

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/700/000/76 Pt. 11

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>

九龍九龍灣
啟祥道9號
信和工商中心4樓416室
香港前高級公務員協會會長
陳鴻烈先生

陳先生：

公務員診所網上預約系統

謹此通知貴會，公務員診所將於2025年初推出網上預約系統。

本局已於二零二四年十二月二十三日發出便箋，透過各局／部門把有關詳情通知公務員及合資格人士。隨函附上有關便箋，以供參閱。

希望貴會把以上資料通知會員。如貴會對上述安排有任何疑問，歡迎致電請與本局服務條件事務部聯絡（電話：2810 3082或2810 3079）。

公務員事務局局長

(陳麗燕



代行)

二零二四年十二月二十三日

便 箋

發文人： 公務員事務局局長
檔 號： (1) in PC/700/000/76 Pt. 11
電 話： 2810 3083
傳 真： 2501 0749
電 郵： csbcos@csb.gov.hk
日 期： 2024 年 12 月 23 日

受文人： 各常任秘書長
各部門首長
(經辦人：部門主任秘書)
來文檔號： _____
日 期： _____
傳 真： _____
總頁數： 4 + 附件

公務員診所網上預約系統

公務員診所將於 2025 年初推出網上預約系統，本便箋載列有關詳情，請各局／部門將本便箋內容告知所有合資格享用公務員醫療福利的人員。

現時的預約途徑

2. 現時，公務員及合資格人士可透過「人手接聽預約系統」和「自動電話預約系統」預約公務員診所的服務。「人手接聽預約系統」可預約即日及未來 7 個工作天的服務，而「自動電話預約系統」則可預約 24 小時內和未來 7 個工作天的服務。

網上預約系統

申請及啟動帳戶

3. 為了優化公務員診所的預約安排，衛生署將於 **2025 年第一季**分階段推出網上預約服務，逐步取代現時的「自動電話預約系統」服務。如要透過網上預約公務員診所的服務，公務員及合資格人士需要預先申請「**公務員診所網上預約系統帳戶**」。

4. 由 **2024 年 12 月 30 日** 起，公務員及合資格人士可經公務員事務局網頁內的連結¹、衛生署網頁內的連結²或衛生署「@DH」流動應用程式內的連結³，填交「**申請公務員診所網上預約系統帳戶**」電子表格。公務員及合資格人士可為自己及／或同一家庭的合資格成員申請帳戶，每張電子表格最多可為六名同一家庭的公務員及合資格人士申請帳戶。請留意，申請人必須使用「**智方便+**」填交電子表格和進行數碼簽署，而「智方便+」填表通可自動輸入表格上的個人資料，以確保輸入的個人資料準確無誤及節省填寫表格的時間⁴。
5. 除了透過「智方便+」遞交電子申請，公務員及合資格人士可親身前往任何一間公務員診所申請「網上預約系統」帳戶。
6. 通過資格核實的申請人會於 14 個工作天內收到電郵通知，並須於獲發帳戶啟動資料後的八個月內於「網上預約系統」啟動帳戶。
7. 所有已成功申請及啟動帳戶的公務員及合資格人士（不論是否曾於公務員診所就診），均可使用「網上預約系統」。他們可隨時透過流動裝置或電腦登入系統進行預約、查詢、更改和取消預約。更改和取消預約只適用於經「網上預約系統」預約的約期。
8. 有關申請及啟動「網上預約系統」帳戶的詳細流程，請參閱附件及衛生署網頁²內的示範。

推行時間表

9. 公務員診所的網上預約服務會於 **2025 年 1 月 20 日** 起率先於**柴灣公務員診所**和**粉嶺公務員診所**推行，並預計於 2025 年第一

¹ 公務員事務局網頁 [https://www.csb.gov.hk/tc_chi/] →

(i) 公務員隊伍的管理 → 附帶福利 → 醫療及牙科福利 → 公務員診所服務 [https://www.csb.gov.hk/tc_chi/admin/benefits/64.html#FamiliesClinic]；或

(ii) 退休公務員專欄 → 醫療及牙科福利
[https://www.csb.gov.hk/tc_chi/pension/med/557.html]

² 衛生署專題網頁 [https://www.dh.gov.hk/tc_chi/clinictimetable/fc_booking.html]

³ 衛生署「@DH」流動應用程式 [<https://apigw.dhapp.dh.gov.hk/redirection.html?lang=tc>]

