

Tuesday, 15 February 2022

## **Telephone hotline added and designated clinics activated for confirmed patients pending admission to isolation facilities**

The Hospital Authority (HA) announced today (February 15) that it will commence operating a telephone hotline today and activate seven designated clinics tomorrow (February 16) to cope with the rapid and huge increase in number of confirmed patients, which has overwhelmed the capacity of isolation facilities of public hospitals and the community treatment and isolation facilities.

“The hotline 1836 115 will operate daily from 8:00am to 10:00pm beginning today, seven days a week, to answer enquiries on medical information and provide infection control advice for people pending admission to isolation facilities upon confirmed infection,” an HA spokesman said.

“In addition, seven designated clinics for confirmed cases of COVID-19 (see annex) will also be activated from tomorrow (February 16) to help provide diagnosis and treatment for the people with mild symptoms of infection, such as fever, cough, sore throat, etc., after being notified by the Department of Health on their positive results and awaiting for hospital admission.”

The spokesman pointed out that in order to implement appropriate infection control arrangements, people seeking consultation must make appointments by telephone to avoid people queuing at the clinics. The healthcare staff of the designated clinics will provide appropriate treatment according to the patient’s clinical condition, and will transfer the patient to the hospitals for further treatment if required.

“The designated clinics are open from Monday to Sunday, including public holidays, from 9:00 am to 1:00 pm, and 2:00 pm to 5:00 pm. Eligible patients should call the selected designated clinic to make an appointment, and will be provided the earliest appointment timeslot in the next 24 hours.”

Designated clinics are equipped with the necessary software and hardware, including ventilation equipment, patient segregation setup and triage arrangements, patient consultation protocols, infection control measures and equipment to protect patients, staff and the neighbouring community. The clinic will also provide appropriate training for staff members.

Normal general out-patient services at the designated clinics will be suspended for the time being. Episodic patients who having an appointment made at the seven clinics via telephone booking or mobile application “HA GO” are advised to seek consultation at other general out-patient clinics (GOPC) or at

private clinics. Chronic patients with follow-up appointments at the clinics are advised to refill their drugs at the Medication Refill Clinics (see annex) on the appointment day by presenting their appointment slips and identity cards.

Vaccination services (including COVID-19, seasonal influenza and pneumococcal vaccinations) at the seven clinics will also be suspended. Eligible citizens intended to receive vaccinations are advised to go to other selected general out-patient clinics or service points for the vaccinations. Government will send text messages to citizens who have made appointments for COVID-19 vaccination at the seven designated clinics and advise them to go to other community vaccination centres for vaccination service.

The distribution of deep throat saliva specimen collection packs and collection service of specimens at the seven designated clinics will also be suspended. Citizens are advised to go to other selected GOPCs or service points designated by the Government for obtaining the specimen collection packs and submitting the specimens. Details on the specimen collection packs distribution points and specimen collection points are available at the following website: [www.coronavirus.gov.hk/eng/early-testing.html](http://www.coronavirus.gov.hk/eng/early-testing.html).

In addition, in order to focus manpower and resources to support the services of the seven designated clinics, Kam Tin Clinic in Yuen Long will also temporarily suspend services from February 16. The clinic will contact chronic patients with follow-up appointments to make alternative arrangements.

The HA will closely monitor the service needs and operation of the telephone hotline and designated clinics to dovetail with the latest development of the epidemic. The HA once again thank the public for their patience and being accommodating in complying with the arrangements so that the isolation facilities in public hospitals can accord priority to the elderly, young and patients with special medical needs. With the gradual increase in community treatment and isolation facilities, the remaining confirmed patients will be admitted in an orderly manner.

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Hospital Authority Designated Clinics for COVID-19 Confirmed Cases

醫院管理局 2019 冠狀病毒病確診個案指定診所

	地區 District	指定診所 Designated Clinics			藥物補充診所 Medication Refill Clinics		
		診所名稱 Name of Clinic	地址 Address	預約電話 Booking Tel	診所名稱 Name of Clinic	地址 Address	電話 Tel
香港 Hong Kong	東區 Eastern	筲箕灣賽馬會普通科門診診所一樓 1/F, Shau Kei Wan Jockey Club General Out-patient Clinic	筲箕灣柴灣道 8 號一樓 1/F, 8 Chai Wan Road, Shau Kei Wan	2560 0211	柴灣普通科門診診所 Chai Wan General Out-patient Clinic	柴灣康民街 1 號地下 G/F, 1 Hong Man Street, Chai Wan	2556 0261
	中西區 Central & Western	堅尼地城賽馬會普通科門診診所 Kennedy Town Jockey Club General Out-patient Clinic	堅尼地城域多利道 45 號 45 Victoria Road, Kennedy Town	2817 3215	西營盤賽馬會普通科門診診所 Sai Ying Pun Jockey Club General Out-patient Clinic	西營盤皇后大道西 134 號 134 Queen's Road West, Sai Ying Pun	2859 8203
九龍 Kowloon	黃大仙區 Wong Tai Sin	柏立基普通科門診診所 Robert Black General Out-patient Clinic	新蒲崗太子道東 600 號 600 Prince Edward Road East, San Po Kong	2383 3311	伍若瑜普通科門診診所 Wu York Yu General Out-patient Clinic	慈雲山雙鳳街 55 號 55 Sheung Fung Street, Tsz Wan Shan, Kowloon	2325 5221
	觀塘區 Kwun Tong	九龍灣健康中心普通科門診診所 Kowloon Bay Health Centre General Out-patient Clinic	九龍灣啟仁街 9 號一樓 1/F, 9 Kai Yan Street, Kowloon Bay	2116 2812	九龍灣健康中心普通科門診診所 Kowloon Bay Health Centre General Out-patient Clinic	九龍灣啟仁街 9 號一樓 1/F, 9 Kai Yan Street, Kowloon Bay	2117 1549

新界 New Territories	荃灣區 / 葵青 區 Tsuen Wan / Kwai Tsing	南葵涌賽馬會普通科 門診診所 South Kwai Chung Jockey Club General Out-patient Clinic	葵涌葵盛圍 310 號 310 Kwai Shing Circuit, Kwai Chung	2615 7333	下葵涌普通科門診診所 Ha Kwai Chung General Out-patient Clinic	葵涌麗祖路 77 號 77 Lai Cho Road, Kwai Chung	3651 5411
	沙田區 Shatin	圓洲角普通科門診診所 Yuen Chau Kok General Out-patient Clinic	沙田插桅杆街 29 號 地下 G/F, 29 Chap Wai Kon Street, Shatin	2647 3383	圓洲角普通科門診診所 Yuen Chau Kok General Out-patient Clinic	沙田插桅杆街 29 號地下 G/F, 29 Chap Wai Kon Street, Shatin	2647 3383
	元朗區 Yuen Long	天水圍(天業路)社區 健康中心一樓 1/F, Tin Shui Wai (Tin Yip Road) Community Health Centre	天水圍天業路 3 號 一樓 (香港濕地公園及天 葵路慧景軒對面) 1/F, 3 Tin Yip Road, Tin Shui Wai (Opposite HK Wetland Park and Vianni Cove of Tin Kwai Road)	3124 2200	天水圍(天業路)社區健康 中心二樓 2/F, Tin Shui Wai (Tin Yip Road) Community Health Centre	天水圍天業路 3 號二樓 (香港濕地公園及天葵路慧景 軒對面) 2/F, 3 Tin Yip Road, Tin Shui Wai (Opposite HK Wetland Park and Vianni Cove of Tin Kwai Road)	3124 2300