

**User Manual**

**For**

***eHealth System (Subsidies)***

eHealth System (Subsidies) project team  
Version 2.7  
*Jul 2023*

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## Amendment History

Version No.	Date of Amendment	Prepared by	Description
1	Sep 2008	eHS(S) Project Team	Initial Release
1.1	Dec 2008	eHS(S) Project Team	Addition of functions related to voucher claim, temporary voucher recipient account maintenance and monthly statement.
1.2	Mar 2009	eHS(S) Project Team	Addition of printing options
1.3	Aug 2009	eHS(S) Project Team	Elimination of Voucher Account Creation Form
1.4	Oct 2010	eHS(S) Project Team	<ol style="list-style-type: none"> <li>1. Update on claiming transaction, Record Confirmation, Claim Transaction Management, eHealth (Subsidies) Account Rectification and Monthly Statement to cope with different schemes.</li> <li>2. Accepted six identity document types, they are:               <ol style="list-style-type: none"> <li>i. Hong Kong Birth Certificate (Established)</li> <li>ii. Hong Kong Re-entry Permit</li> <li>iii. Document of Identity</li> <li>iv. Permit to Remain in HKSAR (ID235B)</li> <li>v. Non-Hong Kong Travel Document</li> <li>vi. Certificate issued by the Births and Deaths Registry for adopted children</li> </ol> </li> <li>3. Addition of Smart IC</li> </ol>
1.5	Nov 2010	eHS(S) Project Team	Add vaccination record enquiry.
1.6	Jan 2012	eHS(S) Project Team	Enhancement of functions upon extension of the Health Care Voucher Pilot Scheme
1.7	Sept 2012	Department of Health	Amendment on the layout of the monthly statement and the legend.
1.8	Mar 2013	Department of Health	Amendment on the layout of the monthly statement and the legend.
1.9	Jul 2014	Department of Health	Enhancement of functions upon changing face value of voucher from \$50 to \$1
2.0	Mar 2015	Department of Health	eHealth System rename to eHealth System (Subsidies)
2.1	Oct 2016	Department of	Merge all vaccination subsidy schemes into

		Health	one single Vaccination Subsidy Scheme
2.2	Mar 2017	Department of Health	Update on get username in My Profile
2.3	Oct 2018	Department of Health	<ol style="list-style-type: none"> <li>1. Enhancement of password reset function to allow service provider to unlock own account</li> <li>2. Enhancement of functions upon implementation of new arrangement for checking residential status of Hong Kong Identity Card holders</li> </ol>
2.4	Mar 2019	Department of Health	Update on reading new Smart ID
2.5	Apr 2019	Department of Health	Additional choice “Others” for HKIC symbol relating to residential status
2.6	May 2022	Department of Health	Adoption of “iAM Smart” as the tool for direct login for Service Providers
2.7	Jul 2023	Department of Health	Addition of functions related to spouse declaration and voucher claim

# **1 Introduction**

## **1.1 Purpose**

This document is prepared for the Service Provider and the delegated Data Entry Account to use the online eHealth System (Subsidies). The instructions and procedure to access the functions provided by eHealth System (Subsidies) for Service Providers are described here.

This document covered the functions related to claim transaction, eHealth (Subsidies) account creation, reimbursement, login and logout, inbox, service provider profile management and data entry account management.

## **1.2 System Overview**

eHealth System (Subsidies) provides platform for the enrolled health care service providers to assist eligible persons to claim subsidy online. The System was first developed to support the Health Care Voucher Scheme (HCVS). Starting from 19 October 2009, three new schemes are introduced into eHealth System (Subsidies) for claiming vaccination subsidies for eligible patients. The three new schemes are, Childhood Influenza Vaccination Subsidy Scheme (CIVSS), Elderly Vaccination Subsidy Scheme (EVSS) and Residential Care Home Vaccination Programme (RVP).

Besides Hong Kong Identity Card (HKIC) and Certificate of Exemption (EC), six identity document types are accepted for different schemes. They are, Hong Kong Birth Certificate (Established) (HKBC), Hong Kong Re-entry Permit (REPMT), Document of Identity (Doc/I), Permit to Remain in HKSAR (ID235B), Non-Hong Kong Travel Document (VISA) and Certificate issued by the Births and Deaths Registry for adopted children (ADOPC).

## 2 Definitions

Validated eHealth (Subsidies) account	A registered and validated account in the eHealth System (Subsidies).
Temporary eHealth (Subsidies) account	Account registered in eHealth System (Subsidies) but has not been validated with Immigration Department.

### 3 Login

The system is available in Chinese and English version and some of the functions are available in text-only version. You can switch among the versions by pressing the “[繁體](#)”, “English” and “Text only version” on the top right hand side.

Service Providers can login the system with their username, password and the token’s passcode or by using iAM Smart while the delegated data entry accounts can login the system with their username, password and the service provider ID or username

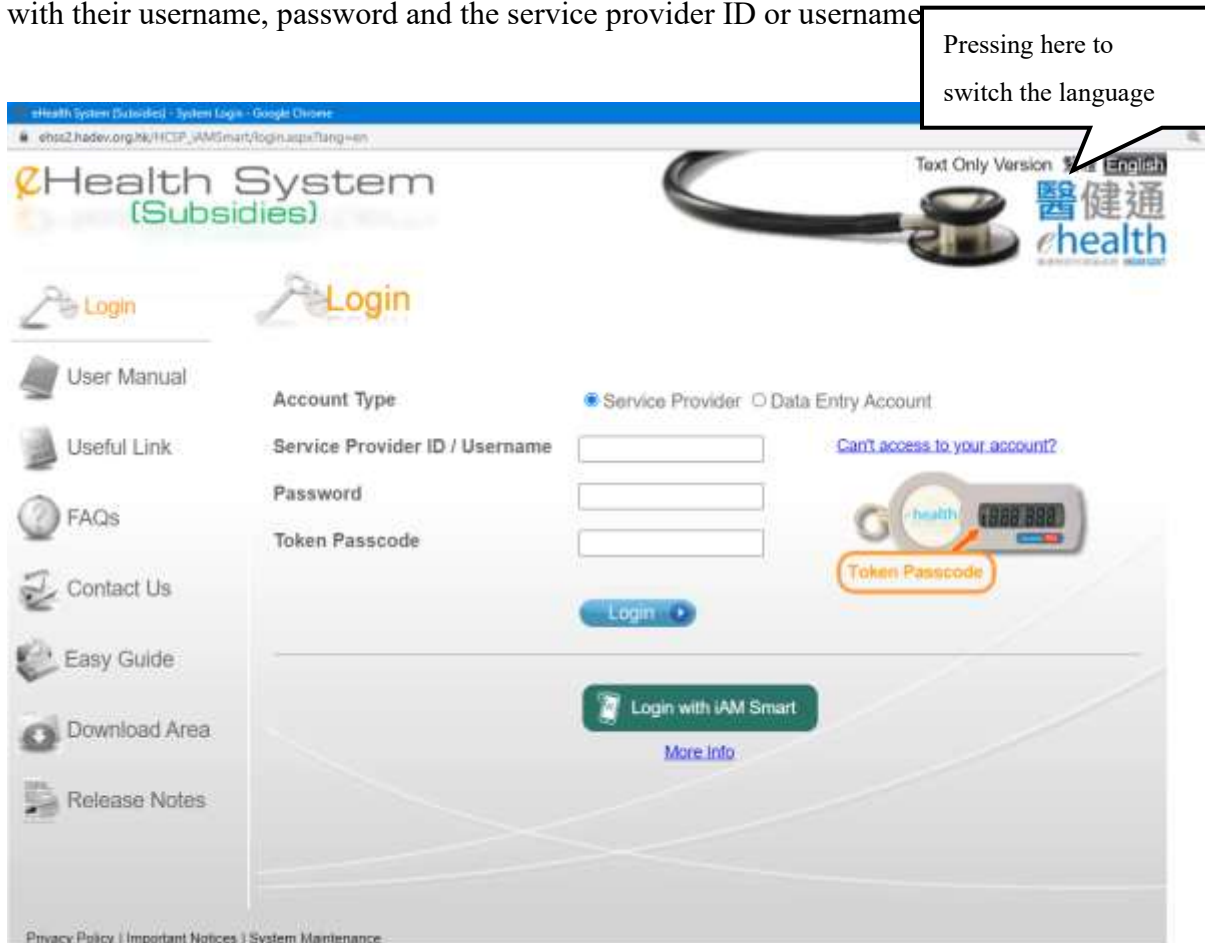


Fig. 3-1 Login Page

#### 3.1 Service provider Login

Service Providers can access the System using the service provider ID or username created in the account activation process, own password and the passcode of the token, or login with “iAM Smart”.



### 3.1.1 Login with password and token passcode

- In the login page, select 'Service Provider' from the Account Type. (Fig 3.1.1-1)
- Input login ID, password and the token's passcode in the login screen.
- Click "Login" button to login.
- The home page is displayed after successful login. (Fig. 3.1.1-2)



Fig. 3.1.1-1 Login Page

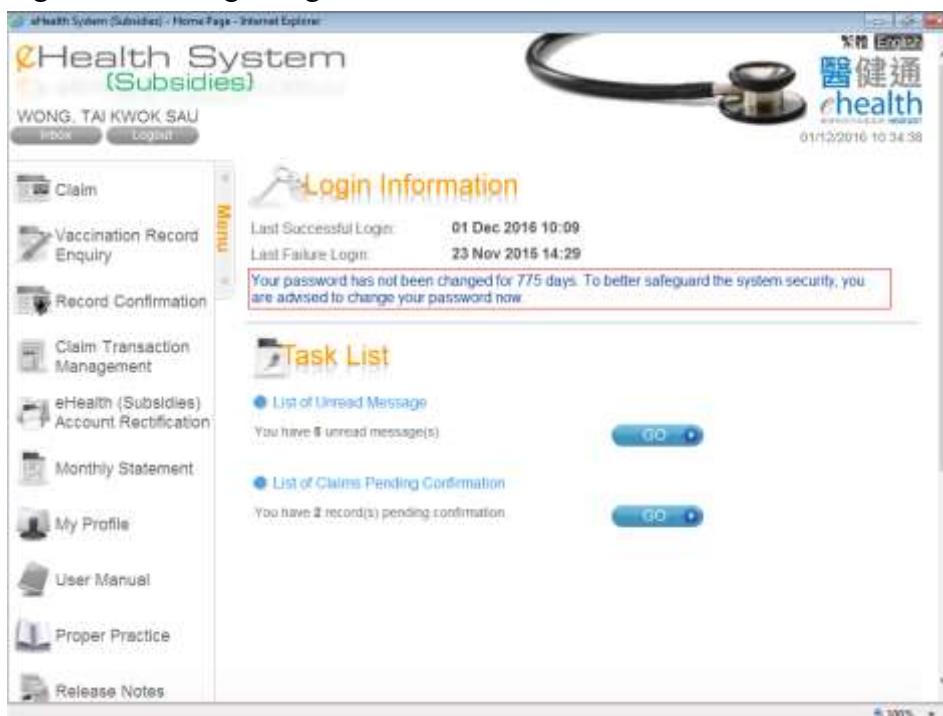


Fig 3.1.1-2 Home Page

## Remarks:

- i. You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, please refer to section 6.1 ‘Service Provider – Forgot Password/ Account Locked’ for details.
- ii. A warning message will be displayed at your home page if you haven’t changed your password for over 60 days.
- iii. You will be logged out automatically after idling for 20 minutes.

### 3.1.2 Login with “iAM Smart”

- a. Login “iAM Smart” with a mobile phone already installed the app.
- b. In the login page of eHS(S), select ‘Service Provider’ and click ‘Login with iAM Smart’. Then follow the instructions from “iAM Smart” and eHS(S). (Fig 3.1.2-1)
- c. The home page is displayed after successful login. (Fig. 3.1.1-2)

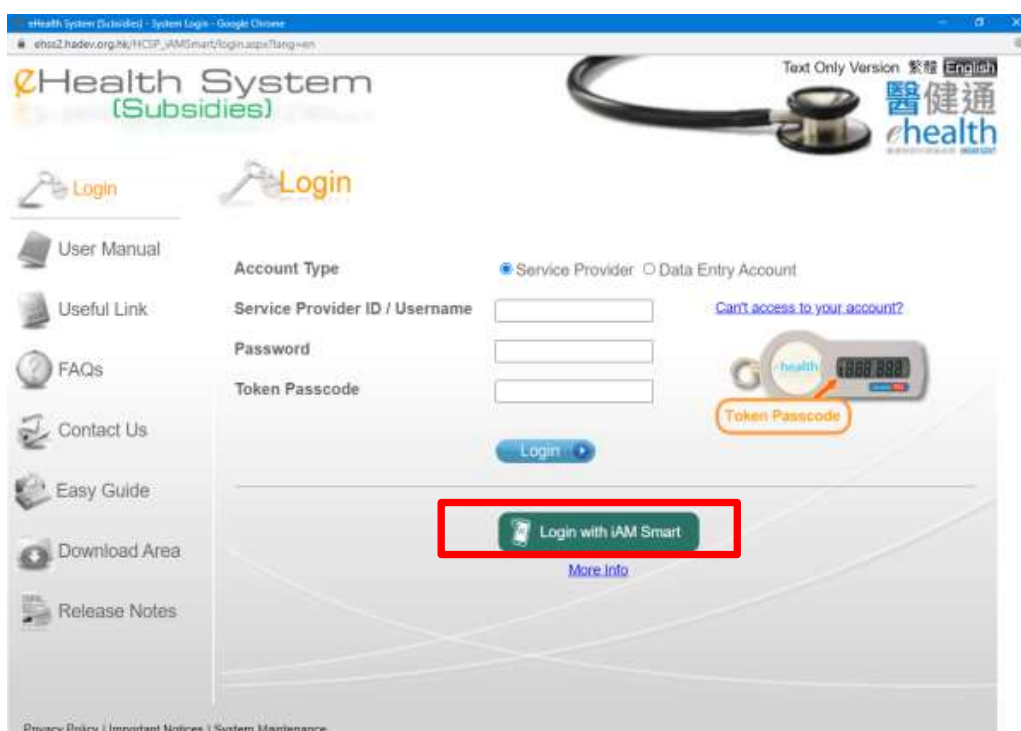


Fig. 3.1.2-1 Login Page

## 3.2 Data Entry Account Login

Service Providers can create Data Entry account to assist them in the daily operation. The Data entry account can login the system using the username, password and the corresponding service provider ID or username.

- a. In the login page, select 'Data Entry Account' from the Account Type. (Fig 3.2-1)
- b. Input username, password and the service provider ID/username in the login screen.
- c. Click "Login" button to login.
- d. After login is successful, the home page is displayed. (Fig 3.2-2)

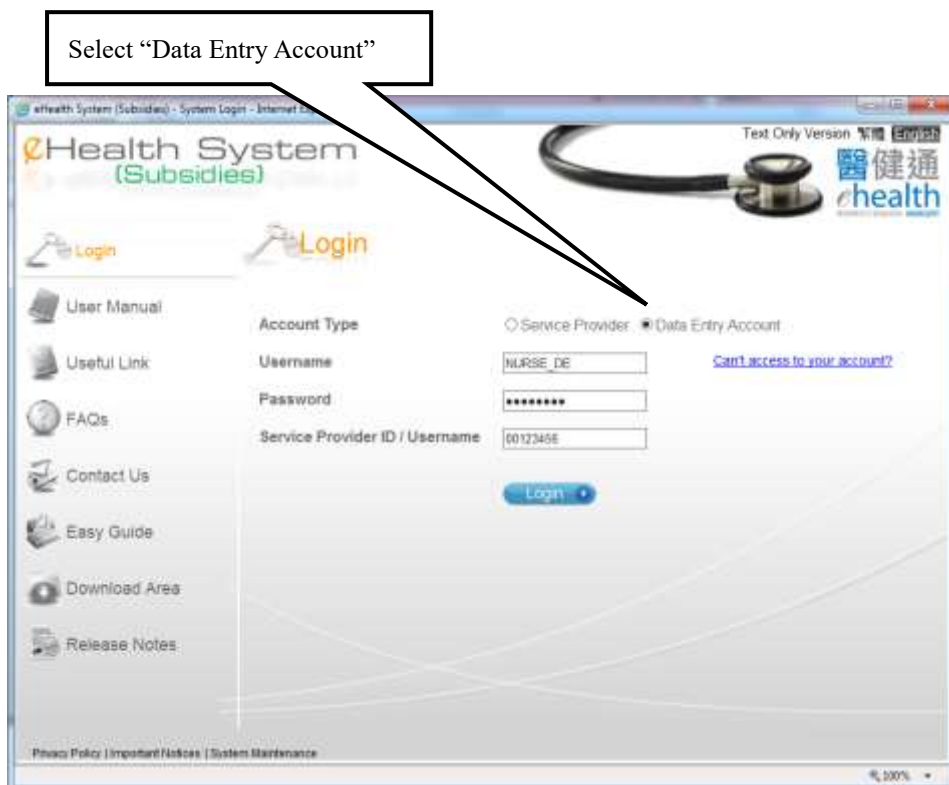


Fig 3.2-1 Login

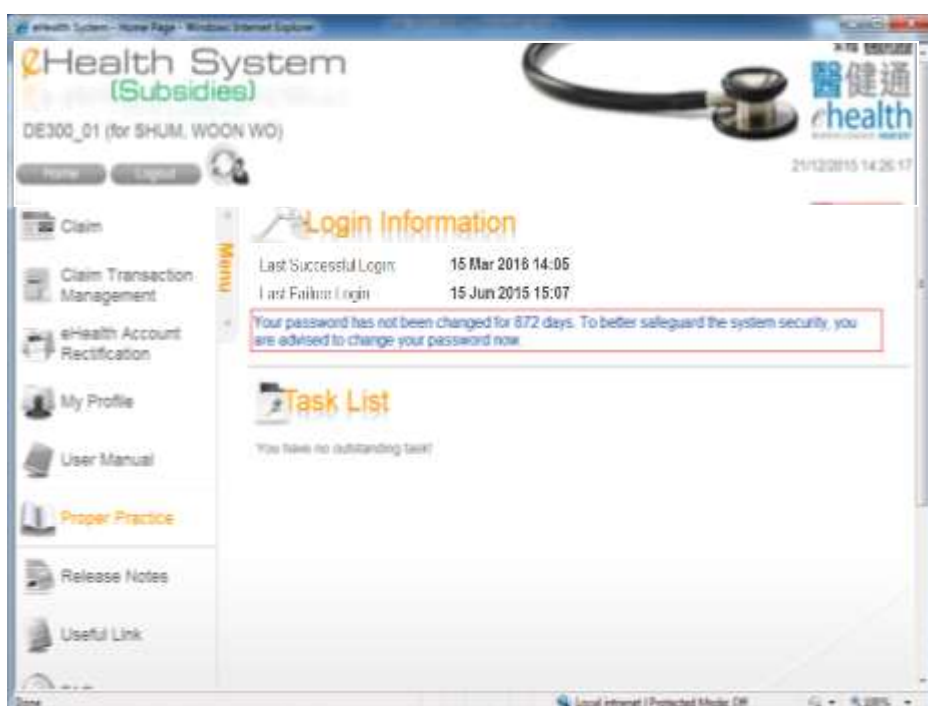


Fig 3.2-2 Home Page

In the first successful login, the data entry account will be asked to change the password before going to the home page (Fig. 3.2-3).

- a. Enter the current password in the field ‘Old Password’
- b. Enter the new password for fields ‘New password’ and ‘Confirm password’
- c. Click the “Accept” and press the “Confirm” button to confirm.
- d. The password will be changed and the Home page will be displayed afterwards.



Fig 3.2-3 Data entry account to change password for 1<sup>st</sup> login

**Remarks:**

- i. You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, you should contact your Service Provider.
- ii. A warning message will be displayed at your home page if you haven’t changed your password for over 60 days.
- iii. You will be logged out automatically after idling for 20 minutes.

## 4 Home Page

After successful login, the Home page will be displayed. The service provider Home page will have the Task List showing the outstanding tasks to be completed. (Fig. 4-1). What’s new will be displayed if there is new information to be announced.

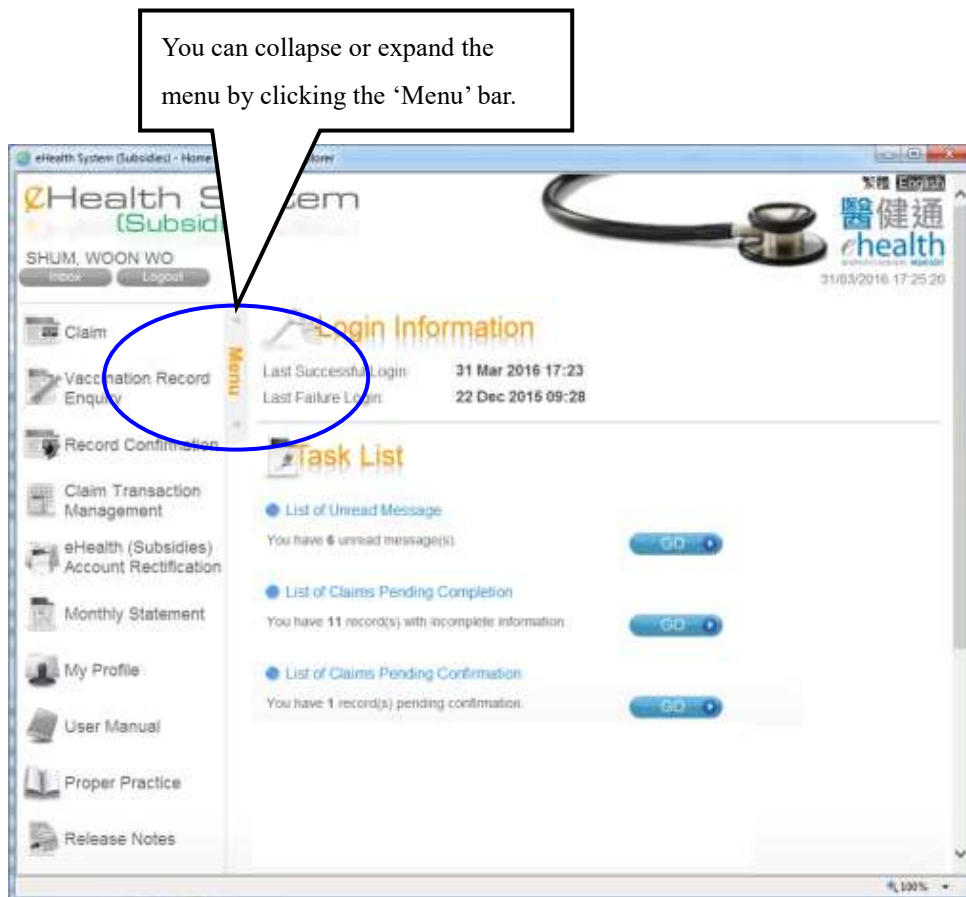


Fig. 4-1 Home page for Service Provider



Fig. 4-2 Home page with collapsed menu.

### **Inbox button**

- Pressing this button will go to the Inbox function. “Inbox” is only available for service provider and not for data entry account.

### **Logout button**

- Pressing this button will logout from the system.

**Menu**

- User can access function by pressing the menu item on the left hand side. You can also collapse or expand the menu by clicking the 'Menu'. (Fig. 4-1, 4-2)

**Login Information**

- To show the last successful login and last failure login time for user reference.

**What's New**

- What's new will be displayed if there is new information to be announced to users.

## 5 My Profile

In the function of “My profile”, the service provider can view of his own information, change the web username, web password, IVRS password, printing option, default web interface language and maintain the data entry account. While for data entry account, only change password and printing option are allowed in this function.

You can access the “My profile” from the menu on the left hand side.

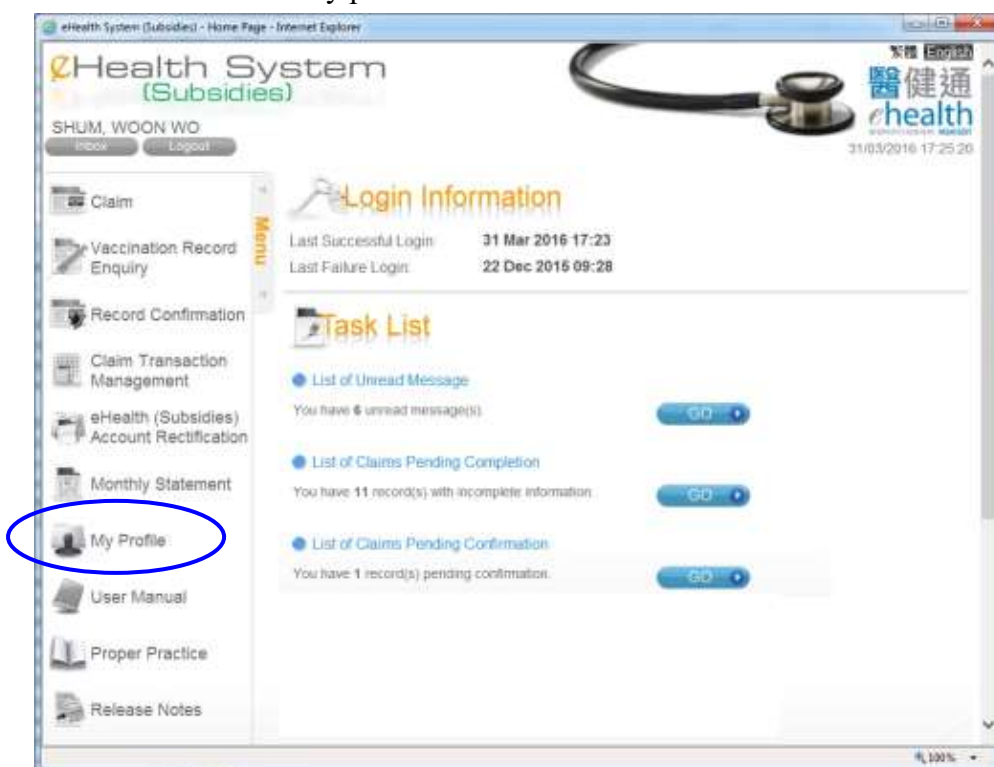



Fig. 5-1 The menu

### 5.1 Service Provider

#### 5.1.1 View personal, medical organization, practice and bank information

Click the tab page of “Personal particulars”, “Medical Organization Information”, “Practice Information” and “Bank Information” to view own information (Fig 5.1.1-1 to 5.1.1-5). The “Show Active Record only” in tab page of “Medical Organization Information”, “Practice Information” and “Bank Information” is defaulted to be clicked so that only those active medical organizations, practices and banks are shown. You can unclick it to view all records. Click the  a popup window will show the legend of scheme in “Practice Information”.

Press the “Personal particulars” to show the information.

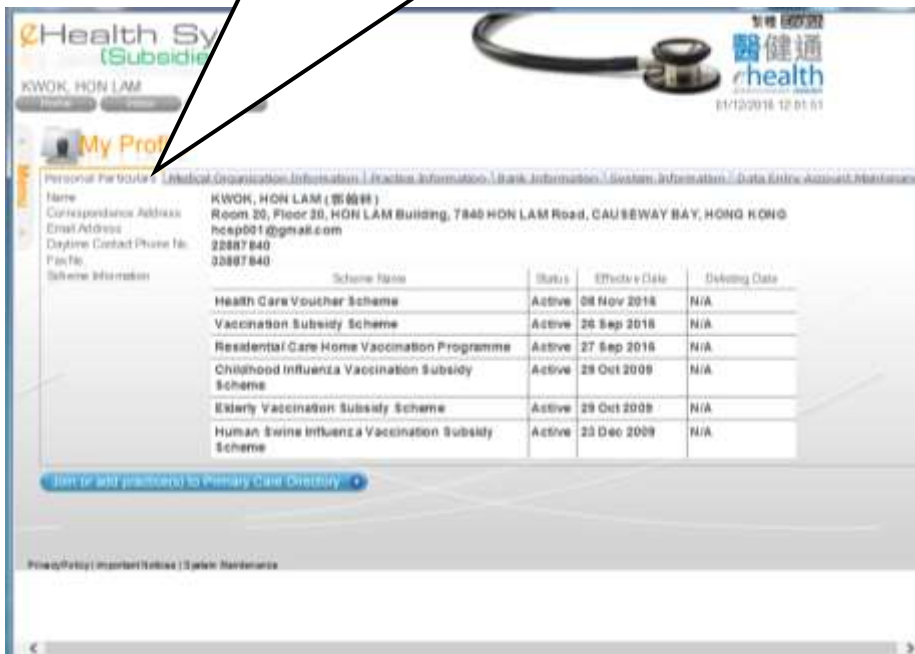


Fig. 5.1.1-1 Personal Particulars

You can show all records by unselect the “Show Active Record only”.



Fig. 5.1.1-2 Medical Organization



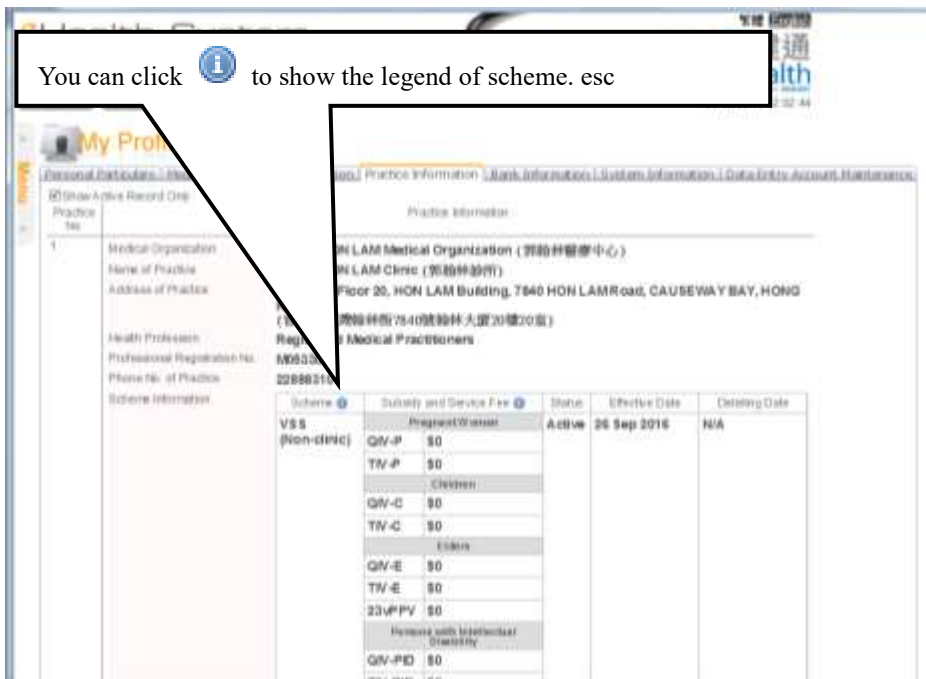


Fig 5.1.1-3 Practice Information

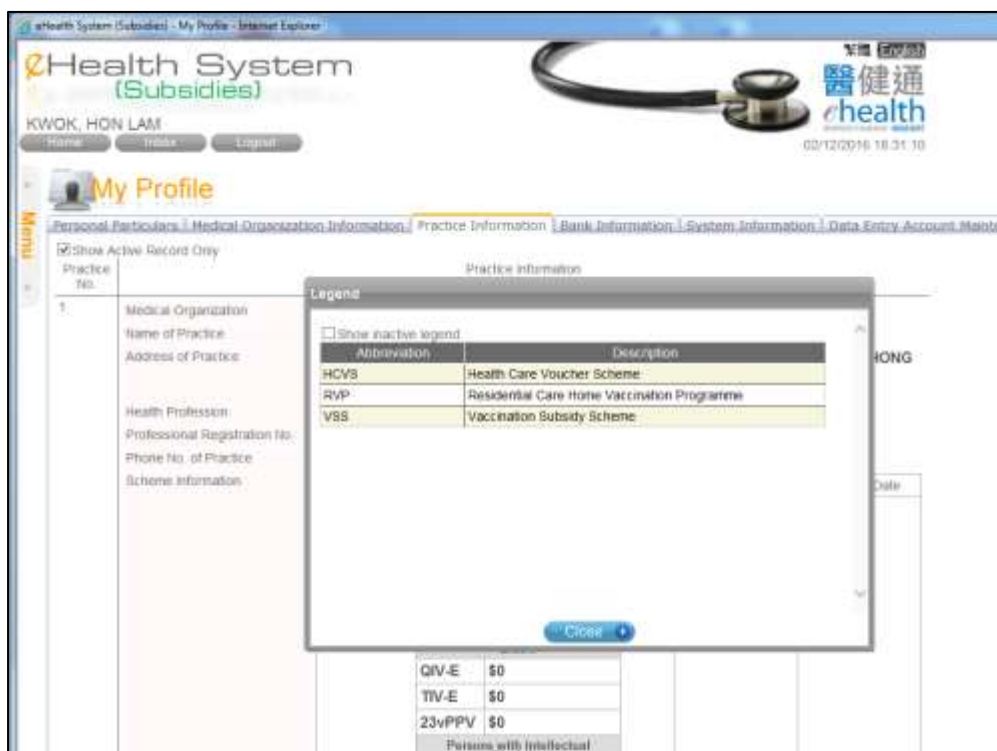


Fig. 5.1.1-4 Legend of the Scheme



Fig 5.1.1-5 Bank Information

## 5.1.2 Change System information

Click the tab page of “System Information” under “My Profile” (Fig 5.1.2-1). Click “Edit” button and you can change system information.

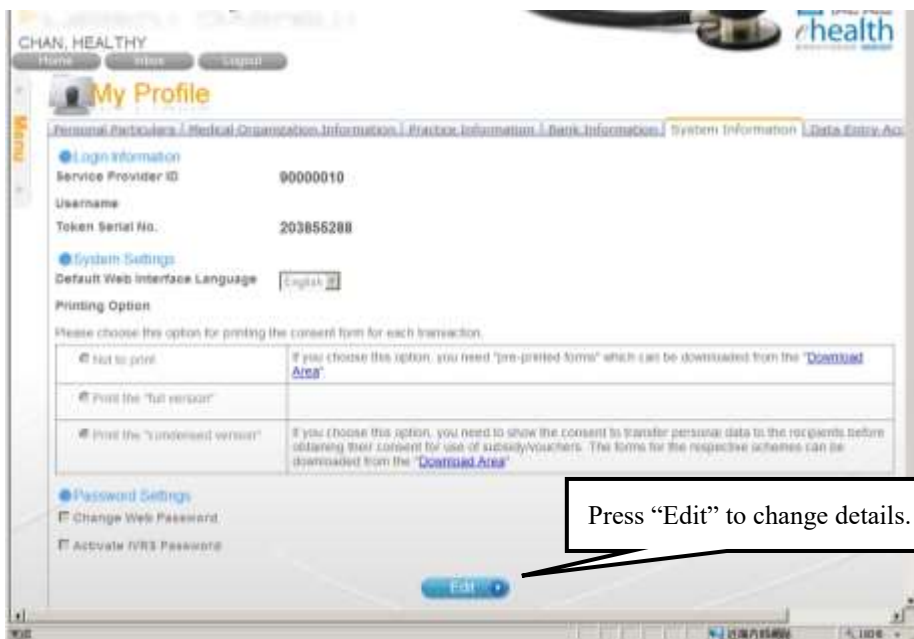


Fig 5.1.2-1 System Information

### 5.1.2.1 Change username

You can enter a new username and check whether the new username is free to use by pressing the ‘Check Availability’ button. If you are the current user of PPI-ePR/eHRSS, you can get your username from PPI-ePR/eHRSS by pressing “Get Username from PPI-ePR/eHRSS’ button. Please note that the username cannot be 8 numeric digits. You can press “Save” to save the change or “Cancel” to abort the change.

