

Use of “LeaveHomeSafe” mobile app required on entering DH’s offices and venues starting November 1

The Department of Health (DH) announced today (October 30) the arrangement of using "LeaveHomeSafe" mobile application when entering the DH's venues (including offices, clinics and health centres etc.) starting from November 1 (Monday) having regard to the latest anti-epidemic measures of the Government. Except for exempted persons, all persons will be required to use the app to scan the venue QR code before they are allowed to enter the DH's offices and venues.

Under the new arrangement, persons who are aged below 12 or aged 65 or above, and those with disabilities that render use of the app difficult, will be exempted from the requirement of using the app when they enter the DH's offices and venues. Exemptions will also be granted to individual persons depending on the actual circumstances. However, exempted persons are required to complete a record form to register their names, the first four digits or letters of their identification documents, their contact numbers and the date and time of their visits. They are also required to present relevant identification documents for verification at the request of the staff on-site during registration. The staff will also verify the contact numbers by making phone calls.

The spokesman for the DH reminded members of the public that as it will take time to verify personal particulars of exempted persons under the new arrangement, their waiting time for using public services or entering the relevant premises may be lengthened. The DH suggests members of the public to arrive early and appeals for their understanding. The department also encourages the exempted persons to use the app as far as possible to save time.