

eHealth App pilots new functions to facilitate cross-boundary healthcare collaboration

The Health Bureau (HHB) announced today (June 20) that to facilitate cross-boundary healthcare collaboration, the eHealth mobile application (eHealth App) will pilot two new functions named "Cross-boundary Health Record" and "Personal Folder" starting from July 15. Under the principle of "bring your own health records", the new functions will enhance the continuity of care for Hong Kong citizens through facilitating the use of electronic health records (eHRs) at designated medical institutions outside Hong Kong in a secured manner.

"Cross-boundary Health Record" function

Currently, elderly persons eligible to receive Elderly Health Care Vouchers (ECHVs) can seek medical consultations and claim ECHVs at the University of Hong Kong-Shenzhen Hospital (HKU-SZH). Under the pilot scheme which will start on July 15, elderly persons using ECHVs at the HKU-SZH can apply for their eHRs deposited in eHealth over the past three years through the eHealth App in advance. Family members can also submit applications for elderly persons via the "Caregiver" function in the eHealth App. Upon verification of elderly persons' authorisation, they will receive a QR code linking to their health records ("File QR Code") and another QR code containing the password ("Password QR Code") on their eHealth App. Healthcare professionals of the HKU-SZH can then access and browse the health records by scanning the two QR codes presented by the elderly persons at the time of consultations to help them formulate diagnoses and provide treatments. The new function adopts multi-factor authentication to ensure that personal information is accessed in a safe environment. The verification of applications and preparation of eHRs generally take no more than 72 hours. Elderly persons should submit their applications three days prior to receiving a consultation at the HKU-SZH to ensure that the eHRs would be ready for use at the time of the consultation.

The Government has implemented the Elderly Health Care Voucher Scheme at HKU-SZH since 2015, allowing eligible elderly persons to pay for outpatient healthcare services at designated medical centres or medical service departments of the HKU-SZH with ECHVs. Moreover, the HKU-SZH has been providing subsidised consultation services for eligible patients of the Hospital Authority (HA) through special support schemes and the Pilot Scheme for Supporting Patients of the Hospital Authority in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) since the end of 2020. As such, the HKU-SZH has more experience in handling patients and medical records from Hong Kong. On this basis, the HHB chose to conduct the trial run for the two new eHealth functions at the HKU-SZH. With adequate operational experience accumulated,

the HHB plans to expand relevant arrangements to other GBA medical institutions that will accept EHCVs, thereby supporting citizens' need for cross-boundary healthcare in a more effective manner.

A spokesperson for the HHB said, "At present, citizens may access important information such as their medications, allergies and adverse drug reactions, appointments, and investigation records through the eHealth App. Starting from mid-July, eligible elderly persons can use the new 'Cross-boundary Health Record' function when they seek medical consultations at the HKU-SZH. With the authorisation of the elderly persons, healthcare professionals at the HKU-SZH will be able to browse more comprehensive and detailed eHRs such as diagnostic and medical procedures as well as clinical summaries to support their diagnostic formulation. Subject to the feedback gathered during the pilot period, we will streamline the workflow and enhance user experience with a view to expanding the pilot arrangements to other medical institutions under the Elderly Health Care Voucher Greater Bay Area Pilot Scheme."

"Personal Folder" function

The eHealth App will also activate its "Personal Folder" function, which enables users to deposit medical-related personal records obtained from different sources, including those obtained during consultations received in medical institutions outside Hong Kong. Records deposited in the "Personal Folder" of their eHealth accounts are centrally stored to provide convenience to users, including access by authorised medical institutions in Hong Kong through the eHealth system during follow-up care.

To familiarise the public with the use and applications of the two new functions, the HHB is launching promotions and public education through various channels. Citizens can now browse videos introducing the new functions through the eHealth App, eHealth thematic website or social media:

"Cross-boundary Health Record" function: youtu.be/Uj9PSioonrA

"Personal Folder" function: youtu.be/hNATa9y065k

In addition, the HHB has already set up a support station at the HKU-SZH to assist Hong Kong citizens to register for eHealth, download the eHealth App, and have a better grasp of the relevant functions. The HHB is also partnering with the Home Affairs Department's District Services and Community Care Teams across the 18 districts to set up "e+ Support Stations" at various community events to introduce the eHealth App functions, including how the public can utilise the eHealth App to manage their own and their family members' health, and highlight the convenience brought about by the two new functions. The staff of the "e+ Support Station" will also provide on-site health services, including weight and blood pressure measurements, blood sugar testing, as well as traditional Chinese medicine pulse diagnosis, etc. The first "e+ Support Station" event was held today in Yau Tsim Mong District. Two other events will be held on June 29 and July 1 at Tai Yuen Community Hall in Tai Po District and Telford Gardens Community Hall in Kwun

Tong District respectively.

For further details, citizens may visit the [eHealth thematic website](#) or call the hotline at 3467 6300. The hotline service runs from 9am to 9pm from Mondays to Fridays (except public holidays).