

HA launches mobile application for booking Chinese medicine out-patient services

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) today (June 28) announced the launch of the mobile application "18 CM Clinics". From today onwards, members of the public can make appointments for government-subsidised Chinese medicine out-patient services of the Chinese Medicine Clinics cum Training and Research Centres (CMCTRs) with the app.

Currently, there is one CMCTR in each of the 18 districts of Hong Kong, operating in a tripartite collaboration model involving the HA, a non-governmental organisation and a local university, providing government-subsidised Chinese medicine out-patient services at the district level.

"18 CM Clinics", developed by the HA, provides an additional means for the general public to check the latest updates of service quotas and make appointments for government-subsidised Chinese medicine out-patient services for episodic illness on the same day or the next working day, anytime and anywhere, on top of the existing way of booking through telephone calls. Members of the public can also make appointments for their family members through the app.

"'18 CM Clinics' provides the public with a simple, easy-to-use and informative mobile platform with appointment enquiry and cancellation functions, in addition to information and updated news of the CMCTRs and a hyperlink to the HA CM KINetics (CMK) website. The telephone appointment service of the CMCTRs will still operate as usual after the launch of the app," the HA spokesperson said.

"We hope the newly developed mobile app can offer one more option for making Chinese medicine service appointments. By using the app, carers can also manage appointments for family members and the elderly more efficiently and conveniently. The simple and easy interface of the app will also enrich the users' experience in Chinese medicine services. Patients previously registered for services at any one of the 18 CMCTRs can use the new app directly. Patients who are first-time users of the CMCTRs have to make their first appointment in person at one of the CMCTRs and use the booking function of the new app afterwards."

The CMCTRs have offered government-subsidised Chinese medicine out-patient services since March 2020 (see Annex), including general consultation with not more than five doses of Chinese medicine drugs according to clinical judgement, acupuncture service and bone-setting/tui-na treatments. The fee is \$120 per visit and fees are waived for recipients of Comprehensive Social

Security Assistance and the Higher Old Age Living Allowance aged 75 or above.

The HA will continue to review and enhance "18 CM Clinics" by improving the functions and adding new features through collecting comments from users of the app.

"18 CM Clinics" supports mobile devices with operating system versions iOS 11.0 or above and Android 5.0 or above and can be downloaded free of charge from the Apple App Store and Google Play. Members of the public can visit the HA CMK website (cmk.ha.org.hk/18cmclinics_eng) for more information.