

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.: LM to PC/700/000/7 Pt.23 III

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：

公務員及合資格人士牙科服務深圳試點計劃

謹此通知貴會，政府將在二零二五年第一季推出「公務員及合資格人士牙科服務深圳試點計劃」。

本局已於二零二五年一月六日發出便箋，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)

二零二五年一月六日

便箋

發文人： 公務員事務局局長
檔 號： (1) in LM to PC/700/000/7 Pt.23 III
電 話： 2810 3083
傳 真： 2501 0749
電 郵： csbcos@csb.gov.hk
日 期： 2025 年 1 月 6 日

各常任秘書長
受文人： 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： 3 + 附件

公務員及合資格人士牙科服務深圳試點計劃

政府將在 2025 年第一季推出「公務員及合資格人士牙科服務深圳試點計劃」（試點計劃），安排約二千名正在輪候衛生署牙科服務的公務員及合資格人士到深圳新風和睦家醫院（和睦家醫院）接受指定牙科服務。本便箋載列試點計劃的詳情，請各局／部門將本便箋內容告知所有合資格享用公務員牙科福利的人員。

運作安排

2. 試點計劃為期一年，由 2025 年 2 月 17 日至 2026 年 2 月 16 日。參加試點計劃的人士可於和睦家醫院接受指定的牙科服務，包括口腔影像（X 光）檢查及洗牙服務。
3. 參加試點計劃的公務員及合資格人士必須年滿 18 歲。衛生署會先邀請新症人士¹參加試點計劃。倘有尚餘名額，衛生署會邀請其他正在輪候牙科服務的舊症人士參加。參加試點計劃屬自願性質，並不會影響公務員及合資格人士日後享用衛生署的牙科服務。
4. 衛生署會由 2025 年 1 月開始分批邀請公務員及合資格人士填寫「參加試點計劃意向書」，邀請信息會透過電話短訊「#DH-CLINICS」及電郵「cims2_notification@dh.gov.hk」發出。獲邀人士須於兩星期內填交意向書，表達其參加意願。

¹ 新症人士指由 2024 年 1 月起使用電子登記表格登記輪候政府牙科服務，而自登記後未曾於政府牙科診所接受首次全面牙科檢查的公務員及合資格人士。

5. 衛生署會由 2025 年 2 月 17 日起，透過電話短訊及電郵分批向表示願意參加試點計劃的人士發出正式參加邀請。獲邀人士須於收到邀請起的一個月內透過和睦家醫院服務熱線（運作時間為每天上午九時至下午六時）進行預約，並於收到邀請起計兩個月內接受牙科服務。和睦家醫院提供牙科服務的時間為星期一至日早上九時至下午五時三十分²。

6. 參加者會在接受牙科服務後翌日收到衛生署的電話短訊及電郵，邀請其填交服務意見問卷。有關問卷不會索取個人資料，所收集的意見和資料亦只會作分析試點計劃成效之用。

跟進安排

7. 在完成試點計劃下的牙科服務後，和睦家醫院會向參加者提供診症報告。參加者可透過「醫健通」流動應用程式內的「個人資料夾」功能³，上載及存放和睦家醫院提供的診症報告到個人健康戶口，以便衛生署閱覽並為有需要的個案安排約期到政府牙科診所跟進。為此，參加者請先登記成為「醫健通」用戶⁴。其他沒有跟進需要的參加者亦會獲衛生署安排約期，並於約期前約三個月收到衛生署短訊通知。

8. 假如公務員及合資格人士於預約接受試點計劃服務後，最終沒有接受服務，亦沒有於約期前通知和睦家醫院取消預約，有關人士將不會獲邀參與本地的牙科服務（洗牙）先導計劃。他們輪候政府牙科診所服務的安排請參閱有關附件⁵。

現職公務員參加試點計劃

9. 現職公務員如選擇參加試點計劃，須自行安排於假日或非上班期間參加。《公務員事務規例》第 904 條有關短暫離開工作崗位以接受治療、檢驗或診症服務的安排並不適用。

² 有關內地法定節假日（例如農曆新年假期、國慶等）的安排，請留意衛生署網站及和睦家醫院微信公眾號的公布。

³ 有關上載及存放醫療紀錄（如診症報告）到「個人資料夾」的資訊：
<https://app.ehealth.gov.hk/personal-folder>

⁴ 透過網站登記「醫健通」：
<https://www.ehealth.gov.hk/tc/you-and-your-family/how-to-register/register-online.html>

⁵ 見附件四。

附件

10. 和睦家醫院的位置圖見附件一。有關填交意向書、預約牙科服務、更改／取消預約牙科服務、就診及存放醫療紀錄於「醫健通」的「個人資料夾」的流程圖見附件二至六。

查詢

11. 有關試點計劃的詳情，請瀏覽衛生署網頁 https://www.dh.gov.hk/tc_chi/main/main_ds/main_pdssz.html。如有查詢，可透過以下途徑聯絡衛生署：

電話：2892 1033 （一般查詢）
2892 1044 （有關驗證碼的查詢）

電郵：pdsuser@dh.gov.hk （一般查詢）
pdsvcode@dh.gov.hk （有關驗證碼的查詢）

12. 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，可聯絡本局高級行政主任（服務條件）1（電話：2810 3082）或行政主任（服務條件）1（電話：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
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

