



Frequently Asked Questions (FAQs)

About Family Medicine Clinic (FMC) appointment booking service

1. I have never used FMC services before. What should I do to make an appointment?

Answer: Members of the public can make an appointment with FMC through two booking means offered by the Hospital Authority (HA), namely the FMC telephone appointment system and “Book FMC” function in HA’s one-stop mobile app “HA Go”.

People who have registered or used services of HA may make appointment through either booking means. If you would like to make appointment through the telephone appointment system, you may call the telephone appointment system directly using a phone with a Caller ID. To make appointment through “Book FMC” mobile app, you may simply download “HA Go”, register and activate your account (please [click here](#) for more details on account activation).

For those who have never registered nor used services in HA, you may bring your original identity document to make registration in person at any FMC. Once the registration is done, you may make appointment through the telephone appointment system or “Book FMC” mobile app according to the aforementioned steps.

2. I have registered for using FMC appointment booking service. Can I make appointment at any FMCs?

Answer: For the convenience of patients, once you have registered in a FMC or used hospital or clinic services of HA, you may use telephone appointment system or “Book FMC” mobile app to make appointment at any FMC.

3. I want to make an appointment. When should I make the appointment?

Answer: Both the telephone appointment system and “Book FMC” mobile app operate 24 hours a day and quota status is updated continuously. Quota update includes consultation timeslots cancelled by patients, which will be immediately released to the system for other patients to book. This arrangement aims to bring convenience to patients and avoid busy operation of the system at a specific period of the day. You may therefore use either appointment booking means anytime and it is not necessary to make appointment at any designated time point.

4. Can I make an appointment beyond the next 24 hours?

Answer: The telephone appointment system and “Book FMC” mobile app allow patients with episodic illnesses (e.g. influenza, colds, gastroenteritis) to reserve consultation timeslot available in the next 24 hours. Although episodic cases are usually non-urgent, we encourage patients to seek medical consultation as soon as possible. If appointment timeslot beyond the next 24 hours is offered, this may not meet the need of patients on receiving timely medical treatment. On the other hand, there may also be an increase in default rate and wastage of quota.

5. Can I select my consultation timeslot?

Answer: To optimise the use of resources and avoid wastage of quota, the telephone appointment system and “Book FMC” mobile app would identify the earliest available consultation session in the next 24 hours and allocate consultation timeslot on a sequential basis. If you do not accept the offered timeslot, you may give up the offer and choose to search for available quota in other sessions of the next 24 hours, such as morning, afternoon and evening. The system would allocate the earliest available timeslot in your selected session depending on quota availability.

6. I forgot the time of my booked appointment. How can I check the details of my booked appointment?

Answer: Please call the telephone appointment system of the clinic with which you have the appointment and follow the instruction to enquire your appointment details. You may also use the “Enquire for self” option in “Book FMC” mobile app to make the enquiry.

7. How can I cancel my appointment if I cannot attend as scheduled?

Answer: Please call the telephone appointment system of the concerned clinic or use the “Cancel for self” option in “Book FMC” mobile app to make the cancellation as soon as possible, i.e. at least one hour before your scheduled appointment. The quota will then be released for booking by other patient so as to optimise the use of quotas. If you fail to attend an appointment for 3 separate occasions within 2 months at any FMCs, you will be suspended from using the telephone appointment system and mobile app to make appointment temporarily. Please enquire at clinic in person if you would like to make appointment for consultation service.

8. What should I do if I encounter difficulties in using the telephone appointment system or the mobile app?

Answer: The HA FMC website (<http://www.ha.org.hk/fmc>) provides details about FMC appointment booking means and other relevant information which you may find them helpful. Besides, help desks are also set up in FMCs to provide assistance for people who encounter difficulties in making FMC appointment.

About “Book FMC” mobile app appointment booking service

9. I have never made appointment with the mobile app before. What should I do to use this service?

Answer: “Book FMC” is a function of HA’s one-stop mobile app “HA Go” for members of the public to make FMC appointment through this simple, time-saving and customised platform. To make appointment through “Book FMC” mobile app, you may simply download “HA Go”, register and activate your account (please [click here](#) for more details on account activation).

10. Which booking means, the telephone appointment system or mobile app, is easier in terms of reserving consultation timeslot?

Answer: Members of the public may make appointment through either of the appointment booking means offered by HA, namely the telephone appointment system and “Book FMC” mobile app. The purpose of providing different appointment booking means is to offer choice to users for making appointment anytime, anywhere according to their preference. The choice of appointment booking means will not make any difference in the chance of reserving consultation timeslot.