⁴ 有關申請／升級「智方便+」的方法，請瀏覽「智方便」網頁
[<https://www.iamsmart.gov.hk/tc/reg.html>]。

季內擴展至其餘四間公務員診所。相關的推行時間表會透過電郵另行通知各局／部門。

調整可供預約的日期

10. 推行「網上預約系統」的公務員診所的可供預約日子將會調整為即日和下一個曆日（星期六、星期日及公眾假期除外）。此外，為了配合「網上預約系統」可供預約日子的新安排，有關公務員診所在「人手接聽預約系統」中可供預約的日子亦會相應調整至與「網上預約系統」一致。

更新合資格家屬的資料

11. 為確保合資格家屬能通過資格核實，在職公務員請確保已向所屬局／部門填報其合資格家屬的最新個人資料。如有疑問，請盡早向所屬局／部門查詢。

查詢

12. 公務員及合資格人士可瀏覽衛生署的專題網頁（https://www.dh.gov.hk/tc_chi/clinictimetable/fc_booking.html），查閱公務員診所「網上預約系統」的資料和任何更新資訊。「網上預約系統」的支援服務電話及各公務員診所的查詢電話詳列如下：

支援服務	查詢電話	服務時間
「網上預約系統」	2711 0213	星期一至星期五 上午 9 時至下午 1 時 下午 2 時至下午 5 時

公務員診所	查詢電話	預約電話
柴灣公務員診所	2595 6305	2557 4319
香港公務員診所	2838 7349	2574 1683 2574 5670
九龍公務員診所	2388 2102	2771 1518 2771 6946
新界公務員診所	2422 7911	2428 8309

公務員診所	查詢電話	預約電話
粉嶺公務員診所	2627 3125	2886 5522
西貢公務員診所	2569 1422	2569 1955

13. 如對本便箋有任何查詢，請先向部門主任秘書提出。部門主任秘書如有疑問，請與本局服務條件事務部聯絡（電話：2810 3082 或 2810 3079）。

公務員事務局局長

（陳麗燕



代行)

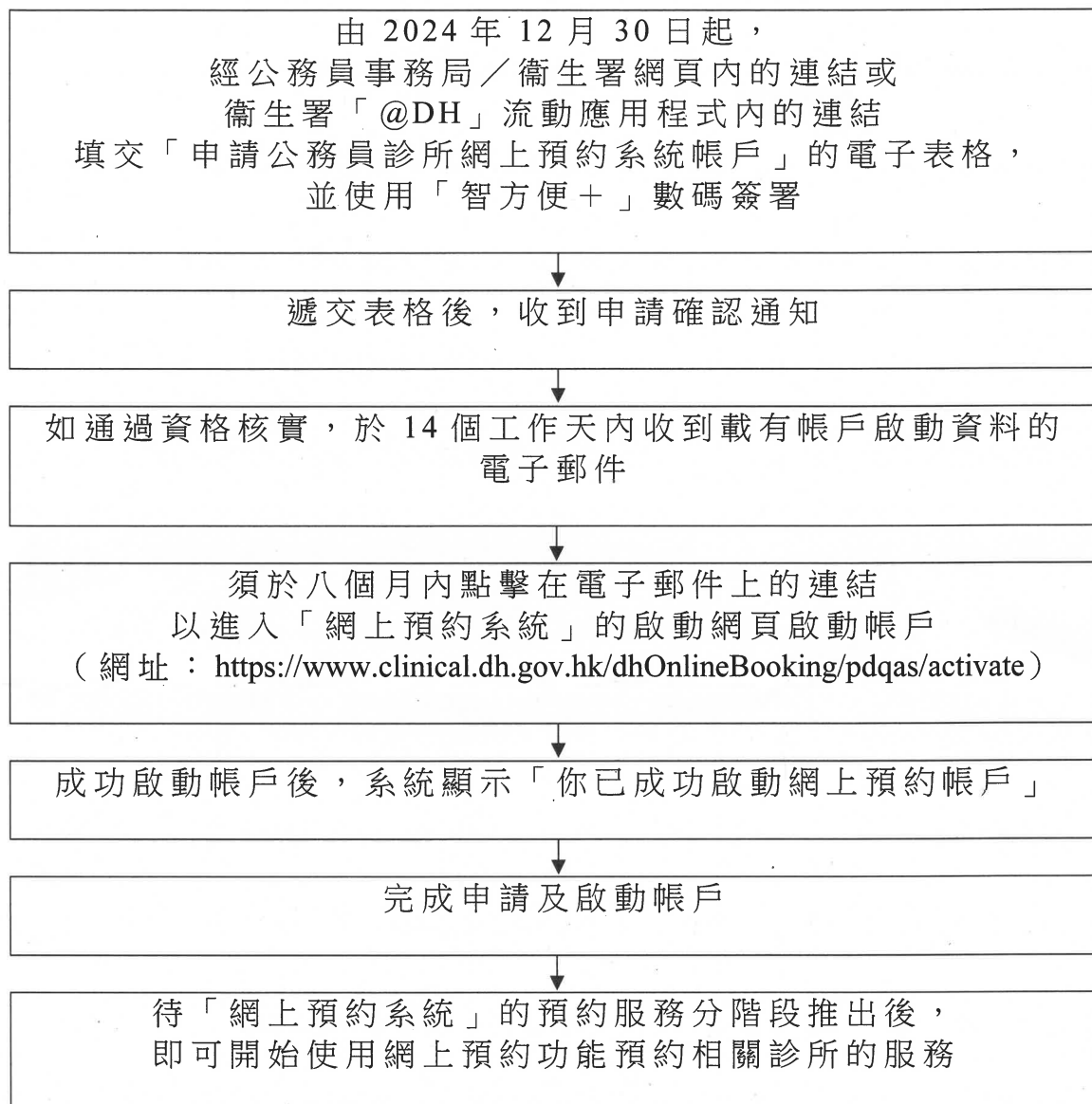
副本送： 廉政專員
司法機構政務長
公務員敘用委員會秘書
立法會秘書處秘書長
醫院管理局行政總裁
衛生署署長（經辦人：醫院員工組）
庫務署署長（經辦人：退休金分部）

