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30 June 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,

Dental Service Arrangement

I write to inform you that the Department of Health (DH) has announced the arrangement for resumption of dental services with effect from **15 June 2020**.

To prevent the spread of Coronavirus disease 2019 (COVID-19), government dental clinics under DH have been providing emergency dental services only since 10 February 2020. DH has informed civil service eligible persons (CSEPs) vide its memo to bureaux/departments dated 26 June 2020 (as attached) on the arrangement for resumption of dental services.

Specifically, Government dental clinics have recently resumed the provision of orthodontic and endodontic services for CSEPs. General dental service for follow-up treatment has also resumed partially with effect from 15 June 2020. However, to ensure safety of patients and clinical staff, non-urgent aerosol-generating procedures (including tooth scaling) should continue to be avoided as far as practicable. Moreover, all appointment slots should be used for handling follow-up treatment requiring prompt attention and other emergency cases. All CSEPs' re-call appointments for routine dental check-up will continue to be suspended and postponed to 2021. Clinic staff will contact affected individuals to make the appropriate arrangements. In case of need for emergency dental services, patients can visit any government dental clinics during their service hours for assistance.

It would be most helpful if your Association could help disseminate the above information to your members. If CSEPs have any enquiries on the above, they may contact their respective dental clinics or the Dental Service Administration Office at 2892 2111.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Emily Ng', written in a cursive style.

(Miss Emily Ng)
for Secretary for the Civil Service

MEMO

<i>From</i> Director of Health	<i>To</i> Permanent Secretaries Heads of Department
<i>Ref.</i> (23) in DH/DS/1-125/3/0 Pt.2	<i>(Attn.: Departmental Secretaries)</i>
<i>Tel. No.</i> 2892 2111	<i>Your Ref.</i> in
<i>Fax. No.</i> 2834 6911	<i>dated</i>
<i>Email</i>	<i>Fax. No.</i>
<i>Date</i> 26 June 2020	<i>Total Pages</i> 2

Dental Service Arrangement

To prevent the spread of Coronavirus disease 2019 (COVID-19), government dental clinics under this Department have been providing emergency dental services only since 10 February 2020. On the other hand, as the major department fighting the disease, this Department has mobilised a lot of its staff including those of Dental Services to the frontline, such as various ports, the Temporary Specimen Collection Centre at AsiaWorld-Expo, the Holding Centre for Testing Result at Regal Oriental Hotel and Emergency Hotline Centre, for implementing various quarantine measures. As the epidemic situation has gradually stabilised, some of the staff have resumed their original positions. However, since the spread of COVID-19 remains serious in various places outside Hong Kong, some colleagues of the Dental Services are still required to continue to take up quarantine-related duties, and therefore government dental clinics could only resume normal services partially.

2. Specifically, government dental clinics have recently resumed the provision of orthodontic and endodontic services for civil service eligible persons (CSEPs). General dental service for follow-up treatment has also resumed partially with effect from **15 June 2020**. However, to ensure safety of patients and clinic staff, the Infection Control Standing Committee of the Dental Services has assessed the situation and advised that non-urgent aerosol-generating procedures (including tooth scaling) should continue to be avoided as far as practicable. Having regard to the above advice and the fact that most re-call appointments for routine dental check-up are less urgent in nature, this Department has, with the agreement of the Civil Service Bureau, decided that all appointment slots should be used for handling follow-up treatment requiring prompt attention and other emergency cases. All CSEPs' re-call appointments for routine dental check-up will continue to be suspended and postponed to 2021. Clinic staff will contact affected individuals to make the appropriate arrangements. In case of need for emergency dental services, patients can visit any government dental clinics during their service hours for assistance.

3. Extended operating hours of government dental clinics have also resumed service gradually with effect from **15 June 2020** while evening dental clinics will continue to be suspended until further notice. For the service hours and details of individual government dental clinics, please visit the website of this Department (<https://www.dh.gov.hk/english/clinictimetable/dc.htm>).

4. Colleagues please pay attention that the government dental clinics have implemented a series of measures to reduce the risk of virus infection of patients. All patients must wear masks and make health declarations when visiting the clinics. Clinic staff will conduct temperature checks for all patients. The distance between seats in the waiting area of the clinics has been widened, and cleansing for the clinic environment and disinfection for the necessary equipment have been stepped up.

5. Please bring this memo to the attention of all staff members in your bureau/department who are eligible for civil service dental benefits. For enquiries, please contact the respective dental clinics or the Dental Service Administration Office at 2892 2111.



(Dr Wiley Lam)
for Director of Health

c.c. Secretary for the Civil Service
(Attn.: Pensions and Provident Fund Section)