11. How does the mobile app protect my data privacy?

Answer: The “Book FMC” mobile app emphasises not only on a simple booking flow but also its safety to protect patient data privacy. The booking, enquiry and cancellation flow can only be operated with a personal account after verification. When handling booking, enquiry and cancellation for others, users will be required to declare consent being obtained from the persons concerned to ensure patient data privacy. During the booking process, patient data is secured with multiple encryptions, and the mobile app will neither read nor collect data from photo album and personal calendar of the user’s mobile device.

12. How can I conveniently make appointment at FMCs which I usually visit?

Answer: “Book FMC” mobile app is fitted out with the “Bookmark clinic” option for users to garner up to ten clinics. When using the “Book for Self” or “Book for Others” function, users can check the star icon of the preferred clinic for bookmarking. In addition, users can enter the “Clinic Info” interface and search for the preferred clinic by district selection, keyword input such as clinic name or address, or geolocation detection, and then check the star icon of the preferred clinic. The bookmarked clinic(s) as well as its / their quota status will be placed on the “Booking” interface. Users can make appointment according to their preference conveniently by skipping clinic search. Even no clinic is bookmarked, the design of the mobile app allows the last visited clinic to be placed on the “Booking” interface so that users can make appointment at the same clinic more easily.

13. Can I use both the telephone appointment system and mobile app to make appointment at the same time?

Answer: To safeguard patients' opportunities in using FMC services and protect patient data privacy, our system can only allow processing one command made from either booking means at the same time by one user. Under such circumstance, command made from another appointment booking means will not be processed. For example, your booking attempt on the mobile app will not be processed while you are making an appointment and inputting your personal information through the telephone appointment system. Vice versa.

14. I have made a FMC appointment successfully. Would the mobile app remind me of my appointment schedule?

Answer: To protect patient data privacy, "Book FMC" mobile app will neither read nor collect any data from the user's mobile device. The design of the mobile app allows you an option to add the FMC appointment details to the personal calendar of your mobile device from the "Appointment details" page. Your personal calendar can remind you of the scheduled appointment according to your personal setup.

15. I have made an appointment through the telephone appointment system. Can I cancel my appointment with the mobile app?

Answer: For the convenience of patients and members of the public, and the optimal use of quota, appointment cancellation can be made through either the telephone appointment system or the mobile app, regardless of the booking means.

16. Can I use my account to make appointment for my family members?

Answer: For the convenience of members of the public to take care of their family members and / or others in need, the "Book for others" option is available in "Book FMC" mobile app. When booking for others, you need to login to your own account select the patient under your "who I care" in "HA Go" (if any), or input the patient's HKID card number and date of birth. To protect patient data privacy, you are required to confirm whether you have obtained the patient's consent to use his / her personal information during the booking process. Once the appointment is made successfully, the mobile app also allows you to email the appointment details to the patient using the "Share" option.

17. Why do I have to input information of "Clinic booked" while I am helping others enquire or cancel the appointment?

Answer: When you are enquiring the appointment details or cancelling an appointment for other persons, you will be required by the system to input information of "Clinic booked" for further verification so as to ensure the proper use and safety of patient data. If the patient is under your "who I care" in "HA Go", you are not required to input the relevant information.

18. I am a patient with chronic illnesses. Can I reschedule my next appointment with the mobile app?

Answer: In general, patients with chronic illnesses require persistent drug treatment to sustain their medical condition. Hence, sufficient drugs will be given until the next follow-up appointment offered by the clinic based on clinical needs. Therefore, if you need to reschedule your appointment, please contact the concerned clinic for arrangement. To ensure timely and appropriate follow-up care as well as individual medication needs, the clinic staff will make appropriate arrangement for you based on your clinical needs (e.g. medication needs).

19. Why am I told by the mobile app that the quota is fully booked whereas my father can make an appointment successfully through the telephone appointment system?

Answer: To enhance elders' accessibility to FMC services, quotas for episodic illnesses are reserved for elderly patients aged 65 or above through the telephone appointment system and "Book FMC" mobile app according to the service utilisation pattern of clinics. Therefore, there may be occasions that general quotas are already fully booked while elderly appointment quotas are still available for booking in some clinics.

Besides, both the telephone appointment system and "Book FMC" mobile app operate 24 hours a day and quota status is updated continuously. Quota update includes consultation timeslots cancelled by patients, which will be immediately released to the system for other patients to book.

20. The appointment quota of the clinic I selected has been fully booked. Can the mobile app search for quota in other FMCs?