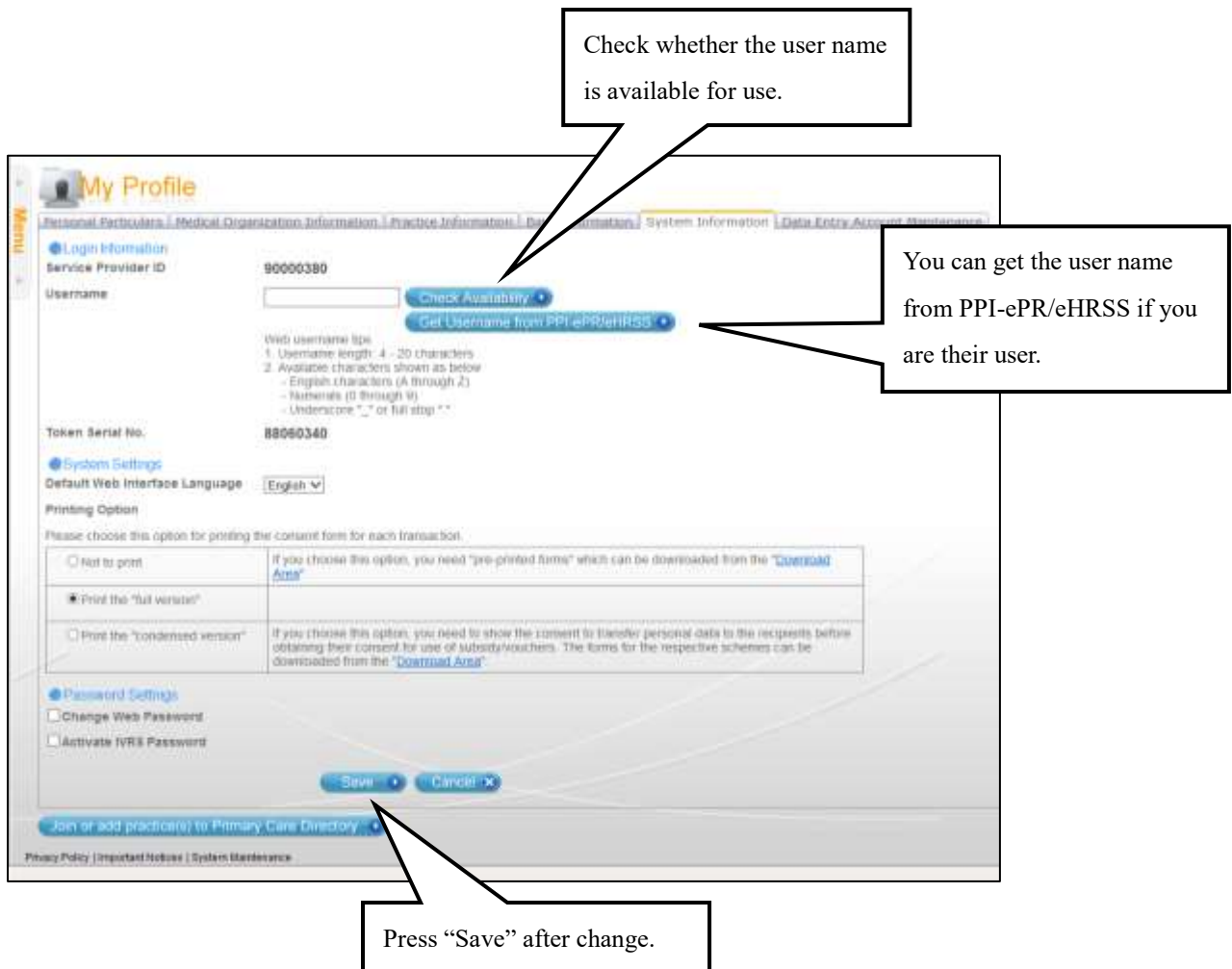


Fig 5.1.2.1-1 Change username

### 5.1.2.2 Change default language

You can select the default language to either Chinese or English. The selection will also be applied to the subject of the email to your email address or the message to your Inbox. You should press “Save” to save the change and the selection will be effective in your next login.



The screenshot displays a user settings interface. Under the 'System Settings' tab, the 'Default Web Interface Language' is currently set to 'English'. A callout box points to this dropdown menu with the instruction 'Select the default language.' Below this, there is a 'Printing Option' section with three radio button choices: 'Not to print' (selected), 'Print the "full version"', and 'Print the "condensed version"'. At the bottom of the settings area, there are 'Save' and 'Cancel' buttons. A second callout box points to the 'Save' button with the instruction 'Press "Save" after change.'

Fig. 5.1.2.2-1 Change default language

### 5.1.2.3 Change printing option

You can select personalized printing option for printing the consent form when claiming transaction. .

There are 3 options for you to select:

➤ Not to print

If you choose this option, you select to use “pre-printed forms” instead of using system generated consent forms.

The pre-printed forms can be downloaded from the “Download Area”.

➤ Print the “full version”:

If you choose this option, you select to use system generated forms of full version of consent forms.

➤ Print the “condensed version”

If you choose this option, you select to use system generated forms of condensed version of consent forms.

You need to first print out the consent to transfer personal data form which you can download from the “Download Area”. The consent forms for various schemes are different. This printed copy can be shown repeatedly to different subsidy recipients when requesting their consent.

Service Provider ID: 90000010

Username: DOCTORCHAN [Check Availability](#) [Get Username from PPI-ePR/eHRSS](#)

Web username tips  
 1. Username length: 4 - 20 characters  
 2. Available characters shown as below  
 - English characters (A through Z)  
 - Numerals (0 through 9)  
 - Underscore "\_" or full stop "."

Token Serial No.: 229642121

**System Settings**

Default Web Interface Language: English

Printing Option

Please choose this option for printing the consent form for each transaction.

<input type="radio"/> Not to print	If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the <a href="#">"Download Area"</a> .
<input checked="" type="radio"/> Print the "full version"	
<input type="radio"/> Print the "condensed version"	If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the <a href="#">"Download Area"</a> .

**Password Settings**

Change Web Password

Change IVRS Password

[Save](#) [Cancel](#)

Select the printing option.

Press "Save" after change.

Fig. 5.1.2.3-1 Change print option

### 5.1.2.4 Change web password

To change your web password, you should click the checkbox of “Change web password”. The old, new and confirm password will be displayed for input. You can enter the current password to the ‘Old password’ and enter new password to the “New Password” and “Confirm Password”. You should press “Save” to save the change.

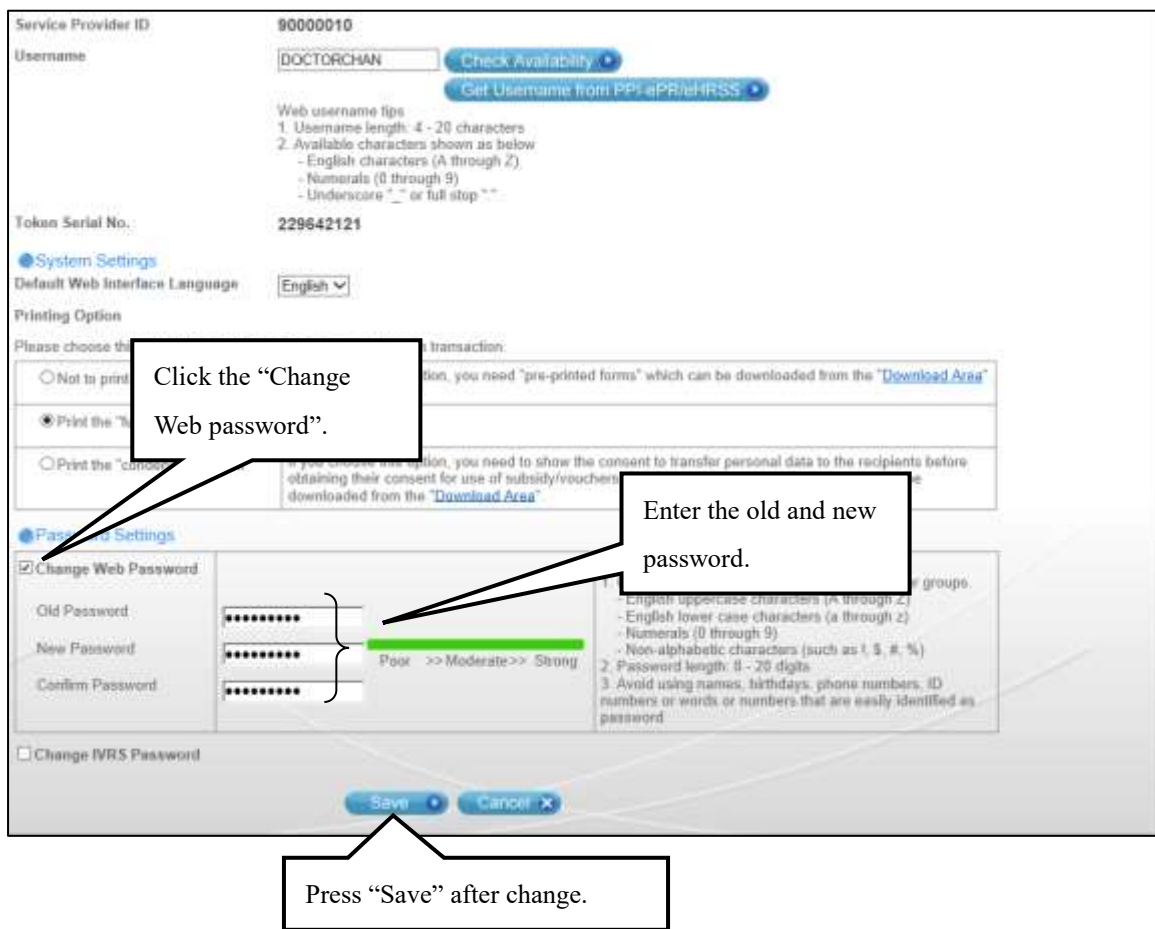


Fig. 5.1.2.4-1 Change web password

### 5.1.2.5 Activate IVRS account / change IVRS password

#### Activate IVRS account

IVRS account is available for HCVS. If you haven't activated your IVRS account, the "Activate IVRS password" checkbox will be shown. Click the checkbox and the new and confirm password will be displayed for input. You can enter the password in the "New Password" and "Confirm password" and press "Save" button to save the change; then your IVRS account will be activated. After pressing "Save" button, the "Activate IVRS password" checkbox will be changed to "Change IVRS password".

Service Provider ID: 90000010

Username: DOCTORCHAN [Check Availability](#) [Get Username from PPI-ePR/eHRSS](#)

Web username tips  
1. Username length: 4 - 20 characters  
2. Available characters shown as below  
- English characters (A through Z)  
- Numerals (0 through 9)  
- Underscore "\_" or full stop "."

Token Serial No.: 229642121

[System Settings](#)

Default Web Interface Language: 中文

Printing Option

Please choose this option for printing the consent form for each transaction.

<input type="radio"/> Not to print	If you choose this option, you need "pre-printed forms" which can be downloaded from the <a href="#">Download Area</a> .
<input checked="" type="radio"/> Print the "full version"	
<input type="radio"/> Print the "condensed version"	If you choose this option, you need to obtain their personal data to the recipients before the respective schemes can be downloaded from the <a href="#">Download Area</a> .

[Password Settings](#)

Change Web Password

Activate IVRS Password

New Password: [masked]

Confirm Password: [masked]

1. Password must only consists of numerals (0 through 9)  
2. Password length: 6 digits  
3. Avoid using birthdays, phone numbers, ID numbers or numbers that are easily identified as password

[Save](#) [Cancel](#)

Click "Activate IVRS password". Enter the new password.

Press "Save" after change.

Fig. 5.1.2.5-1 Activate IVRS account



## Change IVRS password

If you have activated your IVRS account, you can click the “Change IVRS password” checkbox to change your IVRS password. After clicking the “Change IVRS password” checkbox, the old, new and confirm password are displayed for input. You can enter the current password to the ‘Old password’ and enter new password to the “New Password” and “Confirm Password”. Then you can press “Save” to save the change.

The screenshot displays the IVRS account settings interface. At the top, the Service Provider ID is 90000010 and the Username is DOCTORCHAN. Below this, there are buttons for 'Check Availability' and 'Get Username from PPI-ePR/eHRS'. A 'Web username tips' section lists requirements: 1. Username length: 4 - 20 characters; 2. Available characters shown as below: - English characters (A through Z); - Numerals (0 through 9); - Underscore '\_' or full stop '.'. The Token Serial No. is 229642121. Under 'System Settings', the Default Web Interface Language is set to English. The 'Printing Option' section has three radio buttons: 'Not to print', 'Print the "full version"', and 'Print the "condensed version"'. The 'Print the "full version"' option is selected. Below this is the 'Password Settings' section, which includes two checkboxes: 'Change Web Password' (unchecked) and 'Change IVRS Password' (checked). The 'Change IVRS Password' section contains three password input fields: 'Old Password', 'New Password', and 'Confirm Password', all of which are currently masked with dots. A blue oval highlights these three fields. To the right of these fields are 'IVRS password tips': 1. Password must only consists of numerals (0 through 9); 2. Password length: 6 digits; 3. Avoid using birthdays, phone numbers, ID numbers or numbers that are easily identified as password. At the bottom of the form are 'Save' and 'Cancel' buttons. A callout box points to the 'Save' button with the text 'Press "Save" after change.' Another callout box points to the 'Change IVRS Password' checkbox with the text 'Click "Change IVRS password". Enter the old and new password.'

Fig. 5.1.2.5-2 Change IVRS password

### 5.1.2.6 Delinking from “iAM Smart”

Service Providers who have already enabled the use of “iAM Smart” can delink their account from “iAM Smart” by clicking “Disabled” button of “Linked with “iAM Smart”” under “System Information”, then click “Confirm” to complete the delinking process.

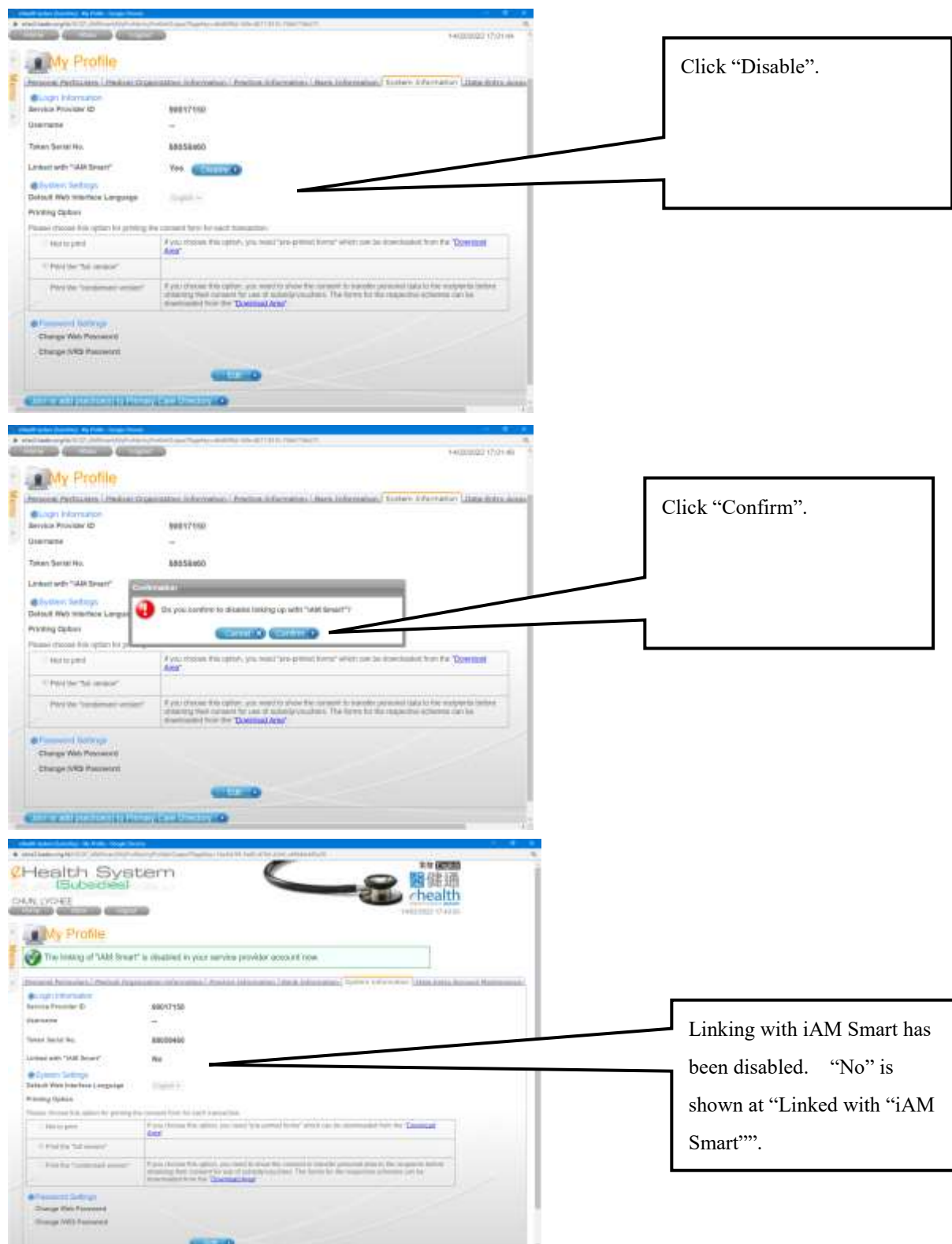


Fig. 5.1.2.6 Delinking from “iAM Smart”

### 5.1.3 Maintain Data Entry Account

Service Providers can delegate data entry accounts to assist them in daily operation. To maintain the data entry account, Service Provider should click the tab page of “Data Entry Account Maintenance” under “My profile”.

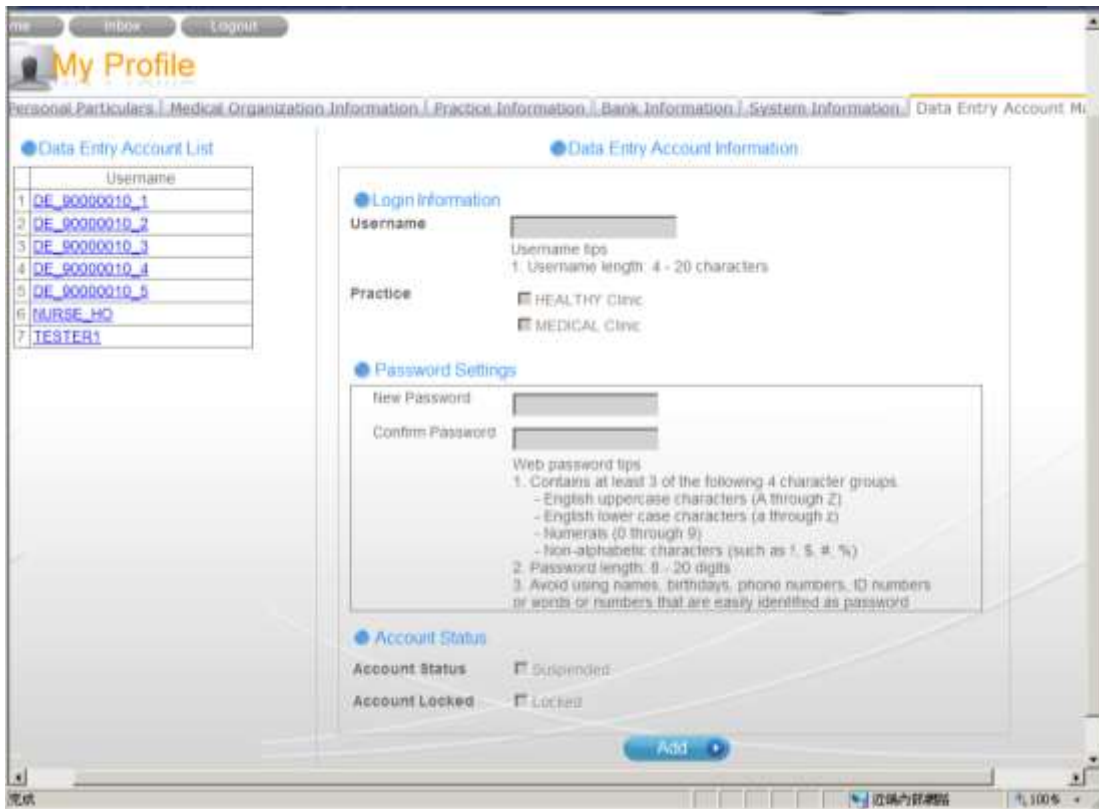


Fig. 5.1.3-1 Data Entry Account Maintenance

### 5.1.3.1 Create Data Entry Account

- a. Press “Add” button in tab page “Data Entry Account Maintenance” under “My Profile”.
- b. Enter the data entry account username, select the available practices and enter the initial password. The username should be unique under the Service Provider. You should follow the password tips to input the password.
- c. Press “Save” to create the data entry account. Then the username of the new data entry account will be shown in the “Data Entry Account List” on the left hand side.

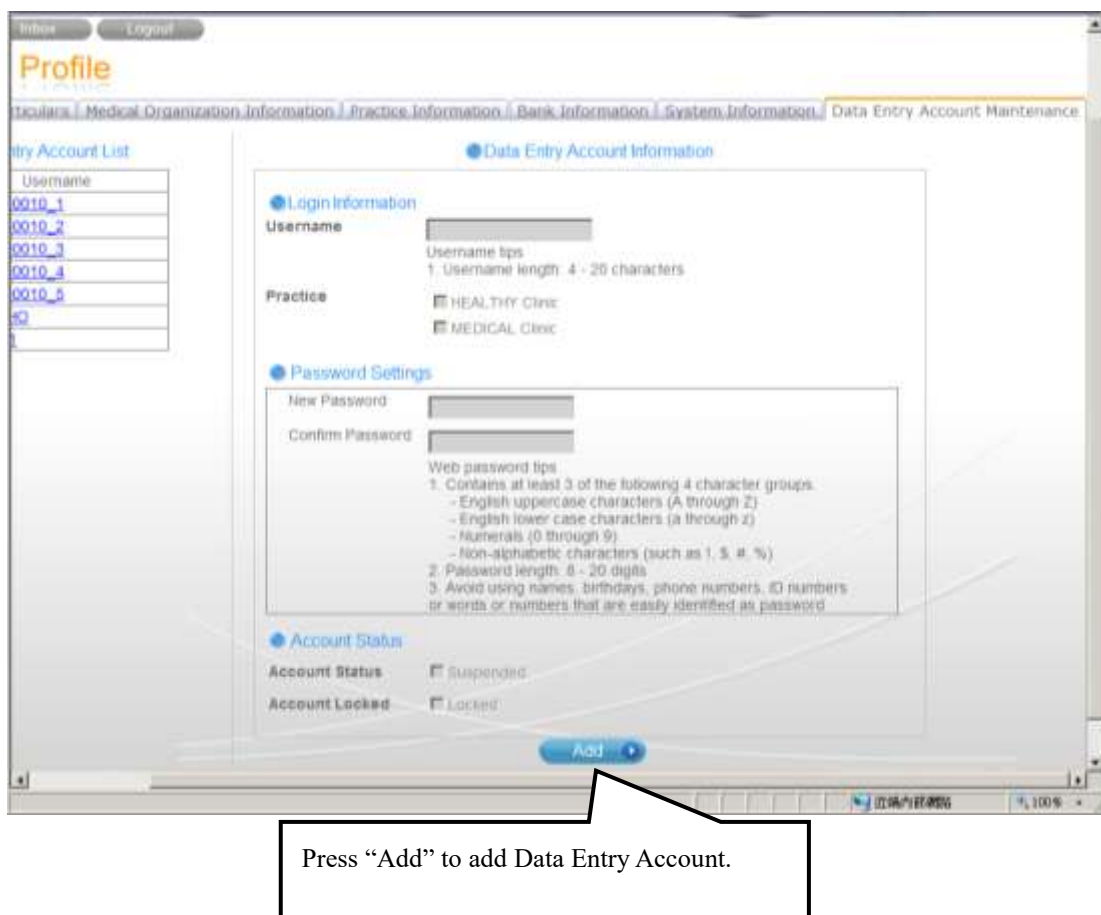


Fig 5.1.3.1-1 Create Data Entry Account

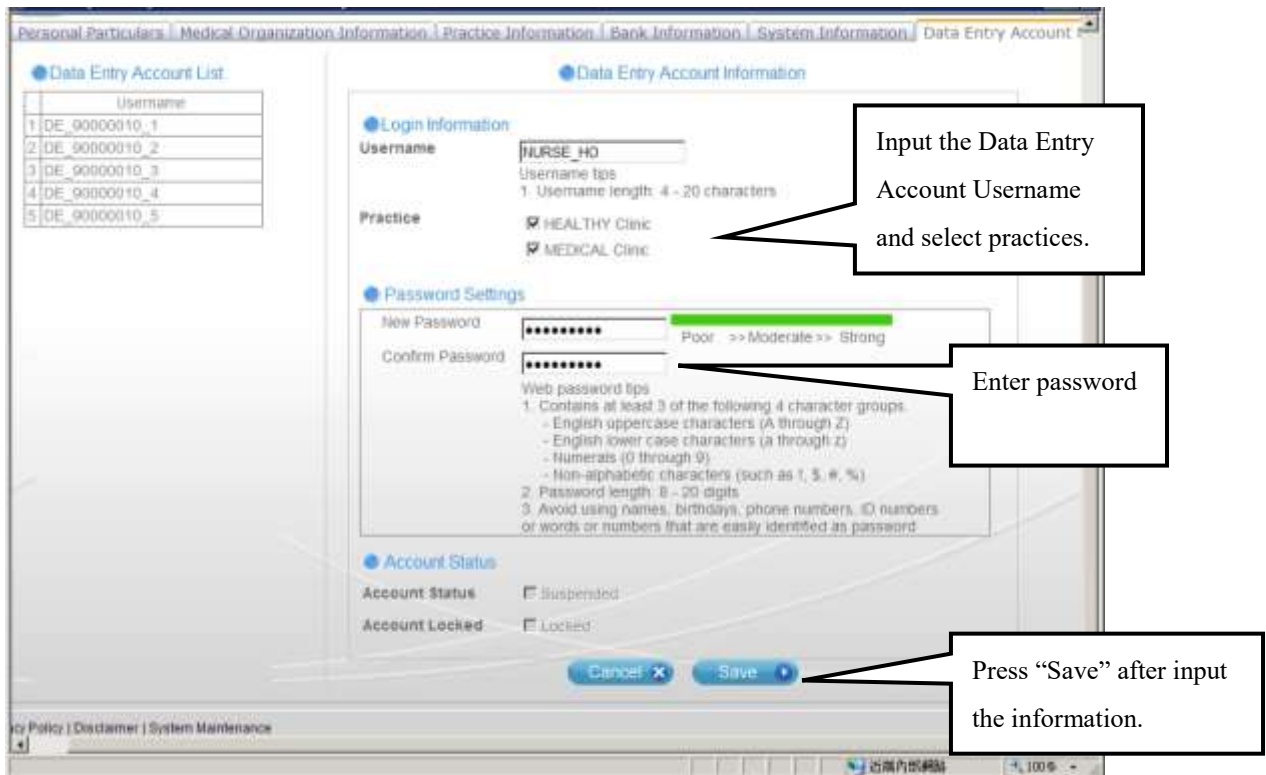


Fig. 5.1.3.1-2 Input and Save Data Entry Account

### 5.1.3.2 Edit Data Entry Account

You should first select a data entry account to edit.

- a. Click the tab page “Data Entry Account Maintenance” under “My Profile”.
- b. Select the data entry account from the “Data Entry Account List” on the left hand side. The corresponding data entry account details will be shown under the “Data Entry Account Information”.
- c. Press “Edit” button. You can then change practice, reset password, suspend and reactive a data entry account. After all changes are done, press “Save” button to make the change effective.



Fig. 5.1.3.2-1 Edit Data Entry Account

### 5.1.3.2.1 Change practice for data entry account

You can change the practice for the data entry account by clicking the corresponding checkbox of the practice. Then press “Save” button to make effective the change.

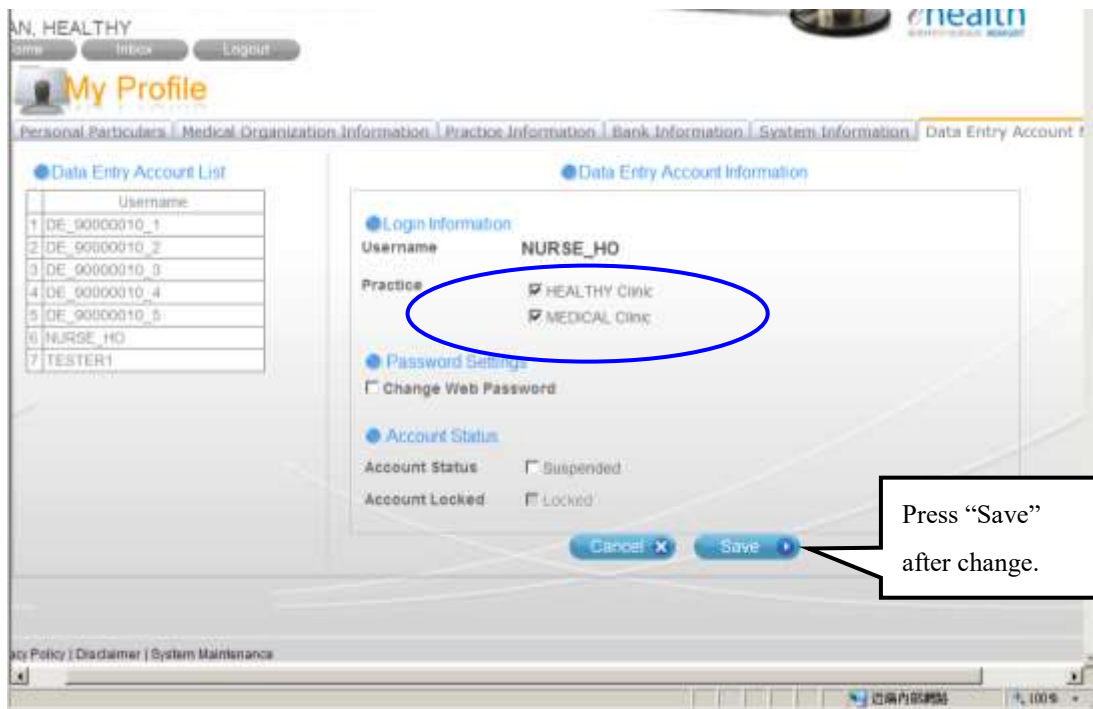


Fig. 5.1.3.2.1-1 Change practice for data entry account

### 5.1.3.2.2 Change/Reset password for data entry account

To change the password, you should click the “Change web password” checkbox. The new and confirm password will be displayed for input.

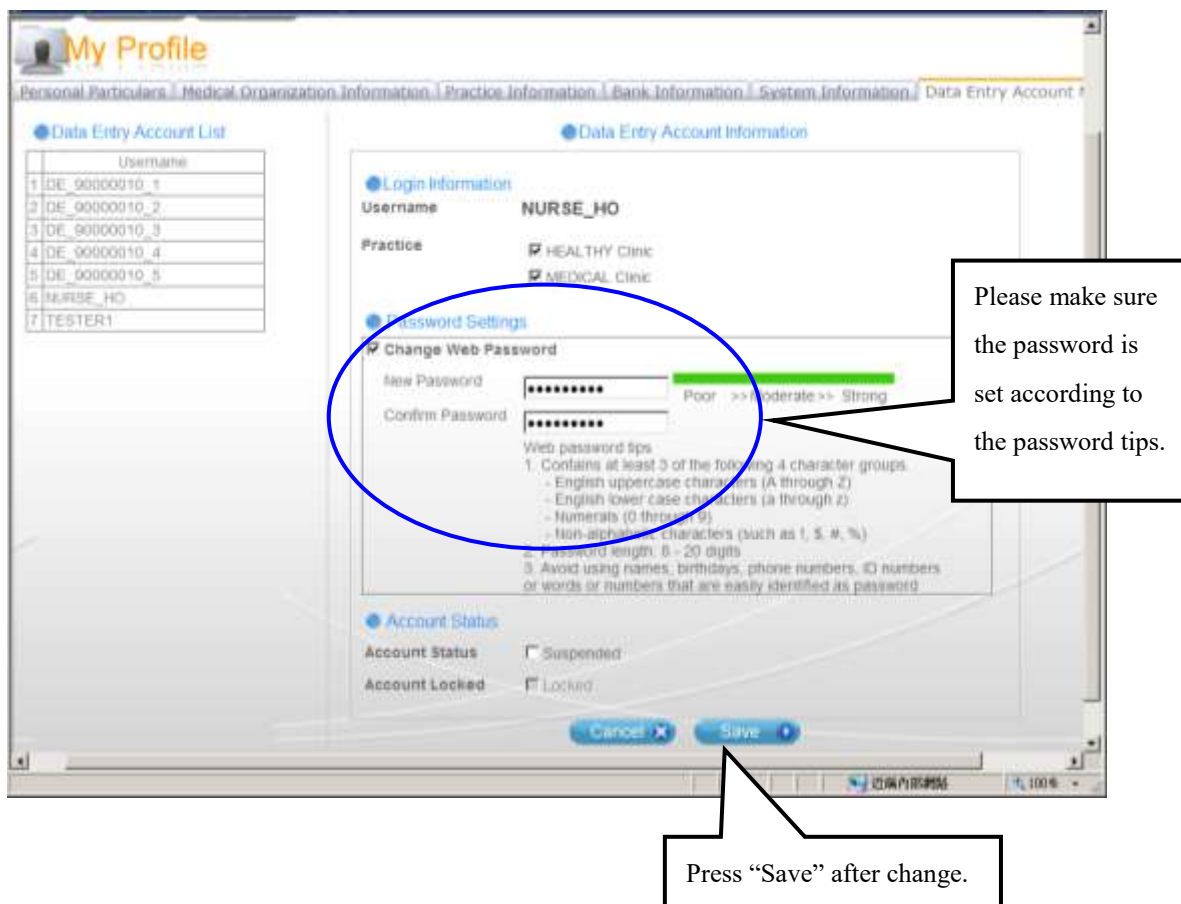


Fig. 5.1.3.2.2-1 Reset password for data entry account



### 5.1.3.2.3 Suspend and reactive data entry account

Click “Suspended” for the Account Status will suspend the data entry account. Unclick “Suspended” will reactive the account.

