

HA enhances GOPC telephone appointment service by streamlining registration procedures

The following is issued on behalf of the Hospital Authority:

ã€ã€ã€The Hospital Authority (HA) today (September 29) announced that the enhancement of the telephone appointment service of general out-patient clinics (GOPCs) will be launched on October 8. Members of the public who have used services of a public hospital or GOPC previously will be able to make appointments in any GOPC with the telephone appointment service (see attachment) through the telephone appointment system directly, without having to make prior registration in GOPCs in different districts.

ã€ã€ã€The spokesperson for the HA said, "The HA has been soliciting and gathering public views and suggestions on the GOPC telephone appointment service with a view to continuously improving and enhancing the services. The new enhancement brings convenience to the public for using the telephone appointment system by saving the effort in prior registration in the GOPCs in different districts. For those who haven't used any services of a public hospital or GOPC before, they still need to complete the registration in person in a GOPC with the original identification document for identity verification before making an appointment through the telephone appointment system."

ã€ã€ã€The spokesperson added that the relevant system upgrade processes for the enhancement are expected to be completed by October 8. The telephone appointment system will operate as normal during the upgrading process.

ã€ã€ã€The HA will inform the District Councils regarding the new arrangement while the HA website will be updated for public information.