

Thursday, 1 January 2026

Hospital Authority successfully implements public healthcare fees and charges reform as public hospitals experience smooth operations on first day

The Hospital Authority (HA) has successfully implemented measures under the public healthcare fees and charges reform (fees and charges reform), with all public hospitals operating smoothly today (January 1). The HA has deployed additional manpower across various departments at hospitals to assist patients in need and will continue to monitor operations closely over the coming days to ensure smooth service delivery after the New Year holiday.

The HA Chairman, Mr Henry Fan, said, "The successful implementation of the reform marks a significant milestone in our public healthcare system. The reform will enhance protection for poor, acute, serious and critical patients, enabling sustainable development of public healthcare services to meet the challenges posed by Hong Kong's aging population. We especially thank all staff for their co-operation in implementing the reform and patients for their understanding of the new arrangements."

As of 2pm, 1982 patients attended the Accident and Emergency departments (A&E) of 18 public hospitals, including 42 critical cases and 82 emergency cases. According to the new fees and charges arrangement, these two categories of patients will have their emergency room charges, previously set at \$180, fully exempted. The other cases subject to the new fees and charges arrangement include 854 urgent cases, 968 semi-urgent cases, and 36 non-urgent cases. The average waiting times for semi-urgent and non-urgent cases was 83 minutes.

The regularisation of refund arrangement in A&E has been implemented to provide patients in stable conditions and with mild symptoms with flexibility in choosing alternative medical care. Patient who chooses to leave A&E before doctor consultation can raise a refund request for the A&E charges within 24 hours after registration to claim a refund of \$350. Given the need to prioritise treatment for more critical patients, the HA urges patients with mild symptoms to seek treatment at Family Medicine Clinics (FMCs), private doctors or 24-hour outpatient services at private hospitals to reduce pressure on A&E of public hospitals.

Furthermore, there are 15 FMCs providing public holiday family medicine outpatient services today, offering a total of 1431 consultation quotas. As of 2pm, 487 patients attended these 15 FMCs, of which 4 patients were eligible for medical fee waivers. Overall service usage remains approximately similar to before the implementation of the measures.

The HA Chief Executive, Dr Libby Lee, said, "After the New Year holiday, many clinical departments in public hospitals will resume normal services. We have deployed additional manpower, including service ambassadors, dedicated teams, and volunteers to station at outpatient clinics, shroffs and pharmacies for answering patient inquiries, and assisting with payments, appointments, and applications for medical fee waivers. Hospitals and specialist outpatient clinics have also set up information counters where dedicated staff provide on-site responses to public inquiries."

The HA reminds patients that the fees and charges reform has been implemented. Patients are advised to familiarise themselves with the new fees and charges arrangements before visiting public hospitals or outpatient clinics. Some medical service procedures have also been modified. Every cluster has set up hotlines (see table below) for patients to inquire about the fees and charges reform arrangements (see Annex). Patients can also visit the [HA website](#) to learn about the new arrangements.

Hotlines for Public Healthcare Fees and Charges Reform

Clusters	Hotlines
Hong Kong East Cluster	6460 4303
Hong Kong West Cluster	2255 4177
Kowloon Central Cluster	3506 7198
Kowloon East Cluster	5215 7326
Kowloon West Cluster	3467 7575
New Territories East Cluster	6273 3551
New Territories West Cluster	2468 5353

Service hours: January 2-11, 2026, 8am to 8pm

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**Hospital Authority List of Major Public Healthcare Fees & Charges
for Eligible Persons
(Effective from 1 January 2026)**

Service		Revised Fee (HK\$)
Inpatient Service	Acute general bed	\$300 per day [^]
	Convalescent / Rehabilitation, Infirmary and Psychiatric Bed	\$200 per day [^]
Outpatient Service	Accident & Emergency	\$400 per attendance* (Patients triaged as Category I (critical) and II (emergency) will be fee exempted)
	Specialist Clinic (including Integrated Clinic and Allied Health Clinic) - Attendance Fee - Drug Charge	\$250 per attendance \$20 per item#
	Family Medicine Clinic (including Integrated Clinic) - Attendance Fee - Drug Charge	\$150 per attendance \$5 per item#
	Injection or Dressing	\$50 per attendance
Community Service	Community Geriatric Assessment Team Service - Consultation - Drug Charge	\$100 per visit \$20 per item#
	Community Nursing Service (General)	\$100 per visit
	Community Allied Health Service	\$100 per visit
	Community Psychiatric Nursing Service	Free
	Psychiatric Day Hospital	Free
Day Hospital / Day Procedure	Geriatric Day Hospital	\$100 per attendance
	Rehabilitation Day Hospital	\$100 per attendance
	Clinical Oncology or Renal Clinic/ Centre	\$250 per attendance
	Day Procedure and Treatment in Ambulatory Facility	\$250 per attendance
	Pathology Service (applicable for Specialist Clinic and Family Medicine Clinic)	Free \$50 per item \$200 per item
Non-urgent Radiology Service	Basic Intermediate Advanced	Free \$250 per item \$500 per item

[^]Public ward maintenance fee includes consultation, examinations, general prescriptions, vaccines, general nursing and meal.

* After triage, patients who leave before medical consultation at an Accident & Emergency Department (A&E) can apply for a refund of \$350 after A&E registration.

4 weeks as chargeable unit of each drug item.