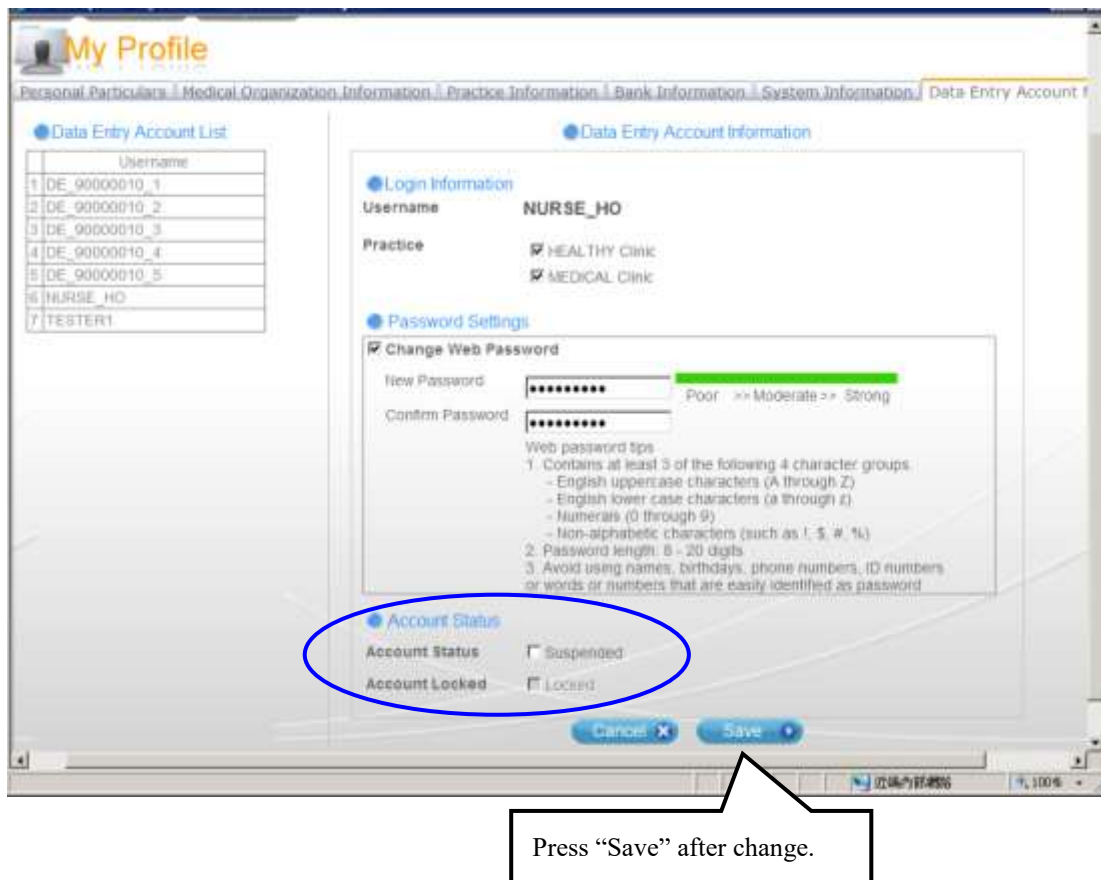


Fig. 5.1.3.2.3-1 Suspend and reactive data entry account

#### 5.1.3.2.4 Unlock data entry account

If the data entry account has attempted 5 consecutive invalid login, the account is locked and cannot login again. Service provider can unlock the account by un-clicking the “Locked” from the Account Locked field.



Fig. 5.1.3.2.4-1 Unlock Data Entry Account

## 5.2 Data Entry Account

Data entry account can change printing option and change password under “My profile”.



Press 'Edit' to start edit.

Fig. 5.2-1 My profile

## 5.2.1 Change printing option

Press 'Edit' button to start changing. You can select option for printing the consent form. Then press 'Save' button to save the change. Please refer to the previous section of 'Change printing option' under Service provider (Section 5.1.2.3) for details.



Fig. 5.2.1-1 Change printing option

Press 'Save' button to confirm.

## 5.2.2 Change Password

Click the “Edit” button. Then click the checkbox of “Change Web Password”. The old password, new password and confirm password fields are shown. Input the current password to the ‘Old password’ and enter the new password to the “New Password” and “Confirm Password”. Please make sure the new password follow the rules in web password tips. Press “Save” button to confirm the change. You can use the new password in next login.

The screenshot shows the 'NURSE\_HO (for CHAN, HEALTHY)' user interface. Under 'System Settings', the 'Password Settings' section is active, with the 'Change Web Password' checkbox checked. The form contains three password input fields: 'Old Password', 'New Password', and 'Confirm Password'. A password strength indicator below the 'New Password' field shows 'Poor' with a green bar. To the right, 'Web password tips' are listed:

- 1. Contains at least 3 of the following 4 character groups:
  - English uppercase characters (A through Z)
  - English lower case characters (a through z)
  - Numerals (0 through 9)
  - Non-alphabetic characters (such as !, \$, #, %)
- 2. Password length: 6 - 20 digits
- 3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password

At the bottom of the form are 'Cancel' and 'Save' buttons. A callout box points to the password fields with the text: 'Enter the old and new password and press “Save”.' Another callout box points to the password tips with the text: 'Please make sure the password is set according to the password tips.'

Fig. 5.2.2-1 Change password

## 6 Recover Login

### 6.1 Service Provider – Forgot Password/ Account Locked

If Service Provider has forgotten the web/IVRS password or the account has been locked, you can recover your login by “Can’t access to your account” function.

- i. In the login page, select “Service Provider” from Account Type. (Fig. 6.1-1)
- ii. Press the “Can’t access to your account” link. The “Recover Login” page is displayed. (Fig 6.1-2)
- iii. Enter the Service Provider ID, registered email address (the Service Provider’s email address as recorded in the eHealth System (Subsidies)) and the token passcode. Then press “Next”.
- iv. The system will check whether your information is correct. If so, a verification code will be sent to your registered email address for password reset process. The verification code would be valid for 10 minutes and the last sending time is shown for reference. In case you cannot receive the email or the verification code is expired, you can click the “Resend” button to resend the verification code. (Fig. 6.1-3)
- v. Enter the verification code as shown in the email. If the account is locked, HKIC No. of the service provider is also required for further identification checking. Then press “Next”.
- vi. Enter the token passcode. Then press “Next”. (Fig. 6.1-4)
- vii. Enter your new web account password or/and IVRS account password. IVRS account is available for HCVS. If the IVRS account is not locked, changing IVRS password is optional. A checkbox will be shown for user to choose whether to change IVRS password or not (default uncheck). Contrarily, if IVRS account is locked, it is necessary to change the IVRS password. If you have not activated your IVRS password, the IVRS password fields are disabled. Then press “Next”. (Fig 6.1-5)
- viii. The new password is effective (Fig 6.1-6). You can now login the system with the changed password.

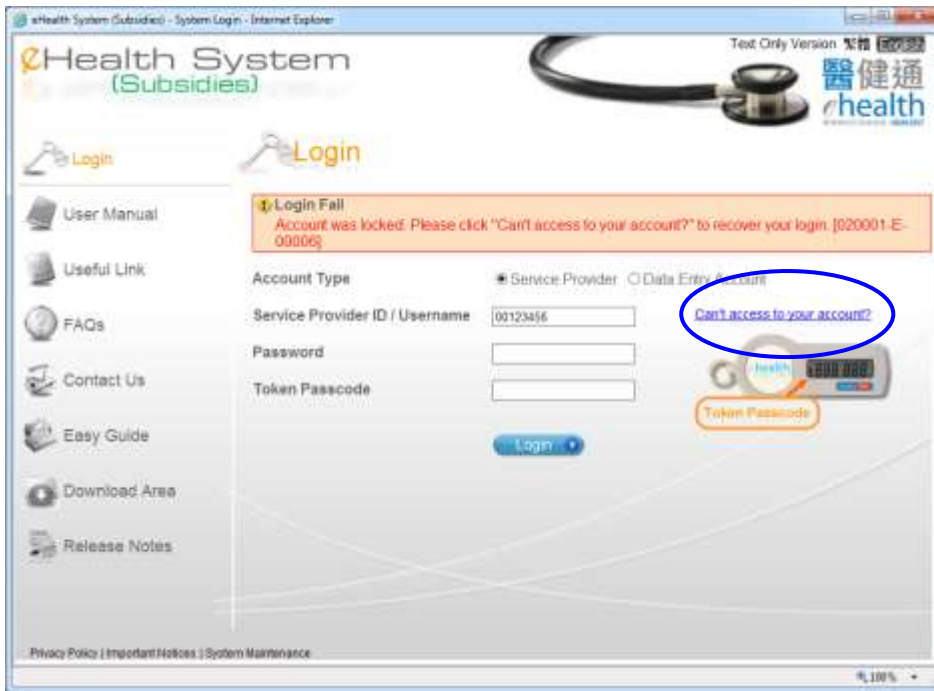


Fig. 6.1-1 Login Page



Fig. 6.1-2 Recover Login Page

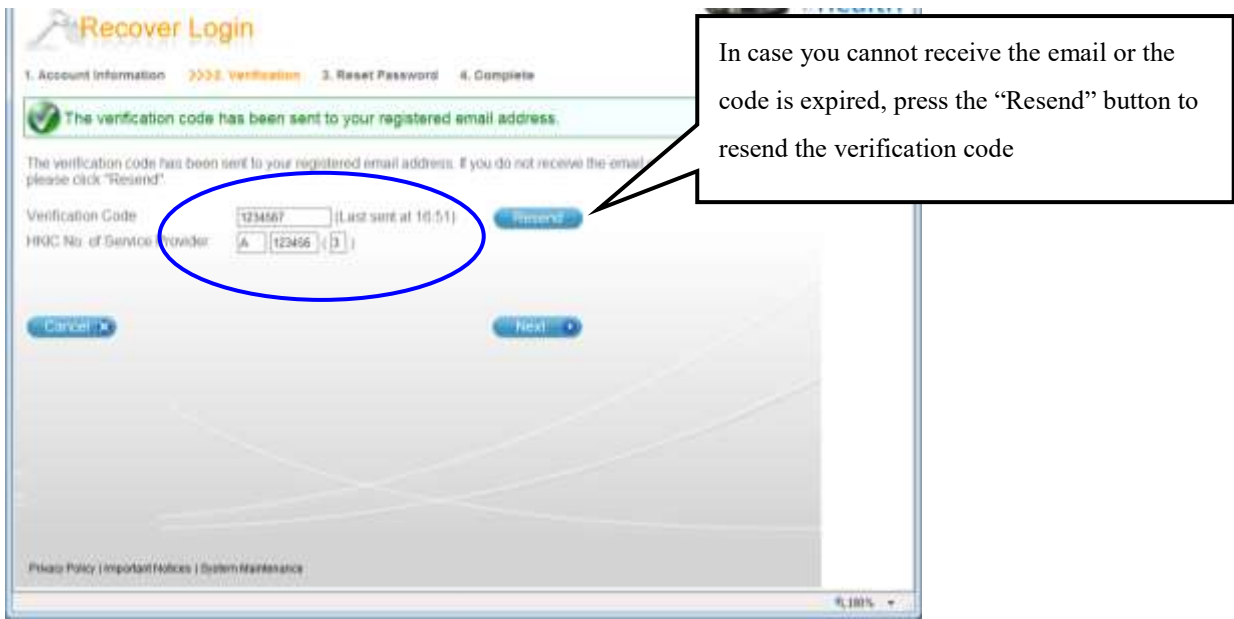


Fig. 6.1-3 Recover Login Page – identification checking



Fig. 6.1-4 Recover Login Page – enter token passcode



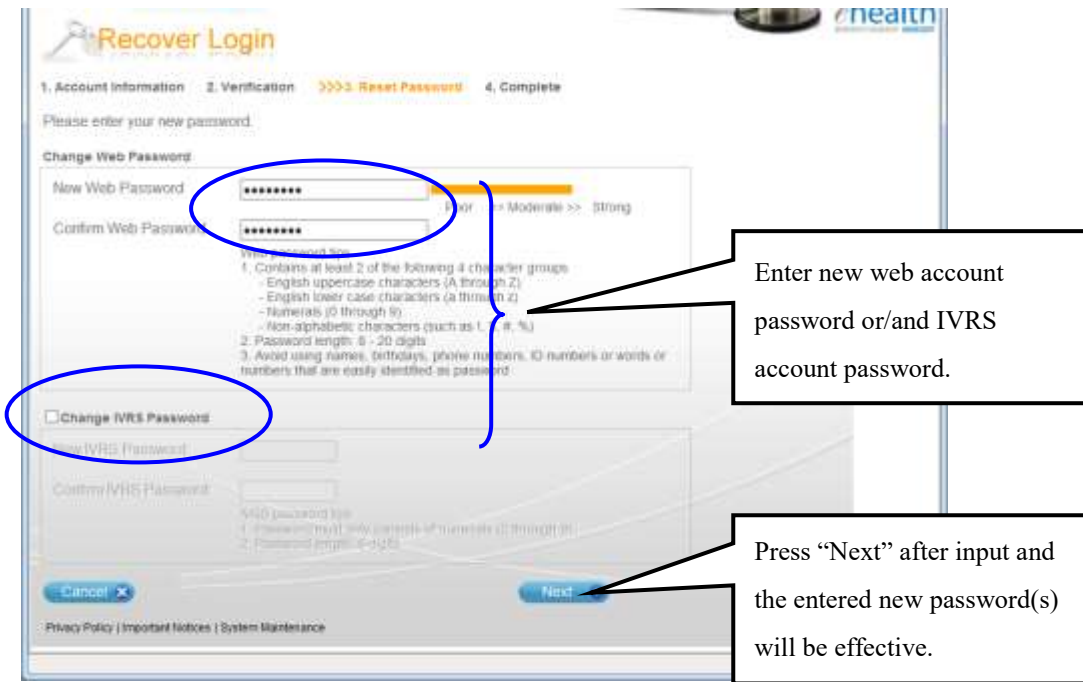


Fig. 6.1-5 Recover Login Page – enter new password

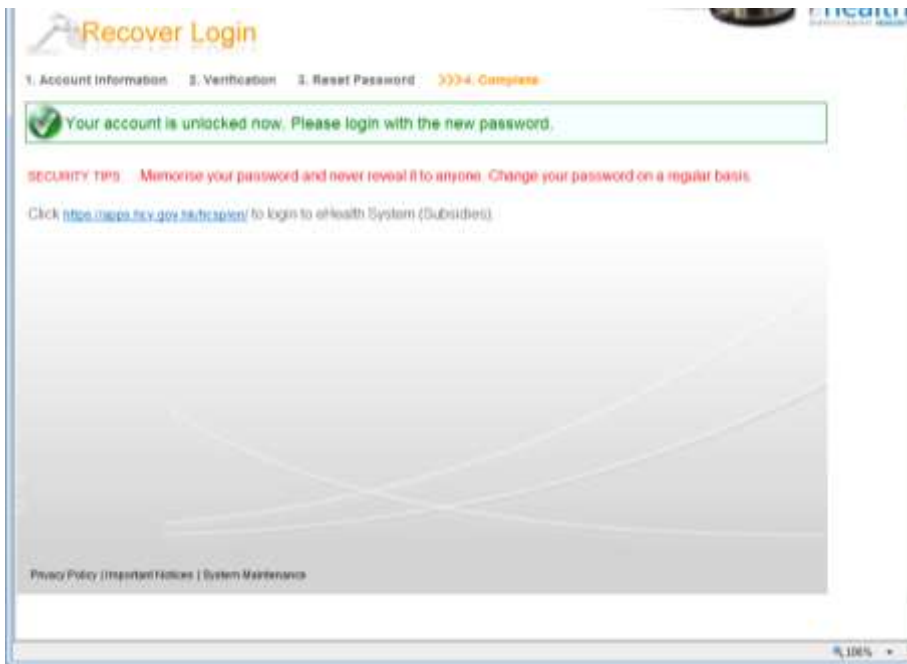


Fig. 6.1-6 Recover Login Page – completion of reset password/ unlock account

## 6.2 Data Entry Account

The Data Entry Account should contact the Service Provider to reset the password if he/she has forgotten the password.

Please refer to section 5.1.3.2.2 Change/Reset password for data entry account for details of re-setting the password.

## **7 Operation**

### **7.1 Overview**

The daily operation for eHealth System (Subsidies) is related to claiming transaction for eHealth (Subsidies) account and temporary eHealth (Subsidies) account, creation of temporary eHealth (Subsidies) account and viewing reimbursement result. To facilitate administrative work, service provider can delegate data input work, such as claim transaction and eHealth (Subsidies) account creation, to data entry account. However, the data or transactions managed by data entry account should be verified and confirmed by service provider.

The access right on functions for data entry account and service provider is shown in Appendix 2. The details operation such as claiming transaction, management of claim transactions, management of temporary eHealth (Subsidies) accounts and reimbursement are shown in the relevant parts in this section. The main flows for claiming transaction for temporary and validated eHealth (Subsidies) account are shown in Appendix 3; while the workflow for service provider and data entry account in claiming transaction are shown in Appendix 4. As the user of this system will touch on clients' personal information, Appendix 1 shows some good practice notes on security for reference.

### **7.2 Claim Transaction**

Service provider and data entry account can claim transaction for eligible patient via the 'Claim' function in the menu. For temporary eHealth (Subsidies) account created by data entry, they should be confirmed by service provider before validating with Immigration Department.

Eight identity documents are accepted, they are:



- i. Hong Kong Identity Card
- ii. Certificate of Exemption
- iii. Document of Identity
- iv. Hong Kong Birth Certificate (Established)
- v. Re-entry Permit
- vi. Permit to Remain in HKSAR (ID235B)
- vii. Non-Hong Kong Travel Document
- viii. Adoption Certificate

The eligible patient should be a holder of one of the accepted identity documents. The

accepted document list for different schemes is shown in Appendix 6.

Temporary eHealth (Subsidies) account (without claiming transaction) can be created for eligible patient via this function too. Several temporary accounts can be created with same identity document no., however, the total amount of subsidy entitled is restricted to the maximum amount of subsidy for an eHealth (Subsidies) account.

### 7.2.1 Search for eHealth (Subsidies) account

- a. In the menu, click the menu item 'Claim'. (Fig. 7.2.1-1)
- b. If you have multiple practices, you should select the practice. (Fig. 7.2.1-2). Then press . Page '1. Search Account' is shown. (Fig 7.2.1-3)
  - The chosen practice will be the default one for this login session.
- c. Select the scheme you are going to claim transaction from 'Scheme' (Fig 7.2.1-3)
- d. The accepted document type for the selected scheme will be enabled. (Fig 7.2.1-4). If the patient is a holder of **HKIC**, you should select the radio button of 'Hong Kong Identity Card', then choose HKIC symbol according to the symbol on the HKIC of the HKIC holder concerned, and input HKIC No. and date of birth. (Fig 7.2.1-6). The fields description for different document type are shown in Appendix 7.
  - You can click the  next to the 'Document Type' for an accepted document list for different schemes. (Fig 7.2.1-5)
  - Press 'Help' button or follow the input tips (if applicable) for details to input the information for eHealth (Subsidies) Account search.
- e. Press 'Search' button.
- f. Several results after searching the patient in system:
  - i) Patient with **un-matched identity document and date of birth information**

The system will display error message for following cases:

1. For document type of HKIC and EC, same document no. and date of birth exists for another document type. (no matter validated/temporary eHealth (Subsidies) account). (Fig. 7.2.1-7)

2. There is a validated eHealth (Subsidies) account with same identity document type and no. but with unmatched date of birth information in the system. (Fig. 7.2.1-8)

ii) Patient holding HKIC that is **not eligible to use vouchers/vaccination subsidy due to his/her residential status**

The system will check the HKIC holders' residential status in Hong Kong automatically. For HKIC holder who is not eligible to use vouchers/vaccination subsidy due to his current residential status, the following error message will be shown:

'The service recipient is not eligible to use vouchers/vaccination subsidy due to his/her current residential status' (Fig. 7.2.1-9).

You should check if the inputted personal particulars of the patient (including the HKIC symbol) are correct and, if not, correct the relevant information and repeat the relevant checking procedures.

iii) The patient has a **validated eHealth (Subsidies) account**

If the patient is an active validated eHealth (Subsidies) account, the system will display the account information in '2. Enter Details' for you to input the claim information. For steps to input claim information, please refer to the 'Create Claim' in section 7.2.3.

iv) The patient has **not registered** in the system (Fig 7.2.1-10)

If the patient has not registered, the system will prompt you to get consent from the patient to continue creation of temporary account.

You may press 'Create Account' button to start creation of temporary account. Please refer to section 7.2.2 'Create temporary eHealth (Subsidies) account' for details of creation of temporary account.

- v) The patient **already has a temporary eHealth (Subsidies) account** (Fig. 7.2.1-11)

The temporary eHealth (Subsidies) account details are displayed for your checking.

1. You may continue to claim for the existing temporary eHealth (Subsidies) account by pressing 'Confirm' button. Please refer to section 7.2.3 'Create claim' for the creation of claim.
2. If the information displayed is different from the patient, you may modify the details by creation of a new temporary account.
  - a. Press the 'Modify' button. A pop up window is shown to remind you to get consent from the patient. (Fig. 7.2.1-12)
  - b. Press 'Yes' button and the page '1b. Enter Details' is displayed. The system will copy the data of the original temporary eHealth (Subsidies) account to ease your input (Fig. 7.2.1-13). The remaining steps are similar to the steps (c) to (f) of 'Create temporary eHealth (Subsidies) account' in section 7.2.2 below.



Fig. 7.2.1-1 Claim in Menu

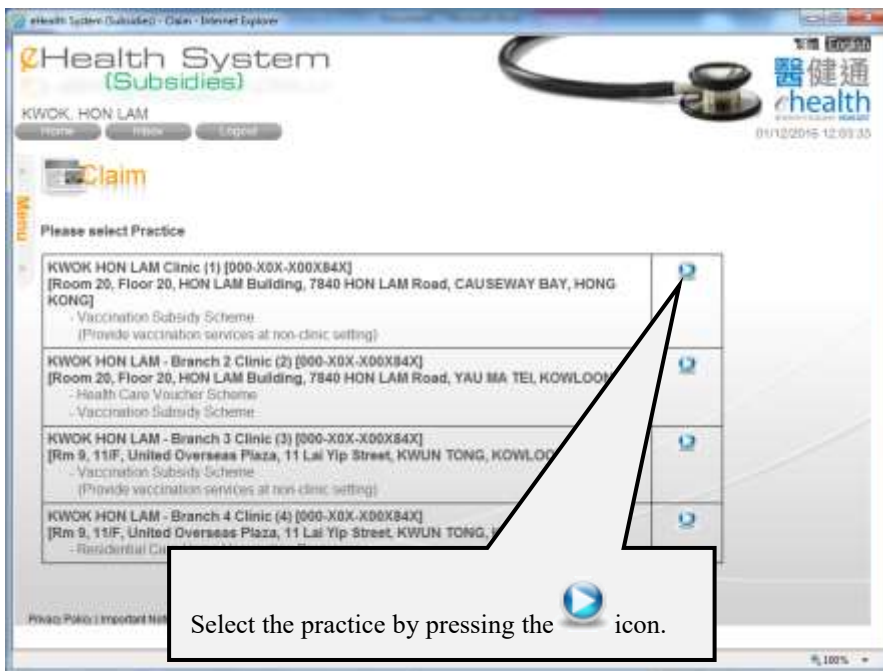


Fig. 7.2.1-2 Selection of practice

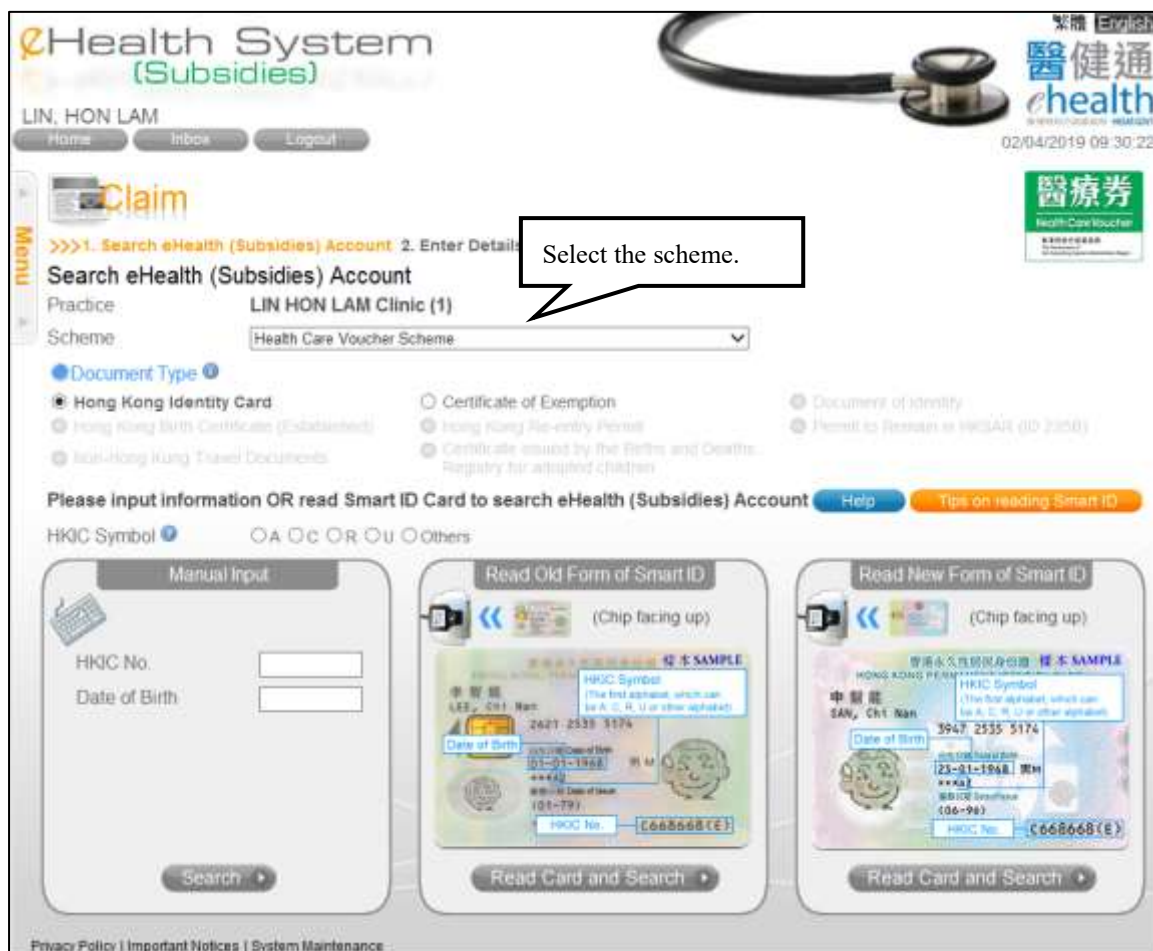


Fig. 7.2.1-3 Selection of scheme

The screenshot shows the 'eHealth System (Subsidies)' interface for user LIN, HON LAM. The page is titled 'Claim' and includes a navigation menu with 'Home', 'Inbox', and 'Logout'. The main content area is 'Search eHealth (Subsidies) Account' for 'LIN HON LAM Clinic (1)'. Under 'Scheme', 'Health Care' is selected. The 'Document Type' dropdown is expanded, showing options: 'Hong Kong Identity Card' (selected), 'Hong Kong Birth Certificate (Outdated)', 'Hong Kong Re-entry Permit', 'Local-Hong Kong Travel Documents', 'Certificate of Exchange of Documents', and 'Certificate issued by the Registrar for other purposes'. A callout box points to the 'Document Type' dropdown with the text: 'Select the document type. You can press i icon, the accepted document list will be shown.' Below the dropdown, there are three input methods: 'Manual Input' (with fields for HKIC No. and Date of Birth), 'Read Old Form of Smart ID' (with a sample card image), and 'Read New Form of Smart ID' (with a sample card image). The bottom of the page has links for 'Privacy Policy', 'Important Notices', and 'System Maintenance'.

Fig. 7.2.1-4 Selection of Document Type

Document Type (Identify Document No.)	Scheme					
	Health Care Voucher Scheme	Vaccinator Subsidy Scheme	Enhanced Vaccination Subsidy Scheme - Outreach Vaccination	School Pilot Programme - PPP Mode	Residential Care Home Vaccination Programme	Health Care Voucher Scheme (China)
Hong Kong Identity Card [HKIC No.]	✓	✓	✓	✓	✓	✓
Certificate of Exemption [HKIC No.]	✓	✓	✓	✓	✓	✓
Document of Identity [Document No.]		✓	✓	✓	✓	
Hong Kong Birth Certificate (Established) [Registration No.]		✓	✓	✓	✓	
Hong Kong Re-entry Permit [Re-entry Permit No.]		✓	✓	✓	✓	
Permit to Remain in HKSAR (ID 235B) [Birth Entry No.]		✓	✓	✓	✓	
Non-Hong Kong Travel Documents [Visa/Reference No.]		✓	✓	✓	✓	
Certificate issued by the Births and Deaths Registry for adopted children [No. of Entry]		✓	✓	✓	✓	
Identify/travel documents - PRC [Document No.]						

Fig. 7.2.1-5 Accepted Document List

**Search eHealth (Subsidies) Account**

Practice: HUEN YI SANG Clinic (1)  
Scheme: Health Care Voucher Scheme

Document Type: **Hong Kong Identity Card**

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account

HKIC Symbol:  A  C  O  R  O  U  Others

**Manual Input**

HKIC No. [COD730991A]  
Date of Birth [1936]

**Read Old Form of Smart ID Card** (Chip facing up)

**Read Card and Search**

**Smart ID Card** (Chip facing up)

**Read Card and Search**

**Callout Box:** Choose HKIC symbol, and input HKIC number and date of birth as shown on the HKIC. Then click 'Search' button.

Fig. 7.2.1-6 Search Account (HKIC)



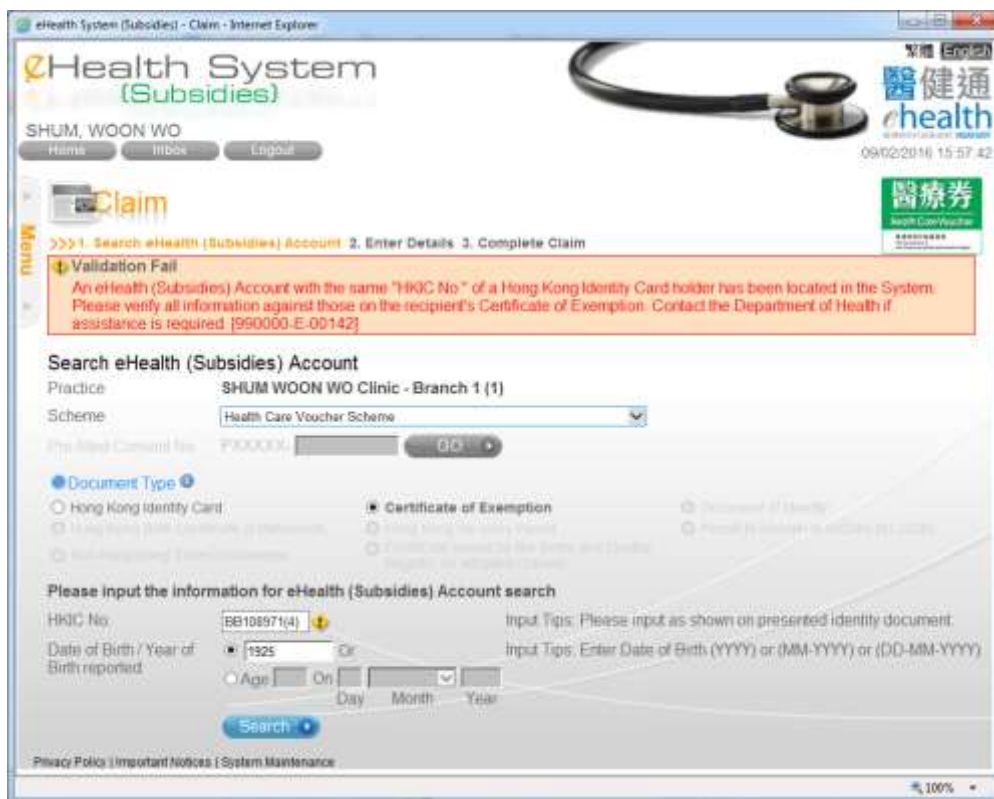


Fig. 7.2.1-7 Error message for HKIC No. of different kind of holder

eHealth System UAT (Subsidies)

HUEN, YI SANG

Home | Inbox | Logout

03/04/2019 19:52:24

醫健通 ehealth

醫療券 Health Care Voucher

Menu

>>> 1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete Claim

**Validation Fail**  
 "HKIC No." and "Date Of Birth" do not match with the record(s) in the system [990000-E-00110]

**Search eHealth (Subsidies) Account**  
 Practice: HUEN YI SANG Clinic (1)  
 Scheme: Health Care Voucher Scheme

**Document Type**

- Hong Kong Identity Card
- Hong Kong Birth Certificate (Established)
- Non-Hong Kong Travel Documents
- Certificate of Exemption
- Hong Kong Re-entry Permit
- Certificate issued by the Births and Deaths Registry for adopted children
- Document of Identity
- Permit to Remain in HKISAR (ID 2328)

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account [Help](#) [Tip on reading Smart ID](#)

HKIC Symbol  A  C  R  U  Others

**Manual Input**

HKIC No. BB108971(4)  
 Date of Birth 1939

**Search**

**Read Old Form of Smart ID** (Chip facing up)

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

Date of Birth 2821 2535 3174

HKIC No. C668668(E)

**Read Card and Search**

**Read New Form of Smart ID** (Chip facing up)

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

Date of Birth 3947 2535 3174

HKIC No. C668668(E)

**Read Card and Search**

Privacy Policy | Important Notices | System Maintenance

Fig. 7.2.1-8 Error message for HKIC holder who is not eligible to use vouchers/vaccination subsidy due to his/her current residential status



Fig. 7.2.1-9 Error message for elder with invalid residential status

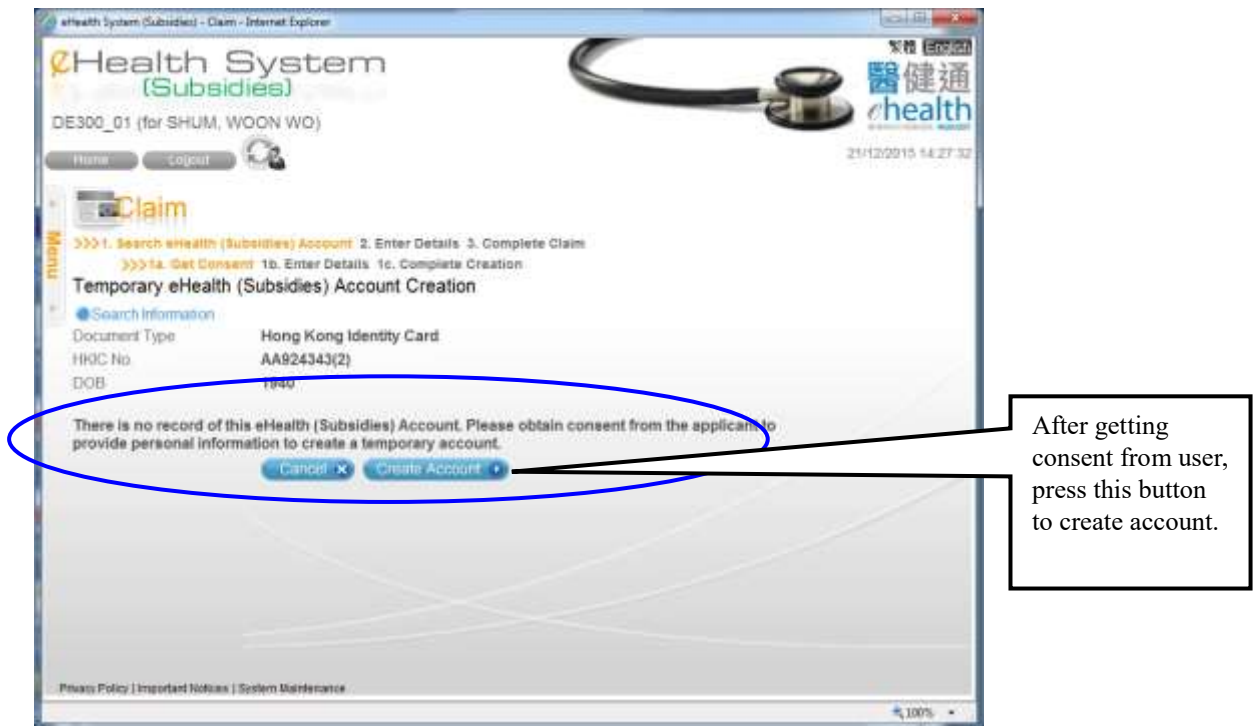


Fig. 7.2.1-10 Un-registered eHealth (Subsidies) account

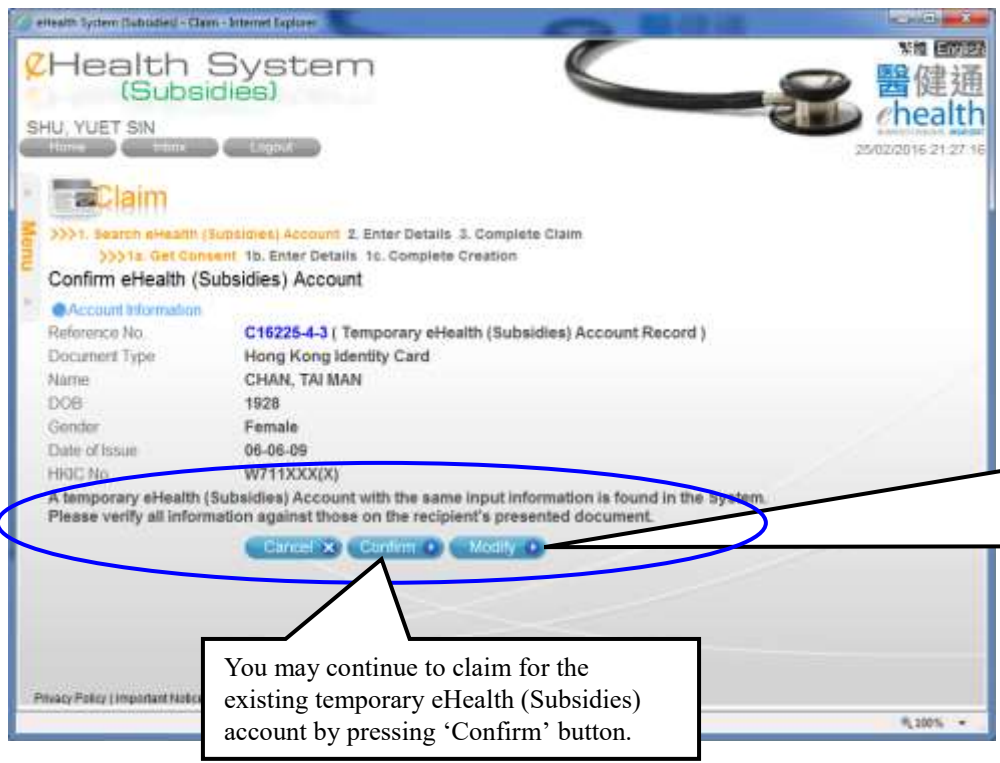


Fig. 7.2.1-11 Temporary eHealth (Subsidies) Account




Fig. 7.2.1-12 Popup window to remind getting consent from the patient (after pressing 'Modify' button)



Fig. 7.2.1-13 Enter details after pressing ‘Modify’ button (with original temporary eHealth (Subsidies) account details displayed)

## 7.2.2 Create temporary eHealth (Subsidies) account

- a. The accepted document type varies for different scheme, select the document type and then enter the required information for creating temporary account. For detail of the fields description for different identity document types, please refer to Appendix 7. If the patient is **HKIC** holder, please input the personal details of name, Chinese Commercial Code (CCC), gender and date of issue in page ‘1b. Enter Details’. (Fig. 7.2.2-1)

- You can change the practice by pressing the image .
- The date of issue should be inputted and the format is ‘DD-MM-YY’ or ‘DDMMYY’
- After entering the CCC, press the ‘Chinese Name’ button. A pop up window is displayed for you to select the Chinese character corresponding to the CCC (Fig 7.2.2-2). Then press ‘Confirm’ button after selection. The Chinese name will be displayed above the English name.

