

Sunday, 1 February 2026

**Hospital Authority Appeals to Community Service Organisations and Public
Not to Abuse Accident and Emergency Departments and Family Medicine Clinics
for Medical Fee Waiver Applications**

In response to a media report citing a community service organisation that a citizen who did not have a follow-up appointment at public hospitals was unable to apply for medical fee waivers, the Hospital Authority (HA) spokesperson today (February 1) indicated that the HA has been proactively assisting eligible citizens in obtaining medical fee waivers before accessing public healthcare services. The HA is now accepting applications for medical fee waivers from patients with scheduled appointments within two months. Citizens with scheduled appointments beyond two months or without any appointments do not need to apply prematurely at this stage.

The spokesperson emphasised, "The HA has repeatedly explained these arrangements to the media and relevant organisations in recent times. The HA deeply regrets that these messages have not been fully understood. We call on all sectors to work together in supporting vulnerable groups in our community.

In fact, the case cited in the news report demonstrates that when citizens have financial difficulties and require public healthcare services, they can obtain approval for medical fee waivers on the same day even for next-day clinic appointments. The application process is neither complicated nor difficult."

The spokesperson reiterated that citizens with financial difficulties who do not have scheduled public healthcare services do not need to rush to apply for medical fee waivers, and should not make unnecessary appointments solely for the purpose of obtaining medical fee waivers. Citizens should only apply when they have genuine medical needs and have secured appointments with public healthcare services.

The HA urges the public to use public resources wisely. People should not make appointments at Family Medicine Clinics or visit Accident and Emergency Departments solely for applying medical fee waivers. These valuable medical resources should be reserved for citizens with genuine medical needs.

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