

# HA activates service demand surge measures

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) spokesperson today (May 8) announced that the HA has activated service demand surge special measures to cope with the increasing service demand due to increased activity in influenza and respiratory viruses. The HA will closely monitor various statistics and situation.

The HA spokesperson said, "Public hospitals have implemented a series of measures, including increasing manpower, opening temporary beds and mobilising hospital beds flexibly to cope with the increasing service demand for accident and emergency (A&E) departments and inpatient services. Laboratory services will be enhanced and ward rounds of senior clinicians in evenings, weekends and holidays will be increased. The HA will also facilitate patient admissions, transfers and discharges to expedite hospital bed turnover. Service capacity of general out-patient clinics (GOPCs) will be enhanced. The geriatric departments will provide assessment and discharge support to elderly people at A&E departments. The community geriatric assessment team will provide teleconsultations to elderly people who are in need and living in residential care homes."

Latest surveillance data showed that increased activity in influenza and some respiratory pathogens has been observed. The HA will closely monitor the medical needs of the patients concerned and provide suitable treatments. The HA also appeals to members of the public who have not received seasonal influenza vaccination (SIV) to receive vaccination as soon as possible. Especially the elderly and children, who are at higher risk of getting influenza and its complications, should receive SIV early. SIV is the most effective means to prevent seasonal influenza and its complications, as well as reducing the risk of severe disease and death.

Moreover, 14 GOPCs will provide public holiday GOPC services on the Birthday of the Buddha (May 15) (see table below) to cope with the increasing service need from members of the public and alleviate the service pressure on A&E departments during the holiday. Patients may book an appointment either through the telephone appointment system or the "Book GOPC" function of the "HA Go" mobile app.

The spokesperson said non-urgent patients should avoid attending A&E departments. They are advised to attend GOPCs, private doctors or the 24-hour clinics of private hospitals as far as practicable. To choose a suitable family doctor and related clinic service, members of the public can browse the Primary Care Directory of the Health Bureau ([www.pcdirectory.gov.hk](http://www.pcdirectory.gov.hk)).

The HA will closely monitor the situation and flexibly deploy resources

and manpower when necessary, and will keep increasing its service volume in order to provide appropriate services for patients.

GOPC service arrangements on the Birthday of the Buddha (May 15):

Region	List of GOPCs	Address	Telephone number for booking	General enquiries
Hong Kong Island	Aberdeen Jockey Club General Out-patient Clinic	10 Aberdeen Reservoir Road, Aberdeen	3543 5011	2555 0381
	Shau Kei Wan Jockey Club General Out-patient Clinic	1/F, 8 Chai Wan Road, Shau Kei Wan	3157 0077	2560 0211
	Violet Peel General Out-patient Clinic	LG, Tang Shiu Kin Hospital Community Ambulatory Care Centre, 282 Queen's Road East, Wanchai	3157 0000	3553 3116
Kowloon	Kwun Tong Community Health Centre	UG/F, 60 Hip Wo Street, Kwun Tong	3157 0687	2389 0331
	Our Lady of Maryknoll Hospital Family Medicine Clinic	G/F, Out-patient Block, Our Lady of Maryknoll Hospital, 118 Shatin Pass Road, Wong Tai Sin	3157 0118	2354 2267
	Robert Black General Out-patient Clinic	600 Prince Edward Road East, San Po Kong	3157 0113	2383 3311
	Yau Ma Tei Jockey Club General Out-patient Clinic	1/F, 145 Battery Street, Yau Ma Tei	3157 0880	2272 2400

New Territories	Lady Trench General Out-patient Clinic	213 Sha Tsui Road, Tsuen Wan	3157 0107	2614 4789
	Lek Yuen General Out-patient Clinic	G/F, 9 Lek Yuen Street, Sha Tin	3157 0972	2692 8730
	Shek Wu Hui Jockey Club General Out-patient Clinic	G/F, 108-130 Jockey Club Road, Shek Wu Hui, Sheung Shui	3157 0965	2670 0211
	Tai Po Jockey Club General Out-patient Clinic	G/F, 37 Ting Kok Road, Tai Po	3157 0906	2664 2039
	Tseung Kwan O (Po Ning Road) General Out-patient Clinic	G/F, 28 Po Ning Road, Tseung Kwan O	3157 0660	2191 1083
	Tuen Mun Clinic	11 Tsing Yin Street, San Hui, Tuen Mun	3543 0886	2452 9111
	Yuen Long Jockey Club Health Centre	269 Castle Peak Road, Yuen Long	3543 5007	2443 8511

Service hours:

9am to 1pm and 2pm to 5pm