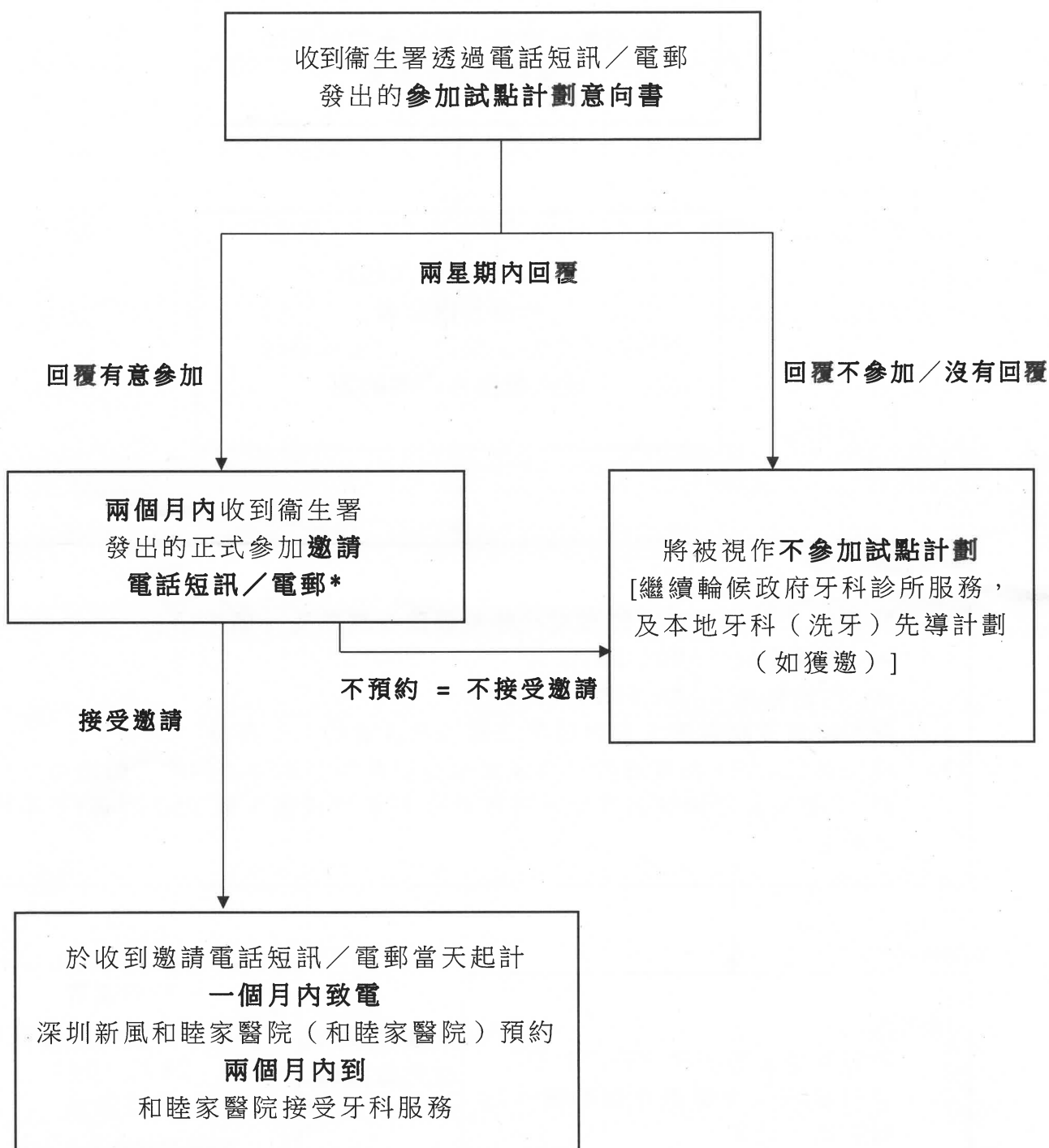
首席助理秘書長（員工關係）
首席行政主任（管理）
首席行政主任（一般職系）
退休事務組



如何前往深圳新風和睦家醫院

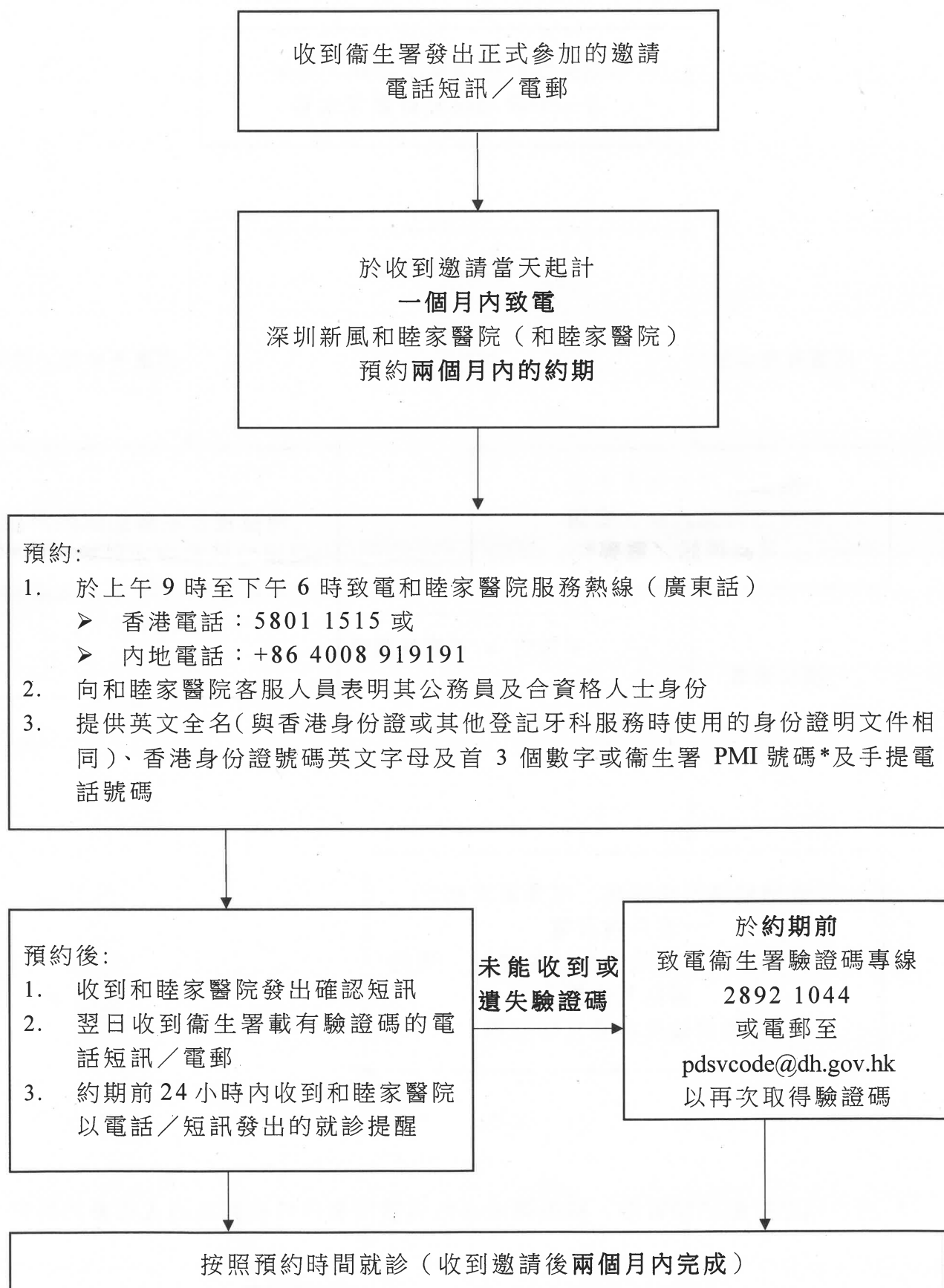
- 深圳新風和睦家醫院：深圳市福田區福強路4012號（地鐵沙尾站C出口直走約3分鐘，醫院大樓在左邊）
- 由福田口岸乘地鐵
「福田口岸」搭乘4號線（往牛湖方向）——第1站到「福民」——轉乘7號線（往深大麗湖方向）——搭3個站到「沙尾」C出口
- 由福田高鐵站乘地鐵
「福田」搭乘3號線（往福保方向）——搭2個站到「石廈」——轉乘7號線（往深大麗湖方向）——搭1個站到「沙尾」C出口
- 如需路線指引協助
歡迎聯絡：+86 4008 919191 / +852 5801 1515