局內人員

首席助理秘書長（員工關係）
首席行政主任（管理）
首席行政主任（一般職系）
退休事務組

附件

申請及啟動「公務員診所網上預約系統帳戶」的流程



詳細的示範上載於衛生署專題網頁內以供參閱
(https://www.dh.gov.hk/tc_chi/clinictimetable/fc_booking.html)



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電郵地址 E-mail Address: csbts@csb.gov.hk

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

23 December 2024

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,

Families Clinics Online Booking System

I write to inform you the launch of the Families Clinics Online Booking System (hereafter “Online Booking System”) in early 2025.

We have informed all staff who are eligible for civil service medical benefits of the relevant details through bureaux/departments vide our memo dated 23 December 2024. 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 3082 or 2810 3079.

Yours sincerely,



(Liyen CHEN)

for Secretary for the Civil Service

MEMO

From Secretary for the Civil Service
Ref. (1) in PC/700/000/76 Pt. 11
Tel. No. 2810 3083
Fax. No. 2501 0749
Email csbcos@csb.gov.hk
Date 23 December 2024

To Permanent Secretaries
Heads of Department
(*Attn.:* Departmental Secretaries)
Your Ref. in
Dated
Fax. No.
Total Pages 4 + Annex

Families Clinics Online Booking System

This memo sets out the details about the launch of the Families Clinics Online Booking System (hereafter "Online Booking System") in early 2025. Bureaux/departments are requested to bring this memo to the attention of all staff who are eligible for civil service medical benefits.

Current Booking Methods

2. Currently, civil service eligible persons (CSEPs) can make appointments for families clinic services through the Manual Telephone Booking System or the Automated Telephone Booking System (ATBS). Same-day appointment and appointment for the next seven working days can be made through the Manual Telephone Booking System, while appointment for the next 24 hours and appointment for the next seven working days can be made through the ATBS.

Online Booking System

Account application and activation

3. To enhance the appointment arrangement for families clinics, the Department of Health (DH) will launch the online booking service in phases **in the first quarter of 2025** to gradually replace the ATBS service. CSEPs would need to apply in advance for the **Families Clinics Online Booking System Account** if they wish to make appointment in families clinics online.