- b. Press ‘Next’ after the information is entered. The ‘Confirm Details’ page is shown. (Fig. 7.2.2-3)

- c. You should click the checkbox of ‘I declare...’ and press ‘Confirm’ button to confirm

the creation.

- d. A Reference No. (in blue color) for the temporary eHealth (Subsidies) account is shown. (Fig. 7.2.2-4)
- e. The creation of the temporary eHealth (Subsidies) account is completed.
  - You may press 'Proceed to Claim' button to claim for the temporary eHealth (Subsidies) account. Please refer to the section 7.2.3 'Create claim' to continue the claim.
  - You may press 'Next Creation' button to create another temporary eHealth (Subsidies) account.



Fig. 7.2.2-1 Enter Details for HKIC holder

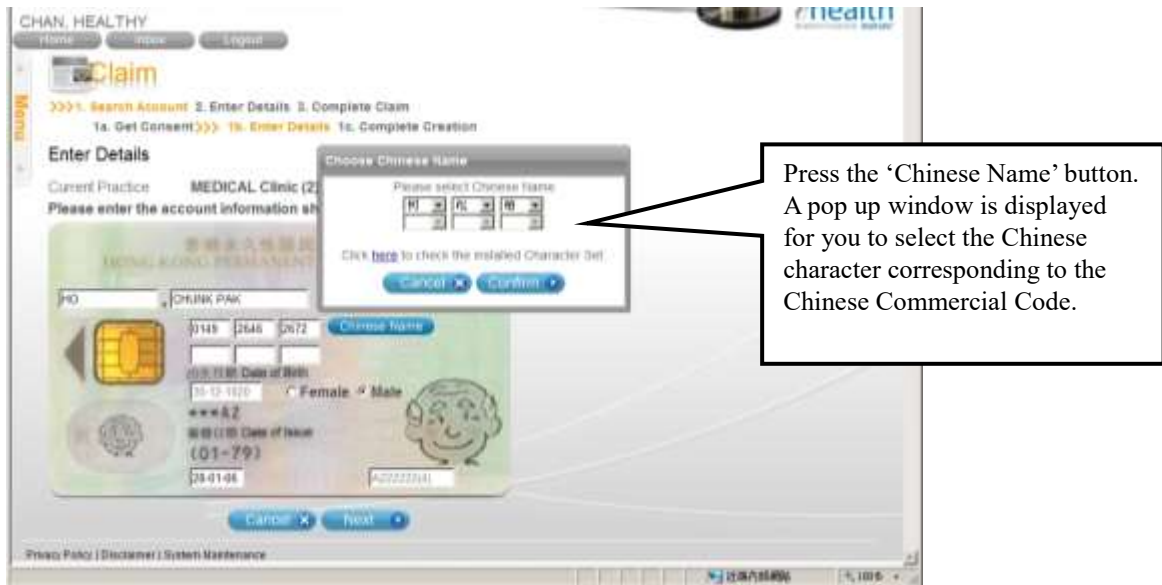


Fig. 7.2.2-2 Search for Chinese character for CCC

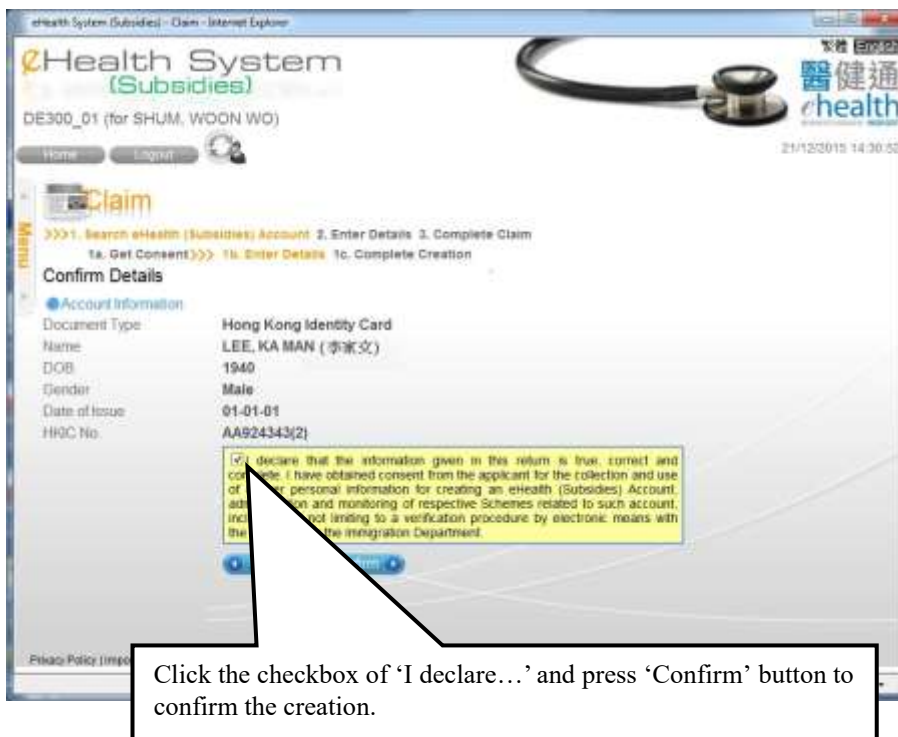


Fig. 7.2.2-3 Confirm Details

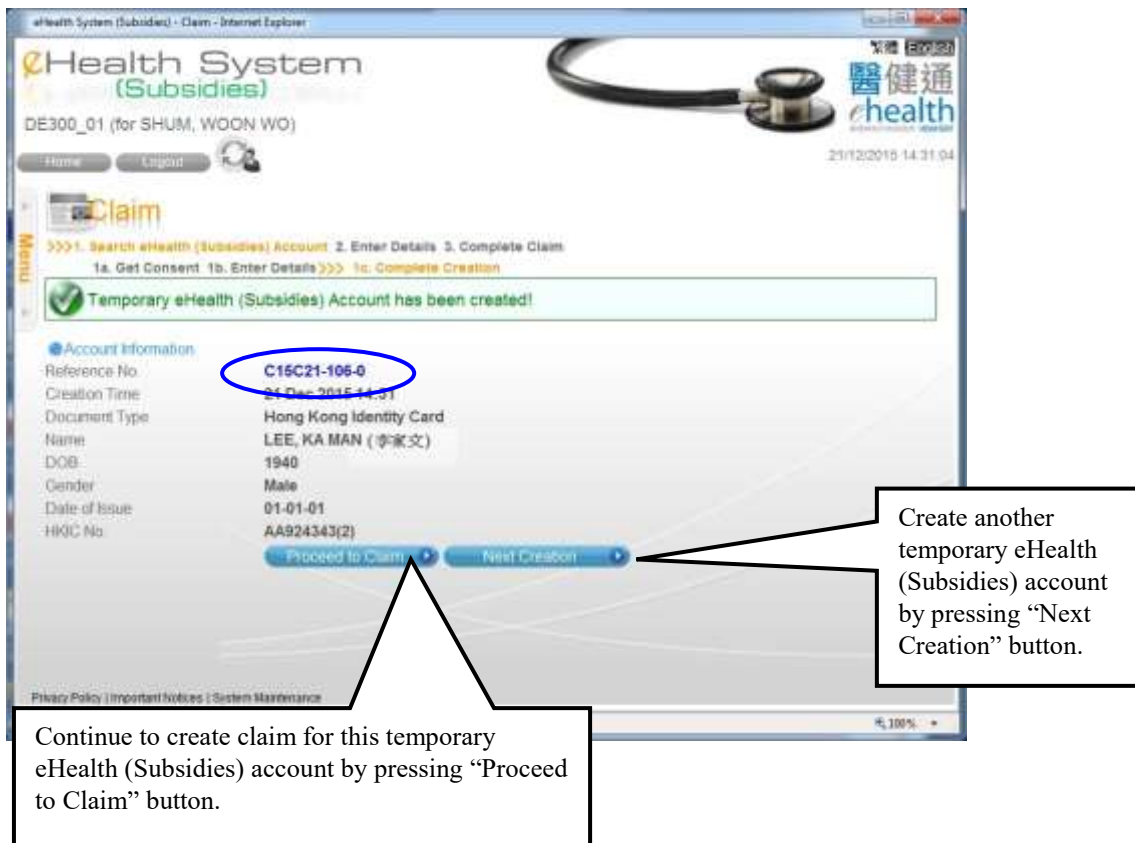





Fig. 7.2.2-4 Complete Creation

### 7.2.3 Create claim

- a. Before going into the claim page, the vaccination records of the patient are shown for your viewing. (Fig. 7.2.3-1a) Please refer to the legend in the screen for the available document types and the available immunization types of different information providers.
- b. In page '2. Enter Details', you can change practice by pressing the  icon. (Fig 7.2.3-1b)
- c. Select 'Scheme' from the scheme list. Enter the service date of the claim and the default date is set to today. You can backdate the service date and the date cannot be a future date. (Fig 7.2.3-1b)
  - For HCVS, enter the voucher amount claimed, the net service fee charged and the reasons for visit (principle and/or secondary). For a service recipient holding HKIC with the first alphabet of its symbol as C or U, you should make the claim for use of vouchers on the same date as the date of provision of the related healthcare services (Fig 7.2.3-1b). If the eHealth (Subsidies) account of a service recipient is paired up with that of his/ her spouse, both service r




recipient and spouse's "Available Voucher Amount" will be displayed (Fig 7.2.3-1c). If vouchers of the spouse are used, the particulars of spouse will be displayed for verification. After confirming the voucher amount to be used, please request the service recipient to insert his/ her HKIC to give consent (e-consent) as well as certify the items on the verification checklist has been done (Fig 7.2.3-1e). After confirming the claim, SMS notification will be sent to the phone number provided by the service recipient (and the spouse, if spouse's voucher is used).

- If the service recipient holds Certificate of Exemption or there are other specific reasons, paper consent form should be used instead. The service recipient will be requested to sign on the paper consent form. After confirming the claim, SMS notification will be sent to the phone number provided by the service recipient (and the spouse, if spouse's voucher is used).
- For vaccination schemes, select the subsidy. (Fig 7.2.3-1g) You may click the  icon to view the legend of the subsidy. (Fig 7.2.3-2)
- When claiming for RVP, you may press  icon to search the RCH code, a popup window will be shown for you to input searching criteria. (Fig. 7.2.3-1h)

d. Press 'Claim' button. The confirm details page is shown. (Fig 7.2.3-3a)

e. You can select using a pre-print form (not to print) or printing the Consent Form in condensed or full version. For most vaccination schemes, the 'Print Consent Form' button is always available in the screen for printing consent form even if 'Not to print' is selected. (Fig. 7.2.3-3c)

f. The printing option can be changed by pressing icon . (Fig. 7.2.3-3a-b)

- Not to print  
If you choose this option, you select to use "pre-printed forms" instead of using system generated forms.  
The pre-printed forms can be downloaded from the "Download Area".
- Print the "full version"  
If you choose this option, you select to use system generated forms of full version of consent form. (Fig. 7.2.3-3d)
- Print the "condensed version"  
If you choose this option, you select to use system generated forms of condensed version of consent form. (Fig. 7.2.3-3e)

You need to first print out the consent to transfer personal data form which you can download from the “Download Area”. The consent form varies for different schemes. This printed copy can be shown repeatedly to different patient when requesting their consent.

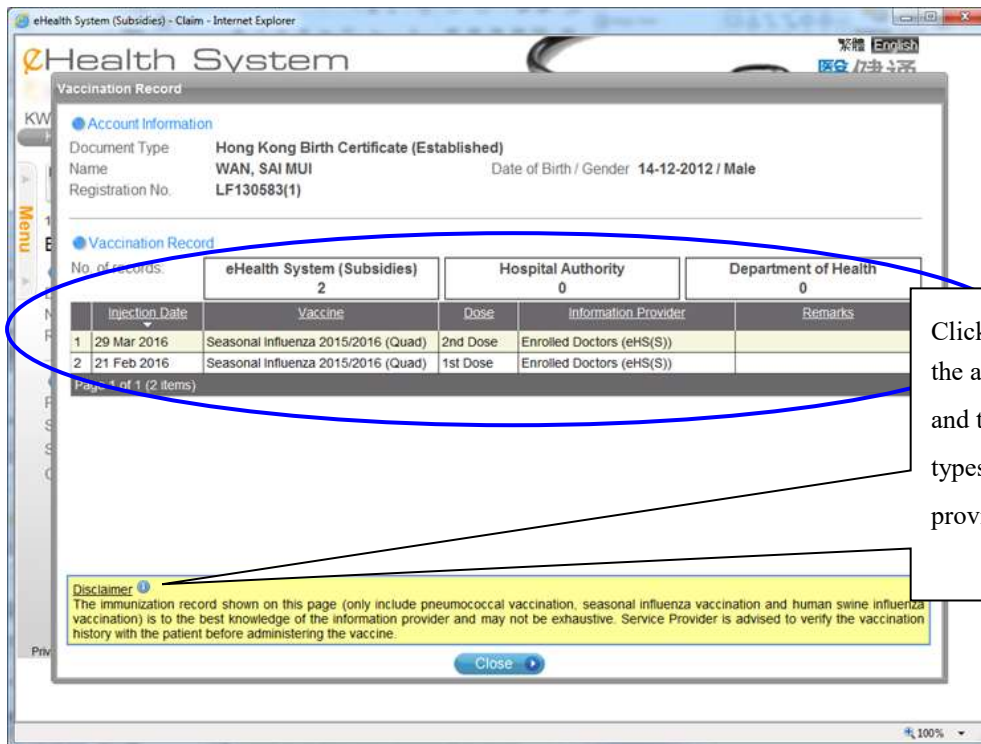
- g. If you have selected ‘Print full version’ or ‘Print condensed version’, you should select the language for the printout of Consent Form. Then press the print button. A new window is displayed for you to print the form for the patient to sign on. (Fig 7.2.3-4 or Fig 7.2.3-5). Only if you have clicked the Print button, the checkbox of ‘I hereby confirm that ...’ will be enabled.
- h. Click the checkbox of ‘I hereby confirm that ...’ and press ‘Confirm’ button to confirm. Page ‘3. Complete Claim’ of ‘Claim’ is shown (Fig. 7.2.3-6).
- i. A transaction no. is created for this claim and you should mark the transaction no. on the consent form. Then
  - Press “Next Claim’ button to do other claims. OR
  - Press “Claim For Same Patient” to claim for the same patient.

#### Temporary eHealth (Subsidies) account

- If the claim transaction is created by service provider, the related temporary eHealth (Subsidies) account for the claim is now ready for validation with Immigration Department.
- If the claim transaction is created by data entry account, the service provider should confirm the claim transaction. Otherwise, the temporary account cannot be passed to Immigration Department for validation and the claim may not be able to reimburse.

#### Validated eHealth (Subsidies) account:

- If the claim transaction is created by service provider, the claim is now ready for reimbursement.
- If the claim transaction is created by data entry account, the service provider should confirm it, otherwise, the claim cannot be reimbursed.




Click the  icon will show the available document types and the available immunization types of different information providers.

Fig 7.2.3-1a Vaccination records are shown

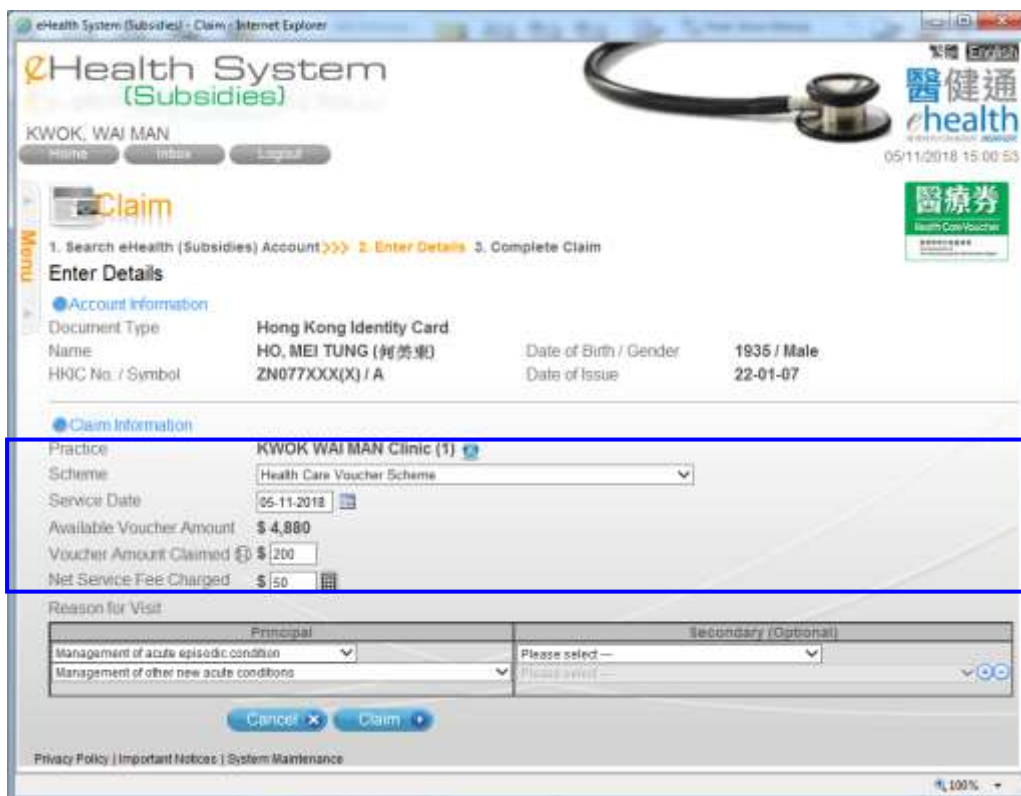


Fig 7.2.3-1b Enter Details – claim for HCVS

**Claim**

1. Search eHealth (Subsidies) Account >>> 2. Enter Details 3. Complete Claim

**Enter Details**

**Account Information**

Document Type: Hong Kong Identity Card  
 Name: HO, SEE CHUN (何聰瑾)  
 HKIC No. / Symbol: MR478XXX(X) / A  
 Date of Birth / Gender: 1939 / Male  
 Date of Issue: 19-06-18

**Claim Information**

Practice: Hong Kong Central Library - Booth 2 (2)  
 Scheme: Health Care Voucher Scheme  
 Service Date: 20-07-2023  
 Reason for Visit:

Principal	Secondary (Optional)
Management of acute episodic condition	Please select --
Management of acute infections	Please select --

	Service Recipient	Spouse
Available Voucher Amount	\$ 0	\$ 8,000

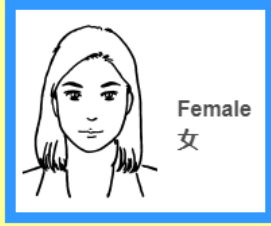
Total Available Voucher Amount: \$ 8,000  
 Voucher Amount Claimed: \$ 1000  
 Net Service Fee Charged: \$ 0  
 Contact No.: +852 60831910  
 Language preference for SMS:  中文  English  
 (Please ask the voucher recipient to provide his/her contact number, or one belonging to his/her relative or carer, that can receive SMS notification)

Fig 7.2.3-1c Enter Details – claim for HCVS with paired spouse account


**Confirmation**

Please confirm the voucher recipient consent to use spouse voucher and confirm spouse's information

Document Type: Hong Kong Identity Card  
 HKIC No.: V555042(4)  
 Date of Birth: 01-01-1950  
 Name in English: LAM, MING MING  
 (Surname) (Given name)  
 Chinese Commercial Code: 2651 2494 2494 Chinese Name  
 Chinese Name: 林明明  
 Gender:



Female  
女



Male  
男

Date of Issue: 01-01-20  
 HKIC Symbol:  A  C  R  U  Others  
 Contact No.: 60831910  
 Language preference for SMS:  中文  English  
 (Please ask the voucher recipient to provide his/her contact number, or one belonging to his/her relative or carer, that can receive SMS notification)

I, hereby certify that the identity of spouse has been verified with his/ her identity document.

Fig 7.2.3-1d Confirm use spouse's voucher and confirm spouse's information

● Consent to use voucher

Please instruct the service recipient to insert Smart ID card to give the consent to the use of amount claimed. (Guardian is required to fill in and sign on the consent form if the service recipient is mentally incapacitated.)





● Verification Checklist

1. The identity of the service recipient has been verified by checking against the particulars on identity document.
  2. (If the service recipient would use voucher in the paired up eHealth (Subsidies) Account of his spouse) The identity of the service recipient's spouse has been verified by checking the copy of the identity document of the spouse.
  3. The service recipient has read and agreed to the content of the consent (including the Statement of Purpose and the transfer and release of personal data). / (for illiterate service recipient) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read over and explained to the service recipient who has agreed to its content.
  4. The service recipient declares that all information provided in the consent is true, accurate and complete; and confirm his/her understanding that if he/she knowingly or wilfully makes any false statement, withholds any information, or otherwise mislead the Government for the purpose of sharing the vouchers respectively in his/her eHealth (Subsidies) Account and, if applicable, the eHealth (Subsidies) Account of another voucher recipient, he/she will be liable for prosecution. He/she fully understands his/her obligations and liability under the consent.
  5. I have rendered healthcare services to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly.
  6. The service recipient consents to use the amount claimed accordingly for the healthcare services provided.
- I, hereby certify that the above verifications are completed.



Fig 7.2.3-1e Consent to use voucher by Insert Smart ID Card or Paper Consent Form





1. Search eHealth (Subsidies) Account 2. Enter Details >>> 3. Complete Claim

✔ Claim completed! Please fill in the Consent Form the complete Transaction No.

**Account Information**

Document Type	Hong Kong Identity Card		
Name	HO, SEE CHUN (何聰健)	Date of Birth / Gender	1939 / Male
HKIC No. / Symbol	MR478XXX(X) / A	Date of Issue	19-06-18

**Spouse's Account Information**

Document Type	Hong Kong Identity Card		
Name	LAM, MING MING (林明明)	Date of Birth / Gender	01-01-1950 / Female
HKIC No. / Symbol	V555XXX(X) / A	Date of Issue	01-01-20

**Claim Information**

Transaction No.	TV23720-231-8
Transaction Date	20 Jul 2023 15:51
Scheme	Health Care Voucher Scheme
Service Date	20 Jul 2023
Practice	Hong Kong Central Library - Booth 2 (2)
Bank Account No.	000-X0X-X00X03X
Service Type	Registered Medical Practitioners
Reason for Visit	
Principal	Management of acute episodic condition - Management of acute infections

	Service Recipient's Account HO, SEE CHUN (何聰健)	Spouse's Account LAM, MING MING (林明明)
Before Claim	\$0	\$8,000
Claimed	\$0	\$1,000
Remaining Balance	\$0	\$7,000
Total Amount Claimed	\$1,000	
Net Service Fee Charged	\$0	

Transaction Status	Ready to Reimburse	Pending eHealth (Subsidies) Account Validation
Contact No.	60831910	60831910

Created By 90002760

**Consent to use voucher**

Consent Means	Paper Consent Form
Paper Consent Reason	The chip on Smart ID card cannot be read.

Next Claim >
Claim For Same Patient >

Fig 7.2.3-1f Confirm and complete claim for spouse voucher sharing

**Claim**

1. Search eHealth (Subsidies) Account >>> 2. Enter Details 3. Complete Claim

**Enter Details**

Account Information: Vaccination Record

Document Type: Hong Kong Identity Card  
 Name: HO, MEI TUNG (何美東) Date of Birth / Gender: 1935 / Male  
 HKQC No. / Symbol: ZN077XXX(X) / A Date of Issue: 22-01-07

Claim Information

Practice: KWOK WAI MAN Clinic (1)  
 Scheme: Vaccination Subsidy Scheme  
 Service Date: 05-11-2018  
 Category:
 

- Elders
- Persons with Intellectual Disability
- Persons receiving Disability Allowance

Subsidy	Dose	Subsidy Amount	Remarks
<input type="checkbox"/> QIV-E 2018/19	Only Dose	\$210	
<input type="checkbox"/> TIV-E 2018/19	Only Dose	\$210	
Total Subsidy Amount		\$0	Vaccinated

Recipient's Conditions:  With High-Risk  Without High-Risk

Buttons: Cancel, Claim

Fig 7.2.3-1g Enter Details – Select the subsidy or dose

**Claim**

1. Search eHealth (Subsidies) Account >>> 2. Enter Details 3. Complete Claim

**Enter Details**

Account Information: Vaccination Record

Document Type: Hong Kong Identity Card  
 Name: HO, MEI TUNG (何美東) Date of Birth / Gender: 1935 / Male  
 HKQC No. / Symbol: ZN077XXX(X) / A Date of Issue: 22-01-07

Claim Information

Practice: KWOK WAI MAN Clinic (1)  
 Scheme: Vaccination Subsidy Scheme  
 Service Date: 05-11-2018  
 Category:
 

- Elders
- Persons with Intellectual Disability
- Persons receiving Disability Allowance

Type of Documentary Proof: Designated Person's Intellectual Disabilities Institution Certificate

PID Institution Code: [Search Icon]

PID Institution Name:

Subsidy	Dose	Subsidy Amount
<input type="checkbox"/> QIV-PID 2018/19	Only Dose	\$210
<input type="checkbox"/> TIV-PID 2018/19	Only Dose	\$210
Total Subsidy Amount		\$0

Buttons: Cancel, Claim

Fig 7.2.3-1h Enter Details – Search the RCH code

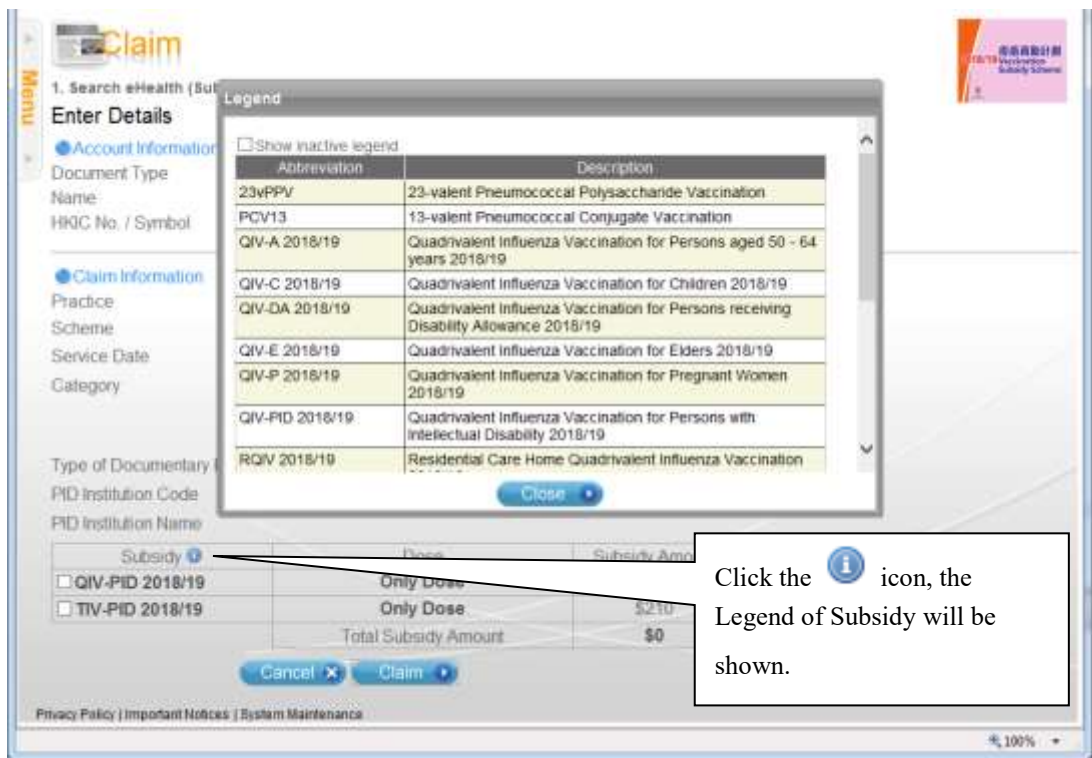


Fig 7.2.3-2 Enter Details – Legend of Subsidy

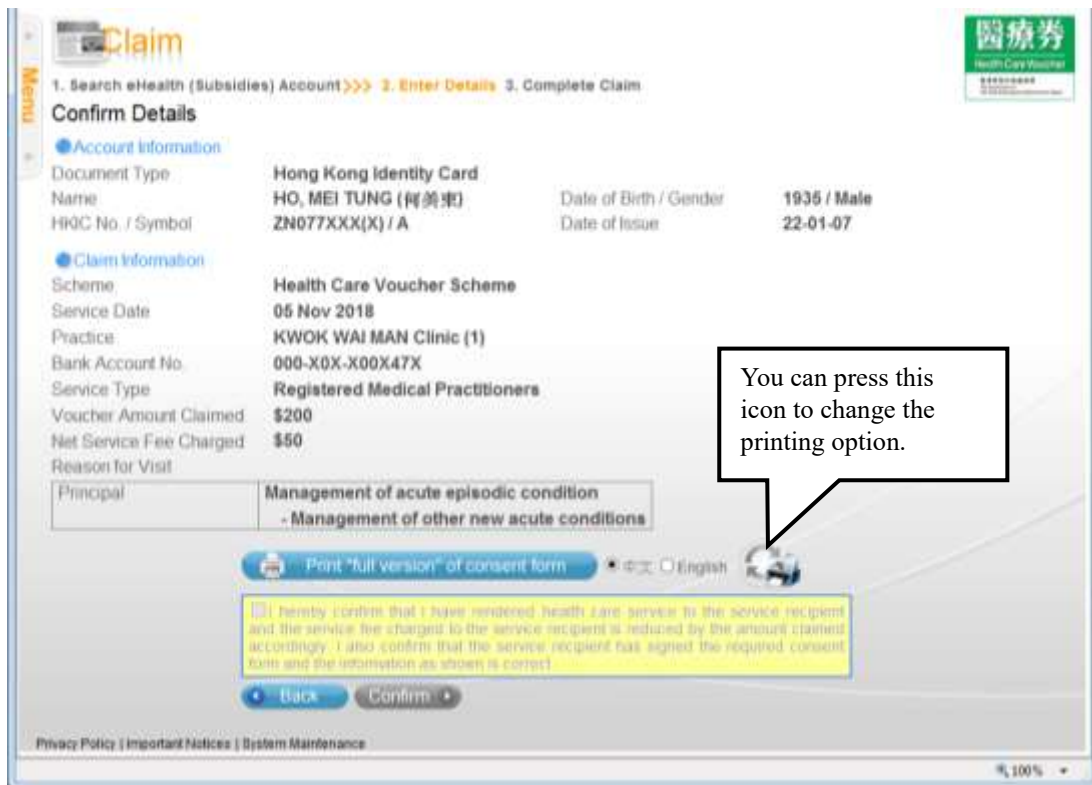


Fig 7.2.3-3a Confirm Details – Printing option of 'Not to print'