Answer: Same as the telephone appointment system, to increase the chance of getting an appointment for patient and better utilise the resources by avoiding wastage of quota, "Book FMC" mobile app links the nearby FMCs together as a network, within which quota of different clinics could be checked and offered for booking. If the consultation quota of the selected clinic is full, the system will automatically identify available quota in nearby clinic(s) for patient to book.

21. Is it a must to login or input the date of birth every time I help others to make an appointment, enquire appointment details or cancel an appointment? Can such information be saved in the mobile app in order to save time?

Answer: To protect the safety of Internet users, the design of the mobile app only allows you to book for others when you are logged in to your own account. If the patient is under your "who I care" in "HA Go", you are not required to input the patient's personal information to make an appointment, enquire appointment details or cancel an appointment. Otherwise, every time you make an appointment, enquire the appointment details or cancel an appointment, you will be required to input the patient's personal information, such as his / her HKID card number, date of birth and / or the "Clinic booked" (applicable to appointment enquiry and cancellation), for

further verification purpose. Besides, the system will confirm whether you have obtained the patient's consent to use his / her personal information in order to safeguard patient data privacy.

22. Why am I stopped from using the “Book FMC” mobile app suddenly?

Answer: To safeguard the security of user accounts, the system will temporarily suspend mobile device from using “Book FMC” mobile app if incorrect information is entered repeatedly. You may try using the mobile app again later. Besides, if you fail to attend an appointment for 3 separate occasions within 2 months at any FMCs, you will also be temporarily suspended from using the mobile app to make appointment. Please enquire at clinic in person if you would like to make appointment for consultation service.

23. How can I make FMC appointment apart from using “Book FMC” mobile app?

Answer: Members of the public may make an appointment with FMC through two appointment booking means offered by the HA, namely the telephone appointment system and “Book FMC” mobile app.

24. There is not enough mobile data on my mobile device. Is free public Wi-Fi available at FMCs?

Answer: Currently free public Wi-Fi is available in some clinics, notices have been put up at these clinics for public access. On top of that, patients may also choose to use safe Internet connection at public places with free Wi-Fi (including Government facilities) to access “Book FMC” mobile app.

About FMC telephone appointment service

(Special Information: To further safeguard patients' personal data and privacy, the telephone appointment system of Family Medicine Clinics will only accept calls from phone numbers with caller ID for appointment booking, starting from 15 August 2026.)

25. What should I do to use the telephone appointment service?

Answer: FMC telephone appointment service is provided to people who have registered or used services in HA previously. If you have used hospital or clinic services of HA before, you may make an appointment through the FMC telephone appointment system directly. If you have never registered nor used services in HA, please bring your original identity document and make registration in person at a FMC. After registration, you may make appointment through the telephone appointment system.

26. Why is it required that appointment calls must have Caller ID?

Answer: This measure aims to enhance the protection of patients' personal data and privacy. By

recording the source of each booking call, HA can verify patient information when necessary and help prevent criminals from using phones without caller ID to impersonate patients when making appointments.

27. If my mobile phone has "Hide Caller ID" enabled, how can I make a booking?

Answer: You can press "1357" before dialling the clinic booking system number to display your number for that specific call. Alternatively, you may adjust your mobile phone settings by enabling the "Show My Caller ID" function in the settings menu.

28. If my fixed-line phone has the "Per Line Blocking" feature enabled, how can I make a booking?

Answer: You can press "1357" before dialling the clinic booking system number to display your number for that specific call, or you may contact your telephone service provider to cancel the "Per Line Blocking" feature.

29. What happens if I call the TAS with a phone with hidden Caller ID?

Answer: After the call is connected, the system will automatically play a recorded message reminding you to call again using a phone with a Caller ID.

30. I have successfully made an appointment through the telephone appointment system. Why do I still have to proceed with the registration procedure when I attend the clinic for the first time?

Answer: If it is for the first time that you successfully made an appointment at a FMC, you are required to complete the registration procedure at your first attendance for identity verification. Clinic staff would take this opportunity to verify with you in person your personal information and confirm if update to the information in the system is required. The arrangement is one-off and it would not be required for you to repeat the concerned procedure in other clinics.

31. Should I use key-in or voice input to operate the telephone appointment system? Can two input methods be alternatively used?

Answer: The telephone appointment system supports both input methods. You may choose the most comfortable way to use. At each step throughout the process, you can choose to use either input method.

32. When should I say the instruction if I use the voice input method? Is there any reason that my instruction cannot be recognised by the system?

