

政府總部  
公務員事務局  
香港添馬添美道2號  
政府總部西翼



CIVIL SERVICE BUREAU  
GOVERNMENT SECRETARIAT  
WEST WING  
CENTRAL GOVERNMENT OFFICES  
2 TIM MEI AVENUE, TAMAR  
HONG KONG

本函檔號 Our Ref.: PC/700/000/145

來函檔號 Your Ref.:

電話號碼 Tel. No.: 2810 3083

傳真號碼 Fax No.: 2501 0749

電郵地址 E-mail Address: csbts@csb.gov.hk

網址 Homepage Address: <http://www.csb.gov.hk>

25 February 2020

Mr Simon CHAN Hung-lit, President  
Hong Kong Former Senior Civil Servants Association  
Unit 416, 4/F, Sino Industrial Plaza  
9 Kai Cheung Road  
Kowloon Bay  
Kowloon

Dear Mr CHAN,

**Pilot Scheme for Provision of Chinese Medicine Services  
for Civil Service Eligible Persons**

I write to inform you that a pilot scheme for provision of Chinese Medicine (CM) services for Civil Service Eligible Persons (CSEPs) will be launched on **2 March 2020**.

Under the pilot scheme, free CM services will be provided at two Civil Service Chinese Medicine Clinics (CSCMCs) which are set up for the exclusive use of CSEPs. The two CSCMCs, located at the Chinese Medicine Clinic cum Training and Research Centre in Pamela Youde Nethersole Eastern Hospital and Yan Chai Hospital respectively, will provide free **general consultation** and **acupuncture** services for **treatment** purpose to CSEPs. We have informed CSEPs of the relevant details through bureaux/departments vide our memo dated 25 February 2020. A copy of which is attached for your information.

It would be most helpful if your Association could help disseminate the above information to your members. If you have any enquiries on the above, you are welcome to contact us at 2810 3079 or 2810 3470.

Yours sincerely,

  
( Miss Emily Ng )

for Secretary for the Civil Service

## MEMO

From	Secretary for the Civil Service	To	Permanent Secretaries Heads of Department
Ref.	(82) in PC 700/000/145	(Attn.:	Departmental Secretaries )
Tel. No.	2810 3083	Your Ref.	in
Fax. No.	2501 0749	dated	
Email	csbcos@csb.gov.hk	Fax. No.	
Date	25 February 2020	Total Pages	4 + 2

### Pilot Scheme for Provision of Chinese Medicine Services for Civil Service Eligible Persons

A pilot scheme for provision of Chinese Medicine (CM) services for Civil Service Eligible Persons (CSEPs)<sup>1</sup> will be launched on **2 March 2020**.<sup>2</sup> Please bring this memo to the attention of all staff in your department who are eligible for civil service medical benefits.

#### The Civil Service Chinese Medicine Clinics (CSCMCs)

2. Under the pilot scheme, free CM services will be provided at two CSCMCs which are set up for the exclusive use of CSEPs. The two CSCMCs, located at the Chinese Medicine Clinic cum Training and Research Centre (CMCTR) in Pamela Youde Nethersole Eastern Hospital and Yan Chai Hospital respectively, will provide free **general consultation** and **acupuncture** services for **treatment** purpose to CSEPs.

3. On provision of general consultation, depending on the clinical condition of patients, up to a maximum of five doses of CM products (Chinese herbal medicine or Chinese medicine granules) will be provided to patients per attendance. Decoction service is not covered in the free CM service. As for acupuncture service, no CM products will be provided.

4. For the avoidance of doubt, only the CM services provided at the two CSCMCs as specified in paragraphs 2 and 3 above are covered by the pilot scheme. Other CM services provided at CMCTRs are **NOT** covered. CSEPs are also reminded that all applications for reimbursement of medical expenses for CM

<sup>1</sup> Civil service eligible persons consist of -

- (a) monthly paid civil servants and their eligible dependants;
- (b) retired civil servants living in Hong Kong and in receipt of a pension or an annual allowance and their eligible dependants living in Hong Kong;
- (c) eligible dependants of civil servants killed on duty and living in Hong Kong;
- (d) eligible dependants living in Hong Kong and in receipt of a pension under the Widows and Orphans Pension Scheme or the Surviving Spouses' and Children's Pension Scheme following the death of civil servants while in service or after retirement; and
- (e) other persons who are eligible for civil service medical benefits by way of their terms of appointment.