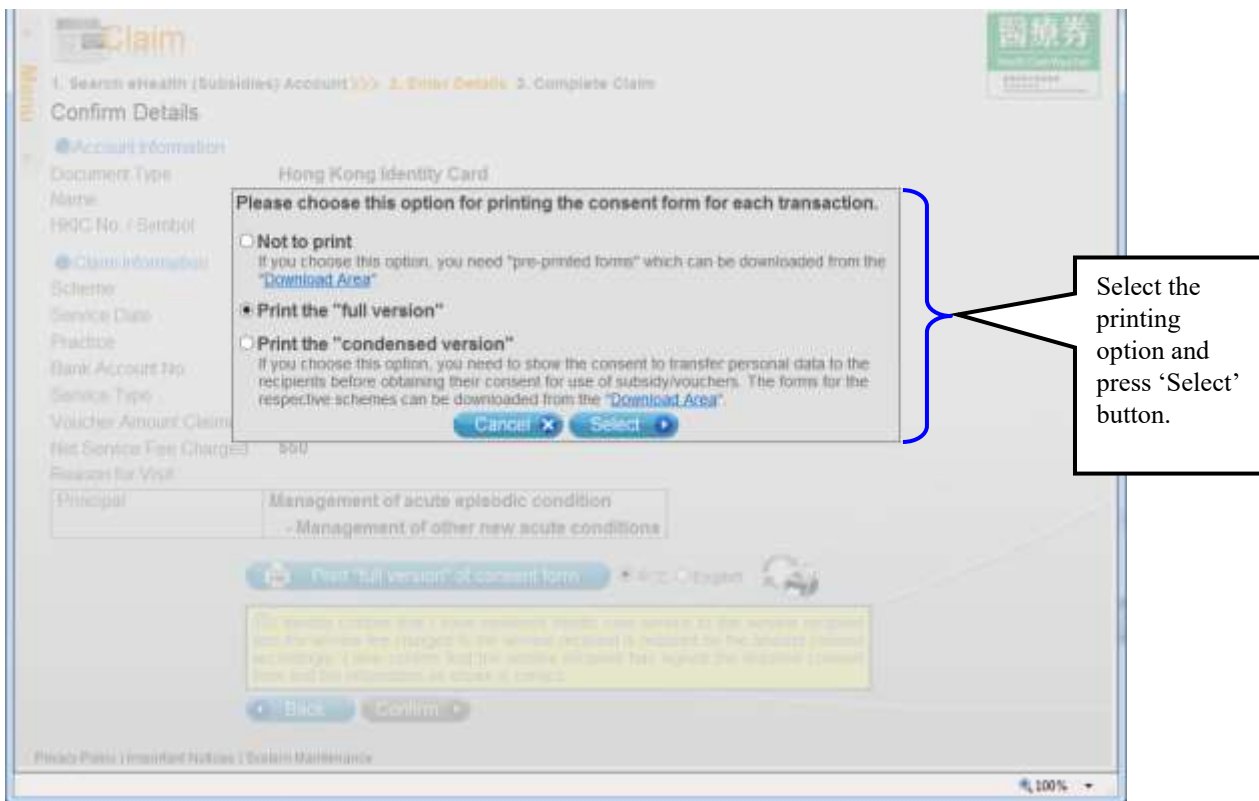


Fig 7.2.3-3b Confirm Details – Press the icon of change of printing option



Fig 7.2.3-3c Confirm Details – the 'Print Consent Form' button is available for 'Not to print' option for most vaccination schemes

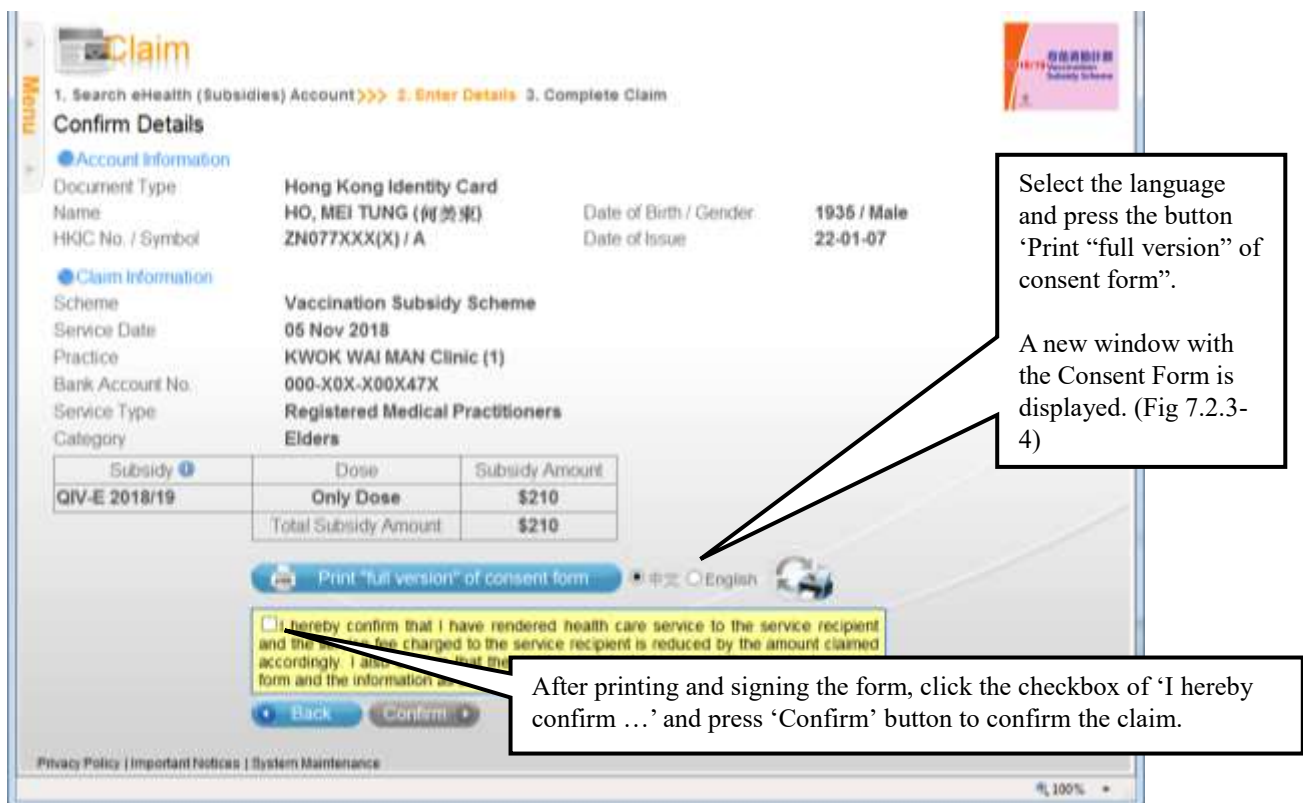


Fig 7.2.3-3d Confirm Details – Printing option of ‘Print “Full Version”’



Fig 7.2.3-3e Confirm Details – Printing option of ‘Print “Condensed Version”’

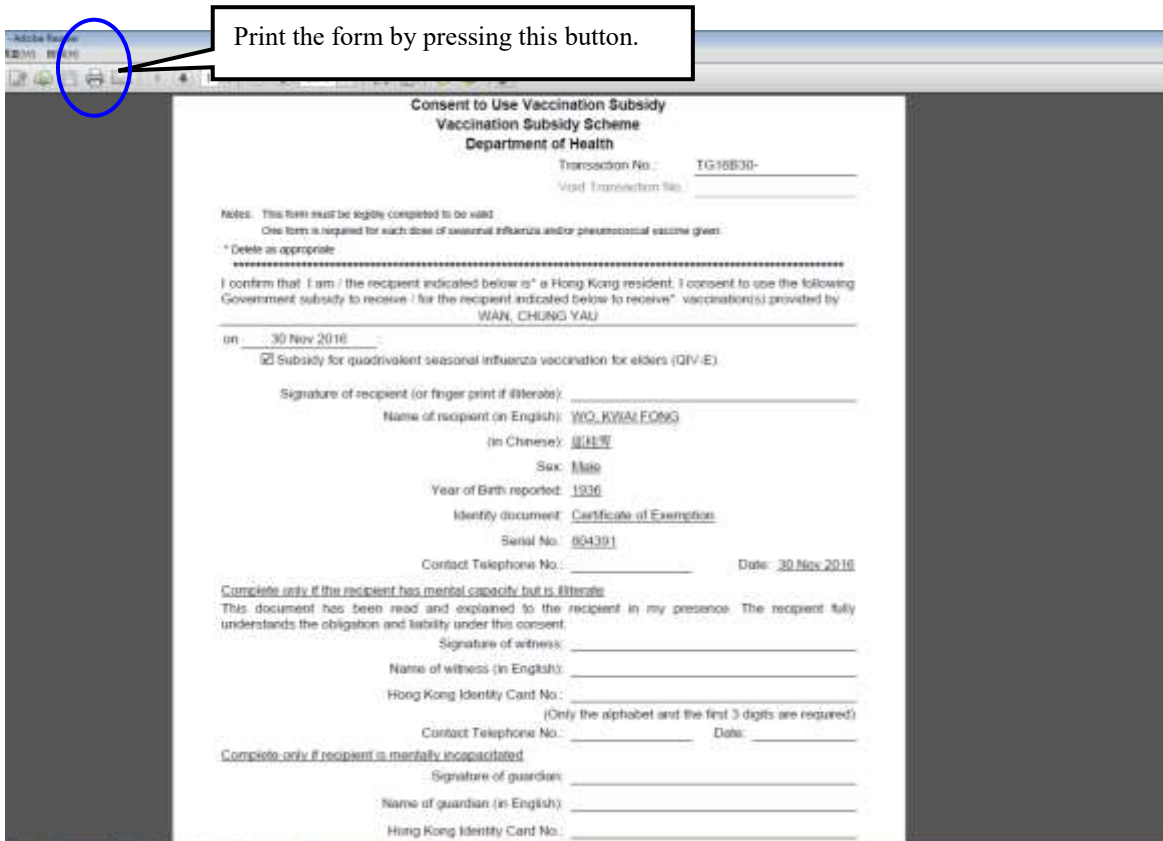


Fig 7.2.3-4 Print Consent – Full Version

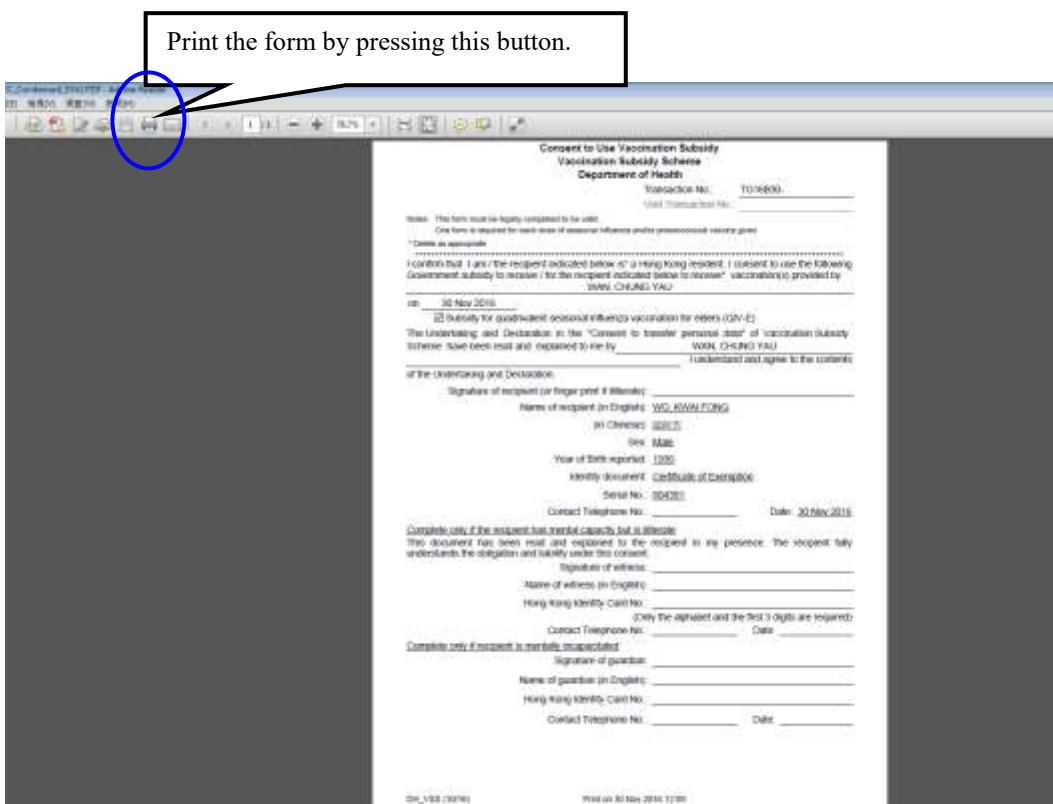


Fig 7.2.3-5 Print Consent - Condensed Version

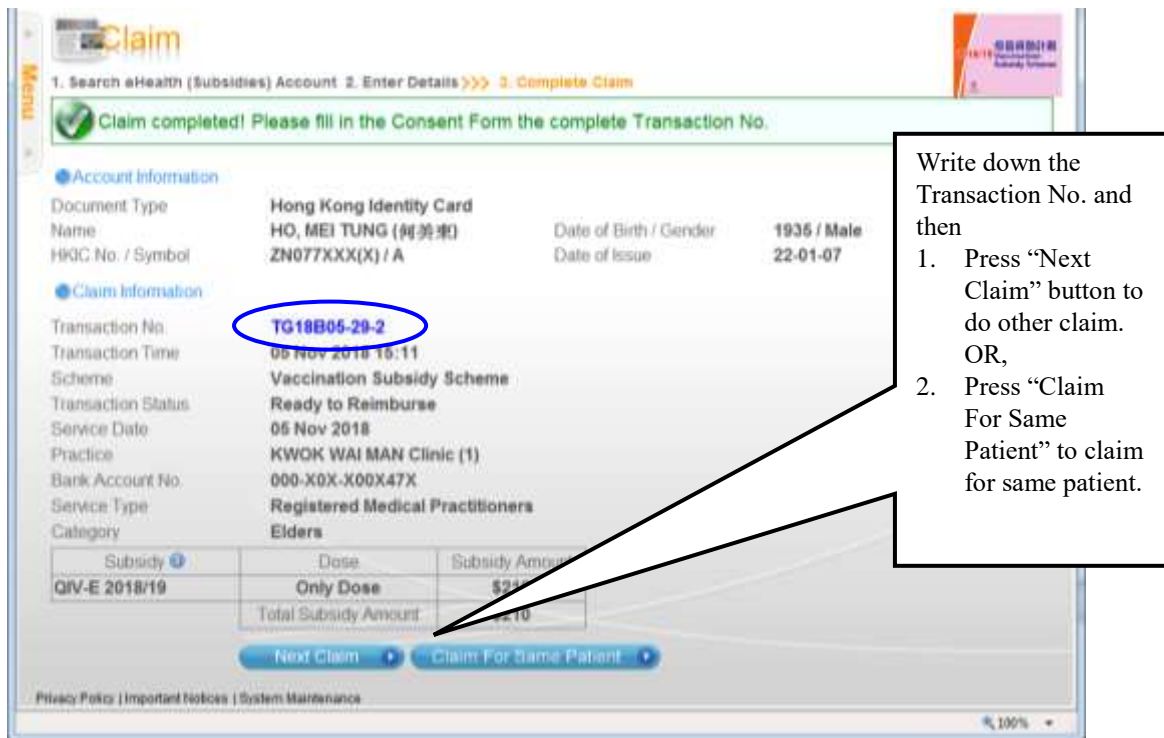


Fig 7.2.3-6 Complete Claim

## 7.2.4 Using Smart ID Card to search and create temporary eHealth (Subsidies) account

If the patient is a holder of HKIC, you can opt to read the specified personal data from the Smart ID Card.

- In the Search Account page, select document type of 'Hong Kong Identity Card' (Fig 7.2.4-1)
- Choose HKIC symbol according to the symbol on the HKIC of the HKIC holder concerned, click <Read Card and Search> after a smart HKIC is inserted into smart identity card reader with chip facing up. (Fig 7.2.4-2)
- Press the "Confirm" button in confirm page (Fig 7.2.4-3)
- Wait the status bar to finish reading the Smart ID Card (Fig 7.2.4-4). When the status bar reaches 100%, the HKIC can be removed from the card reader. (Fig 7.2.4-5)
- The system will check the HKIC holders' residential status in Hong Kong automatically. For HKIC holder who is not eligible to use vouchers/vaccination subsidy due to his current residential status, the following error message will be shown:  
'The service recipient is not eligible to use vouchers/vaccination subsidy due to his/her current residential status' (Fig. 7.2.1-9).
- If there is validated eHealth (Subsidies) account for the patient, the account information will be displayed in the "Enter Details" page of the Claim. You may

then enter the claim details.

- g. If there is no eHealth (Subsidies) account for the patient, system will indicate that there is no record of this account, you may click “Create Account” button to create a temporary eHealth (Subsidies) account. (Fig 7.2.4-6)
  - The system will display the specified personal data in the “Confirm eHealth (Subsidies) Account” page. Select “Gender”, tick “I declare that the information...” checkbox, and click “Confirm” button. (Fig 7.2.4-7)
  - The temporary eHealth (Subsidies) Account has been created successfully. (Fig 7.2.4-8)
  - You may press ‘Proceed to Claim’ button to enter the claim details.



Fig 7.2.4-1 Search Account page.

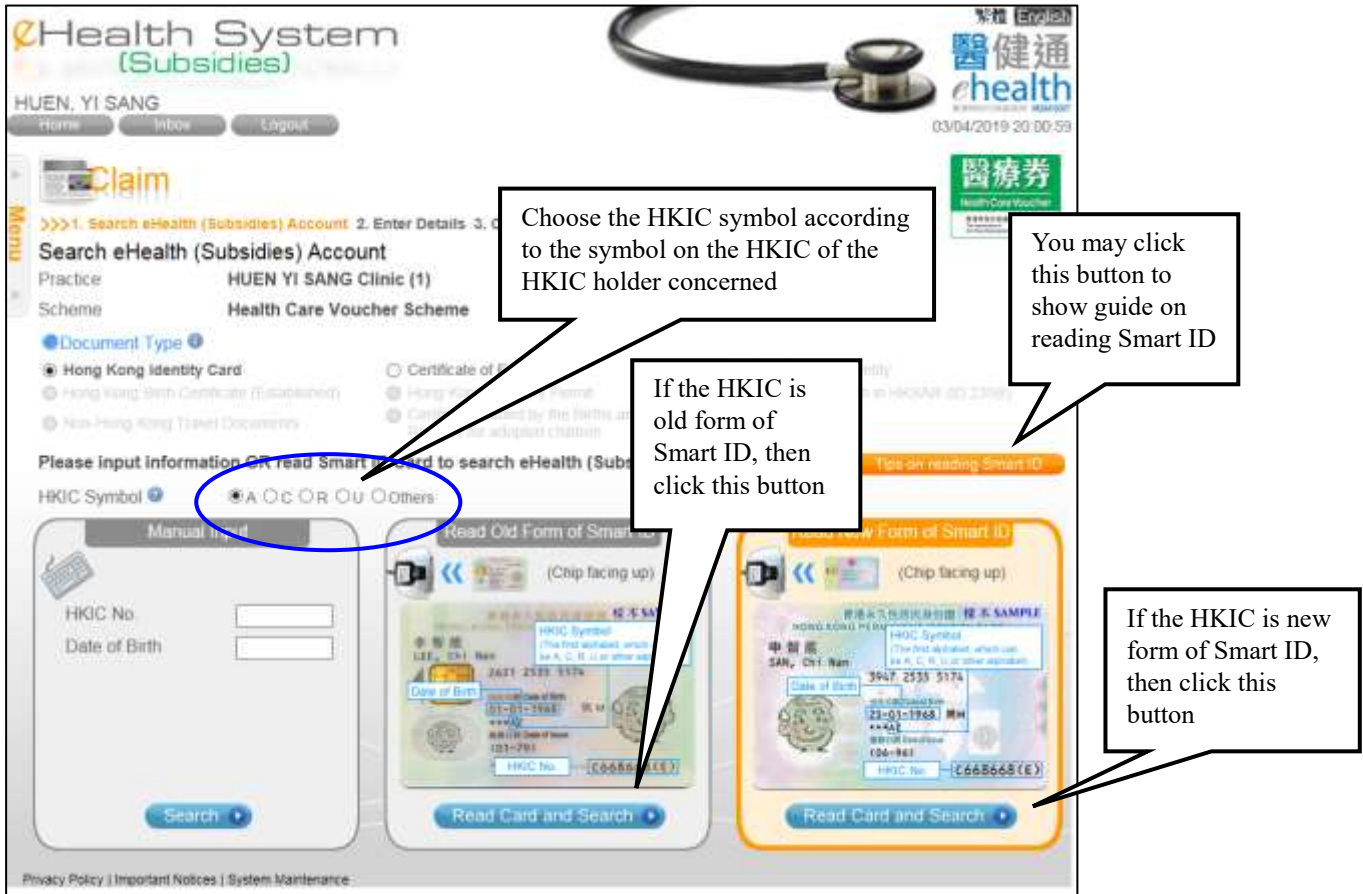


Fig 7.2.4-2 Use HKIC to search service user.

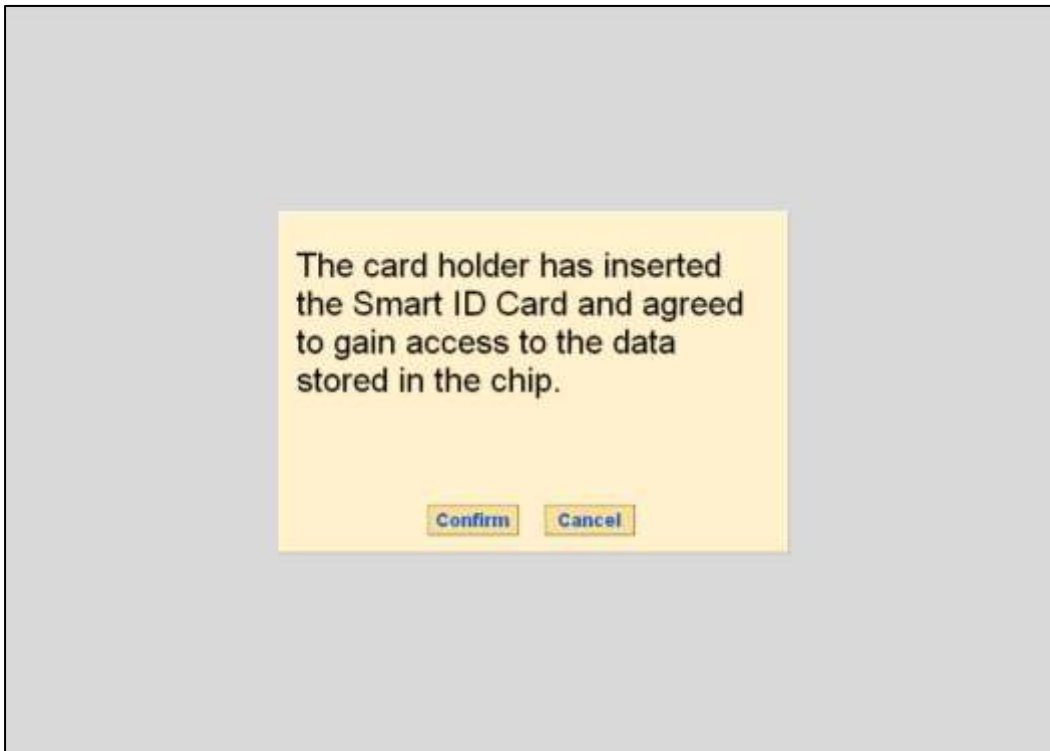


Fig 7.2.4-3 Confirm page.

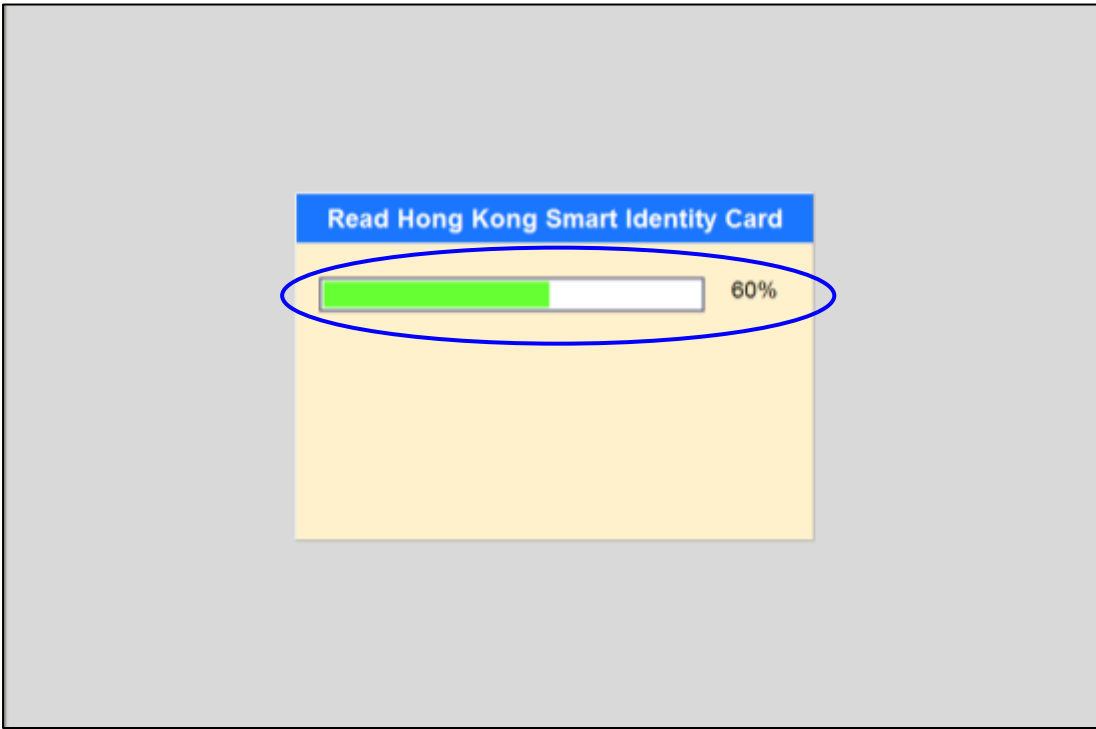


Fig 7.2.4-4 Read Hong Kong Smart Identity Card page

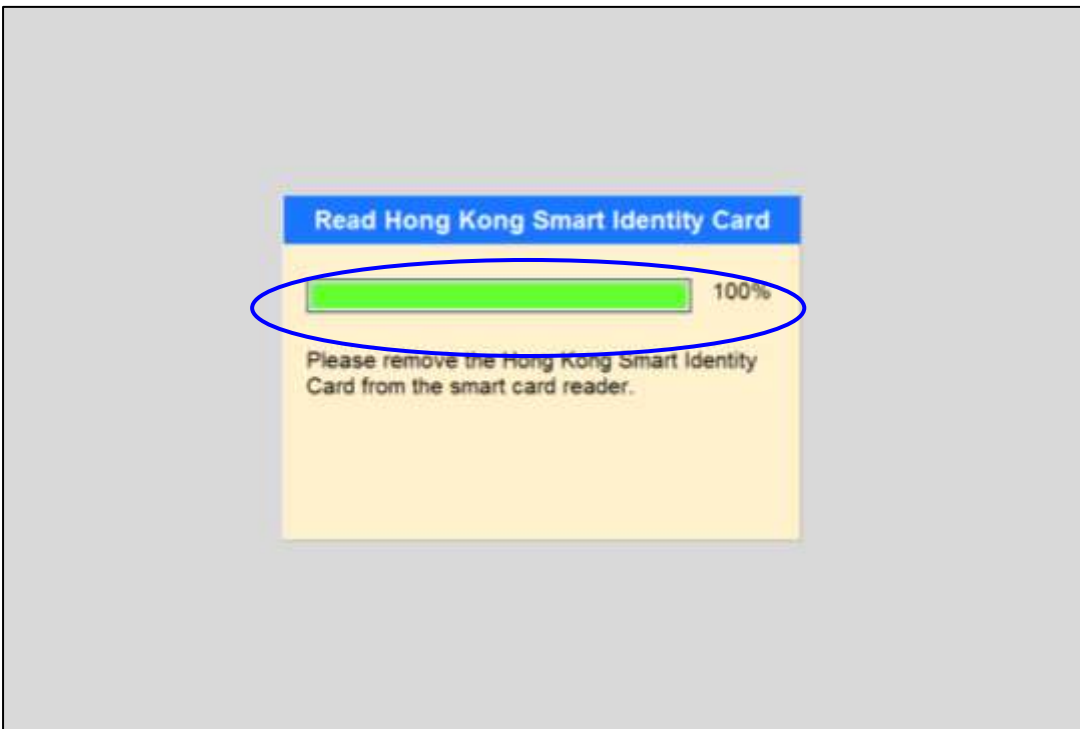


Fig 7.2.4-5 Remove Hong Kong Smart Identity Card



Fig 7.2.4-6 Create account



Fig 7.2.4-7 Confirm account





Fig 7.2.4-8 Temporary eHealth (Subsidies) account has been created successfully.

### 7.3 Record Confirmation by Service Provider

Service provider must confirm the claim transactions and temporary eHealth (Subsidies) accounts created by data entry account, otherwise, the claims for the temporary eHealth (Subsidies) accounts (Subsidies) cannot be reimbursed.

#### 7.3.1 Confirm claim transaction

- a. In the menu, click the menu item 'Record Confirmation' or pressing 'Go' besides the task list of 'List of claims pending confirmation'. (Fig. 7.3.1-1)
  - The no. of outstanding records is shown under the List for reference.
  - By pressing 'Go', the system will automatically retrieve the outstanding records to display in the result list. (i.e. go directly to step (e))
- b. In the page 'Record Confirmation', select the radio button of 'Claim Transaction' for the 'Confirmation Type'. (Fig. 7.3.1-2)
- c. If you check 'Include "Incomplete" Claims', incomplete claims will be shown. This flexibility in capturing claim data only applies to HCVS.
- d. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme.



- Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.
- e. Press 'Search'. A result list is shown. (Fig. 7.3.1-3)
    - You can sort the result list by pressing the column header.
    - The total no. of retrieved records is shown in the footer.
    - You can navigate among pages by pressing the page no. shown on the footer.
    - You can press the  in the header to view the supporting information of that column.
    - You can press the transaction no. to view the transaction details.
    - For the incomplete claim, you can press the transaction no. to input the outstanding information. If all the outstanding information is inputted, the claim will be confirmed automatically.
    - If you check 'Include "Incomplete" Claims', incomplete claims will be shown.
  - f. Select the transaction by clicking the checkbox of the row.
    - You may select all records in the current page of the result list by clicking the checkbox in the header.
  - g. Click 'Confirm Selected' to confirm the selected claim(s). A page showing the selected claim transaction(s). (Fig. 7.3.1-4)
  - h. Click the checkbox 'I hereby confirm that I have rendered health care .....
- i. Press 'Confirm' button to reconfirm the action. A message to show the claim confirmation is completed should be shown. (Fig. 7.3.1-5)
    - The corresponding temporary eHealth (Subsidies) account for the claim will also be confirmed automatically.
  - j. Press 'Return' to go back the 'Record Confirmation' page.



Fig 7.3.1-1 Home Page

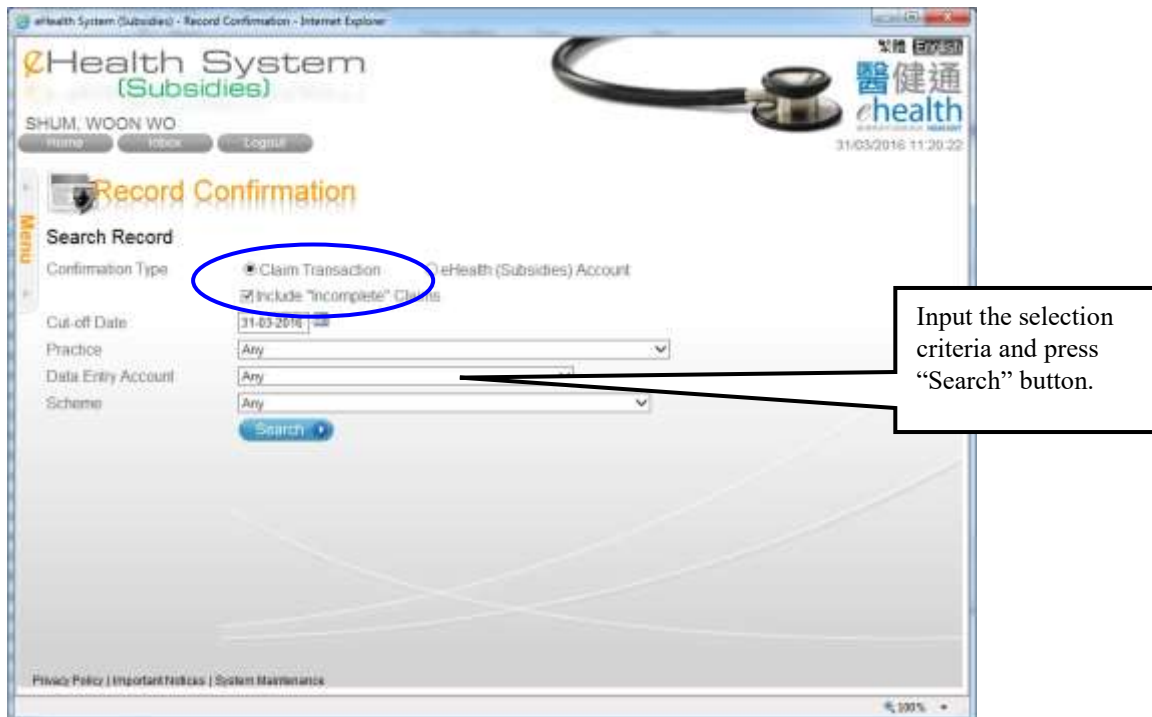


Fig 7.3.1-2 Record confirmation – Search Claim Transaction

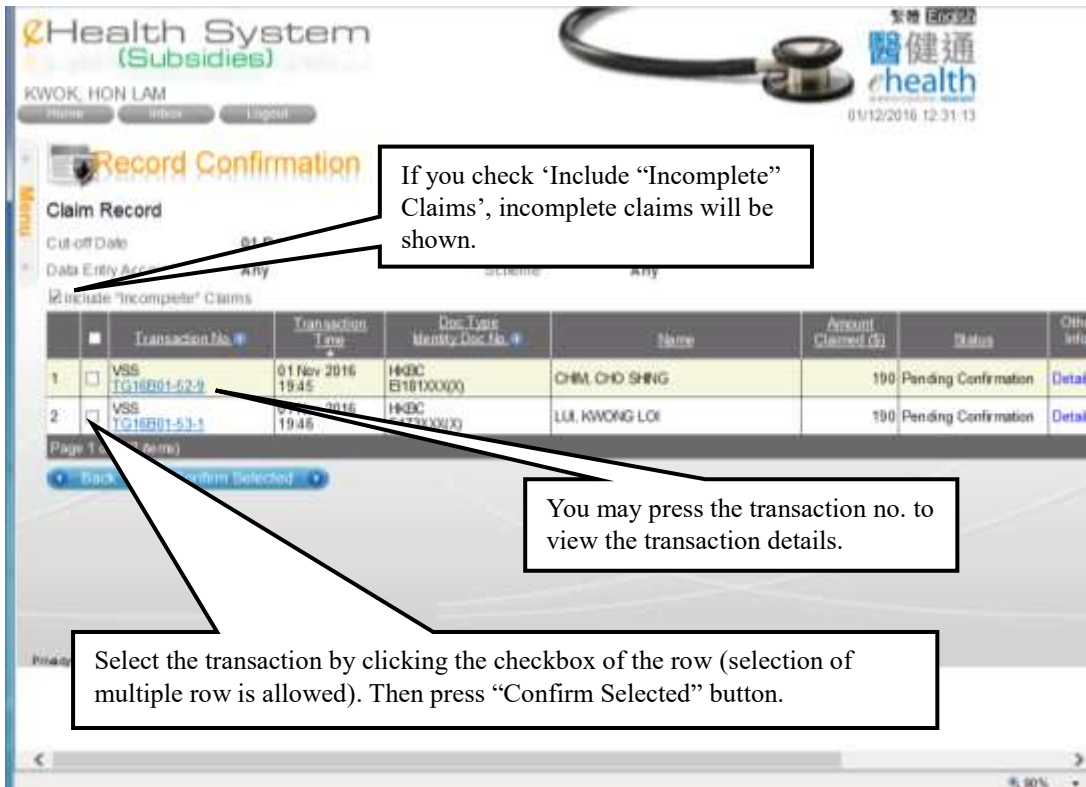


Fig 7.3.1-3 Claim Record

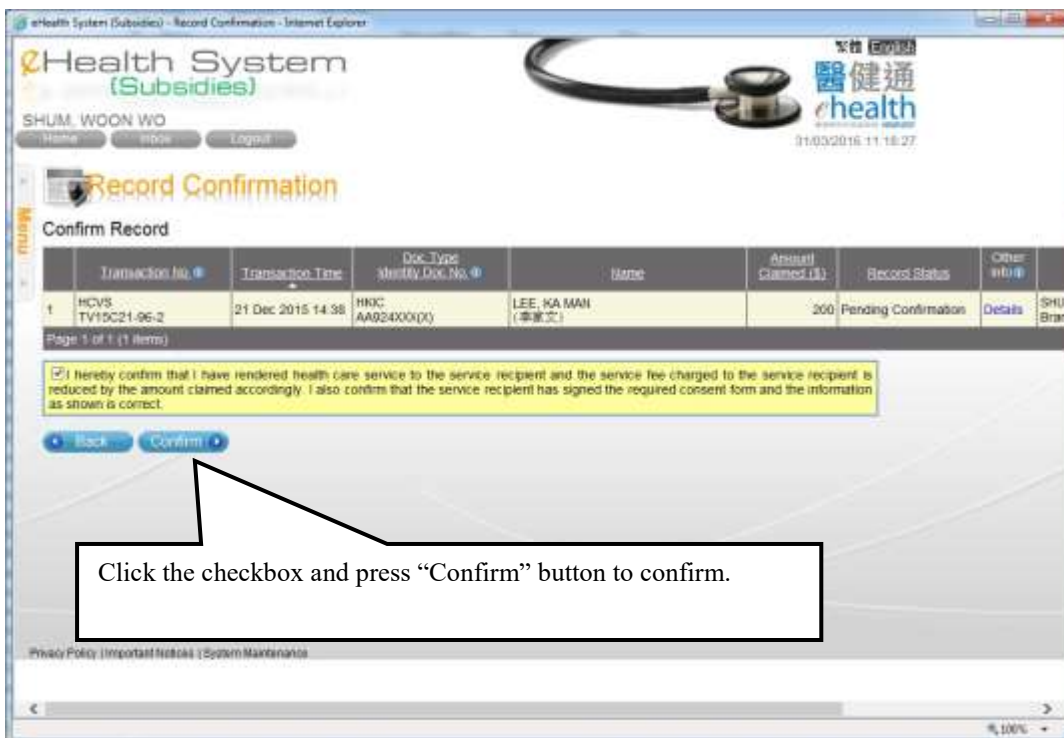




Fig 7.3.1-4 Confirm Record



Fig 7.3.1-5 Claim Confirmation Complete

### 7.3.2 Confirm temporary eHealth (Subsidies) account

- a. In the menu, click the menu item 'Record Confirmation' or pressing 'Go' besides the task list of 'List of Outstanding Temporary eHealth (Subsidies) Account Pending Confirmation'.(Fig. 7.3.2-1)
  - The no. of pending confirmation records is shown under the List for reference.
  - By pressing 'Go', the system will automatically retrieve the outstanding records to display in the result list. (i.e. go directly to step (e))
- b. In the page 'Record Confirmation', select the radio button of 'eHealth (Subsidies) Account' for the 'Confirmation Type'. (Fig. 7.3.2-2)
- c. Input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme.
  - Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.
- d. Press 'Search'. A result list is shown. (Fig. 7.3.2-3)
  - You can sort the result list by pressing the column header.
  - The total no. of retrieved records is shown in the footer.
  - You can navigate among pages by pressing the page no. shown on the footer.