Answer: There will be a "beep" after each instruction script. You may say your instruction after the "beep". The volume of your voice instruction is one of the common factors that are not being recognised by the system. Speak louder or say the instruction clearly in a quiet environment can

usually help.

33. If I want to re-enter the information. What should I do?

Answer: If you would like to re-enter the information, you may either press “*” anytime during the data input or wait for the system’s instruction for re-input.

34. I have already made an appointment using the mobile app. Can I enquire or cancel my appointment with the telephone appointment system?

Answer: For the convenience of patients and members of the public and the optimal use of quota, appointment cancellation can be made through either the telephone appointment system or the mobile app, regardless of the booking means.

35. Who can I approach if I encounter difficulties using the TAS?

Answer: All FMCs have help desks to provide assistance to those who encounter difficulties in using the TAS. For further assistance, please call or visit your nearest FMC.

About “Family Medicine Outpatient Priority Groups Pilot Scheme”

36. Why does the Hospital Authority launch the “Family Medicine Outpatient Priority Groups Pilot Scheme”?

Answer: To shift the emphasis of the present healthcare system and people’s mind-set from treatment-oriented to prevention-oriented, the Government is committed to enhancing prevention-oriented primary healthcare services in accordance with the reform initiatives set out in the Primary Healthcare Blueprint. Specific measures include repositioning the primary healthcare services of the Hospital Authority (HA) to focus its services on serving underprivileged groups, enhancing preventive screening and care services, and increasing overall service capacity to optimise the role of the HA Family Medicine Outpatient (FMOP) team as the primary healthcare providers and family doctors for underprivileged groups.

To address the needs of underprivileged groups in seeking consultation, the HA has launched the “Family Medicine Outpatient Priority Groups Pilot Scheme” (the Pilot Scheme), enhancing the priority booking arrangement to better support priority groups of underprivileged population in need of public primary healthcare services. Priority groups include recipients of the Comprehensive Social Security Assistance Scheme, recipients of the Old Age Living Allowance aged 75 or above, Level 0 Voucher Holders of the Residential Care Service Voucher Scheme for the Elderly, and recipients of the Working Family Allowance (WFA) Scheme (the priority group eligibility for WFA Scheme recipients is valid for 12 months from the issue dates of their grant application letters).

37. How can I make a priority booking for FMOP Services if I belong to the priority groups?

Answer: Individuals belonging to the priority groups can be eligible in the Pilot Scheme, and make priority bookings for FMOP episodic consultations, after registering as members of District Health Centres / District Health Centre Expresses (collectively referred to as DHCs, www.primaryhealthcare.gov.hk/cdcc/en/gp/dhc_list.html) and as priority group members for FMOP Services via the eHealth app or in person at DHCs. When making an appointment, registered individuals may first select their respective priority group through the booking system of the eHealth app. The system will then connect to the “Book FMC” function of HA Go mobile application to make a booking for FMOP episodic consultations and the process does not require them to re-enter personal information. The system will offer priority quotas based on individual's eligibility as priority groups. Consultation fees will be charged according to the standard rates of FMOPs. For details of the registration procedure, please refer to **Appendix I** (Concise Guide). The booking process, clinic network arrangements, and appointment management methods are the same as the arrangements of “Book FMC”. Priority groups registered as DHC members, can also participate in activities organised by DHCs to better manage their own health. DHCs will provide support including arranging preventive screening and care services according to members’ needs.

Those who wish to use priority booking would need to register and make appointments via the eHealth and HA Go mobile applications, and are advised to download and activate their accounts in advance to save time. Please scan the following QR codes to download the applications. You may also visit the relevant websites (eHealth: www.ehealth.gov.hk, HA Go: www2.ha.org.hk/hago) for more information about the respective mobile apps.



Download eHealth App



Download HA Go App

38. Why do I need to be a DHC member to participate in the Pilot Scheme?

Answer: Individuals belonging to the priority groups can be eligible in the Pilot Scheme, and make priority bookings for FMOP episodic consultations, after registering as members of DHCs and as priority group members for FMOP Services via the eHealth app or in person at DHCs. Priority groups registered as DHC members, can also participate in activities organised by DHCs to better manage their own health. DHCs serve to coordinate community primary healthcare services and act as case managers, and will provide support including arranging preventive screening and care services according to members’ needs. Please visit DHCs’ website for more service details (www.dhc.gov.hk/en/index.html).

39. How does the system verify my priority group eligibility?

Answer: The system verifies individuals' eligibility by cross-checking their provided information and declarations with government databases and may require supporting documents to complete the verification process.