公務員及合資格人士牙科服務深圳試點計劃（試點計劃）
參加意向書流程圖



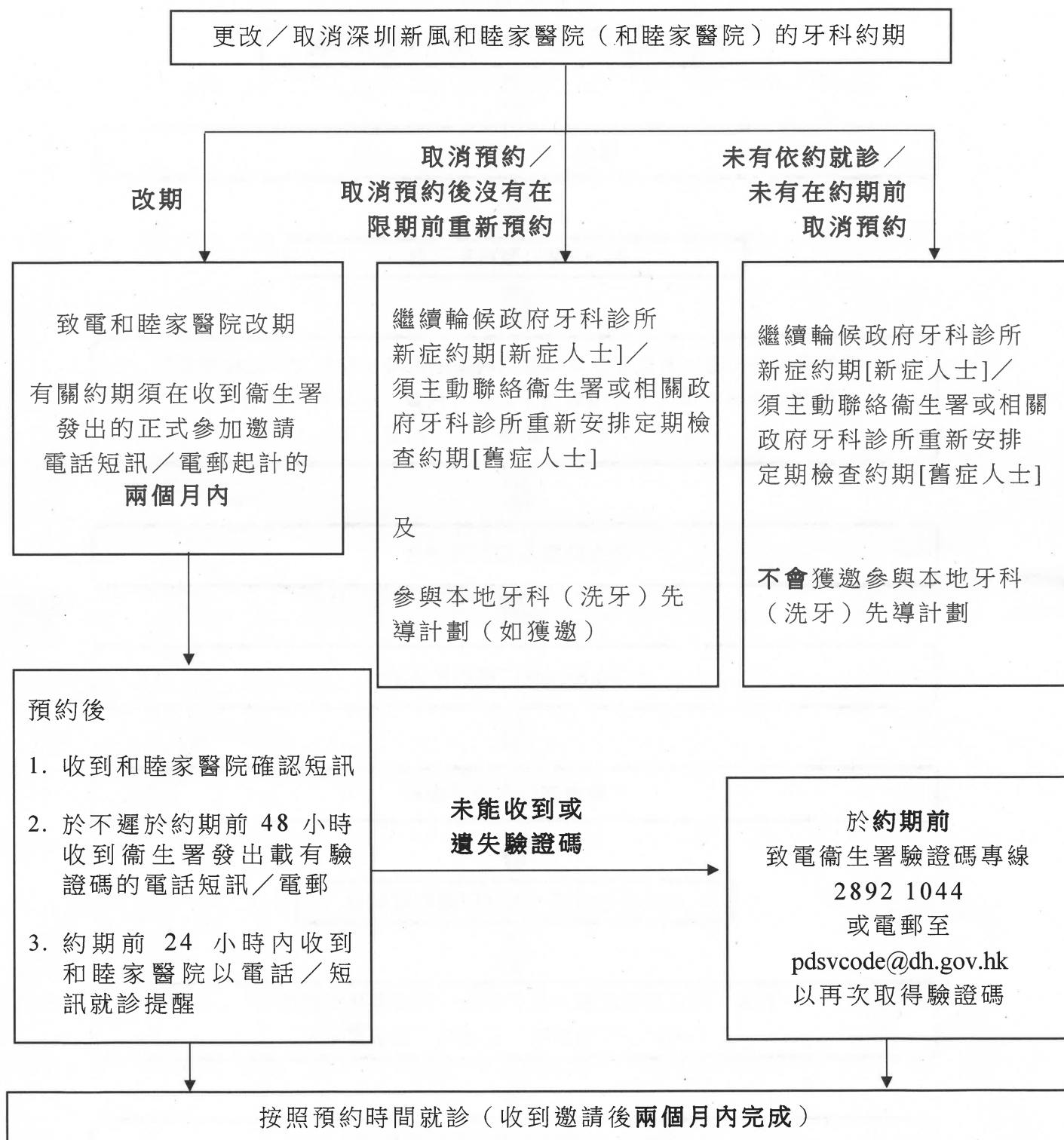
* 由於試點計劃名額有限，衛生署未必能邀請所有表示有興趣的人士參與計劃。

公務員及合資格人士牙科服務深圳試點計劃（試點計劃）
預約流程圖

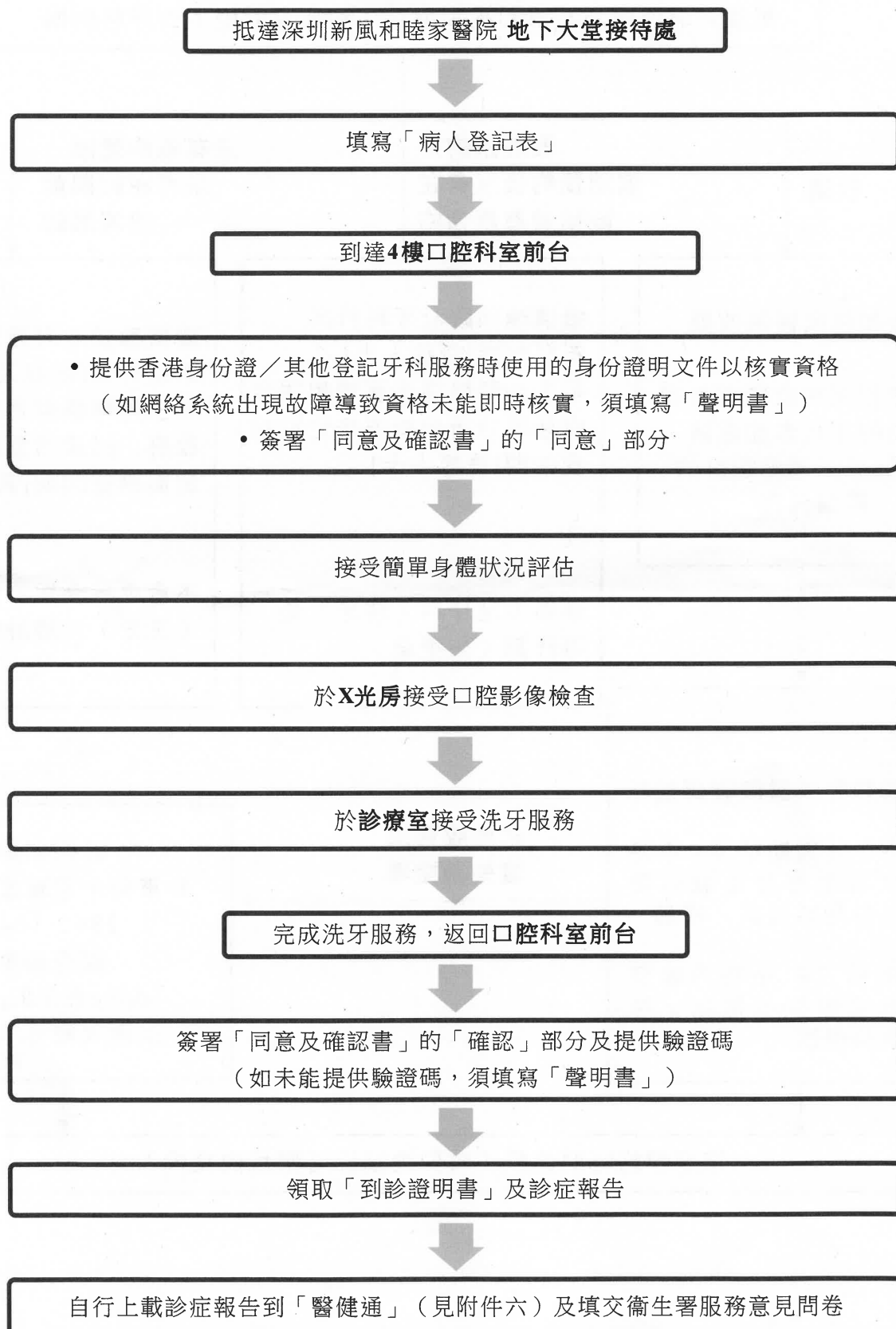


*PMI 號碼載於邀請電話短訊／電郵。

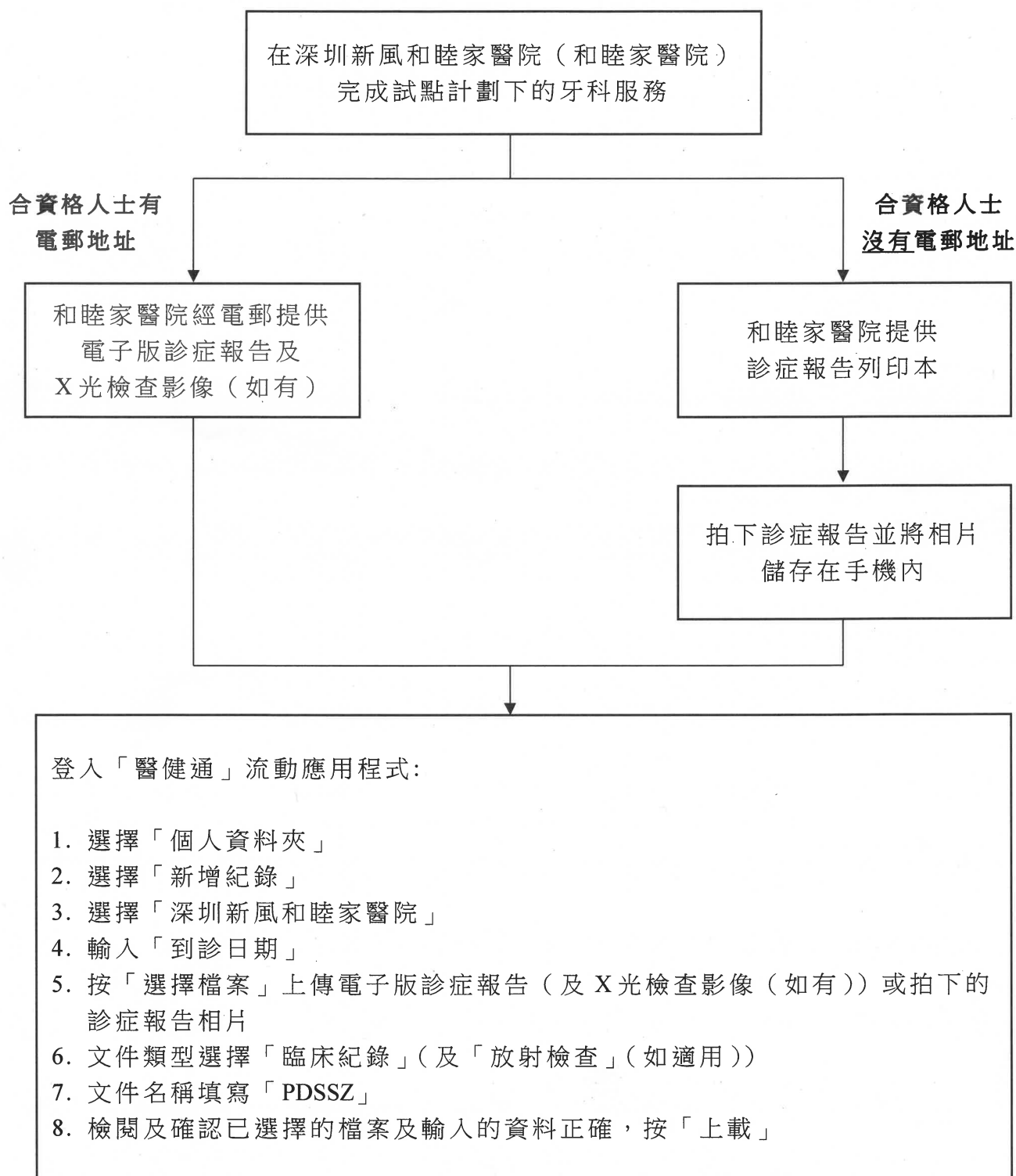
公務員及合資格人士牙科服務深圳試點計劃（試點計劃）
更改／取消預約牙科服務流程圖



公務員及合資格人士牙科服務深圳試點計劃（試點計劃）
就診流程圖



公務員及合資格人士（合資格人士）
牙科服務深圳試點計劃（試點計劃）
上載及存放醫療紀錄於「醫健通」的「個人資料夾」流程圖



*當衛生署人員閱覽合資格人士在「醫健通」存放的診症報告及X光檢查影像（如有），有關的合資格人士會收到「醫健通」流動應用程式的閱覽通知。

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



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電郵地址 E-mail Address: csbts@csb.gov.hk

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

6 January 2025

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 on Dental Services
for Civil Service Eligible Persons in Shenzhen**

I write to inform you that the Government will launch the Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen in the first quarter of 2025.

