

Monday, 30 December 2013

New Billing System Implemented in All Public Hospitals

The Hospital Authority (HA) announced today (Monday, 30 December) that it will extend the revamped Patient Billing and Revenue Collection (PBRC) System to all public hospitals on 8 January 2014 to bring greater convenience to public hospital patients.

The system changeover will start from 1 January 2014 and take one week to complete. The HA spokesman appeals for public understanding for possible incidence of slight delay. “While settlement can still be made as usual during the system changeover from 1 to 7 January 2014, patients may need to wait a little longer for the manual calculation of hospital charges. Subsequent bill adjustments may be required after the changeover. Patients discharged during that period will be updated for any adjustments needed when the system resumes full operation on 8 January 2014.”

Upon the full implementation on 8 January, the new system will consolidate, in a single bill, charges for a patient in all hospitals and treatment episodes within the billing period. Patient can also settle the bill in any hospital shroff, alongside other payment methods such as 7-Eleven convenience stores and internet banking services. The newly introduced monthly summary statement will provide patients a concise overview of all unsettled bills for services used in any public hospitals.

The spokesman said that the three-phased implementation of the system started in January this year to roll out to all public hospitals in Hong Kong West, Kowloon Central and Kowloon West Clusters; and Prince of Wales Hospital in New Territories East Cluster.

Following the smooth changeover and operation in the first two phases, the new billing system is now ready to extend to the remaining hospitals and clusters, including Hong Kong East, Kowloon East, New Territories East and New Territories West Clusters. Details of the implementation are listed in the appendix.

The new system will be implemented in all public hospitals to handle over one million patient discharges each year.

“Information video and poster have been produced to keep the public informed and help them understand the key features of the new billing system,” the spokesman added.

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Appendix

New billing system already implemented for patients of the following hospitals	New billing system to be implemented on 8 January 2014 for patients of the following hospitals
<p>Hong Kong West Cluster</p> <ul style="list-style-type: none"> - The Duchess of Kent Children's Hospital at Sandy Bay - Grantham Hospital - MacLehose Medical Rehabilitation Centre - Queen Mary Hospital - Tsan Yuk Hospital - Tung Wah Group of Hospitals Fung Yiu King Hospital - Tung Wah Hospital <p>Kowloon Central Cluster</p> <ul style="list-style-type: none"> - Hong Kong Buddhist Hospital - Hong Kong Eye Hospital - Kowloon Hospital - Queen Elizabeth Hospital - Rehabaid Centre <p>Kowloon West Cluster</p> <ul style="list-style-type: none"> - Caritas Medical Centre - Kwai Chung Hospital - Kwong Wah Hospital - North Lantau Hospital - Our Lady of Maryknoll Hospital - Princess Margaret Hospital - Tung Wah Group of Hospitals Wong Tai Sin Hospital - Yan Chai Hospital <p>New Territories East Cluster</p> <ul style="list-style-type: none"> - Prince of Wales Hospital 	<p>Hong Kong East Cluster</p> <ul style="list-style-type: none"> - Cheshire Home, Chung Hom Kok - Pamela Youde Nethersole Eastern Hospital - Ruttonjee & Tang Shiu Kin Hospitals - St John Hospital - Tung Wah Eastern Hospital - Wong Chuk Hang Hospital <p>Kowloon East Cluster</p> <ul style="list-style-type: none"> - Haven of Hope Hospital - Tseung Kwan O Hospital - United Christian Hospital <p>New Territories East Cluster</p> <ul style="list-style-type: none"> - Alice Ho Miu Ling Nethersole Hospital - Bradbury Hospice - Cheshire Home, Shatin - North District Hospital - Shatin Hospital - Tai Po Hospital <p>New Territories West Cluster</p> <ul style="list-style-type: none"> - Castle Peak Hospital - Pok Oi Hospital - Siu Lam Hospital - Tuen Mun Hospital