- You can press the  in the header to view the supporting information of that column.

e. The remaining steps are similar to the steps (e) to (i) of ‘Confirm claim transaction’ in section 7.3.1. (Fig. 7.3.2-4 and 7.3.2-5)

After confirmation, the temporary eHealth (Subsidies) accounts are ready to validate with Immigration Department. If the validation is completed successfully, the temporary eHealth (Subsidies) accounts will become validated eHealth (Subsidies) accounts and the related claims, if any, can be reimbursed. If the validation failed, the temporary eHealth (Subsidies) account will be marked as ‘Validation Failed’ and service provider is required to rectify the incorrect information.

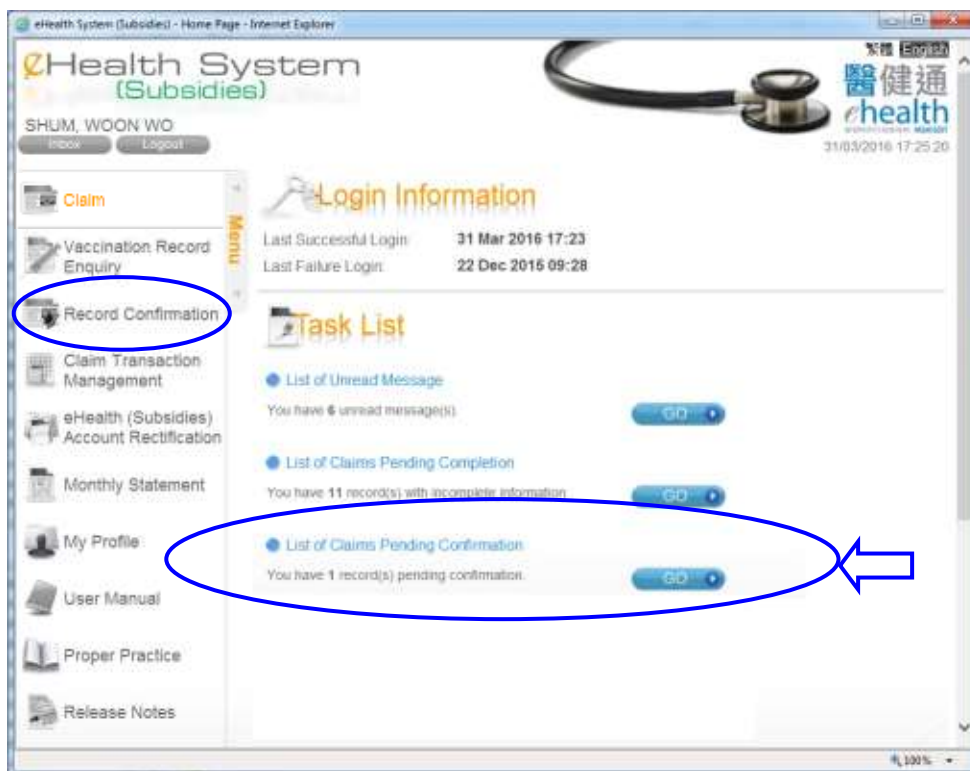


Fig. 7.3.2-1 Home Page

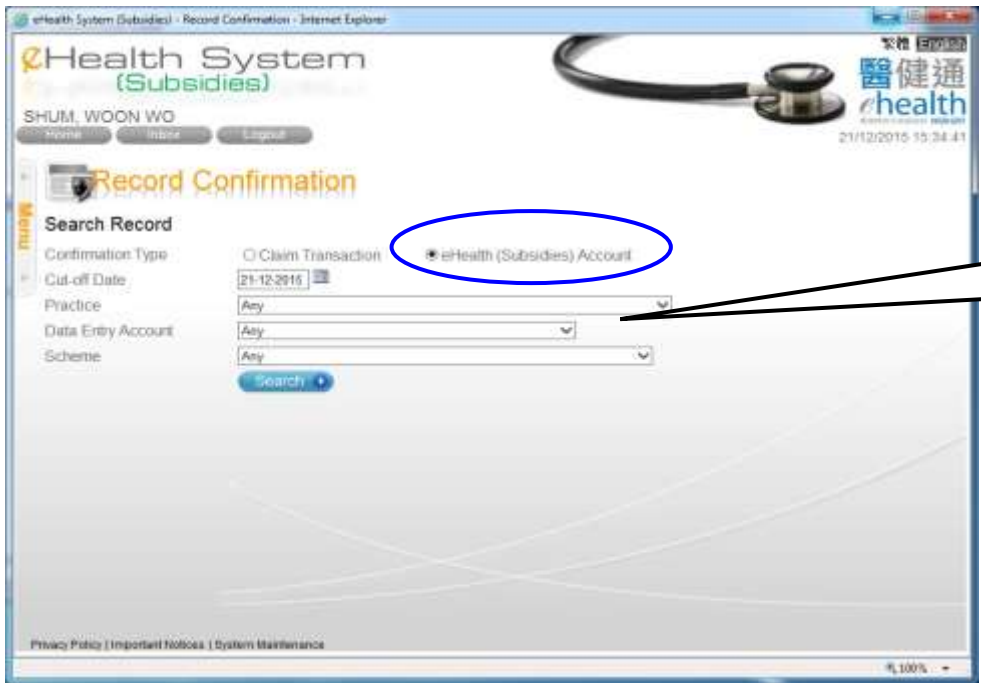


Fig. 7.3.2-2 Record Confirmation - Search Temporary eHealth (Subsidies) Account



Select the transaction by clicking the checkbox of the row. Then press "Confirm Selected" button.

Fig. 7.3.2-3 Search Result



Fig. 7.3.2-4 Confirm record

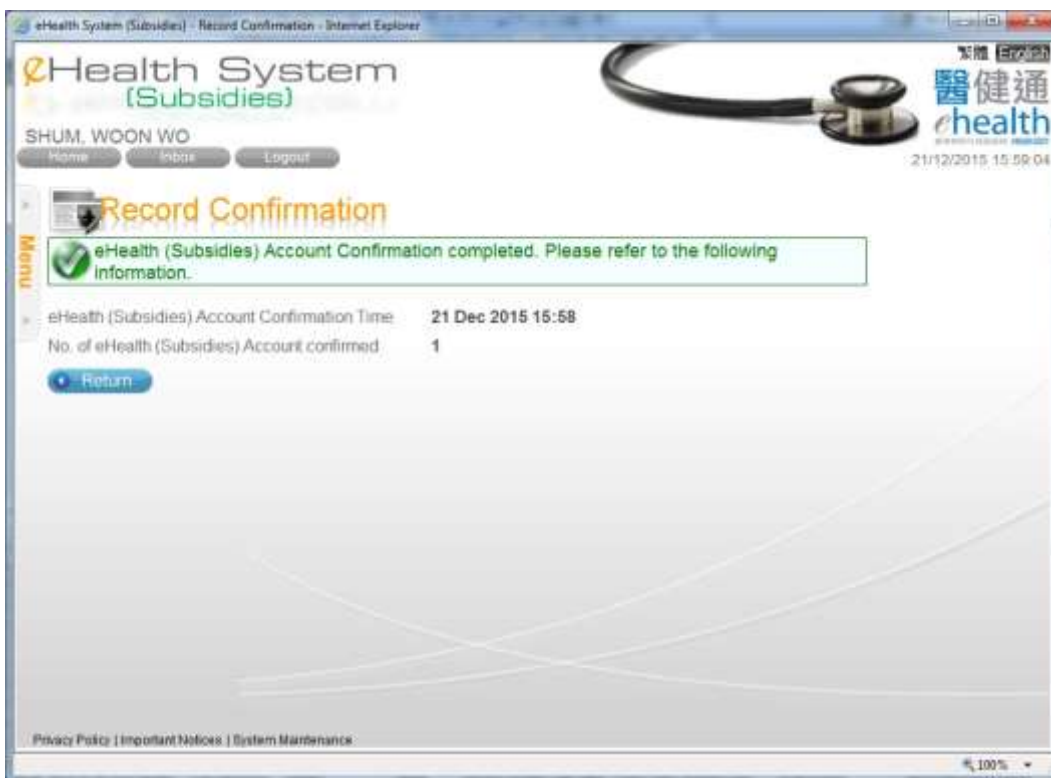


Fig. 7.3.2-5 Completion of confirmation



## 7.4 Rectify Temporary eHealth (Subsidies) Account with failed validation result

All temporary eHealth (Subsidies) accounts are validated with the Immigration Department before becoming validated eHealth (Subsidies) accounts. If a temporary eHealth (Subsidies) account cannot pass the validation, service provider should verify the details with the service recipient and use 'eHealth (Subsidies) Account Rectification' to rectify temporary account details. The rectified temporary eHealth (Subsidies) account will be passed to Immigration Department for validation again. If there is claim using temporary eHealth (Subsidies) account created by other service provider but with failed validation result, the service provider can choose to modify the details with creation of another temporary eHealth (Subsidies) account for the claim.

The system will notify the service provider to rectify the temporary account by:

- sending a message with subject of 'Notice to rectify details in eHealth (Subsidies) account' to Inbox;
- showing a task list of "List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification" under 'Task List' in Home page.

Different reminders will be created to the service provider to remind about the un-rectified temporary account in different period. A summary of different reminders is in Appendix 5. Ultimately, if the temporary eHealth (Subsidies) account has been outstanding for 29 days, the Scheme Administrator may remove the account and void the related claim(s), if any.

- a. In the menu, click the menu item 'eHealth (Subsidies) Account Rectification' or pressing 'Go' besides the task list of 'List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification' in Home Page. (Fig. 7.4-1) The page of 'eHealth (Subsidies) Account Rectification' is shown. (Fig. 7.4-2)
  - By pressing the 'Go', the system will automatically retrieve the outstanding records to place in the result list. (go directly to step (d) )
- b. Select 'Validation Failed' from the eHealth (Subsidies) Account Rectification List.
- c. Press 'Search'. A result list is shown. (Fig. 7.4-3)
  - If the temporary account is created without any claim, the 'Transaction No.' will be 'N/A'.
- d. Select the corresponding temporary account by pressing the Identity Document No.. The details of temporary eHealth (Subsidies) account are shown.
  - The details of a temporary account can only be rectified by the service provider who owns the practice where the account was created (please refer to step (e) below).

- If the temporary account is created by other service providers, you can modify the details with creation of another temporary eHealth (Subsidies) account for the claim (please refer to step (i) below).
- The system will check the eligibility of the rectified account information. (Fig. 7.4-13)
- If the temporary account with claim transaction, and the rectification will affect the substance of the existing claim transaction, the rectification is thus not allowed. (Fig. 7.4-14)
- If the temporary account is a holder of HKIC, you can update the respective personal information by reading the Smart ID Card.
- However, once a temporary account was created through reading Smart ID Card, its personal information (except gender) can only be rectified through reading Smart ID Card.

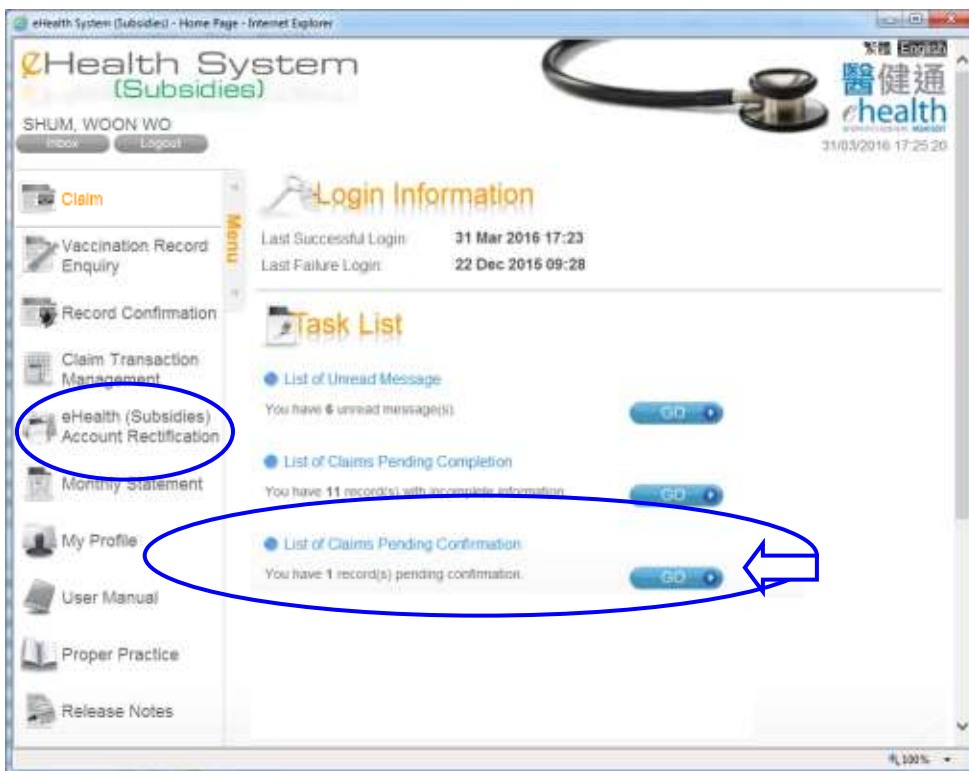


Fig 7.4-1 Home Page

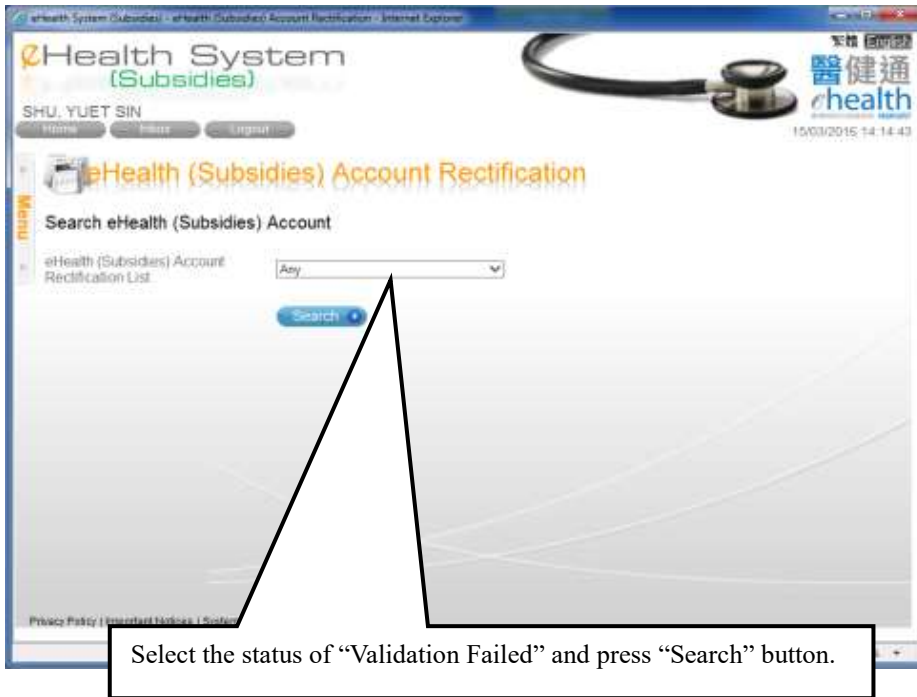


Fig 7.4-2 Search Temporary eHealth (Subsidies) Account



Fig 7.4-3 Temporary eHealth (Subsidies) Account Record

### Temporary eHealth (Subsidies) account created under your practice:

- e. Buttons 'Back', 'Save' and 'Remove'/'View Transaction' are shown. If the temporary account has claim, the 'View Transaction' button will be displayed instead of 'Remove' button. (Fig 7.4.-4)
  - You can press 'Back' to cancel the rectification.
  - You may press "View Transaction" button to view and void the temporary eHealth (Subsidies) account and the related transaction.
  - You may press 'Remove' button to remove the temporary account if he/she does not have any claim.
  - You may press 'Save' button to save the change.
- f. Rectify the temporary account information and press 'Save' after information is rectified.
- g. Press 'Confirm' to confirm the rectification (Fig. 7.4-5). Rectification is completed.
- h. Press 'Return' to go back to 'eHealth (Subsidies) Account Rectification' page. (Fig. 7.4-6)



Fig 7.4-4 Rectify eHealth (Subsidies) Account Information

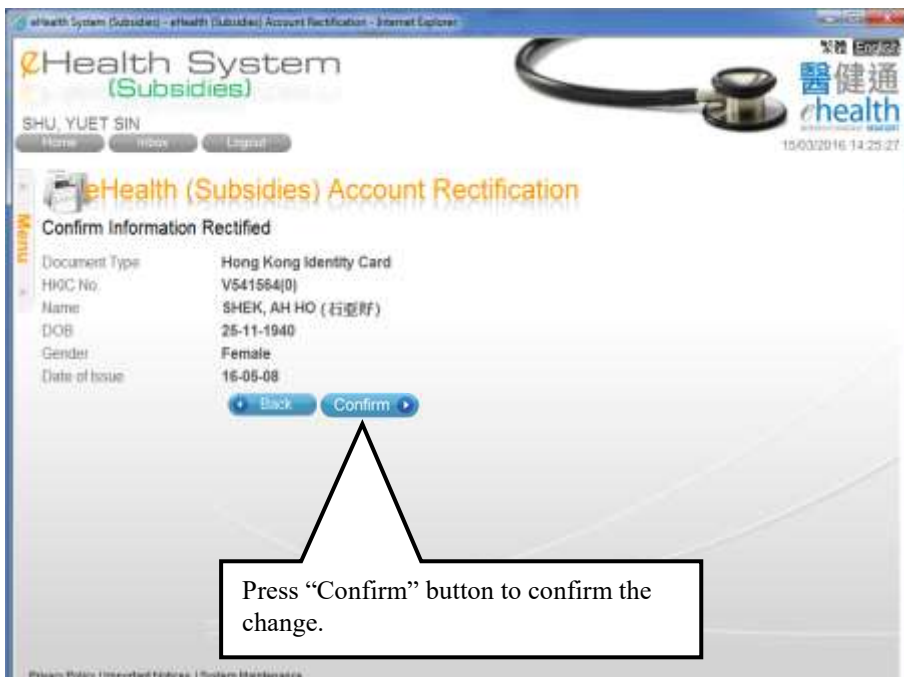


Fig 7.4-5 Confirm Information Rectified



Fig 7.4-6 Completion

**Temporary eHealth (Subsidies) account created through other service provider:**

- i. The buttons 'Back', 'Modify' and 'Remove' / 'View Transaction' are shown. If the temporary account has claim, the 'View Transaction' button will be displayed instead of 'Remove' button. (Fig 7.4-7)
  - You can press 'Back' to cancel the rectification.

- You may press ‘Modify’ button to modify temporary eHealth (Subsidies) account details with creation of another temporary eHealth (Subsidies) account for the claim.
  - You may press “View Transaction” button to view and void the temporary eHealth (Subsidies) account and the related transaction.
  - You may press ‘Remove’ button to remove the temporary account if he/she does not have any claim.
- j. Press ‘Modify’ button. A pop-up window is shown to remind you that you are going to create another temporary eHealth (Subsidies) account for the modification (Fig. 7.4-8).
  - k. Press ‘Yes’ button to continue.
  - l. If you have more than 1 practice, the system will ask you to select the practice for the creation (Fig. 7.4-9).
  - m. The system will copy the original temporary eHealth (Subsidies) account details to the input screen. You can modify the information (Fig. 7.4-10). Press ‘Save’ button after the details is modified.
  - n. You should click the checkbox of ‘I declare...’ and press ‘Confirm’ button to confirm the creation (Fig. 7.4-11).
  - o. A reference no. for the newly created temporary eHealth (Subsidies) account will be generated (Fig. 7.4-12).
  - p. You may press ‘Return’ to go back to ‘eHealth (Subsidies) Account Rectification’ page.

**eHealth System (Subsidies)**

PUI YAN SUT

Home About Logout

21/02/2019 14:13:22

### eHealth (Subsidies) Account Rectification

Rectify eHealth (Subsidies) Account Information

Reference No.	C19221-62-6 (Temporary eHealth (Subsidies) Account Record Created by other Service Provider)
Document Type	Hong Kong Identity Card
HKIC No.	MD967938(4)
Date of Birth	21/01/1984
Name in English	SUN, LO HING (Surname) (Given name)
Chinese Commercial Code	
Gender	<input checked="" type="radio"/> Female <input type="radio"/> Male
Date of Issue	2012/01/01
Creation Method	Manual Input
Transaction No.	TV19221-7-9

**Tip for reading Smart ID**

If you notice that the HKIC No. does not match with the respective person, please use the "View Transaction" button to void the claim and the respective eHealth (Subsidies) Account will be removed automatically.

Privacy Policy | Important Notices | System Maintenance

Fig 7.4-7 Temporary eHealth (Subsidies) Account Information



Fig 7.4-8 Popup window to remind creation of another temporary eHealth (Subsidies) account for the modification

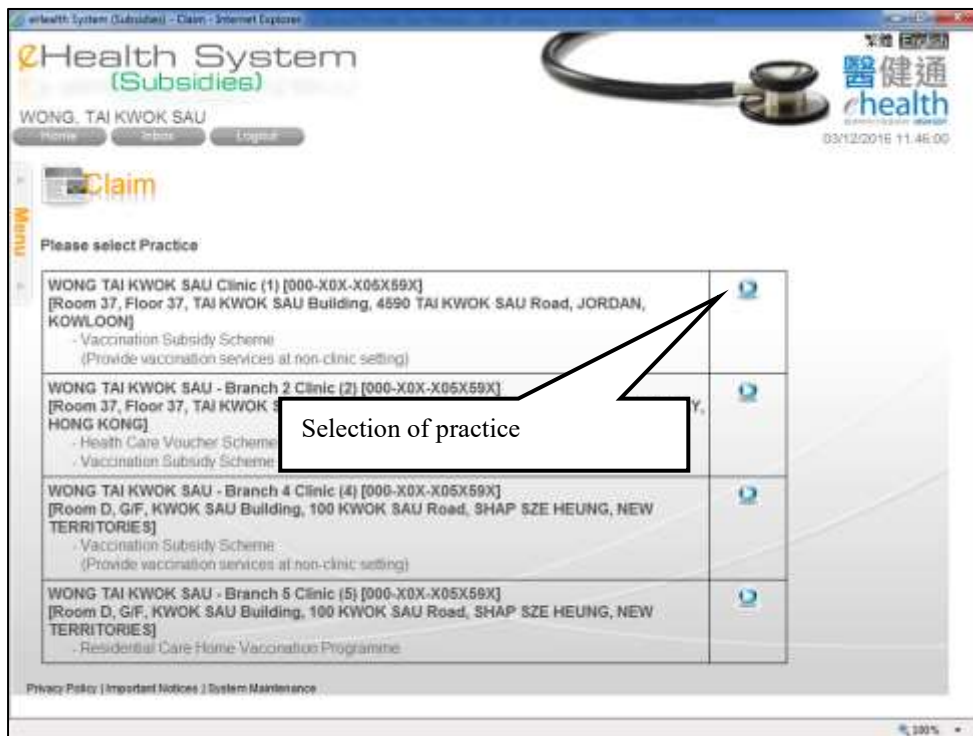


Fig 7.4-9 Selection of practice

**eHealth System (Subsidies)**

PUI, YAN SUT

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**eHealth (Subsidies) Account Rectification**

**Rectify eHealth (Subsidies) Account Information**

Reference No. C19221-62-6  
(Temporary eHealth (Subsidies) Account Record Created by other Service Provider)

Document Type Hong Kong Identity Card

HKIC No. MD967935(4)

Date of Birth 01-01-1944

Name in English CHAN LOI HING  
(Surname) (Given name)

Chinese Commercial Code       Chinese Name

Gender  Female  Male

Date of Issue 27-07-05

Creation Method Manual Input

Transaction No. TV19221-7-9

[Back](#) [Save](#) [View Transaction](#)

(Chip facing up) (Chip facing up) [Tips on reading Smart ID](#)

[Read Old Form of Smart ID](#) [Read New Form of Smart ID](#)

If you notice that the HKIC No. does not match with the respective person, please use the "View Transaction" button to void the claim and the respective eHealth (Subsidies) Account will be removed automatically.

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Fig 7.4-10 Enter the new temporary eHealth (Subsidies) account information

**eHealth System (Subsidies)**

LIN, CHUNG SHUN CHRISTABELLA

Home | Inbox | Logout

**eHealth (Subsidies) Account Rectification**

**Confirm Information Rectified**

Document Type Hong Kong Identity Card

HKIC No. T303065(8)

Name CHAN, TAI MAN

DOB 1930

Gender Male

Date of Issue 05-05-09

I declare that the information given in this return is true, correct and complete. I have obtained consent from the applicant for the collection and use of his/her personal information for creating an eHealth (Subsidies) Account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the Immigration Department.

[Back](#) [Confirm](#)

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Fig 7.4-11 Confirm Input





Fig 7.4-12 Completion



Fig. 7.4-13 eHealth (Subsidies) Account Rectification - Check for eligibility (Remind service provider the rectified account requires the pre-primary attendance proof)

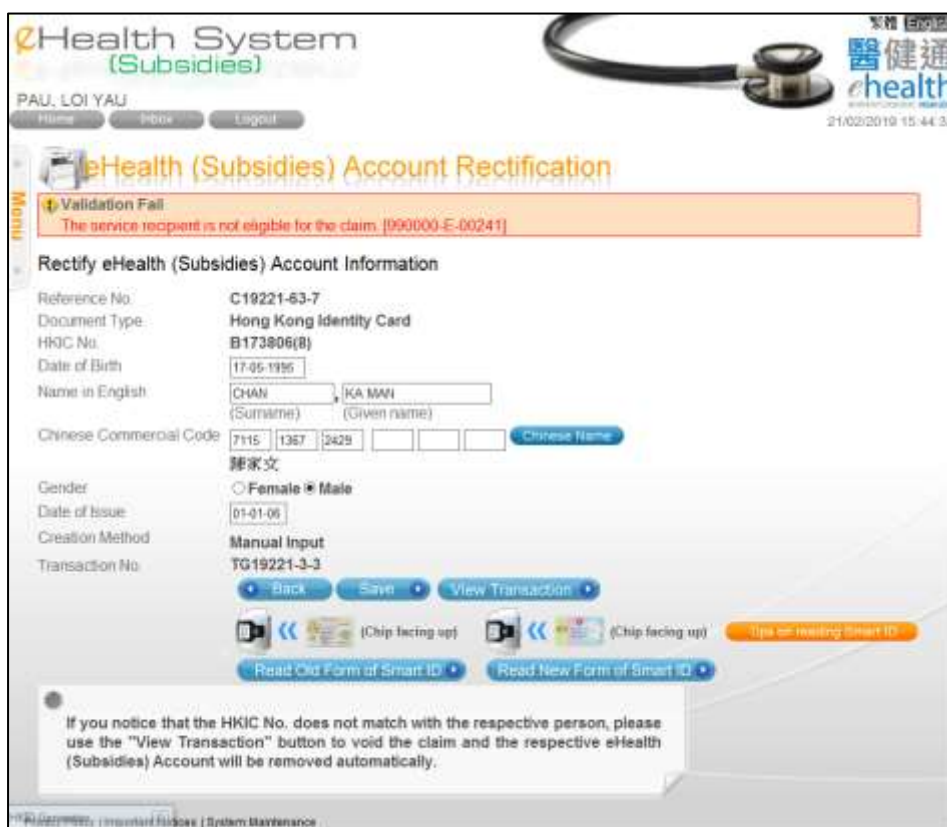


Fig. 7.4-14 eHealth (Subsidies) Account Rectification – Check for eligibility against existing claim transaction

## 7.5 Modify temporary eHealth (Subsidies) account details

Data entry account and Service Provider can modify temporary eHealth (Subsidies) account details by using the ‘eHealth (Subsidies) Account Rectification’. The steps are similar to steps in section 7.4 ‘Rectify temporary eHealth (Subsidies) account with failed validation result’. Data entry account is restricted to modify his own created temporary eHealth (Subsidies) accounts before confirmation by service provider.

- a. In the menu, click the menu item ‘eHealth (Subsidies) Account Rectification’. (Fig. 7.5-1) The corresponding page is shown. (Fig. 7.5-2)
- b. Select the temporary eHealth (Subsidies) account status.
  - Account Status:
    - i. *Pending Confirmation*: temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
    - ii. *Pending Validation*: temporary eHealth (Subsidies) account pending validation with Immigration Department.
    - iii. *Validation Failed*: temporary eHealth (Subsidies) account with failed

result after validation with Immigration Department. Service provider is required to rectify the failed account and the account will resubmit to Immigration Department for validation again.


- For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.5-3).
- If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
  - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown (Fig. 7.5-4). The remaining steps are similar to the steps in section 7.4 'Rectify temporary eHealth (Subsidies) account with failed validation result'. Please refer to that section for details.



Fig 7.5-1 Home Page

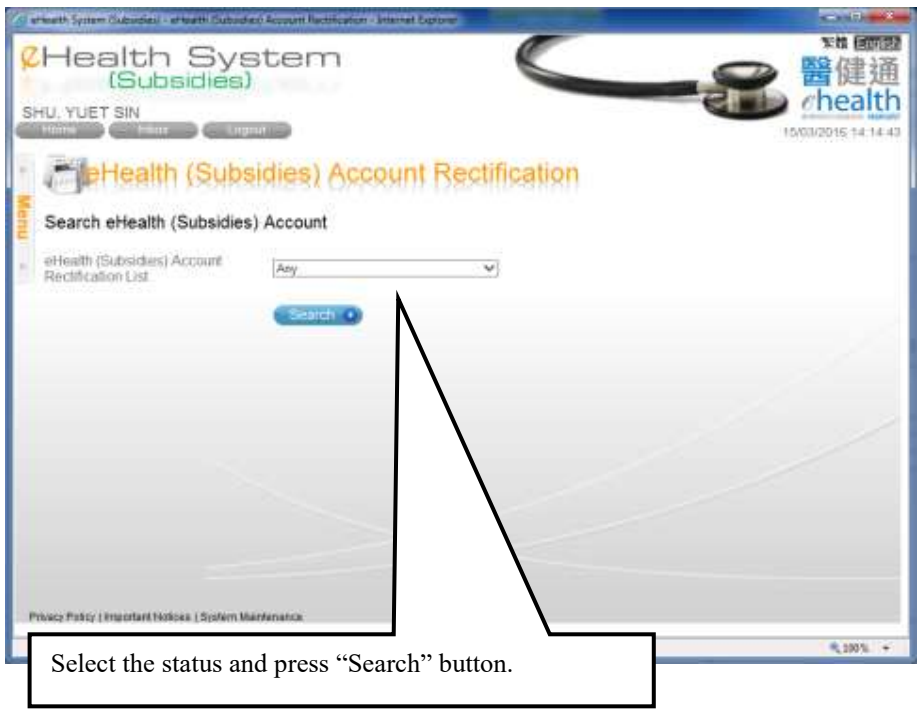


Fig 7.5-2 eHealth (Subsidies) Account Rectification



Fig 7.5-3 Temporary eHealth (Subsidies) Account Record




Fig 7.5-4 Rectify Temporary eHealth (Subsidies) Account Information

## 7.6 Removal of temporary eHealth (Subsidies) account (without any claim transactions)

The functions of ‘Record Confirmation’ and ‘eHealth (Subsidies) Account Rectification’ are available for removal of temporary eHealth (Subsidies) account without any related claims. For temporary eHealth (Subsidies) account with claim transaction(s), by voiding the claim transaction(s), the temporary account will also be removed (details of void claim is in section 7.7).

### 7.6.1 Remove via ‘Record Confirmation’

- a. In the menu, click the menu item ‘Record Confirmation’. (Fig. 7.6.1-1)
- b. In the page ‘Record Confirmation’, select the radio button of ‘eHealth (Subsidies) Account’ for the ‘Confirmation Type’ and input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.6.1-2)
  - Cut-off Date is defaulted to today. You can input another date or press the

calendar  to select another date.