We have informed all staff who are eligible for civil service dental benefits of the relevant details through bureaux/departments vide our memo dated 6 January 2025. 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

<i>From</i>	Secretary for the Civil Service	<i>To</i>	Permanent Secretaries Heads of Department
<i>Ref.</i>	(1) in LM to PC/700/000/7 Pt. 23 III	<i>(Attn.:)</i>	Departmental Secretaries
<i>Tel. No.</i>	2810 3083	<i>Your Ref.</i>	_____ in _____
<i>Fax. No.</i>	2501 0749	<i>Dated</i>	_____
<i>Email</i>	csbcos@csb.gov.hk	<i>Fax. No.</i>	_____
<i>Date</i>	6 January 2025	<i>Total Pages</i>	3 + Annexes

Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen

The Government will launch the Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen (PDSSZ) in the first quarter of 2025 to arrange about 2 000 Civil Service Eligible Persons (CSEPs), who are waiting for dental services of the Department of Health (DH), to receive designated dental services at the Shenzhen New Frontier United Family Hospital (NFUFH). Bureaux/departments are requested to bring this memo, which sets out the details about the PDSSZ, to the attention of all staff who are eligible for civil service dental benefits.

Operational Arrangements

2. The PDSSZ will last for one year from 17 February 2025 to 16 February 2026. Participants of the PDSSZ can receive designated dental services, including oral imaging (X-ray) check and dental scaling services, at the NFUFH.
3. CSEPs participating in the PDSSZ **must have reached 18 years of age**. DH will first invite new consultation cases¹ to participate in the PDSSZ. Subject to availability of quotas, old consultation cases who are waiting for dental services would also be invited. **Participation in the PDSSZ is voluntary and will not affect CSEPs' entitlement to DH's dental services in future.**
4. DH will, starting from January 2025, invite CSEPs in batches to complete the **Expression of Interest (EOI) Form** for the PDSSZ. The invitation message will be sent through Short Message Service (SMS) “#DH-CLINICS” and email “cims2_notification@dh.gov.hk”. The invited persons have to complete and return the EOI Form to express their interest in participation within two weeks.

¹ New consultation cases refer to CSEPs who have registered by e-Registration Form from January 2024 onwards for queuing for government dental services but have not received their first comprehensive dental check-up at a Government Dental Clinic (GDC) since registration.

5. DH will, starting from 17 February 2025, issue **formal invitations for participation** in batches through SMS and email to CSEPs who have indicated their willingness to participate in the PDSSZ. The invited persons have to make an appointment via the service hotline (operating hours from 9:00 a.m. to 6:00 p.m. daily) of the NFUFH within one month upon receipt of the invitation, and receive dental services within two months from the date of receiving the invitation. The NFUFH provides dental services from 9:00 a.m. to 5:30 p.m., Monday through Sunday².

6. The participants will, on the following day upon receipt of dental services, receive an SMS and an email from DH inviting them to fill in a service opinion survey. The survey will not collect any personal information, and all opinions and information collected will only serve the purpose of analysing the effectiveness of the PDSSZ.

Follow-up Arrangements

7. After completing dental services under the PDSSZ, NFUFH will provide participants with a medical report. Participants can upload and deposit the relevant medical report into their eHealth personal accounts through the “Personal Folder” function³ of the “eHealth” mobile application, so that DH can access and, for cases in need, schedule follow-up appointments at GDCs. In this regard, participants are advised to register as “eHealth” users⁴. For other participants who do not have follow-up needs, DH will also schedule appointments for them at GDCs and notify them through SMS about three months prior to the appointments.

8. If a CSEP had made an appointment to receive services under the PDSSZ but did not receive such services eventually without notifying the NFUFH in advance to cancel the appointment, the person concerned would not be invited to join the local Pilot Scheme on Dental Services (Dental Scaling). Please refer to the relevant Annex⁵ regarding the arrangement for awaiting dental services at GDCs.

Serving Civil Servants Participating in PDSSZ

9. Serving civil servants who choose to participate in the PDSSZ are required to make their own arrangement for receiving services during holidays or non-duty hours. The arrangement on time-off from duty for treatment, examination or consultation stipulated in Civil Service Regulation 904 is not applicable.

² For the arrangements on public holidays (e.g. the Lunar New Year holidays, National Day etc.), please check the announcements on the website of DH and WeChat Official Accounts Platform of NFUFH.

³ Information on depositing medical records (e.g. medical reports) in “Personal Folder”: <https://app.ehealth.gov.hk/personal-folder>

⁴ Online registration for “eHealth”: <https://www.ehealth.gov.hk/en/you-and-your-family/how-to-register/register-online.html>

⁵ Please see Annex 4.

Annexes

10. The location map of the NFUFH is at **Annex 1**. For information on completing the EOI Form, booking dental appointment, rescheduling/cancelling dental appointment, attending consultation and depositing medical records in the "Personal Folder" of "eHealth", please refer to the flowcharts at **Annexes 2 to 6**.

Enquiries

11. For further details about the PDSSZ, please visit DH's website at https://www.dh.gov.hk/english/main/main_ds/main_pdssz.html. For enquiries, please contact DH via –

Telephone: 2892 1033 (for general enquiry)
2892 1044 (for enquiry on verification code)

Email: pdsuser@dh.gov.hk (for general enquiry)
pdsvcode@dh.gov.hk (for enquiry on verification code)

12. Enquiries concerning this memo should be addressed to Departmental Secretaries, who, if in doubt, should contact Senior Executive Officer (Conditions of Service) 1 (tel. no.: 2810 3082) or Executive Officer (Conditions of Service) 1 (tel. no.: 2810 3079) of this Bureau.

