did not / don't want to attend my appointments at the hospital / clinic / related service unit. What should I do?
A3	<p>You may contact the hospital / clinic / related service unit via the phone number on the appointment slip and we would make relevant arrangement for you.</p> <p>Due to substantial amount of calls received by clinics recently, please accept our apologies for not being able to get through the line easily. If you are diverted to the voice mail box, <u>please leave your phone number clearly when you leave a voice message.</u> For non-urgent cases, you could use fax to contact us. Please be reminded to leave your phone number and enquiry / request clearly so that clinic staff could get back to you.</p> <p>(Fax number of SOPCs could be found at the following webpage: https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=200252&Lang=ENG&Dimension=100&Parent_ID=10053&Ver=HTML)</p>
Q4	What should I do if my medication will have been finished before the rescheduled appointment date?
A4	Please inform our colleagues if your medication is running out when rescheduling the appointment. Subject to individual situation, clinic staff would arrange drug refill for you, or reschedule an earlier appointment date.
Q5	Could I ask somebody to collect the medication on my behalf if I don't want to go to the hospital / clinic in person?
A5	You could ask other persons, e.g. your relatives / friends, to collect the medication for you. Please remind them to bring a copy of your appointment slip and HKID card to the clinic for drug refill.
Q6	I have scheduled appointments of X-ray and physiotherapy. Could I call to arrange another appointment date?
A6	If you have concerns and are not able to attend appointments for examination such as X-ray, physiotherapy, occupational therapy or dietetics, etc., you can call or fax to the hospital / clinic / related service unit. Our colleagues would make suitable suggestion according to individual situation.
Q7	Could I come back for medical appointment as originally scheduled if I have not under compulsory quarantine or compulsory testing?

A7	Yes. Before you come to the clinic, please check your body temperature and your health situation. You are also required to wear masks in hospital and to wash hands before and after visiting the hospital.
Q8	What are the hospitals / clinics doing to protect patients?
A8	<p>A hand washing area was set up at the entrance of hospitals for use before and after visiting. SOPCs may also provide hand washing facility or alcohol hand rub for use and will conduct temperature check at entrances for infection control.</p> <p>In addition, hospitals encourage limiting the number of accompanying carer to one person as far as possible. Meanwhile, children are not advised to visit or accompany patients to hospitals (save for children attending appointments themselves). You may also submit SOPC new case booking application via the “HA Go” mobile application, rather than visiting the clinic in person.</p>
Q9	How to prevent being infected by this pneumonia?
A9	You should be mindful of personal hygiene, wear masks and wash hands frequently. Please avoid going to crowded places or having contacts with suspected or confirmed patients. You should also maintain social distancing, reduce social gatherings and avoid travelling to affected areas. If you feel unwell, please consult doctors as soon as possible.
Q10	What should I do if I have fever or influenza symptoms?
A10	If you feel unwell and have symptoms like fever, malaise, dry cough or shortness of breath, or have had contact with pneumonia patients or traveled to affected areas, we strongly advise you to reschedule your appointment and consult doctors at Accident and Emergency Departments or other medical service providers immediately.

(15 January 2021)