

Statement by Hospital Authority on mobile application claiming to be able to book general outpatient clinic appointments for patients

The following is issued on behalf of the Hospital Authority:

The spokesperson for the Hospital Authority (HA) made the following statement today (September 3) regarding a mobile application claiming to be able to book general outpatient clinic (GOPC) appointments for patients:

The HA has noticed a mobile application that claims to be able to book the HA's GOPC quota for patients when personal data is provided. The application developer has also promoted the application through social media. The HA expressed deep concern about this mobile application, which collects patients' personal information and may log into the HA's system using the information collected.

The HA spokesperson said, "For now, only HA Go, the mobile application officially developed by the HA, can be used to book GOPC services. All other mobile applications that claim to be able to book appointments for patients are not developed by the HA. The HA has never authorised any mobile applications not developed by the HA to book GOPC appointments on behalf of patients. The HA has taken necessary measures to inspect and enhance the security of the GOPC appointment booking system. No abnormalities in the appointment booking system or leakage of patient information have been found at the moment."

The spokesperson emphasised that members of the public should not provide personal information, including names, identity card numbers, residential addresses, and contact numbers, to mobile applications of unknown origin to avoid potential misuse of their personal data. Such personal information could be used to access a patient's medical records, which involve patient privacy. If appointment bookings for GOPC services are needed, members of the public can book appointments with GOPC through the Telephone Booking System or the "Book GOPC" feature in the HA mobile application, HA Go.

The HA will continue to closely monitor the GOPC appointment booking system. If any abnormality or misuse of patients' personal data is observed, the HA will strictly follow up and report to the relevant law enforcement agencies.