

DH to launch Online Registration System for General Dental Public Session on December 30

To further facilitate general dental services for the public, the Department of Health (DH) today (December 6) announced that an online registration system for the dental general public session (ORDGP) will be launched on December 30. Members of the public who register online and are allocated a quota will be informed via SMS notification and can receive dental services at designated dental clinics at the specified time.

"Aiming to enhance service arrangements and minimise waiting times for the public, the ORDGP replaces the need to queue in person at the dental clinic to obtain a disc, making it easier for members of the public to receive public dental services," said a spokesman for the DH.

"Following the launch of the ORDGP, members of the public in need of public dental services can register via the ORDGP between 9.30am and 11.30am for public dental services at designated dental clinics on the following day. Members of the public are required to register once under their real names. Quotas for general public sessions will be allocated by computer ballot. Half of the quotas will be allocated on a priority basis to elderly people aged 65 or above."

"People who are successfully allocated a quota will receive a confirmation notification via SMS. They can also log into the ORDGP to check the ballot result after 12.30pm on the same day. At that time, if any quota remains unallocated, the ORDGP can provide the public with a list of relevant dental clinics. Members of the public can make appointments by phone on a first-come, first-served basis between 2pm and 5pm on the same day, or between 7.45am and 9.15am on the next service day for public dental services at relevant dental clinics with unallocated quotas. Details will be announced on the ORDGP website," he added.

Once the ORDGP is launched, citizens will be able to access the ORDGP through the eHealth mobile application to register for public dental services. Citizens registered with eHealth and their family members/carers can also view their relevant [attendance records](#) in the eHealth app. For details, please visit the thematic website of eHealth.

For easy authentication, SMS messages issued by the DH will bear the ID "#DH-DENT GP" with the prefix "#". Relevant SMS messages will not contain hyperlinks.

"The DH is now producing a short video to illustrate the registration process for public viewing. It will be uploaded on the DH website once ready. Online briefing sessions have also been arranged to introduce the registration system and process to staff of the District Health Centres

(DHCs), District Health Centre Expresses (DHCEs) and community support services to elderly people in various districts. Anyone who needs assistance in using the ORDGP can visit the relevant dental clinics where they intend to receive public dental services, or the DHCs and DHCEs (www.dhc.gov.hk/en/index.html) during the designated registration period from 9.30am to 11.30am for assistance," the spokesman said.

Following the launch of the ORDGP, the DH will suspend preliminary registration arrangements starting from December 30. The DH will closely monitor the operation and the effectiveness of the ORDGP.

The dental clinics under the DH are mainly responsible for providing dental benefits for civil servants/pensioners and their eligible dependents as required by the Government as terms of employment for civil servants, and therefore civil servants/pensioners and their eligible dependents are the major service targets of these clinics. The DH provides free dental treatments to the public through designated sessions in 11 government dental clinics. The services include treatment of acute dental diseases, prescription for pain relief, treatment of oral abscess and teeth extraction. With an aim to enhance the oral health of the community, the DH will launch the Community Dental Support Programme in collaboration with healthcare non-governmental organisations to enhance dental services for underprivileged groups, covering all 18 districts in Hong Kong.