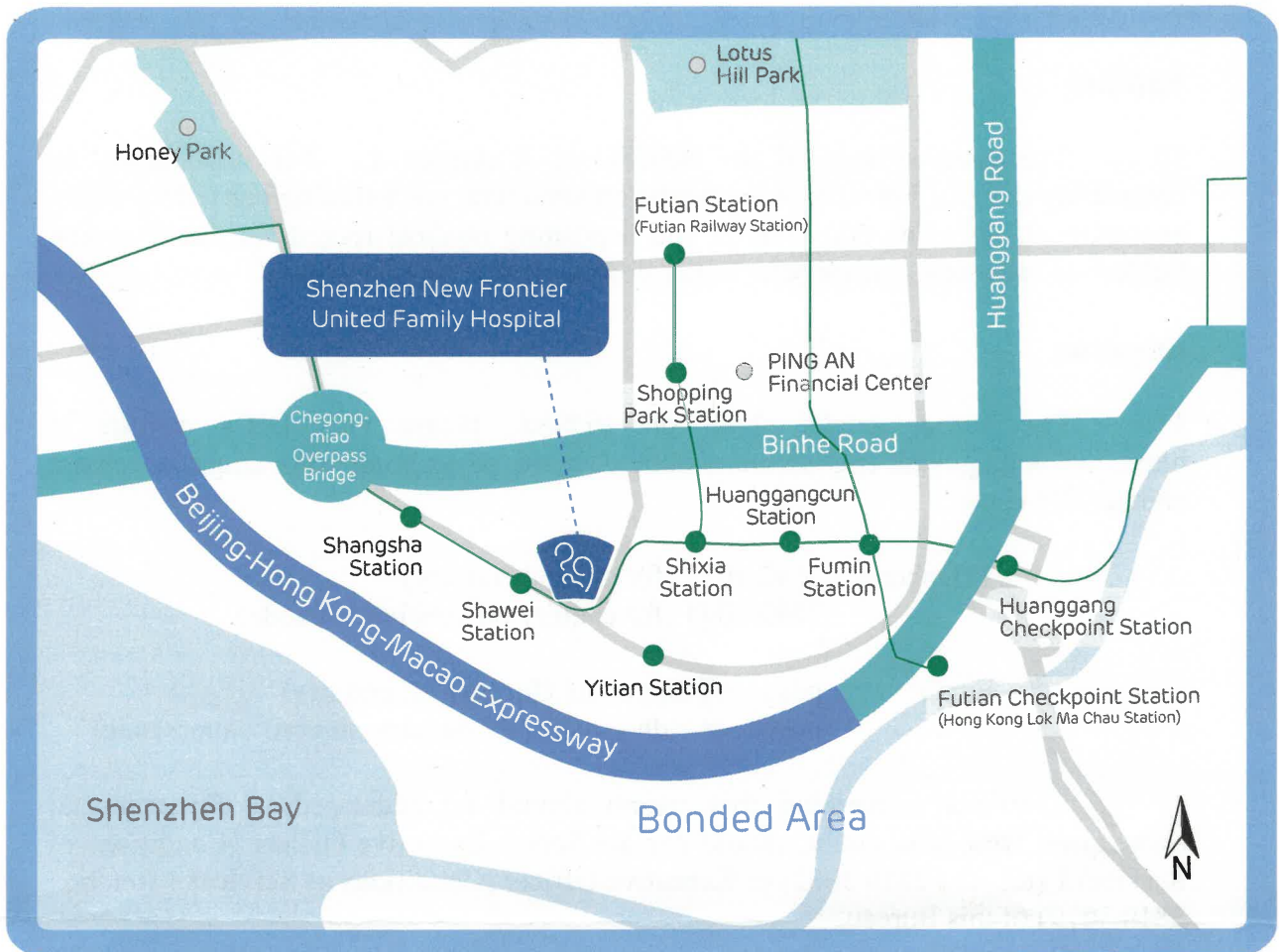


(Liyen CHEN)
for Secretary for the Civil Service

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

Internal

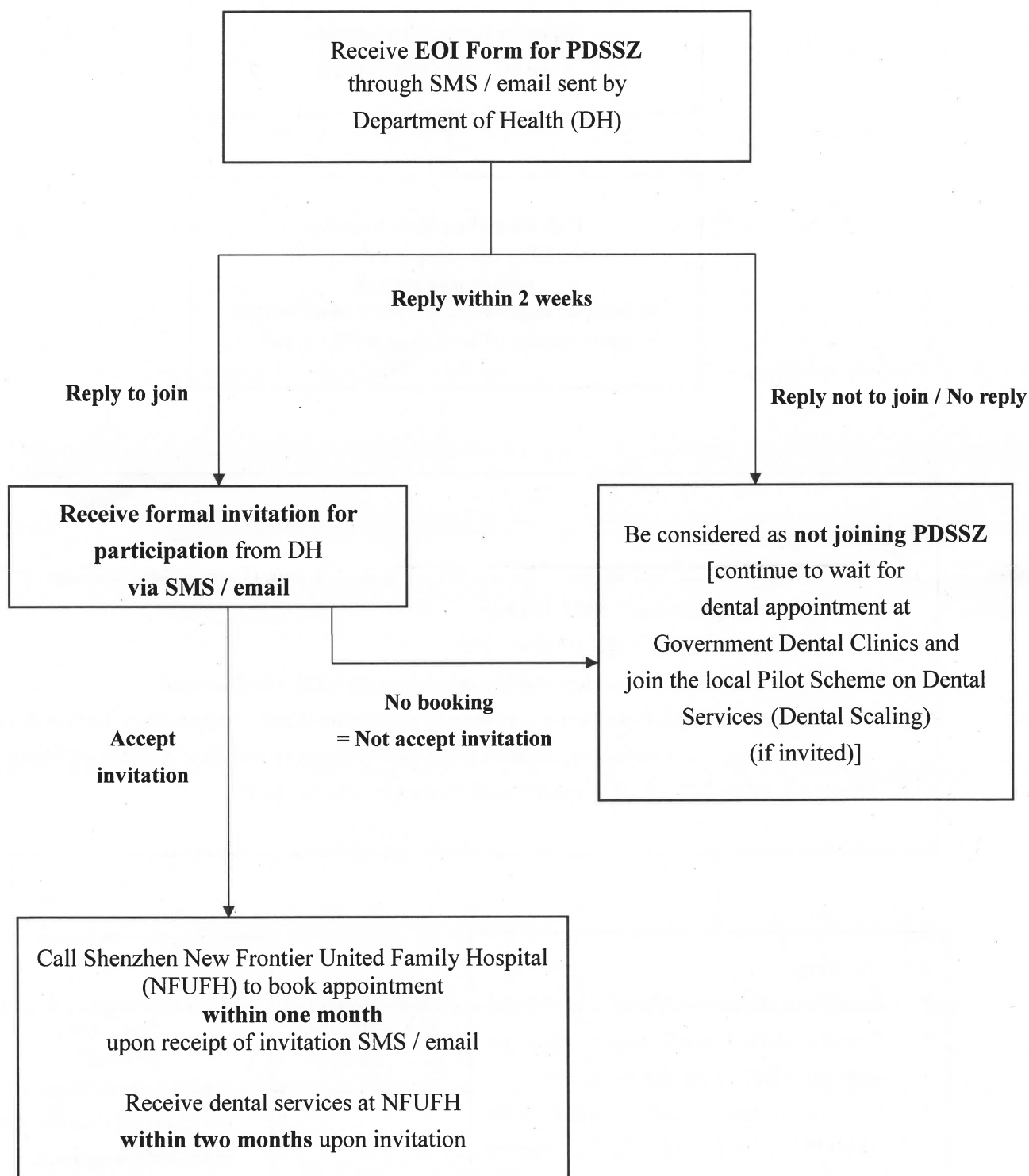
P(SR)
PEO(M)
PEO(G)
Pensions Section



How to Get to Shenzhen New Frontier United Family Hospital

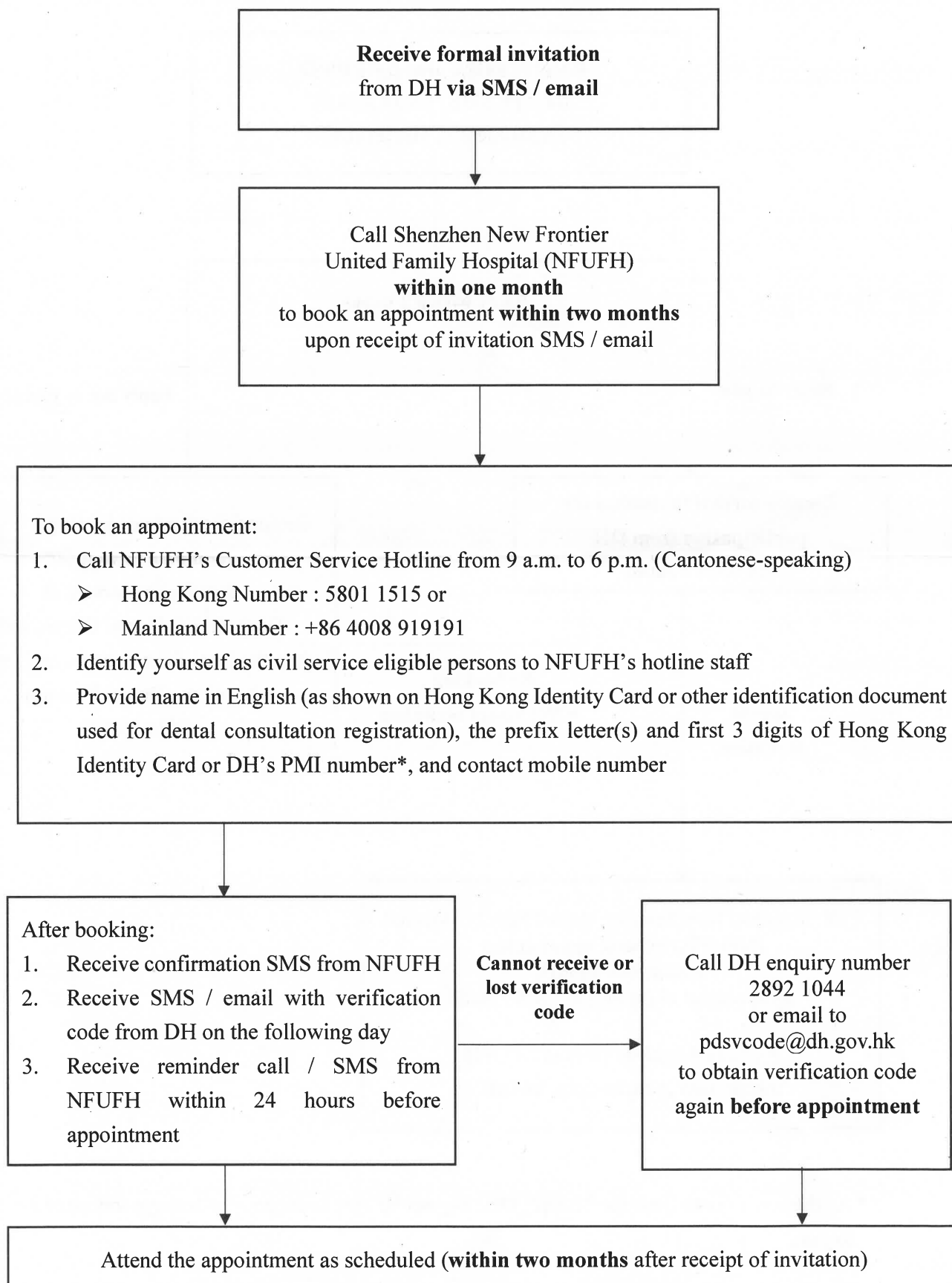
- Hospital Address: No.4012, Fuqiang Road, Futian District, Shenzhen (From Shawei Metro Station Exit C, walk straight for 3 minutes to find the hospital on the left)
- **From Futian Checkpoint to the Hospital by Metro:**
Take Line 4 from "Futian Checkpoint" (towards Nihu direction) — Get off at the 1st stop, "Fumin" — Transfer to Line 7 (towards Shenzhen University Lihu direction) — Take 3 stops to "Shawei" Exit C.
- **From Futian High-Speed Railway Station to the Hospital by Metro:**
Take Line 3 from "Futian" (towards Fubao direction) — Take 2 stops to "Shixia" — Transfer to Line 7 (towards Shenzhen University Lihu direction) — Take 1 stop to "Shawei" Exit C.
- For Route Guidance Assistance,
Please contact: +86 4008 919191 / +852 5801 1515

Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen (PDSSZ)
Flow Chart of Expression of Interest (EOI)