- c. Press 'Search'. A result list is shown. (Fig. 7.6.1-3)
  - You can sort the result list by pressing the column header.
  - The total no. of retrieved records is shown in the footer.
  - You can navigate among pages by pressing the page no. shown on the footer.
  - You can press the  in the header to view the supporting information of that column.
- d. Select the temporary eHealth (Subsidies) account by clicking the checkbox of the row.
- e. Click the 'Reject Selected' button to reject/remove the selected temporary eHealth (Subsidies) accounts.
- f. Press 'Reject' button to re-confirm the removal. (Fig. 7.6.1-4)
- g. Press 'Return' to go back to 'Record Confirmation' page. (Fig. 7.6.1-5)



Fig 7.6.1-1 Home Page

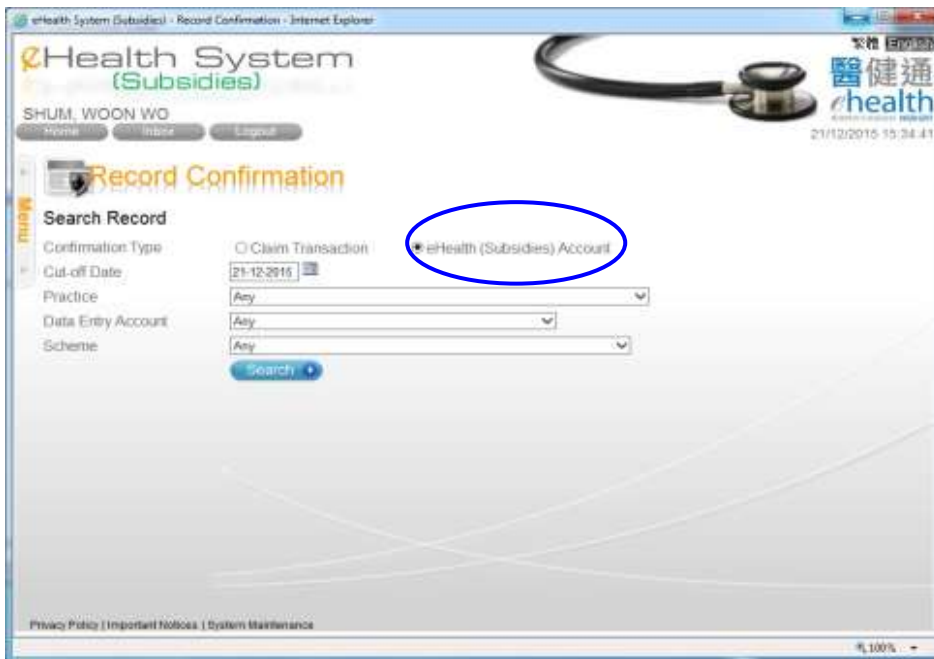


Fig 7.6.1-2 Record Confirmation

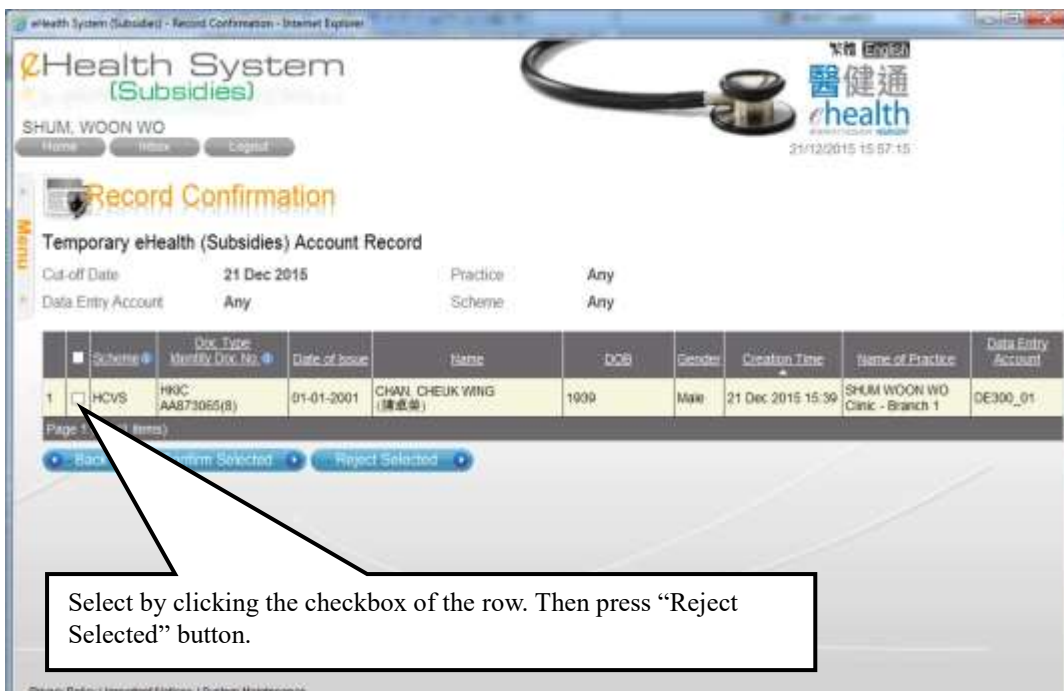


Fig 7.6.1-3 Temporary eHealth (Subsidies) account Record



Fig 7.6.1-4 Reject record



Fig 7.6.1-5 Reject Complete



## 7.6.2 Removal via ‘eHealth (Subsidies) account Rectification’


- a. In the menu, click the menu item ‘eHealth (Subsidies) account Rectification’. (Fig. 7.6.2-1) The corresponding page is shown. (Fig. 7.6.2-2)
- b. Select the temporary eHealth (Subsidies) account status.
  - Account Status:
    - i. *Pending Confirmation*: temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
    - ii. *Pending Validation*: temporary eHealth (Subsidies) account pending validation with Immigration Department.
    - iii. *Validation Failed*: temporary eHealth (Subsidies) account with failed result after validation with Immigration Department.
  - For data entry account, only status of ‘Pending Confirmation’ is available and cannot choose other status.
- c. Press ‘Search’. A result list is shown. (Fig. 7.6.2-3)
  - If the temporary eHealth (Subsidies) account is created without any claim, the ‘Transaction No.’ will be ‘N/A’.
  - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown. (Fig. 7.6.2-4)
- e. Press ‘Remove’ button to remove the temporary eHealth (Subsidies) account. A pop up window is displayed to ask for confirmation of the removal. (Fig. 7.6.2-5)
- f. Press ‘Confirm’ to confirm the removal. The temporary eHealth (Subsidies) account is removed.
- g. Press ‘Return’ to go back to ‘eHealth (Subsidies) account Rectification’ page. (Fig. 7.6.2-6)



Fig 7.6.2-1 Home Page



Select the status and press “Search” button.

Fig 7.6.2-2 eHealth (Subsidies) account Rectification

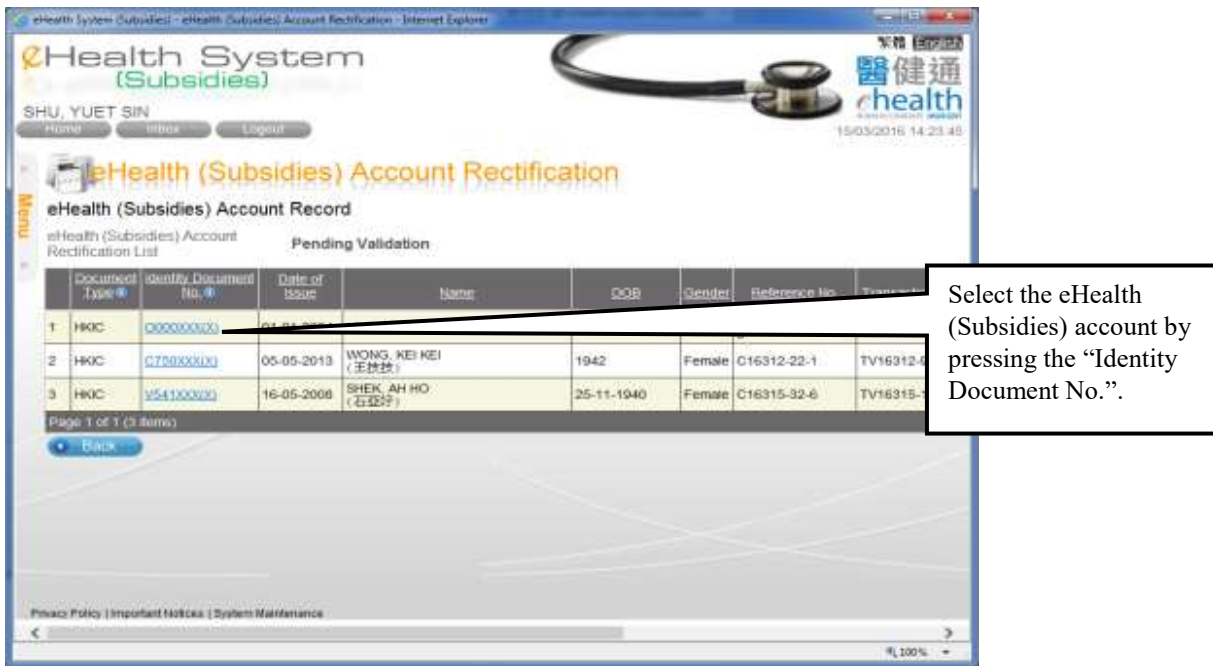


Fig 7.6.2-3 Temporary eHealth (Subsidies) account Record



Fig 7.6.2-4 Rectify eHealth (Subsidies) account Information



Fig 7.6.2-5 Popup window for confirmation

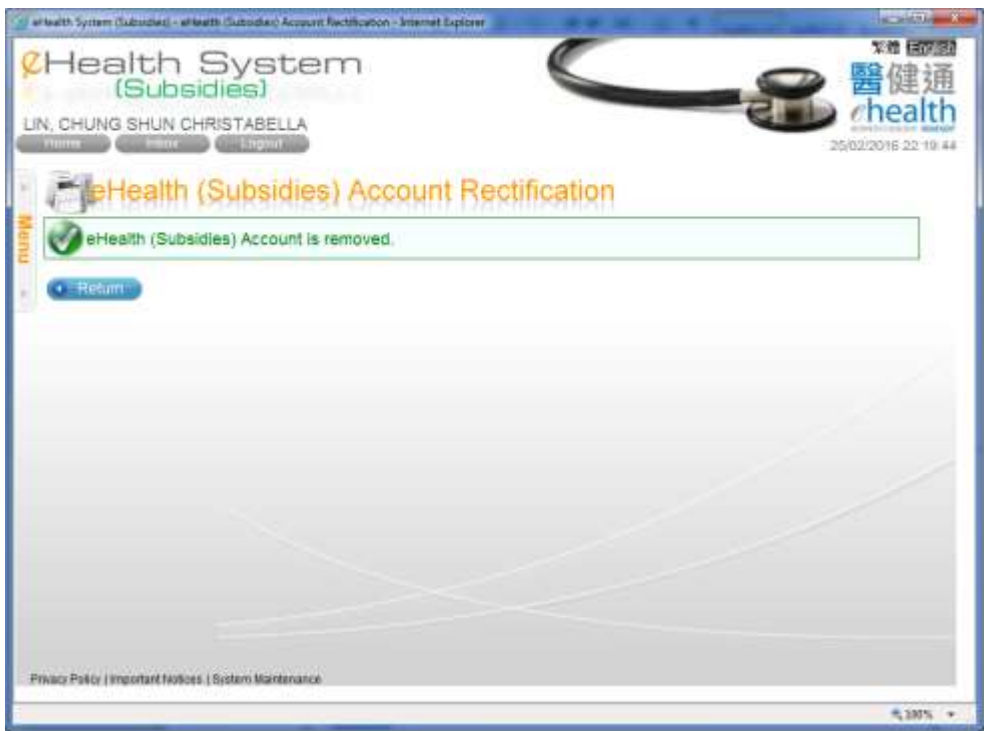


Fig 7.6.2-6 Completion of Removal

## 7.7 Void Claim

Claim can be voided via functions of ‘Record confirmation’, ‘Claim Transaction Management’ and ‘eHealth (Subsidies) account rectification’. Data Entry account can only void his own created claim transactions. In voiding claim for a temporary eHealth (Subsidies) account, the temporary account will also be removed.

Claim transaction should be voided within 24 hours after creation of claim transactions by service provider or confirmation by service provider of the claims made through the data entry account. If the temporary eHealth (Subsidies) account for a claim has failed validation result from Immigration Department, service provider can void the claim even if the claim has been created for over 24 hours.

### 7.7.1 Void Claim via ‘Record Confirmation’



- a. In the menu, click the menu item ‘Record Confirmation’.
- b. In the page ‘Record Confirmation’, select ‘Claim Transaction’ from Confirmation Type’
- c. If you check ‘Include “Incomplete” Claims’, incomplete claims will be shown. This flexibility in capturing claim data only applies to HCVS.
- d. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.7.1-1)
  - Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.
- e. Press ‘Search’. A result list is shown. (7.7.1-2)
  - You can sort the result list by pressing the column header.
  - The total no. of retrieved records is shown in the footer.
  - You can navigate among pages by pressing the page no. shown on the footer.
  - You can press the  in the header to view the supporting information of that column.
  - You can press the transaction no. to view the transaction details.
  - If you check ‘Include “Incomplete” Claims’, incomplete claims will be shown..
- f. Select the transaction by pressing the Transaction No. of the row.
- g. Press ‘Void’ in page ‘Claim Information. (Fig. 7.7.1-3) The Void Reason is enabled for input.
- h. Press ‘Confirm Void’ to confirm. (Fig. 7.7.1-4) A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.1-5)
- i. Press ‘Return’ to go back the ‘Record Confirmation’ page.



Fig. 7.7.1-1 Search Claim Record



Fig. 7.7.1-2 Claim Record

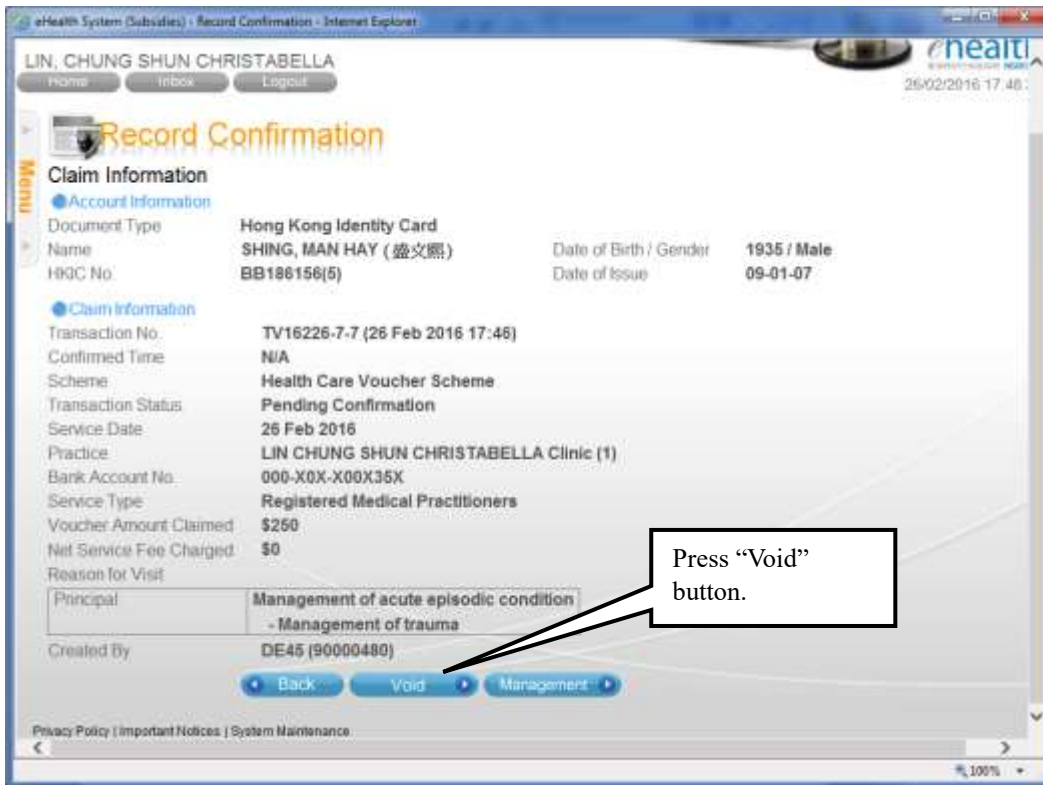


Fig. 7.7.1-3 Claim Information



Fig. 7.7.1-4 Input Void Reason



Fig. 7.7.1-5 Completion of Void Claim

## 7.7.2 Void Claim via ‘Claim Transaction Management’


- a. In the menu, click the menu item ‘Claim Transaction Management’. (Fig. 7.7.2-1) The corresponding page is shown. (Fig. 7.7.2-2)
- b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.
  - For data entry account, only status of ‘Pending Confirmation’ is available and cannot choose other status.
  - You can click the calendar image  to select the transaction date.
- c. Press ‘Search’. A result list with record summary is shown. (Fig. 7.7.2-3)
  - The Record Summary shows the total amount for different claim status in the result list.
- d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.7.2-4)
- e. Press ‘Void’. The Void Reason is enabled for input. (Fig. 7.7.2-5)
- f. Press ‘Confirm Void’ to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.2-6)
- g. Press ‘Return’ to return to the ‘Claim Transaction Management’ page.





Fig. 7.7.2-1 Home Page



Fig. 7.7.2-2 Search Claim Record



Press "Transaction No." to view the details.

Fig. 7.7.2-3 Claim Record



Press "Void" button.

Fig. 7.7.2-4 Claim Information




Enter "Void Reason" and press "Confirm Void" button.

Fig. 7.7.2-5 Claim Information – input void reason



Fig. 7.7.2-6 Completion of void claim

### 7.7.3 Void Claim via 'eHealth (Subsidies) account Rectification'

- a. In the menu, click the menu item 'eHealth (Subsidies) account Rectification'. The corresponding page is shown.
- b. Select the temporary eHealth (Subsidies) account status.
  - Account Status:
    - i. *Pending Confirmation*: temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
    - ii. *Pending Validation*: temporary eHealth (Subsidies) account pending validation with Immigration Department.
    - iii. *Validation Failed*: temporary eHealth (Subsidies) account with failed result after validation with Immigration Department.
  - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.7.3-1)
  - If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
  - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown. (Fig. 7.7.3-2)
- e. Press 'View Transaction' button to view and then void the claim transaction.
- f. Press 'Void' button in the page 'Claim Information'. (Fig. 7.7.3-3)
- g. The void reason is enabled to input. (Fig. 7.7.3-4)
- h. Press 'Confirm Void' to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.3-5)

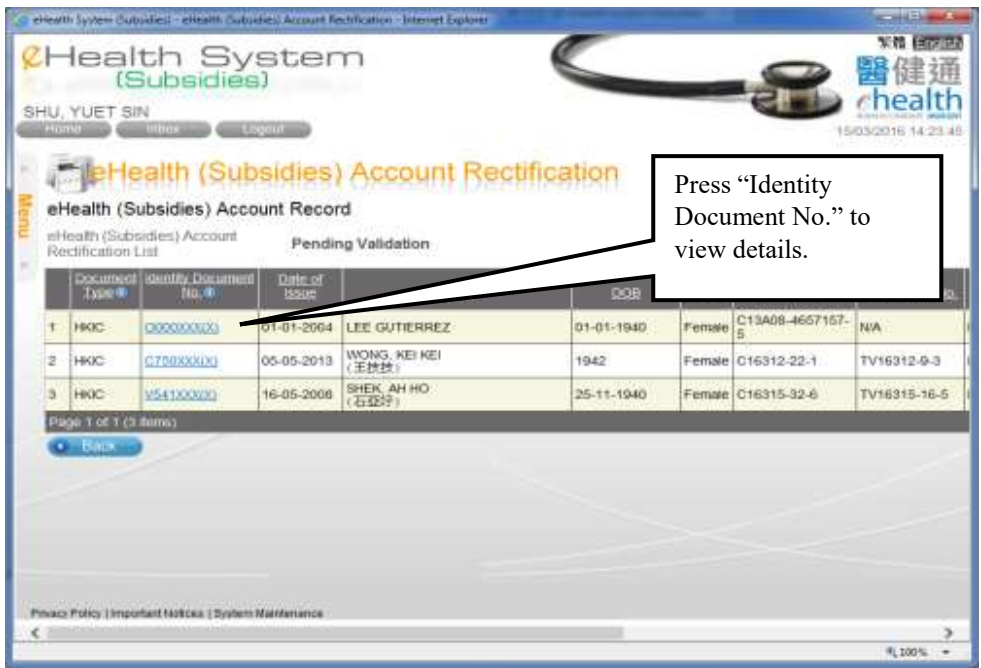


Fig. 7.7.3-1 Temporary eHealth (Subsidies) account Record



Fig. 7.7.3-2 Rectify eHealth (Subsidies) account Information



Fig. 7.7.3-3 Claim Information – void

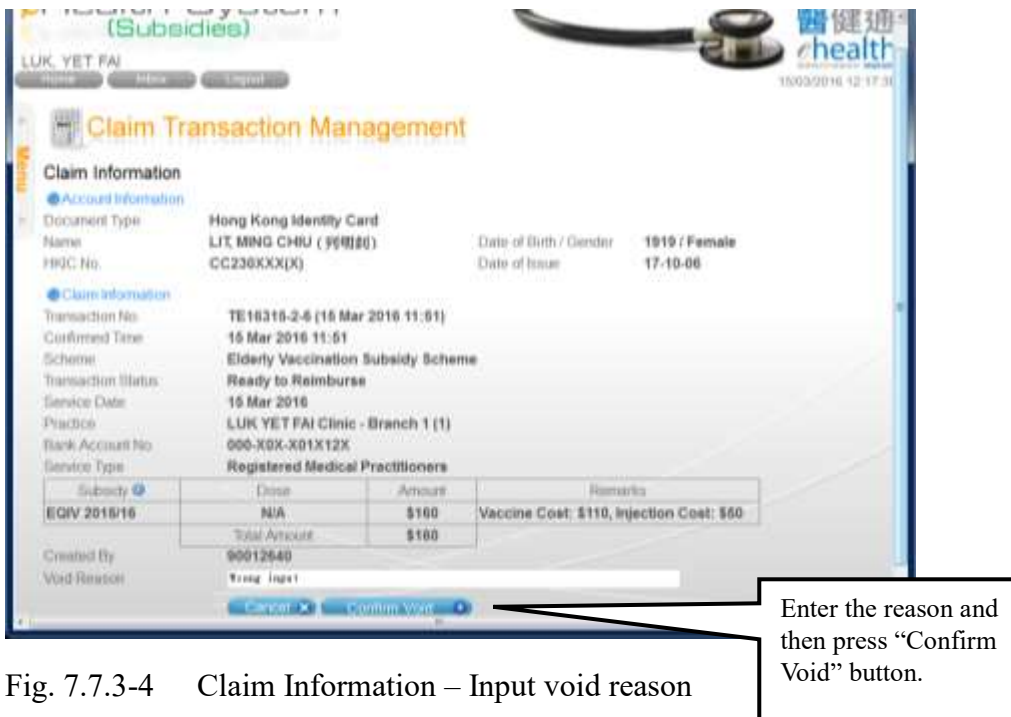


Fig. 7.7.3-4 Claim Information – Input void reason

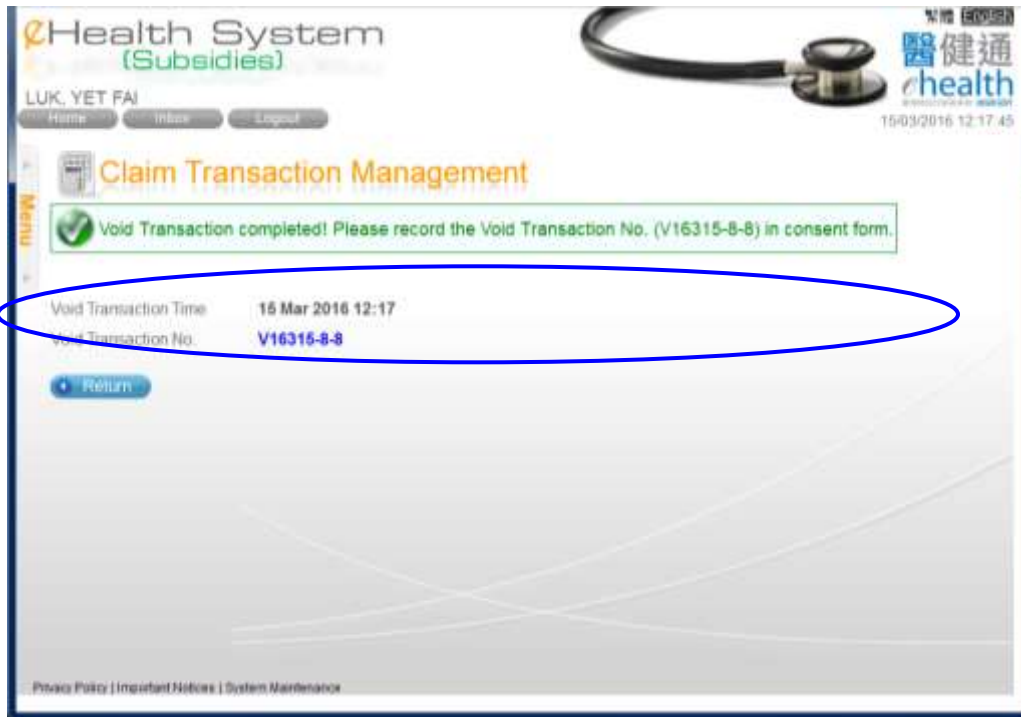




Fig. 7.7.3-5 Completion of void claim

## 7.8 Claim Transaction Management (Retrieve and input outstanding claim information under HCVS)

Service provider or data entry account can use this function to enquire or modify the claim details

- a. In the menu, click the menu item of 'Claim Transaction Management'. (Fig. 7.8-1)  
The corresponding page is shown. (Fig. 7.8-2)
- b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.
  - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
  - You can click the calendar image  to select the date.
- c. Press 'Search' button. A result list with record summary is shown. (Fig. 7.8-3)
  - The Record Summary shows the total amount for different claim status in the result list.
  - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.8-4)

- You may press the 'Void' button to void the transaction.
- If the claim is for HCVS, you may press the 'modify' button to input the outstanding information. (Fig. 7.8-5)



Fig. 7.8-1 Home Page



Fig. 7.8-2 Search Claim Record



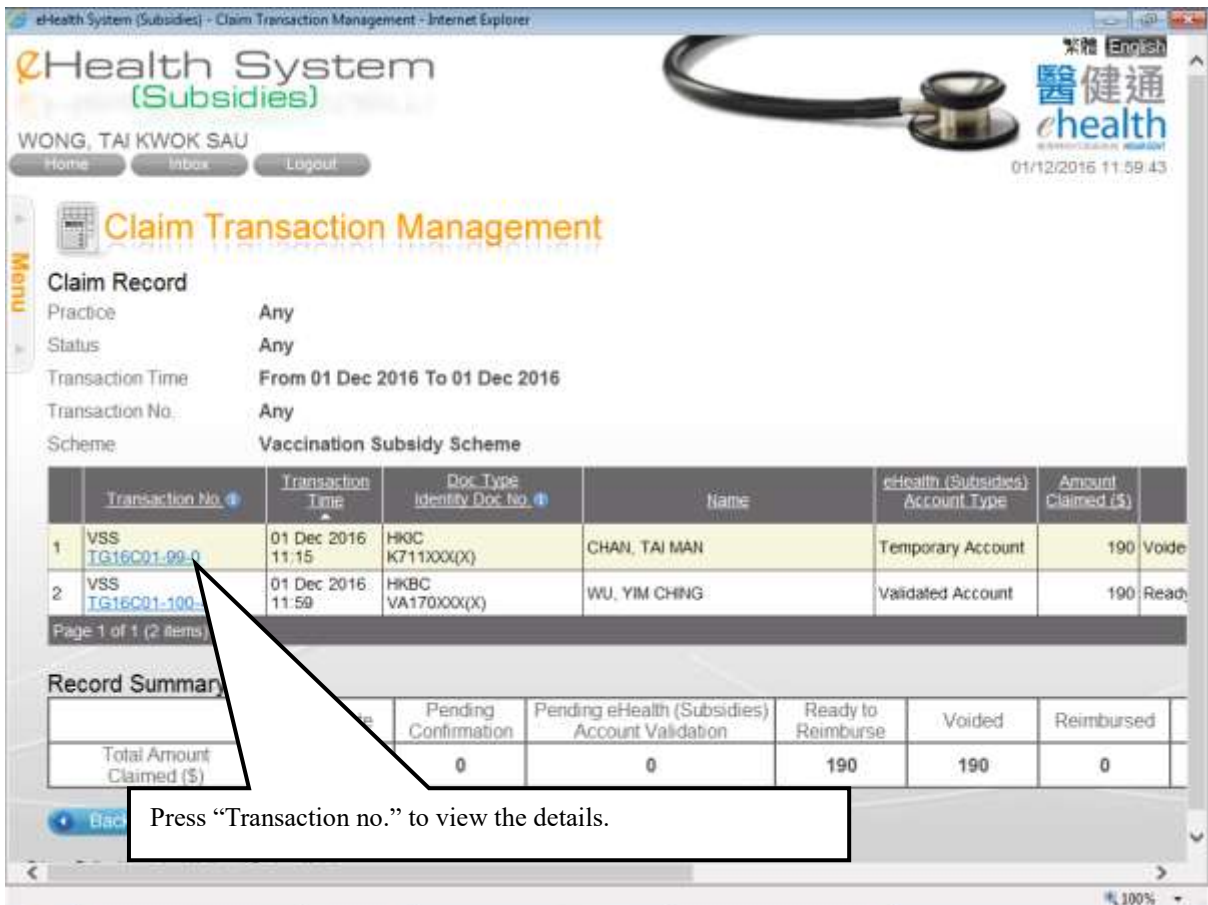


Fig. 7.8-3 Claim Record




Fig. 7.8-4 Claim Information



Fig. 7.8-5 Modify claim

## 7.9 Monthly Statement

A message will be sent to the service provider's Inbox after reimbursement has done, service provider can view the monthly statement for reimbursement details. (Fig. 7.9-7)

- a. In the menu, click the menu item 'Monthly Statement'. (Fig. 7.9-1) The corresponding page is shown. (Fig. 7.9-2)
- b. Select the practice and statement. Only statement within latest twelve months will be shown.
- c. Press 'Search'. A monthly statement is shown. (Fig. 7.9-3)
- d. Press 'View Details' button. A summary of transactions by scheme is shown. Click the scheme, a list of the transactions details of a specific scheme for the statement is shown. (Fig. 7.9-4 to Fig. 7.9-5)
  - You can press the  in the header to view the supporting information of that column.
- e. Select the corresponding claim transaction by pressing the Transaction No.. The claim transaction details are shown. (Fig. 7.9-6)
- f. Press 'Back' to go back to the previous page with transaction list.

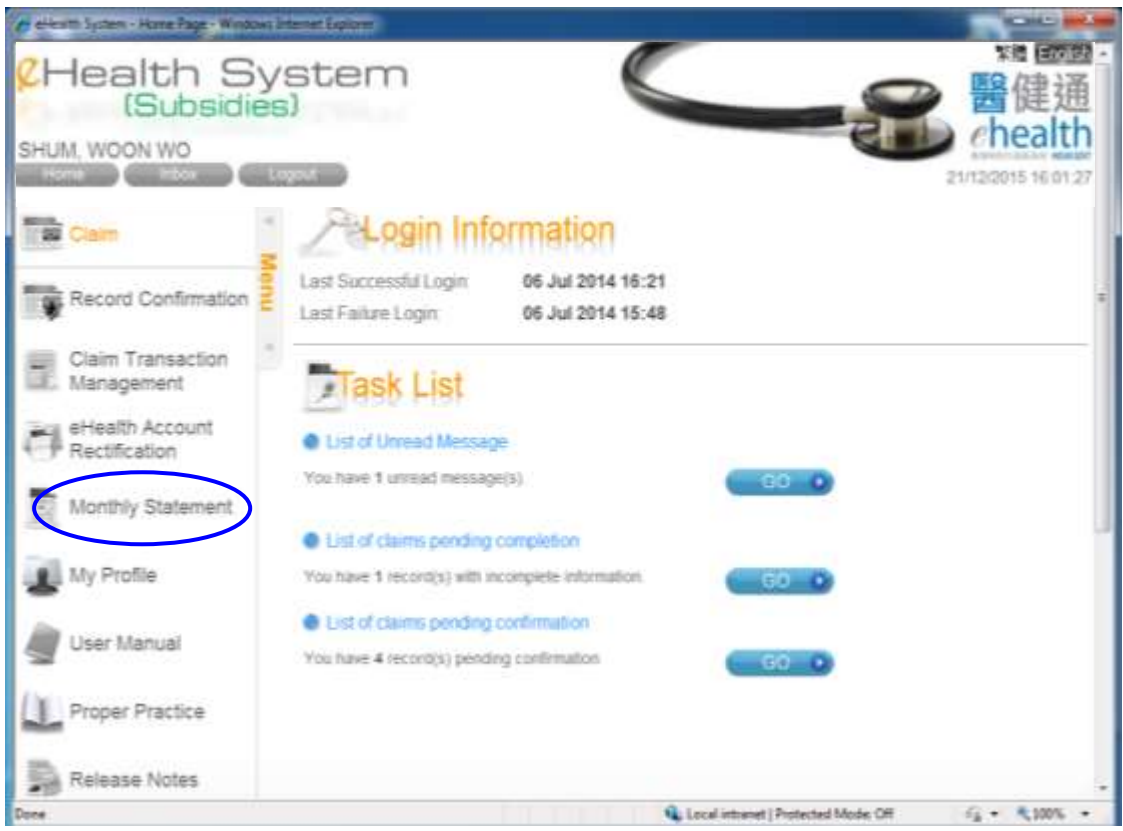


Fig. 7.9-1 Home Page



Fig. 7.9-2 Monthly Statement Summary – Search record

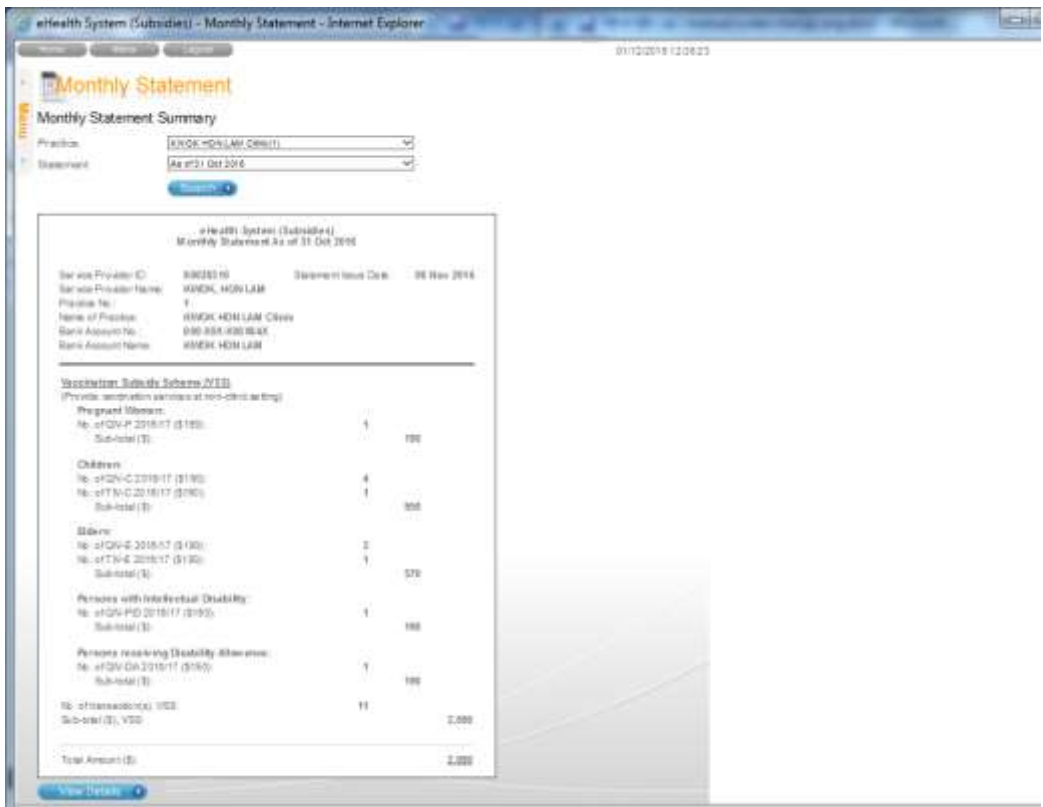


Fig. 7.9-3 Monthly Statement Summary – Monthly statement



Fig. 7.9-4 Monthly Statement Summary – View Details

Health System (Subsidies)

KWOK HON LAM

Home | About | Logout

醫健通 health

01/10/2016 12:26:26

### Monthly Statement

**Claim Record**

Practice: KWOK HON LAM Clinic  
Statement: As of 31 Oct 2016  
Scheme: VSS

Transaction No. #	Transaction Time	Service Date	Doc. Type (Doc. No. #)	Name	Amount Claimed (\$)
1 VSS TG16A26-24-1	26 Oct 2016 19:01	26 Oct 2016	H90C 9009000(X)	HUNG, SHUN FAN (洪志芬)	100
2 VSS TG16A26-25-4	26 Oct 2016 19:01	26 Oct 2016	H90C 0A006000(X)	TUNG, CHUNG FEI (鄧松飛)	100
3 VSS TG16A26-26-6	26 Oct 2016 19:01	26 Oct 2016	H90C ZE106000(X)	LAN, AH TIN (藍立顯)	100
4 VSS TG16A26-27-8	26 Oct 2016 19:02	26 Oct 2016	H90C LQ44000(X)	KAM, YU KAI	100
5 VSS TG16A26-28-0	26 Oct 2016 19:14	26 Oct 2016	H90C 8G035000(X)	YAU, PHO HUNG	100
6 VSS TG16A26-29-2	26 Oct 2016 19:16	26 Oct 2016	H90C ZJ146000(X)	PANG, WAI PAK (彭華鑾)	100
7 VSS TG16A26-30-4	26 Oct 2016 19:17	26 Oct 2016	H90C H6008000(X)	CHO, WAI KWONG (蔡偉光)	100
8 VSS TG16A26-31-6	26 Oct 2016 19:18	26 Oct 2016	H90C ZB304000(S)	LING, MING TAT (凌明達)	100

Fig. 7.9-5 Claim Record – List of Transactions of a specific scheme

SHUM, WOON WO

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醫健通 health

20/06/2014 18:17:16

### Monthly Statement

**Claim Information**

**Account Information**

Document Type: Hong Kong Identity Card  
Name: LAI, SHUI FUNG (賴水鳳)  
Date of Birth / Gender: 30-06-1935 / Male  
H90C No.: AA129XXX(X)  
Date of Issue: 30-05-07

**Claim Information**

Transaction No.: TV11B15-3558362-8 (15 Nov 2011 16:22)  
Confirmed Time: 15 Nov 2011 16:22  
Scheme: Health Care Voucher Scheme  
Transaction Status: Reimbursed  
Service Date: 15 Nov 2011  
Practice: SHUM WOON WO Clinic (1)  
Bank Account No.: 000-X0X-X00X10X  
Service Type: Registered Medical Practitioners  
Voucher Amount Claimed: \$700  
Net Service Fee Charged: Not Applicable  
Reason for Visit:  
Principal: Management of acute episodic condition  
- Management of acute infections  
Created By: 90000300

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100%

Fig. 7.9-6 Claim Information



Fig. 7.9-8 Reimbursement Notification

## 7.10 Vaccination Record Enquiry

Service provider and data entry account can enquire immunization records for service recipient via the 'Vaccination Record Enquiry' function in the menu.