4. Starting from **30 December 2024**, CSEPs can submit completed electronic forms (e-Forms) of **“Application for Families Clinics Online Booking System Account”** via the weblink on the websites of Civil Service Bureau (CSB)¹ / DH² or @DH Mobile App³. CSEPs can apply for accounts for themselves and/or for other CSEP(s) in the same family. Each e-Form can accommodate the account application(s) from a maximum of six CSEPs in the same family. Please note that an applicant has to use **“iAM Smart+”** to electronically fill in and digitally sign the e-Form. The **“e-ME”** auto form-filling function of **“iAM Smart+”** will automatically enter the personal particulars into the e-Form to ensure accuracy of such information and save time in filling in the form⁴.
5. Other than electronic submission through **“iAM Smart+”**, CSEPs may apply for an Online Booking System account **in person at any of the families clinics**.
6. CSEPs successfully passing the eligibility checking will receive information on account activation by email within 14 working days and they have to activate their accounts in the Online Booking System within eight months after receiving it.
7. All CSEPs who **have successfully applied for and activated their accounts** (regardless whether they have received families clinic services before) can use the Online Booking System. They can log in the Online Booking System at any time via mobile devices or computers to make, check, change and cancel an appointment. Changing and cancelling appointments are only applicable to the appointments made through the Online Booking System.
8. Please refer to **Annex** and the demonstration in DH’s website² for the application and activation procedures for Online Booking System accounts.

Implementation schedule

9. The online booking service for families clinics will be launched first at **Chai Wan Families Clinic and Fanling Families Clinic** starting from **20 January 2025**. The booking service is expected to gradually expand to the other four families clinics in the first quarter of 2025. Bureaux/departments will be informed of the respective implementation schedule separately by email.

¹ Website of CSB [<https://www.csb.gov.hk/english/>] →
(i) Administration of Civil Service → Fringe Benefits → Medical and Dental Benefits → Families Clinic Services [<https://www.csb.gov.hk/english/admin/benefits/64.html#FamiliesClinic>]; or
(ii) Retirees’ Corner → Pensioner’s Medical and Dental Benefits
[<https://www.csb.gov.hk/english/pension/med/557.html>]

² Thematic Page of DH [https://www.dh.gov.hk/english/clinictimetable/fc_booking.html]

³ “@DH” Mobile App [<https://apigw.dhapp.dh.gov.hk/redirection.html?lang=en>]

⁴ For information on how to apply for/upgrade the **“iAM Smart+”** account, please visit **“iAM Smart”** website [<https://www.iamsmart.gov.hk/en/reg.html>].

Adjustment of Dates Available for Booking

10. Families clinics implementing the Online Booking System will change to offer **same-day appointment and appointment for the next calendar day (except Saturdays, Sundays and Public Holidays)**, and the available appointment dates offered by the Manual Telephone Booking System in these clinics will be adjusted accordingly to align with the same arrangement adopted by the Online Booking System.

Information Update of Eligible Dependants

11. To ensure eligible dependants could pass the eligibility checking, serving civil servants should ensure that they have reported to their respective bureau/department the most updated personal particulars of their eligible dependants. In case of doubt, please contact the respective bureau/department as early as possible.

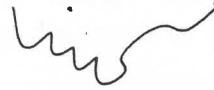
Enquiries

12. CSEPs can visit DH's thematic page (https://www.dh.gov.hk/english/clinictimetable/fc_booking.html) to learn more about the Online Booking System as well as any updated information. Please find below the enquiry telephone numbers of help desk for the Online Booking System and families clinics -

Help Desk	Enquiry Telephone Number	Service Hours
Online Booking System	2711 0213	<u>Monday to Friday</u> 9:00 am to 1:00 pm 2:00 pm to 5:00 pm

Families Clinic	Enquiry Telephone Number	Appointment Telephone Number
Chai Wan Families Clinic	2595 6305	2557 4319
Hong Kong Families Clinic	2838 7349	2574 1683 2574 5670
Kowloon Families Clinic	2388 2102	2771 1518 2771 6946
New Territories Families Clinic	2422 7911	2428 8309
Fanling Families Clinic	2627 3125	2886 5522
Sai Kung Families Clinic	2569 1422	2569 1955

13. Enquiries concerning this memo should be addressed to Departmental Secretaries, who, if in doubt, should contact the Conditions of Service Division of this Bureau at 2810 3082 or 2810 3079.