<sup>2</sup> While the pilot scheme will launch on 2 March 2020, telephone bookings will be accepted from 9 am on 29 February 2020 (Saturday).

services provided by private CM practitioners will be rejected under the prevailing reimbursement policy.

5. The address, telephone number and service hours<sup>3</sup> of the two CSCMCs are as follows -

(a) Civil Service Chinese Medicine Clinic (Eastern District)

Address	:	Lower 4th Floor, West Wing, Specialist Out-Patient Block, Pamela Youde Nethersole Eastern Hospital, 3 Lok Man Road, Chai Wan, Hong Kong.
Telephone no.	:	3197 2005
Service hours	:	Monday, Wednesday, Friday (09:00 - 13:00, 14:00 - 17:00) Tuesday, Thursday (09:00 - 13:00, 14:00 - 19:00) Saturday (09:00 - 13:00) Sunday, Public Holidays closed

(b) Civil Service Chinese Medicine Clinic (Tsuen Wan)

Address	:	4th Floor, Block C, Yan Chai Hospital, 7-11 Yan Chai Street, Tsuen Wan, New Territories
Telephone no.	:	2631 8221
Service hours	:	Monday to Friday (09:00 - 13:00, 14:00 - 19:00) Saturday (09:00 - 13:00, 14:00 - 17:00) Sunday, Public Holidays closed

A location map with relevant public transport information is at Annex A1-2.

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<sup>3</sup> The service hours of CSCMCs are subject to change. In view of the current situation of novel coronavirus infection in Hong Kong, the service hours of CSCMC(Eastern District) will be temporarily adjusted to 09:00 - 13:00 & 14:00 - 17:00 from Monday to Friday with effect from 2 March 2020 until further notice. Patients should call the CSCMCs or check the CSB website (<http://www.csb.gov.hk>) for updated information before visiting the CSCMCs. They are also reminded that CSCMC operators will not provide masks to patients.

## **Booking Arrangements**

6. The CSCMCs will assign “same-day” and “one-day advanced” appointments through telephone booking starting from 9:00 am on each working day on a “first-come, first-served” basis. Each eligible patient could keep one episodic disease appointment (either general consultation or acupuncture) and one follow-up appointment (either general consultation or acupuncture) at any one time. Only patients with prior booking would be accommodated. If further CM treatment is required, the follow-up appointment would be arranged at CSCMCs registration counter in accordance with the recommended schedules by the attending Chinese Medicine Practitioner.

7. Subject to the operation of the pilot scheme, the above booking arrangements may need to be adjusted to achieve a more effective use of the appointment slots and to streamline the operation of the clinics. The revised arrangements, if any, will be announced in advance as appropriate.

## **Eligibility Checking**

8. When booking an appointment at the two CSCMCs, CSEPs’ consent is deemed to have been given to the two CSCMCs to look up their records in the Medical and Dental Benefits Eligibility Checking System (ECS) and Hospital Authority’s Chinese Medicine Information System. When they arrive at the CSCMCs, CSEPs must present proof of identity (e.g. Hong Kong Identity Card (HKID), Hong Kong Birth Certificate (HKBC))<sup>4</sup> for eligibility checking at the CSCMCs registration counter. Bureaux/departments are reminded to ensure that personal particulars of staff and their eligible family members are updated on a timely basis in the Central Payroll Related Database. For CSEPs whose personal particulars have not been included in the ECS<sup>5</sup>, they must produce a valid G.F. 181 (Rev. 2008)/Try. 447 (Rev. 2008)/LS. 181 (Rev. 2008) as appropriate for verification of eligibility when visiting the CSCMCs. CSCMCs would not provide CM service to those patients whose eligibility could not be verified. CSEPs’ out-

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<sup>4</sup> For CSEPs who do not hold HKID Cards/HKBC, they must provide their date of birth and the HKID Card number of their associated eligible persons for the CSCMCs to verify their eligibility for civil service medical benefits.

<sup>5</sup> The following eligible persons are not covered by the ECS -

- (i) pensioners without HKID Cards and their eligible dependants without HKID Cards or HKBC (for dependent children under the age of 11);
- (ii) Auxiliary Services personnel, daily rated staff and non-civil service contract staff who are injured on duty; and
- (iii) eligible dependants of civil servants killed on duty and living in Hong Kong.

of-pocket expenses for any services provided by the two CMCTRs will not be reimbursed under any circumstances.