- a. In the menu, click the menu item 'Vaccination Record Enquiry'. (Fig. 7.10-1)
- b. Select the document type, input document no. and date of birth. Then press 'Search' button. Or you can choose to read data from Smart IC. (Fig 7.10-2)
  - Document type, document no., date of birth, English name and gender are the keys to match immunization records from different information providers. For validated eHealth (Subsidies) Account, the corresponding English name and gender are retrieved from system for matching.
  - If the service recipient is not a validated eHealth (Subsidies) account, you have to input the English name and select the gender. Then press 'Next' button. (Fig. 7-10.3) The entered details are shown and you can press 'Proceed to Enquiry' button. (Fig. 7-10.4)
- c. The vaccination records are shown. (Fig 7.10-5a) You can continue the claim by pressing 'Proceed to Claim'. For the available document types of different information providers and the available types of immunization records, you can refer to the legend in the screen (Fig 7.10-5b).



Fig 7.10-1 Home page – Select “Vaccination Record Enquiry”



Fig 7.10-2 Search Account



Fig 7.10-3 Input Recipient Information for non-validated eHealth (Subsidies) account.



Fig 7.10-4 Service Recipient Information





Fig 7-10.5a Vaccination Records are shown.

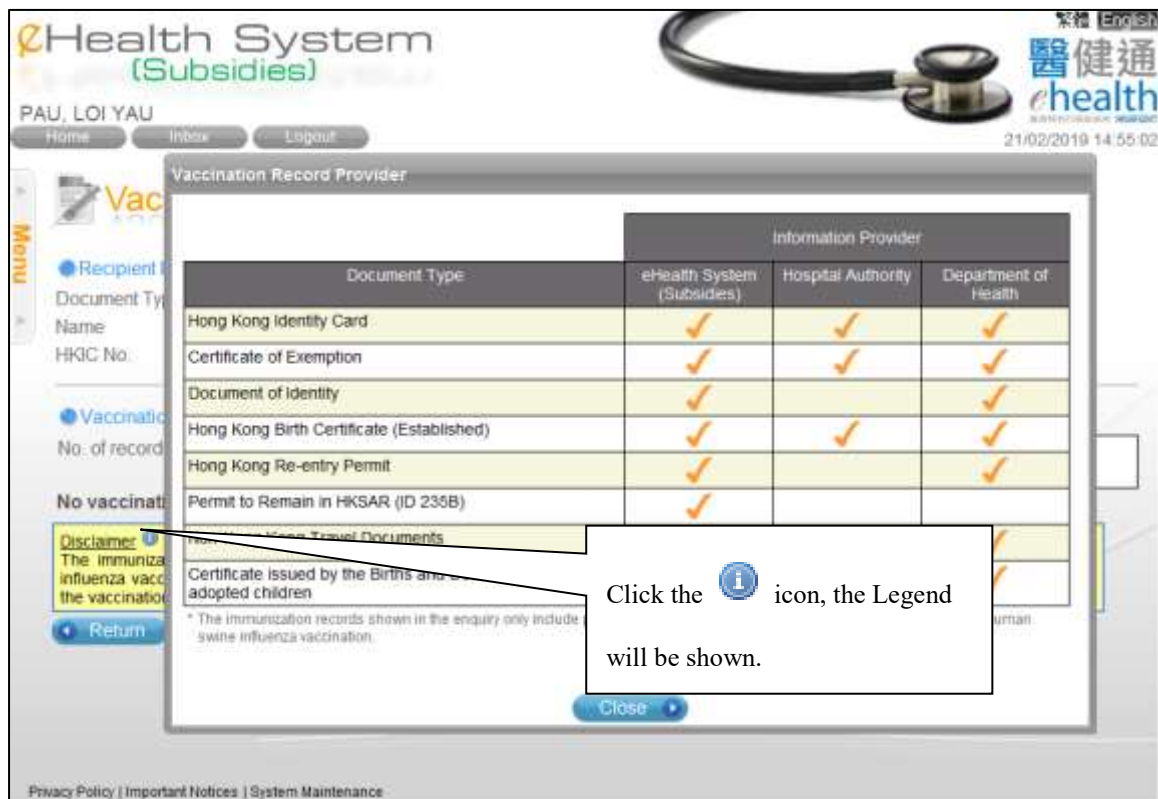


Fig 7-10.5b Legend of Vaccination Record Provider

## 7.11 Spouse Declaration

Service provider and data entry account can pair up eHealth (Subsidies) accounts of two eligible Voucher Recipients via the 'Spouse Declaration' function in the menu. This function is available for service providers enrolled in Health Care Voucher Schemes.

There are two declaration means:

- i. In-person declaration
- ii. Declaration via consent form



Fig. 7.11.1 Spouse Declaration

### 7.11.1 In-person declaration

If both of the spouse visit the place of service providers, you or the delegated staff with data entry account shall read or show an information sheet on spouse declaration designated by Department of Health. Then the voucher recipients will be requested to insert their HKIC (except holders of Certificate of Exemption or under exceptional circumstances) (Fig. 7.11.2). eHS(S) will search the relevant validated account automatically.



Fig. 7.11.1.2 Input by inserting Smart ID Card or Manual Input

For validated account, Voucher Recipient needs to provide the below information (Fig. 7.11.1.3):

- i. HKIC Symbol
- ii. Contact No.
- iii. Language preference for SMS



Fig. 7.11.1.3 Input information – validated account

**Spouse Declaration**

Practice **Hong Kong Central Library - Booth 2 (2)**

**Confirm Details**

Document Type	Hong Kong Identity Card
Name	HO, SEE CHUN (何麗珊)
DOB	1939
Gender	Male
Date of Issue	19-06-18
HKIC No. / Symbol	MR478841(2) / A
Contact No.	60831910
Language preference for SMS	中文

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Fig. 7.11.1.4 Confirm information – validated account

Repeat the same declaration flow for Voucher Recipient 2.  
Check and confirm verification checklist.



## Spouse Declaration

Practice Hong Kong Central Library - Booth 2 (2)

### Spouse Information

	Voucher Recipient 1	Voucher Recipient 2
Name	HO, SEE CHUN (何麗蓮)	LAM, MING MING (林明明)
Document Type	Hong Kong Identity Card	Hong Kong Identity Card
Document No.	MR478841(2) / A	V555042(4) / A
Date of Birth / Gender	1939 / Male	01-01-1950 / Female
Date of Issue	19-06-18	01-01-20
Contact No. / Language	60831910 / 中文	60831910 / 中文
Declaration Means	Manual Input	Manual Input

### Verification Checklist

1. The identities of the two voucher recipients have been verified by checking against the particulars on identity documents.
  2. The two voucher recipients have declared that they are in a spousal relationship under monogamous marriage recognized by the laws of Hong Kong.
  3. The two voucher recipients have given consent that when either of their eHealth (Subsidies) Accounts has no more health care vouchers, any vouchers remaining in the other of their eHealth (Subsidies) Accounts may be used by either of them.
  4. The two voucher recipients have read and agreed to the content of the consent to share use (including the Statement of Purpose and the transfer and release of personal data) / (for illiterate voucher recipients) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read over and explained to the voucher recipients who have agreed to its content. / (for mentally incapacitated service recipient) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read and completed by the guardian of the voucher recipients.
  5. The two voucher recipients have further given consent, after their respective eHealth (Subsidies) Accounts are paired up, to reveal the balance of vouchers in their respective eHealth (Subsidies) Account to one another for the purpose of facilitating each other's advanced planning of the use of vouchers.
  6. The voucher recipients have declared that all information provided in this consent is true, accurate and complete, and have confirmed their understanding that if they knowingly or wilfully make any false statement, withhold any information, or otherwise mislead the Government for the purpose of sharing the vouchers in their eHealth (Subsidies) Accounts, they will be liable for prosecution. The voucher recipients have further confirmed that they fully understand their obligations and liability under this consent.
  7. I have recorded all the above declaration and consent made by the voucher recipients on the web-based eHealth System (Subsidies) Platform.
- I, hereby certify that the above verifications are completed.

Cancel ✕

Confirm ▶

Fig. 7.11.1.5 Check and confirm verification checklist

When the spouse declaration is completed, both Voucher Recipient 1 and Voucher Recipient 2 will receive SMS notification for their accounts paired up.



Fig. 7.11 .1.6 Spouse declaration completed

### 7.11.2 Declaration via consent form

If any person of the spouse cannot visit in person for a specific reason, or any of them is mentally incapacitated, spouse declaration should be done by completing the Consent Form. You or the staff with data entry account should:

Request the visiting elderly person to insert his/ her HKIC in order to search the eHealth (Subsidies) account (Fig. 7.11.2.1);

Collect the Consent Form and input the required particulars with reference to the copy of spouse's identity document, in order to search the spouse's eHealth (Subsidies) account (Fig.7.11.2.2);

Verify the particulars on Consent Form and confirm the form is duly signed; and

Certify the completion of items on Verification and record the consent of share use.

Spouse Declaration is then completed. SMS notification will be sent to the mobile number provided by the elderly person and the spouse.



Fig. 7.11.2.1 Request the visiting elderly person to insert his/ her HKIC



Fig. 7.11.2.2 Collect the Consent Form and input the required particulars with reference to the copy of spouse's identity document

## **Appendix 1 – Good practice related to Security for eHealth System (Subsidies) user**

### **Handling of Data:**

- a. Service providers should ensure that the access rights to information are granted on a need-to-know basis.
- b. Every user has responsibility to safeguard the confidentiality of the data.
- c. Sensitive data in printed format (such as eHealth (Subsidies) account creation form, consent form) or pre-printed printout should be stored in secure locations (i.e. locked filing drawers and cabinets).
- d. Access rights to the physical premises where information are located, should also be managed based on need-to-know basis.

### **Authentication:**

- e. Users should logout of the eHealth System (Subsidies) immediately after use to avoid the risk of exposing data in the system to other persons.
- f. Users must ensure their accounts/passwords/tokens are protected properly.
- g. Users should protect own password carefully to avoid misused by others. Some suggestions are as below:
  - change your password regularly;
  - change your password immediately if you suspect that it has been compromised;
  - do not write down your password unless with sufficient protection;
  - do not tell or give out your passwords even for a very good reason;
  - do not display your password on the monitor;
  - do not send your password unencrypted especially via Internet email;

### **Data Entry Account Management:**

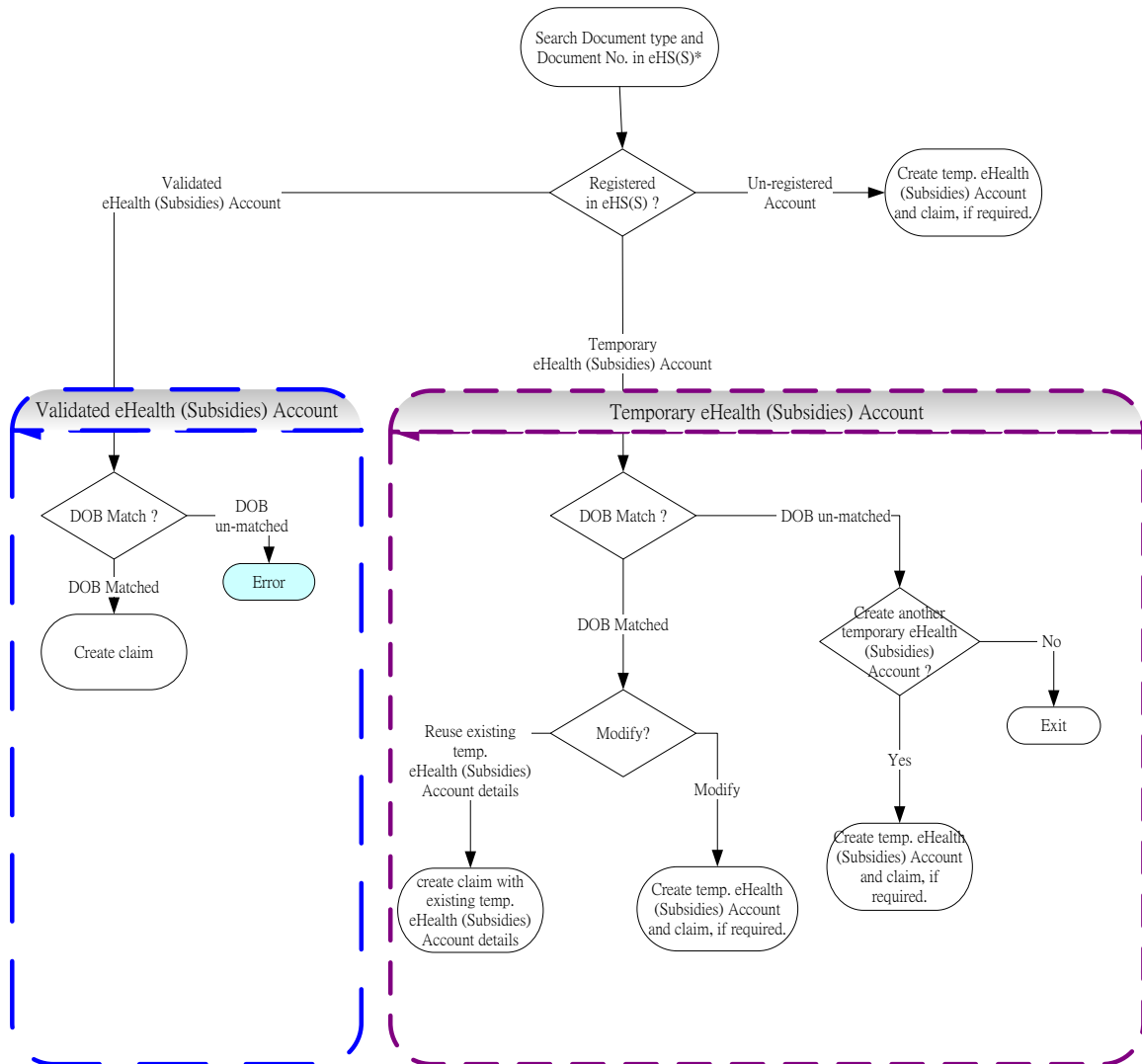
- h. Service provider should suspend data entry account in a timely manner when the user is no longer working for the post.
- i. The use of group accounts should be avoided.



## Appendix 2 – Function Access Right

Function	Access Right	
	Service Provider	Data Entry Account
Claim	✓	✓
Vaccination Record Enquiry	✓	✓
Record Confirmation	✓	x
Claim Transaction Management	✓	✓
eHealth (Subsidies) account Rectification	✓	✓
Spouse Declaration	✓	✓
Monthly Statement	✓	x
My Profile	✓	✓
Inbox	✓	x

## Appendix 3 – Claiming transaction

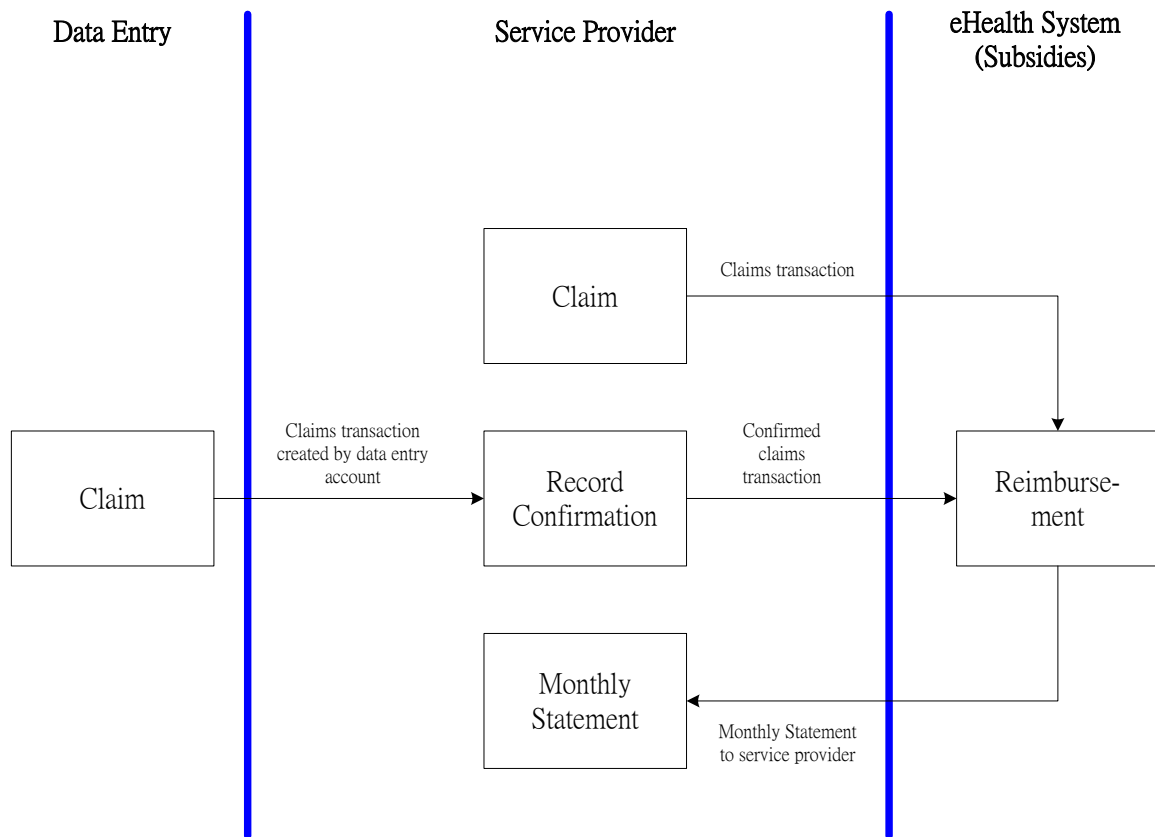


**Remark:**

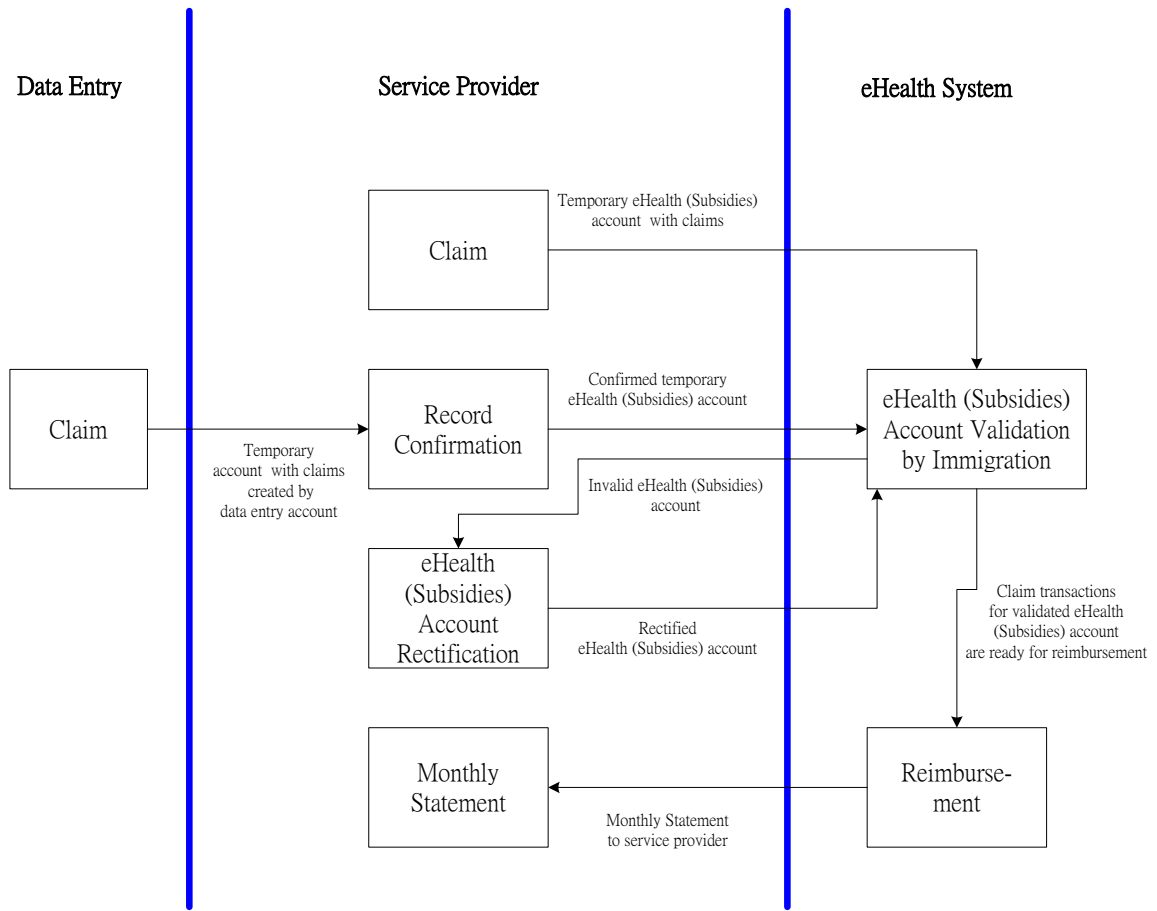
\* HKBC and HKIC with same identity document no. is treated as same person.

# Appendix 4 – Workflow for service provider and data entry account to claim transaction

Workflow for Claiming transaction for validated eHealth (Subsidies) Account



## Workflow for Claiming Transaction for temporary eHealth (Subsidies) Account



## Appendix 5 – Summary of reminders to alert service provider to rectify temporary eHealth (Subsidies) account

Different reminders, for different outstanding day ranges, will be sent to remind service provider to rectify the outstanding temporary eHealth (Subsidies) account details. If the temporary eHealth (Subsidies) account has been outstanding for 29 days, back office may remove the account and void the related claim(s), if any.

Below is the summary:

Outstanding Days	Reminders
1-7 Days	<ul style="list-style-type: none"> <li>a) Reminder message with subject ‘Notice to rectify details in eHealth (Subsidies) account’ is sent to service provider’s Inbox daily. (Fig. A5-1)</li> <li>b) ‘List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification’ is shown under Task List in Home page. (Fig. A5-2)</li> </ul>
8-14 Days	<ul style="list-style-type: none"> <li>a) Same reminder message with subject ‘Notice to rectify details in eHealth (Subsidies) account’ is sent to the Service provider’s Inbox.</li> <li>b) Under Task List, the ‘List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification’ change to red color and a message is shown below it. (Fig. A5-3)</li> </ul>
15-21 Days	<ul style="list-style-type: none"> <li>a) Another reminder message with subject ‘REMINDER: Outstanding un-rectified eHealth (Subsidies) account for 15 days’ is sent to service provider’s Inbox daily. (Fig. A5-4)</li> <li>b) Under Task List, the ‘List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification’ remains in red color and same reminder message is shown below it. (Fig. A5-3)</li> </ul>
22-29 Days	<ul style="list-style-type: none"> <li>a) For service provider and the delegated data entry account(s), after login, a popup reminder message will be shown. It is to remind service provider to rectify the details of eHealth (Subsidies) account, otherwise the eHealth (Subsidies) account will be removed and the related claim(s), if any, will be voided by back office. (Fig. A5-5)</li> <li>b) Same reminder message with subject ‘REMINDER:</li> </ul>

	<p>Outstanding unrectified eHealth (Subsidies) account for 15 days' is sent to service provider's Inbox daily. (Fig. A5-4)</p> <p>c) Under Task List, the 'List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification' remains in red color and same reminder message is shown below it. (Fig. A5-3)</p>
>29 Days	<p>After temporary eHealth (Subsidies) account has been outstanding for 29 days, back office of respective scheme may remove the temporary account and void the related claim(s), if any. Before the removal of temporary account, service provider will still receive the same reminders as that outstanding for 22-29 days. (i.e. Fig. A5-3, A5-4, A5-5)</p> <p>After the temporary account is removed by back office of respective scheme, a message with subject 'Removal of un-rectified eHealth (Subsidies) account' will be sent to the service provider's Inbox (Fig. A5-6). Afterwards, no reminders will be sent to service provider.</p>



Fig. A5-1 Message to service provider's inbox for no. of outstanding days <15



Fig. A5-2 Task List for no. of outstanding days <8



Fig. A5-3 Task List for no. of outstanding days >=8



Fig. A5-4 Message to service provider’s inbox for no. of outstanding days  $\geq 15$



Fig. A5-5 A popup window after login for no. of outstanding days  $\geq 22$





Fig. A5-6 Message to service provider’s inbox after removal of un-rectified eHealth (Subsidies) account

## Appendix 6 – Accepted document list for different schemes

<b>Document Type</b> [Abbreviation]	<b>Health Care Voucher Scheme</b> (HCVS)	<b>Vaccination Schemes and Residential Care Home Vaccination Programme (RVP)</b>
<b>Hong Kong Identity Card</b> [HKIC]	✓	✓
<b>Certificate of Exemption</b> [EC]	✓	✓
<b>Document of Identity</b> [Doc/I]		✓
<b>Hong Kong Birth Certificate</b> [HKBC]		✓
<b>Hong Kong Re-entry Permit</b> [REPMT]		✓
<b>Permit to Remain in HKSAR (ID235B)</b> [ID235B]		✓
<b>Non-Hong Kong Travel Document</b> [VISA]		✓
<b>Adoption Certificate</b> [ADOPC]		✓

## Appendix 7 – Fields description for different identity document types

### Claim – Search Account

Screen Name*	Field Name	Description	Field Format^
Search Account (HKIC, EC)	HKIC Symbol	HKIC Symbol	i. A/C/R/U/Others
	HKIC No.	HKIC No.	i. XX999999(Z) ii. XX999999Z
Search Account (EC)	HKIC No.	HKIC No.	iii. XX999999(Z) iv. XX999999Z
Search Account (HKBC)	Registration No.	Registration No.	i. XX999999(Z) ii. XX999999Z
Search Account (Doc/I)	Document No.	Document No.	ZZZZZZZZZ
Search Account (Re-entry Permit)	Re-entry Permit No.	Re-entry Permit No.	XX9999999
Search Account (ID235B)	Birth Entry No.	Birth Entry No.	XX999999
Search Account (Non-Hong Kong Travel Documents)	Visa/Reference No.	Visa/Reference No.	XXXX-9999999-99(Z) XXXX999999999Z
Search Account (Adoption Certificate)	No. of Entry	No. of Entry	X999999/99999
Search Account (HKIC, HKBC, Doc/I, Re-entry Permit, Adoption Certificate)	Date of Birth	Date of Birth	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY iv. MM-YYYY v. MYYYYY vi. M-YYYY vii. YYYY
Search Account (ID235B, Non-Hong Kong Travel Documents)	Date of Birth	Date of Birth	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY
Search Account (EC)	Date of Birth / Year of Birth reported	Date of Birth / Year of Birth reported	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY iv. MM-YYYY v. MYYYYY vi. M-YYYY vii. YYYY
	Age and DOR	Age and Date of Registration	

	i. Age ii. Date iii. Year		i. 999 ii. DD iii. YYYY
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### Claim – Account Creation

Screen Name*	Field Name	Description	Field Format^
Search Account – Enter Details	Name in English (Surname)	Last Name Of Name in English	XXXXXXXXXX (max 40 characters)
	Name in English (Given Name)	First Name Of Name in English	XXXXXXXXXX (max 40 characters)
	Gender	Gender	Radio Button
Search Account – Enter Details (HKIC)	Please select Chinese Name	Select Chinese words that retrieved by the Chinese Character Code	Drop Down List
	CCCode i. CCCode1 ii. CCCode2 iii. CCCode3 iv. CCCode4 v. CCCode5 vi. CCCode6	Chinese Commercial Code	i. 9999 ii. 9999 iii. 9999 iv. 9999 v. 9999 vi. 9999
Search Account – Enter Details (HKIC)	Date of Issue	Date of Issue	i. DD-MM-YY ii. DDMMYY
Search Account – Enter Details (Doc/I, Re-entry Permit)	Date of Issue	Date of Issue	i. DD-MM-YYYY ii. DDMMYYYY
Search Account – Enter Details (EC)	Serial No.	Serial No.	XXXXXX
	Reference	Reference	XXXX-99999999 -99(Z)
	Date of Issue (Day)	Day of Date of Issue	99
	Date of Issue (Month)	Month of Date of Issue	Drop Down List
	Date of Issue (Year)	Year of Date of Issue	9999
	Name in Chinese	Name in Chinese	XXXXXX
	Date of Birth Type	Date of Birth Type	Radio Button

Search Account – Enter Details (HKBC, ADOPC)	Date of Birth	Select the type of Date of Birth	Radio Button
	Date of Birth in word	Date of Birth in word	Drop Down List
Search Account – Enter Details (ID235B)	Permitted to Remain Until	Permitted to Remain Until	i. DDMMYYYY ii. DD-MM-YYYY
Search Account – Enter Details (Non-Hong Kong Travel Documents)	Passport No.	Passport No.	max 20 alpha/numeric

**Remark:**

\* You can refer to the document type abbreviation in Appendix 6

^ Field format description

Field Format	Description
9	Numeric character
X	Alphabetic character (Chinese character, if applicable)
Z	Alphanumeric character
D or DD	Date, numeric format
M or MM	Month, numeric format
YYYY	Year, numeric format



Fig. A7-1 Create Account – Enter Details (Hong Kong Identity Card)



Fig. A7-2 Create Account – Enter Details (Certificate of Exemption)



Fig. A7-3 Create Account – Enter Details (Document of Identity)



Fig. A7-4 Create Account – Enter Details (Birth Certificate)

**Enter Details**

Current Practice: **HEALTHY Clinic (2)**

Please enter the account information shown on **Hong Kong Re-entry Permit**

Re-entry Permit No: [A1234567]

Name in English: [CHEUNG] [MING MING]  
(Surname) (Given name)

Gender:  Female  Male

Date of Birth: [25-09-2006]

Date of Issue: [01-01-2008]

Fig. A7-5 Create Account – Enter Details (Hong Kong Re-entry Permit)

**Enter Details**

Current Practice: **HEALTHY Clinic (2)**

Please enter the account information shown on **Permit to Remain in HKSAR (ID 235B)**

Birth Entry No: [1234567]

Name in English: [CHAN] [SU MING]  
(Surname) (Given name)

Gender:  Female  Male

Date of Birth: [01-05-2005]

Permitted to Remain Until: [01-12-2010]

Input Tip: Enter Permitted to Remain Until (DD-MM-YYYY)

Fig. A7-6 Create Account – Enter Details (Permit to Remain in HKSAR (ID235B))

**Enter Details**

Current Practice: **HEALTHY Clinic (2)**

Please enter the account information shown on **Non-Hong Kong Travel Documents**

Visa/Reference No: [AAAA] [1234567] [05] [F]

Passport No: [H1234567]

Name in English: [LEE] [BO BO]  
(Surname) (Given name)

Gender:  Female  Male

Date of Birth: [05-05-2007]

Fig. A7-7 Create Account – Enter Details (Non-Hong Kong Travel Document)

**Enter Details**

Current Practice: **HEALTHY Clinic (2)**

Please enter the account information shown on **Certificate issued by the Births and Deaths Registry for adopted children**

No. of Entry: [A123456] [72222]

Name in English: [MA] [TAI MAN]  
(Surname) (Given name)

Gender:  Female  Male

Date of Birth: [18-02-2006]

In Word [From 000001 - 01-01-2006]

Fig. A7-8 Create Account – Enter Details (Adoption Certificate)