

香港前高級公務員協會  
有限公司

HONG KONG FORMER SENIOR CIVIL SERVANTS ASSOCIATION LTD.

Unit 416, 4/F., Sino Industrial Plaza, 9 Kai Cheung Road, Kowloon Bay, Kowloon, Hong Kong.  
Tel : (852) 2363 6938 Fax : (852) 2362 8918

FACSIMILE TRANSMISSION

From : Jessie Tsang, Executive Assistant  
To : All Members  
Date : 30 October 2023  
Pages : 3, including cover  
Subject : "Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons"

Please read the attached email letter from CSB for information.

Dear Members,

Further to our memo dated 20 July 2023 regarding the "Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons" (the Pilot Scheme), please note that since end July 2023, the Department of Health (DH) has been inviting eligible persons in batches through SMS to participate in the Pilot Scheme. **Please be reminded to check your SMS.** A sample of the invitation SMS is attached below for reference.

← (H) HKDH :: ← (H) HKDH ::

08 06

今天 星期五

Invitation to participate in the Pilot Scheme on Dental Services (Dental Scaling)  
Dental Services, DH: CIMS2 PATIENT Q11 D\*\*\*\* T\*\*\* 0\*\*,0002900019 is invited to join the Scheme. Please refer to DH website ([www.dh.gov.hk/english/main/main\\_ds/main\\_psd.html](http://www.dh.gov.hk/english/main/main_ds/main_psd.html)) or recorded message at 39527700 for details. Please book appointment with selected private clinic on/before 20/08/2023 and complete scaling on/before 23/10/2023. Once appointment is made, your original Recall at DH will be cancelled. After scaling, you will receive SMS for next Recall arrangement. If you fail to attend appointment or cancel without booking a new one by deadline, please contact your DH dental clinic to arrange a new Recall. If you decide not to join, please attend Recall as scheduled. For enquiry, please call 28921033 (Mon-Fri 9am-5:30pm except Holidays) or email [pdsuser@dh.gov.hk](mailto:pdsuser@dh.gov.hk). [Do not reply SMS]

08 07

邀請參與牙科服務(洗牙)先導計劃  
衛生署牙科服務:CIMS2 PATIENT  
Q10 D\*\*\*\* T\*\*\* 0\*\*,0002200017  
已獲邀參加洗牙先導計劃。請到  
以下網址[www.dh.gov.hk/tc\\_chi/main/main\\_ds/main\\_psd.html](http://www.dh.gov.hk/tc_chi/main/main_ds/main_psd.html)  
參閱詳情或致電39527700收聽簡  
介。  
請於20/08/2023或之前聯絡計劃  
下任何一間私營牙科診所預約，並  
於23/10/2023或之前完成洗牙。  
成功預約後，你原定於政府牙科診  
所的定期檢查會被取消。完成洗牙  
後，你會收到短訊，通知你下一次  
定期檢查的安排。請注意，若你  
於預約後缺席洗牙或取消約期後  
沒有在限期前重新預約，請你聯  
絡所屬政府牙科診所重新輪候定  
期檢查。不參加計劃者請按原定  
約期到政府牙科診所定期檢查。  
如有查詢，請致電28921033 (辦  
公時間為星期一至五上午9時至下  
午5時半，公眾假期除外) 或電郵  
[pdsuser@dh.gov.hk](mailto:pdsuser@dh.gov.hk)。[請勿回覆  
短訊]

Invited persons who agree to participate in the Pilot Scheme are reminded **to make an appointment for dental scaling services within one month with one of the designated private dental clinics under the Pilot Scheme, and complete the dental scaling services within three months upon receipt of the invitation SMS.** The list of clinics, with the number of appointment slots available for booking in the coming two weeks, are available on DH's website ([https://www.dh.gov.hk/english/main/main\\_ds/main\\_psds.html](https://www.dh.gov.hk/english/main/main_ds/main_psds.html)). Colleagues may also watch the introductory video (in Chinese only) ([https://www.csb.gov.hk/tc\\_chi/admin/benefits/files/CSB\\_FB\\_dental\\_scaling\\_animation\\_v2.mp4](https://www.csb.gov.hk/tc_chi/admin/benefits/files/CSB_FB_dental_scaling_animation_v2.mp4)) for the information of the Pilot Scheme.

