

Thursday, 9 July 2026

HA Go "Just One Click Away" launches new functions for medical fee waivers and medical report applications

The Hospital Authority (HA) today (July 9) announced the latest enhancements to its HA Go mobile application, which include one-stop management and booking for medical fee waiver applications, and applying for medical reports from home. The new features offer HA Go members the convenience of being 'Just One Click Away', allowing them to easily access public hospital services and manage their own and their family's health more effectively.

Starting today, the function for the application of medical fee waivers under the HA Go feature "Medical Fee Assistance" has been further expanded (see Annex 1). HA Go full members who meet the following criteria can submit their medical fee waiver applications directly and book "Medical Social Services" via HA Go (see Annex 2):

1. currently have no processing applications; and
2. have appointment(s) at HA Specialist Out-patient Clinic (SOPC) or Family Medicine Clinic within the next 60 days; or
3. have received a bill or payment notice within the past 90 days (excluding bills or payment notices already settled).

Applicants can fill in the application form and upload supporting documents directly through HA Go. Members can also preliminarily assess their eligibility using the Means Test Calculator before applying. If supplementary documents are required during the process, the hospital will contact the applicant or send a push notification via HA Go. Applicants can then upload the required documents through the app, saving them the hassle of traveling to the hospital, and allowing them to complete the entire process with "Just One Click Away".

The HA reminded members of the public that although the application process can be initiated via HA Go, applicants are still required to go to the hospital to sign a declaration form before the waiver is formally approved, ensuring the accuracy of the submitted information.

If patients prefer to submit paper applications in person, they can use the new feature, "Book Medical Social Services", to schedule an appointment for their application. HA Go will provide various time slots for hospitals where they have a scheduled appointment in the coming 60 days, or have received a bill or payment notice in the past 90 days. The earliest available appointment times will also be provided for consideration. These two new features are designed to help applicants manage their medical fee waiver applications anytime, anywhere.

The HA spokesperson said, "Enhancing the medical fee waiving mechanism is one of the measures to strengthen patient protection under the public healthcare fees and charges reform. We aim to streamline the application arrangements to better facilitate patients truly in need. This ensures that no patients will be denied adequate medical care due to lack of means."

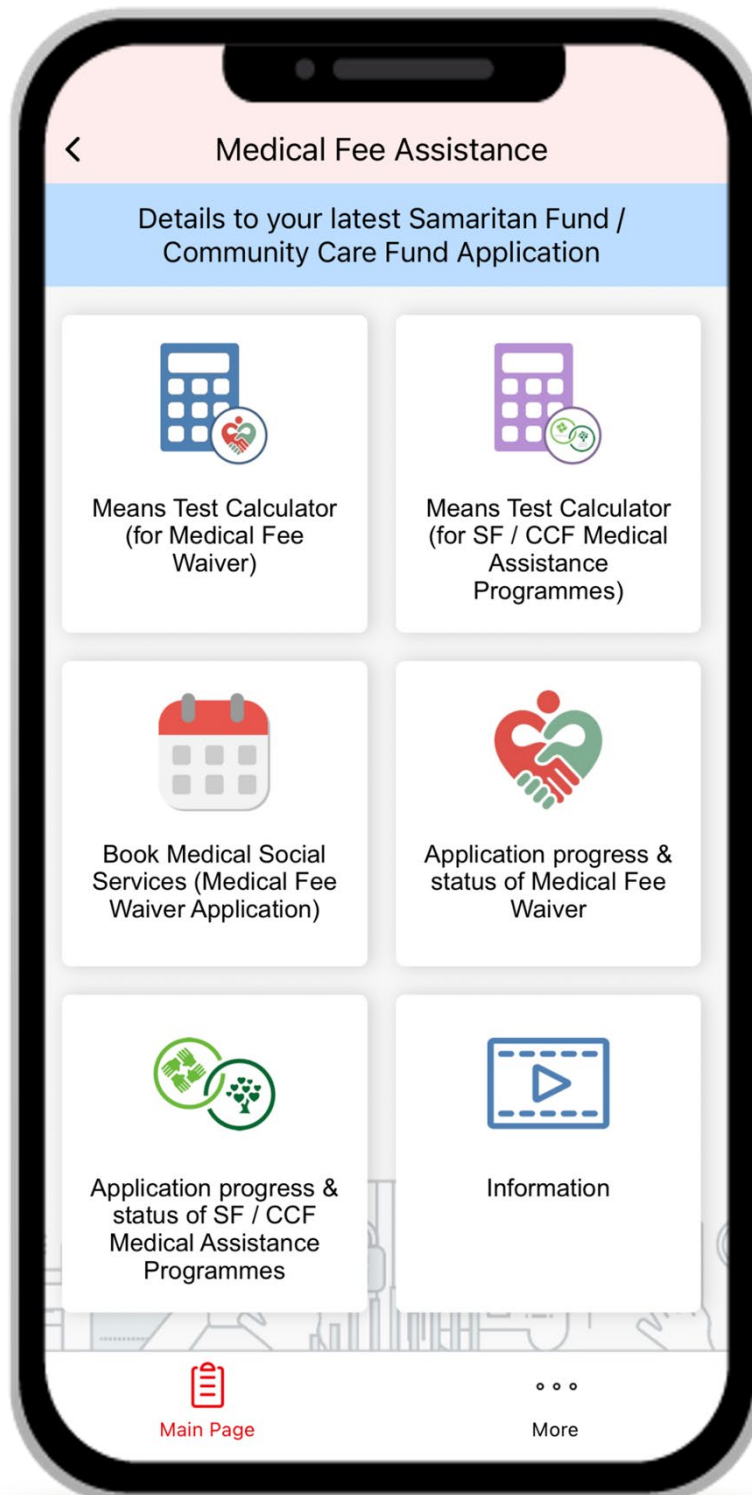
Furthermore, HA Go will introduce a new feature, "Apply Medical Report", by the end of September, providing a fast channel for patients to apply for medical reports written by doctors. HA Go members aged 18 or above holding Hong Kong Identity Cards are eligible to use this feature as the patient in person. They can submit applications, check their application status, and pay the relevant fees via 'Pay HA'. The prevailing fee for a general specialist medical report is HK\$1,100. Upon confirmation of their application, HA Go members will receive a push notification and can choose to have the report mailed to their registered address or collect it in person at the hospital.