(Liyen CHEN)
for Secretary for the Civil Service

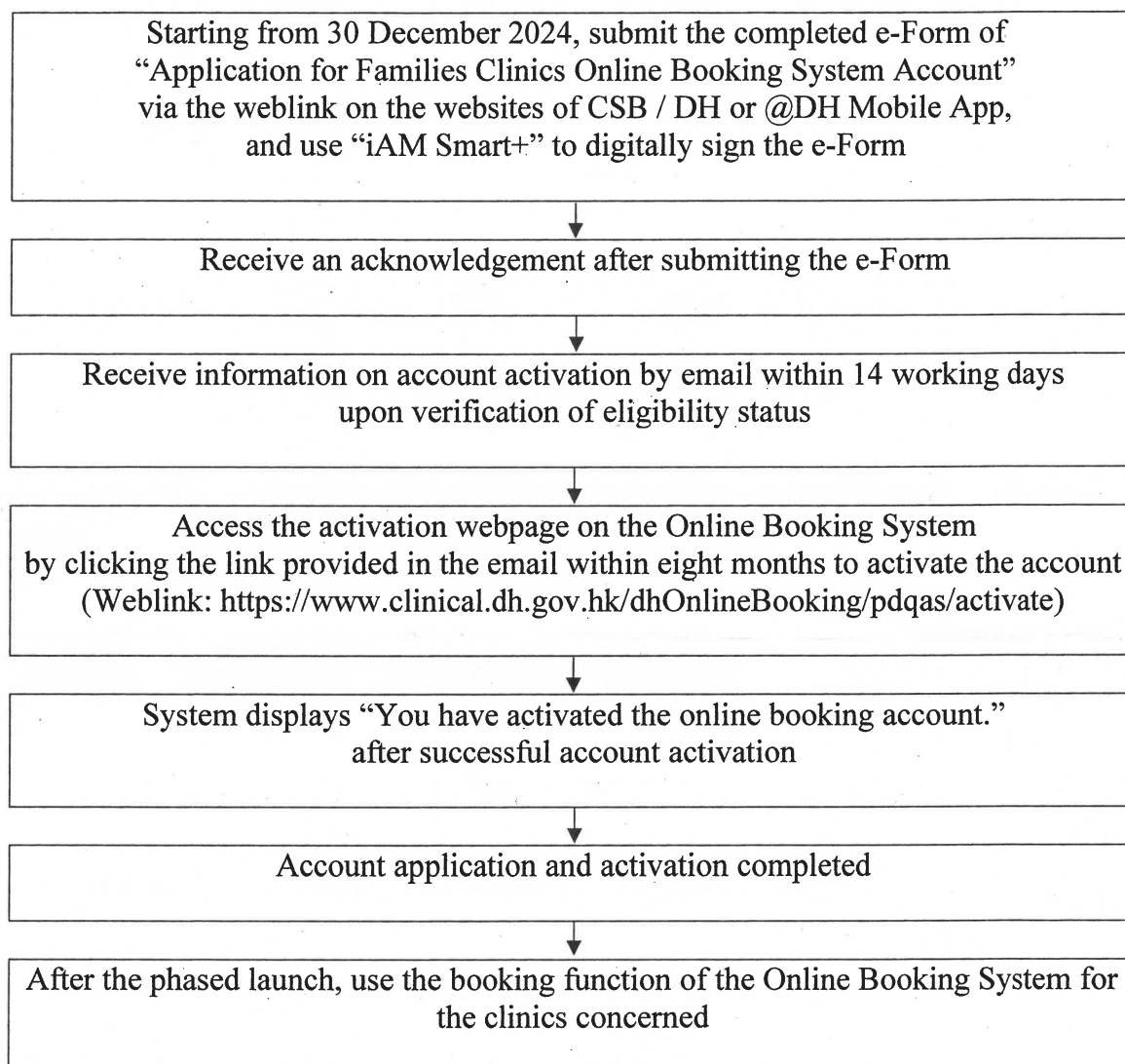
c.c. Commissioner, Independent Commission Against Corruption
Judiciary Administrator
Secretary, Public Service Commission
Secretary General, Legislative Council Secretariat
Chief Executive, Hospital Authority
Director of Health (Attn: Hospital Staff Section)
Director of Accounting Services (Attn: Pensions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

Internal

P(SR)
PEO(M)
PEO(G)
Pensions Section

Annex

Application and Activation Procedures for Families Clinics Online Booking System Accounts



A detailed demonstration is provided at DH’s thematic page for reference (https://www.dh.gov.hk/english/clinictimetable/fc_booking.html)

