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**CIVIL SERVICE BUREAU  
GOVERNMENT SECRETARIAT**  
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CENTRAL GOVERNMENT OFFICES  
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HONG KONG

本函檔號 Our Ref.: PC/700/000/145 Pt. 7

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14 December 2022

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,

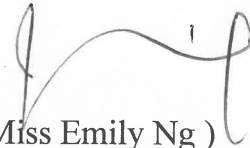
### **Appointment Arrangement of New Mobile Application for Civil Service Chinese Medicine Clinics (CSCMCs)**

I write to inform you that civil service eligible persons (CSEPs) can make use of the new dedicated page under “18 CM Clinics” mobile application (“the App”) of the Hospital Authority to book CSCMCs’ services with effect from **21 December 2022**. CSEPs may download the App and enter “CSCMCs Service” dedicated page via the home page of the App to make appointments on the same day and the next working day for general consultation and acupuncture services. The App **only allows appointments for episodic diseases and is not applicable to follow-up appointments**.

The new dedicated page for CSCMCs provides CSEPs with a simple, easy-to-use and informative mobile platform. It facilitates CSEPs to access information on CSCMCs (including availability of discs at each clinic) anytime and anywhere. Apart from appointment booking services, the App supports cancellation of appointments made via the App and provides users with real-time information on medicine collection status. We have informed CSEPs of the relevant details through bureaux/departments vide our memo dated 14 December 2022. A copy of which is attached for your information.

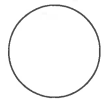
It would be most helpful if your Association could help disseminate the above information to your members. If you have any enquiries on the above, you are welcome to contact us at 3655 4513 or 2810 3470.

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

**M E M O**



*From* Secretary for the Civil Service

*To* Permanent Secretaries  
Heads of Department

*Ref.* (1) *in* PC 700/000/145 Pt. 7

*(Attn.:* Departmental Secretaries *)*

*Tel. No.* 2810 3083

*Your Ref.* \_\_\_\_\_ *in* \_\_\_\_\_

*Fax. No.* 2501 0749

*dated* \_\_\_\_\_

*Email* csbcos@csb.gov.hk

*Fax. No.* \_\_\_\_\_

*Date* 14 December 2022

*Total Pages* \_\_\_\_\_ 2

**Appointment Arrangement of New Mobile Application  
for Civil Service Chinese Medicine Clinics (CSCMCs)**

With effect from **21 December 2022**, civil service eligible persons (CSEPs) can make use of the new dedicated page under “18 CM Clinics” mobile application (“the App”) of the Hospital Authority to book CSCMCs’ services.

**Appointment booking of CSCMCs’ services through the App**

2. CSEPs may download the App and enter “CSCMCs Service” dedicated page via the home page of the App to make appointments on the same day and the next working day for general consultation and acupuncture services. The App **only allows appointments for episodic diseases and is not applicable to follow-up appointments.**

3. CSEPs who have previously registered for services at any one of the 18 Chinese Medicine Clinics cum Training and Research Centres or CSCMCs can use the App for appointment booking, separate registration for the App is not required. New appointment slots are released for booking through the App every working day at the time when the clinics start to provide service. As for CSEPs who are first-time users of services of the above clinics, please make appointment through telephone booking hotline for the first time, the booking function of the App will then be activated after attending the appointment.

4. The new dedicated page for CSCMCs provides CSEPs with a simple, easy-to-use and informative mobile platform. It facilitates CSEPs to access information on CSCMCs (including availability of discs at each clinic) anytime and anywhere. Apart from appointment booking services, the App supports cancellation of appointments made via the App and provides users with real-time information on medicine collection status.

5. Upon commencement of the above-mentioned dedicated page for CSCMCs, the telephone booking hotline of CSCMCs continues to provide booking and enquiry services.

## Enquiries

6. For detailed information on CSCMCs and civil service Chinese Medicine services, please visit CSCMCs thematic webpage of CSB website (<https://www.csb.gov.hk/english/cscmc/home.html>), and refer to our memo "Pilot Scheme for Provision of Chinese Medicine Services for Civil Service Eligible Persons" issued to Bureaux/Departments on 25 February 2020. 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 3655 4513 or 2810 3470.



(Miss Emily Ng)  
for Secretary for the Civil Service

c.c. Chief Executive, Hospital Authority  
Director (Cluster Services), Hospital Authority  
Chief Manager (Chinese Medicine), 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)  
Pensions Section