Due to privacy considerations, registered carers on HA Go are not permitted to apply for medical reports on behalf of their parents or children. For applications for medical records, including photocopying what is commonly referred to as the "patient bedside folder", applicants are currently still required to submit their applications either in person or by post at the hospital's Medical Records Office. The HA will continue to explore ways to optimise the features of HA Go, with a view to further facilitating patients in accessing health information and managing their health.

The HA spokesperson added, "Since its launch in 2019, HA Go has been well received by the public. As of the first quarter of this year, HA Go has recorded over 4.5 million downloads, with 3.5 million full members and 400,000 registered carers. We will continue to enhance the features of HA Go, striving to develop it into an essential 'health manager' for every citizen."

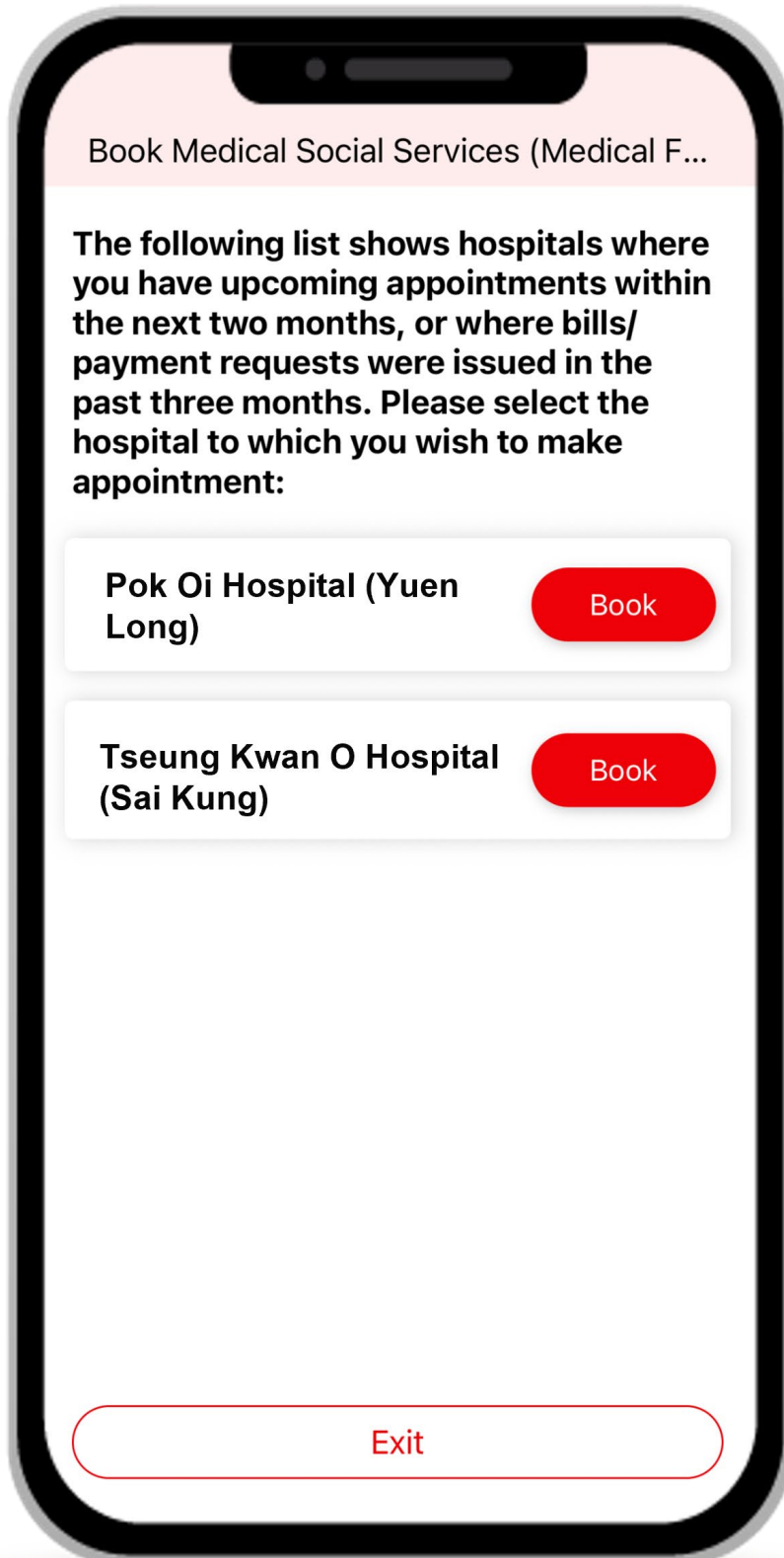
Annex 1

Interface on HA Go feature "Medical Fee Assistance"



Annex 2

Interface on “Book Medical Social Services” feature



Interface on “Book Medical Social Services” feature