Besides, please find below our replies to the common questions usually raised by colleagues regarding the Pilot Scheme –

**Q1: Will it be troublesome to book an appointment on my own upon joining the Pilot Scheme?**

A1: There are more than 100 participating clinics in various districts of Hong Kong, Kowloon and the New Territories under the Pilot Scheme. Invited persons can book the dental scaling service by making simple telephone calls. To facilitate invited persons to make a booking, the number of appointment slots available for booking in the coming two weeks are listed on DH's website for reference.

**Q2: If I choose to participate in the Pilot Scheme, will my eligibility for receiving dental services provided by Government dental clinics be discontinued?**

A2: Invited persons joining the Pilot Scheme can receive dental scaling service at an earlier date than their original recall appointments with the Government dental clinics. Their eligibility for Government dental services will not be affected. Participants concerned will receive an SMS informing them about the arrangement for next recall appointments at Government dental clinics on the following day after dental scaling.

**Q3: If oral and dental problems are identified during dental scaling, do I have to wait until the next recall appointment at Government dental clinic for the problems to be followed up?**

A3: If any oral and dental problems that require follow-up action are identified during dental scaling, clinical staff of private dental clinics will record such situation in the web-based system. Government dental clinics will review the records and proactively contact the persons concerned to arrange appointments for suitable follow-up.

Conditions of Service Division

Civil Service Bureau

27 October 2023

各位會員：

繼我們於 2023 年 7 月 20 日發出有關「公務員及合資格人士牙科服務(洗牙)先導計劃」(先導計劃)的便箋後，衛生署已於 7 月底開始透過電話短訊分批邀請合資格人士參加先導計劃。請記緊留意電話短訊。現附上邀請電話短訊樣本，以供參考。(見上圖)

獲邀人士如同意參與先導計劃，請緊記於收到邀請電話短訊後的 1 個月內致電先導計劃下的指定私營牙科診所預約洗牙，並於 3 個月內完成有關服務。有關診所名單和未來兩周可供預約的名額可瀏覽衛生署網頁([https://www.dh.gov.hk/tc\\_chi/main/main\\_ds/main\\_psds.html](https://www.dh.gov.hk/tc_chi/main/main_ds/main_psds.html))。同

事 亦 可 收 看 介 紹 短 片  
([https://www.csb.gov.hk/tc\\_chi/admin/benefits/files/CSB\\_FB\\_dental\\_scaling\\_animatio\\_v2.mp4](https://www.csb.gov.hk/tc_chi/admin/benefits/files/CSB_FB_dental_scaling_animatio_v2.mp4)) 以了解先導計劃的資料。

另外，我們希望藉此機會解答同事們對先導計劃的常見問題 -

**問 1：參與先導計劃需要自行預約，會否很麻煩？**

答 1：先導計劃下有超過 100 間遍布香港、九龍及新界各區的牙科診所參與，獲邀人士只須透過簡單的電話預約便能享用洗牙服務。而為了便利獲邀人士預約，衛生署網站上已列出有關診所於未來兩星期的預約情況以供參考。

**問 2：如選擇參與先導計劃，將來會否不能繼續享用政府提供的牙科服務？**

答 2：選擇參與先導計劃的人士，可早於其原先約期的時間接受洗牙服務。他們日後享用政府牙科服務的資格絕對不會受影響。在完成洗牙後的翌日，有關人士便會收到衛生署發出的電話短訊，通知他們有關下一次在政府牙科診所的定期檢查安排。

**問 3：如在洗牙過程中發現口腔及牙齒問題，是否要等到下一次到政府牙科診所進行定期檢查才會跟進？**

答 3：如在洗牙過程中發現需要跟進的口腔及牙齒問題，私營牙科診所的臨床人員會於電腦系統記錄有關情況。政府牙科診所會檢視有關記錄，並主動聯絡有關人士安排約期作適當的跟進。

公務員事務局  
服務條件事務部  
2023 年 10 月 27 日