### **Enquiries**

9. Information of the CSCMCs can be found at CSB website (<http://www.csb.gov.hk>). Enquiries concerning this memo should be addressed to Departmental Secretary in the first instance who, if in doubt, may contact the Conditions of Service Division of this Bureau at 2810 3079 or 2810 3470.



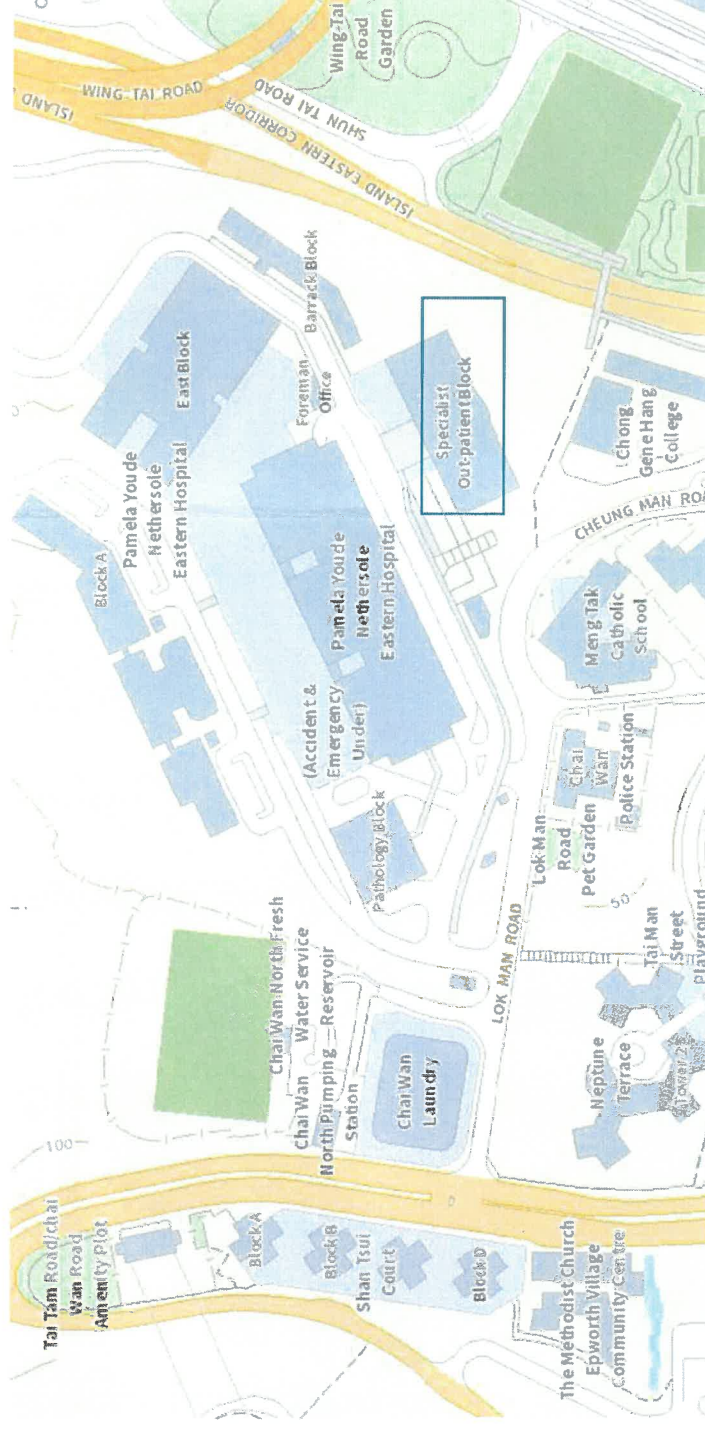
(Miss Emily Ng)  
for Secretary for the Civil Service

c.c. Chief Executive, Hospital Authority  
Director (Cluster Services), Hospital Authority  
Chief (Chinese Medicine Department), Hospital Authority  
Commissioner, Independent Commissioner Against Corruption  
Judiciary Administrator  
Secretary, Public Service Commission  
The Ombudsman  
Secretary General, Legislative Council Secretariat  
Director of Health (Attn: Hospital Staff Unit)  
Director of Accounting Services (Attn: Pensions Division)

