



Frequently Asked Questions (FAQs)

About SMS booking service

1. Can patients without hearing impairment use the SMS booking system for GOPC service?

Answer: SMS booking is designed for hearing impaired patients. Other patients may use the Telephone Appointment System.

2. Will the current means of booking and help desk service for the hearing impaired remain applicable after the launch of SMS booking service?

Answer: Yes. SMS booking serves as an additional booking option for patients with hearing impairment.

3. Is it easier to obtain an appointment timeslot if hearing impaired patients use SMS booking?

Answer: The SMS booking procedure is similar to that of the Telephone Appointment System with equal booking opportunity.

4. Are the hearing impaired patients responsible for the SMS charge?

Answer: Yes. 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.

5. What documents are needed for registration of the SMS booking service?

Answer: Please bring along the following documents and register at GOPC in person:

- Original identity document
- Original copy of card / document for identifying hearing impairment (if any)

6. Is the phone number for SMS booking the same as the number for telephone booking?

Answer: No. The phone number for SMS booking comprises ten digits.

7. After registration at a GOPC for the SMS booking service, can I make appointment at another GOPC?

Answer: After registration at a GOPC, registered patient can also use SMS for booking nearby clinic(s). He/she will receive a list of clinic(s) with SMS number(s) for reference. If patients would like to make SMS booking at another GOPC out of the list, patients should visit that clinic in person for registration (no further assessment required). He/she will then be authorized to make appointment at the clinic via SMS in the future.

8. What should I do if I lose the SMS Personal Identity Number?

Answer: If you lose the SMS Personal Identity Number, you are required to bring along the original identity document to your registered clinic for SMS booking information replacement.

9. How can I confirm the booking after receiving system's reply message?

Answer: If you accept the offered timeslot, there is no need to reply. System will automatically confirm the consultation timeslot within 30 minutes. For details, please refer to the SMS booking procedure.

10. How can I check my booked timeslot details?

Answer: You may check your booked timeslot by sending SMS to the booking system. For details, please refer to the SMS booking procedure.

11. If I cannot attend an appointment, how can I cancel?

Answer: If patients cannot turn up for a booked appointment, they are encouraged to make a cancellation as soon as possible and the appointment slot will be released to others. You may cancel your booking by sending SMS to the booking system. For details, please refer to the SMS booking procedure.

12. If I forget to attend an appointment, can I still use SMS booking for GOPC services in the future?

Answer: Similar to Telephone Appointment System, patients who fail to attend an appointment 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. Can the booking system handle multiple SMS booking requests sent from the same phone number?

Answer: To avoid system error, please do not use the same mobile phone number for another booking before receiving confirmation for the first. 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.

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