40. Why am I unable to successfully register as a priority group member via the eHealth app?

Answer: Registration failure may be due to ineligibility or incorrect information/documents provided. Please check the accuracy of the provided information. For eHealth app-related issues, please contact eHealth support (<http://www.ehealth.gov.hk>) for assistance.

41. I belong to a priority group but have never used HA services. Can I register as a priority group member?

Answer: Yes. If individuals meet the eligibility criteria, they can register as the priority group and make priority bookings even if they have never used HA services. Those who wish to use priority booking are advised to download and activate their accounts in the eHealth and HA Go apps in advance to save time.

42. Are consultation fees different for priority group members?

Answer: Consultation fees will be charged according to the standard rates of FMOPs.

43. If I successfully make a priority booking, will I receive priority consultation or other priority services on the appointment day?

Answer: No. The Pilot Scheme aims to facilitate the underprivileged groups to make FMOP episodic consultations when needed. Individuals' appointment will be scheduled and confirmed as per system's arrangement. Please attend the appointment at the clinic as scheduled, and services will be provided on sequential basis.

44. Are there limits on the frequency or time for making priority booking? Do I need to log in each time via the eHealth app?

Answer: Currently, there is no limit on the number or timing of priority bookings. Eligibility will be verified each time individuals book via the eHealth app to ensure their information is up-to-date. It is recommended to log in and activate the HA Go app beforehand for a smooth booking process.

45. Can I choose a preferred consultation time when making a priority booking?

Answer: After successfully registering as the priority group members, system will identify the earliest available consultation session in the next 24 hours and allocate consultation timeslot on a sequential basis.

46. How can I check or cancel my appointment after making the priority booking?

Answer: Individuals may make use of “Book FMC” function of HA Go app or call the telephone appointment system (TAS) to enquire the appointment details. If individuals wish to cancel the appointment, please make the cancellation at least one hour before the scheduled appointment via HA Go or TAS as instructed.

47. Do I need to present document proof of my priority group status to the staff on the consultation day?

Answer: Once you have successfully made an appointment, the system has processed the reservation based on the information and relevant statements provided. Like other patients, please bring the required identity document to clinic for registration according to the scheduled appointment time.

48. Can I use my eHealth account to make bookings for my family members?

Answer: For the convenience of members of the public to take care of their family members, eHealth users can register and make priority bookings for family members under 18 years old via eHealth app.

49. What should I do if I encounter difficulties using the eHealth app for registration and booking?

Answer: Please contact eHealth support (www.ehealth.gov.hk) for enquires or assistance if individuals encounter difficulties using the eHealth app for registration and booking.

50. If I have successfully made an appointment via the HA Go app, why do I need to complete registration procedures when I visit the clinic for the first time?

Answer: For individuals who have never used HA services before, they may need to complete registration to verify the identity and update their records. This is a one-time procedure, which you would not need to go through the registration process again when you use the service in the future.

Remarks: The “General Outpatient Clinic” and “Community Health Centre” under Hospital Authority have been renamed as “Family Medicine Clinic” and “Family Medicine Integrated Centre” starting from 11 October 2025. For details, please refer to the HA website (https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=10052&Lang=ENG&Dimension=100&Parent_ID=10042&Ver=HTML)

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www.ha.org.hk/fmc



醫院管理局家庭醫學門診

優先群組 試行計劃

Hospital Authority's FMOP Priority Groups Pilot Scheme

助你預約更輕鬆

Booking in a Fast and Easy Way!

如何登記成為優先群組及進行優先預約?

How to register as priority group and make priority booking?

記得先下載醫健通流動應用程式及HA Go!

Don't Forget to Download eHealth App and HA Go First!

1. 登入醫健通流動應用程式後按「預約/系統」
2. 點選「家庭醫學門診優先群組試行計劃」— 優先預約

3. 選擇你的優先群組類別及細閱聲明事項，同意後按「確認及繼續」
4. 完成登記後，你將會被連接到HA Go進行優先預約

如你未成為地區康健中心會員...

If you are not yet a member of District Health Centre (DHC)...

系統會自動識別你是否已登記為地區康健中心會員，你只需按指示繼續登記成為優先群組及進行優先預約

為未滿18歲的家庭成員進行優先預約

Priority booking for family members under the age of 18

1. 登入後選擇「我的家庭成員」，並進入家庭成員頁面
2. 點選「預約/系統」
3. 點選「家庭醫學門診優先群組試行計劃」— 優先預約
4. 選擇你的優先群組類別。完成登記後，你將會被連接到HA Go進行優先預約