### Internal

P(SR)  
PEO(M)  
PEO(G)  
Pensioner Services Unit

**Location Map - Civil Service Chinese Medicine Clinic (Eastern District)**



**Relevant public transport information**

MTR : Chai Wan Station > Take Green Minibus 48M

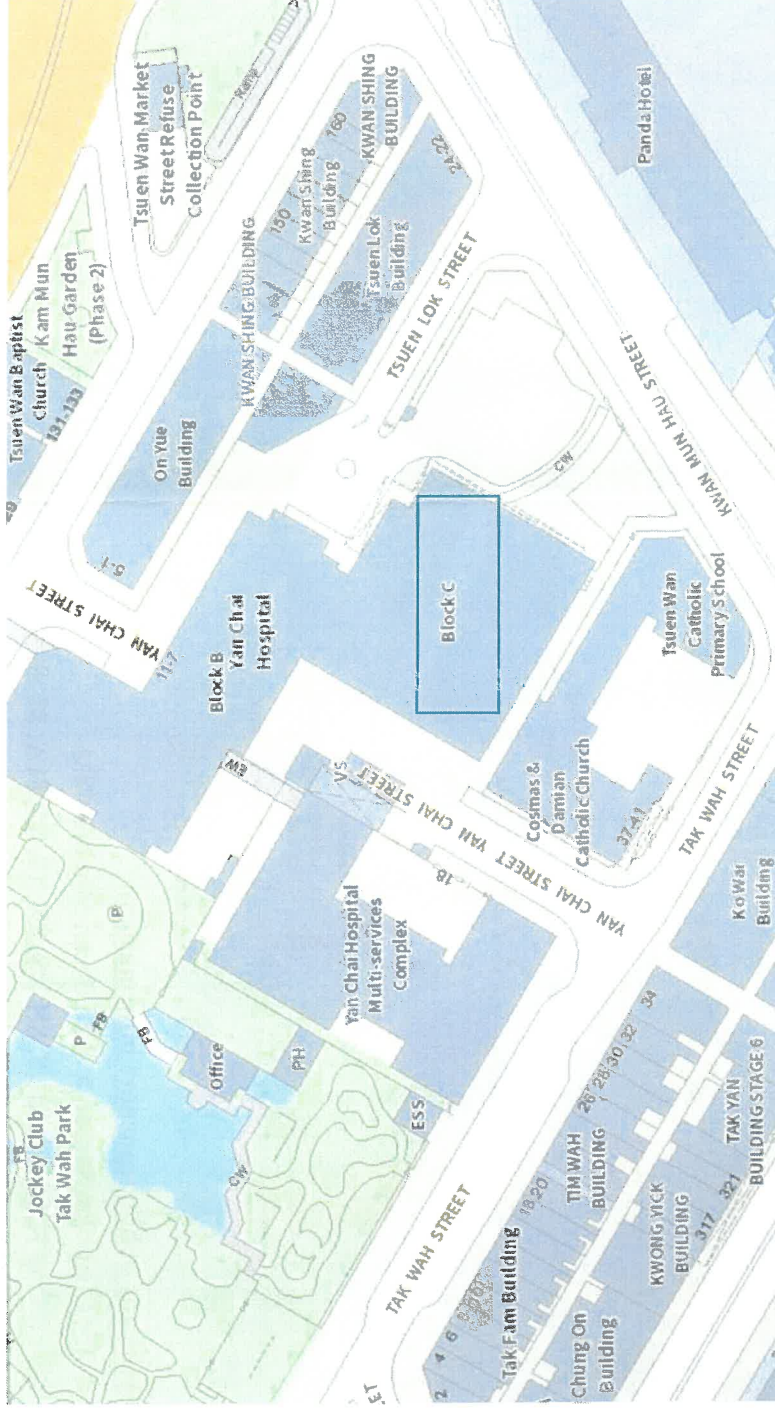
Bus : (Hong Kong Island : 8, 8H, 8S, 8X, 19, 81, 81A, 82, 82S, 780, 780P

Kowloon and New Territories : 106, 106P, 118, 606, 606X, 682, 682A, 682B, 682D, 682P, 694, A12)

Green Minibus : (47E, 48M, 65, 65X, 66, 66A)



**Location Map - Civil Service Chinese Medicine Clinic (Tsuen Wan)**



**Relevant public transport information**

MTR : Tsuen Wan / Tai Wo Hau Station

Bus : (Kowloon and New Territories : 32H, 38A, 38B, 39A, A31, 30, 31, E31, E32A)

Green Minibus : (401, 409, 409S)