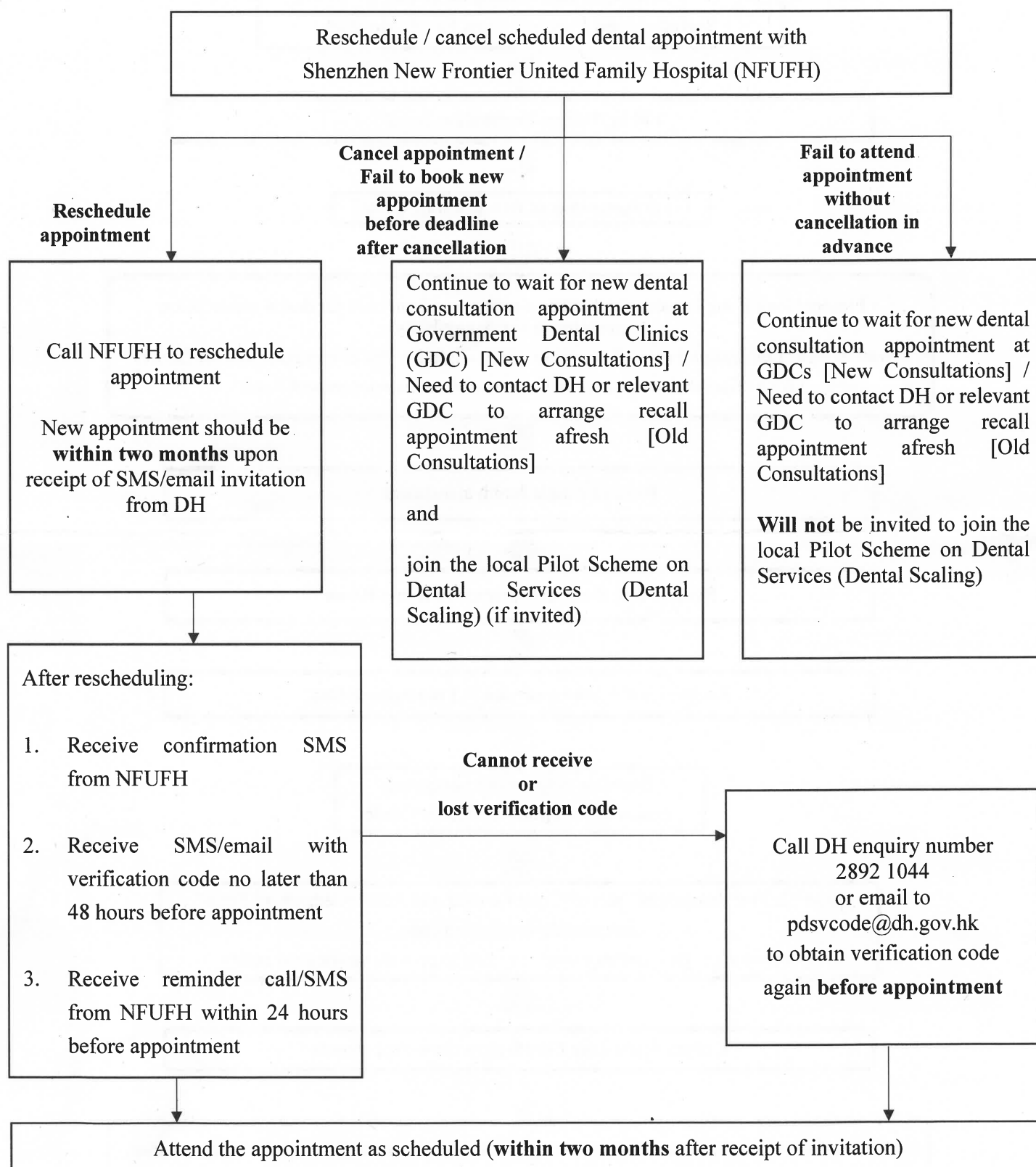
* As there is a quota limit for PDSSZ, DH may not be able to invite all who have indicated interest to join.

Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen
Flow Chart of Booking Dental Appointment

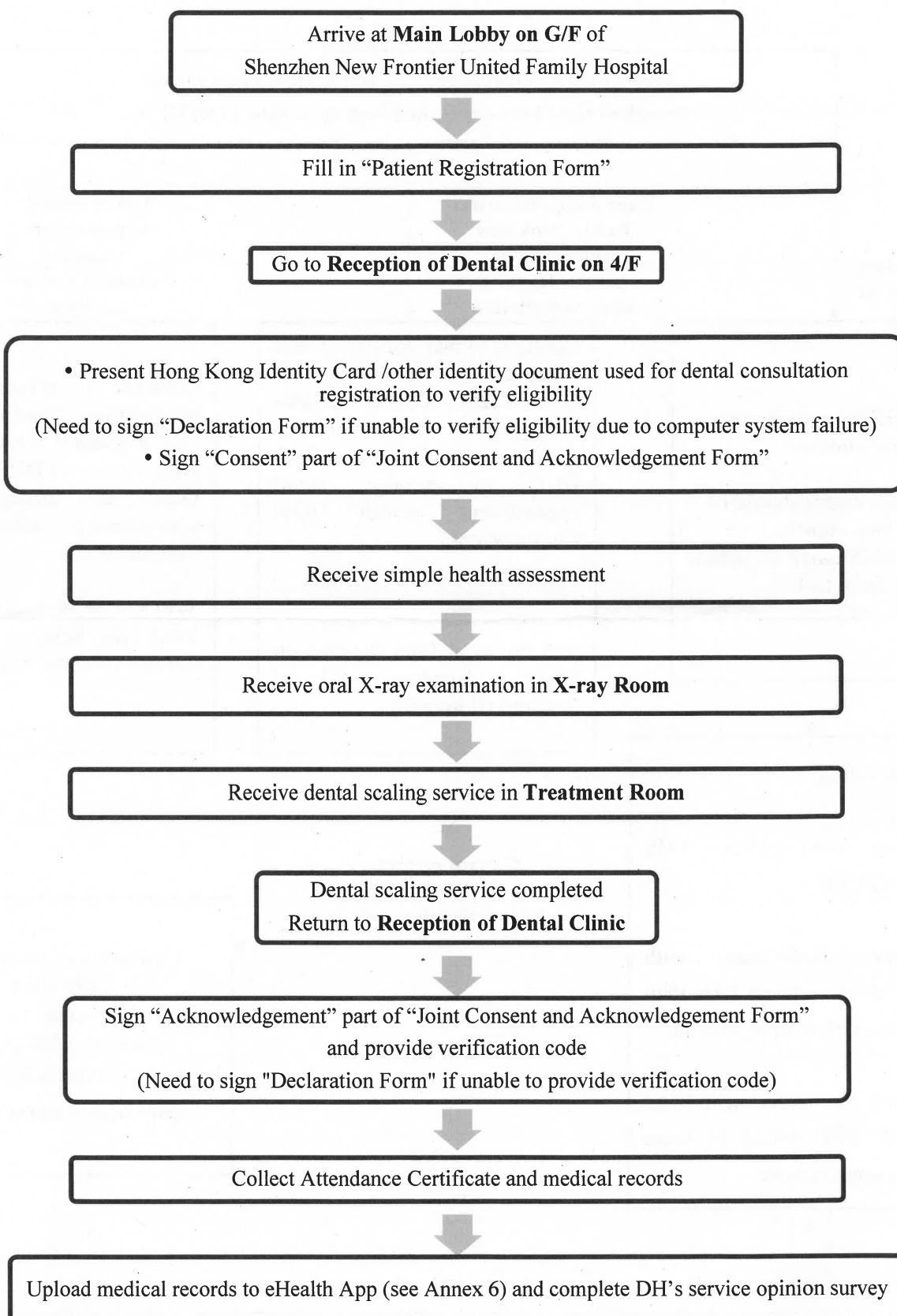


*PMI number could be found in the invitation SMS/email.

Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen
Flow Chart of Rescheduling / Cancelling Dental Appointment

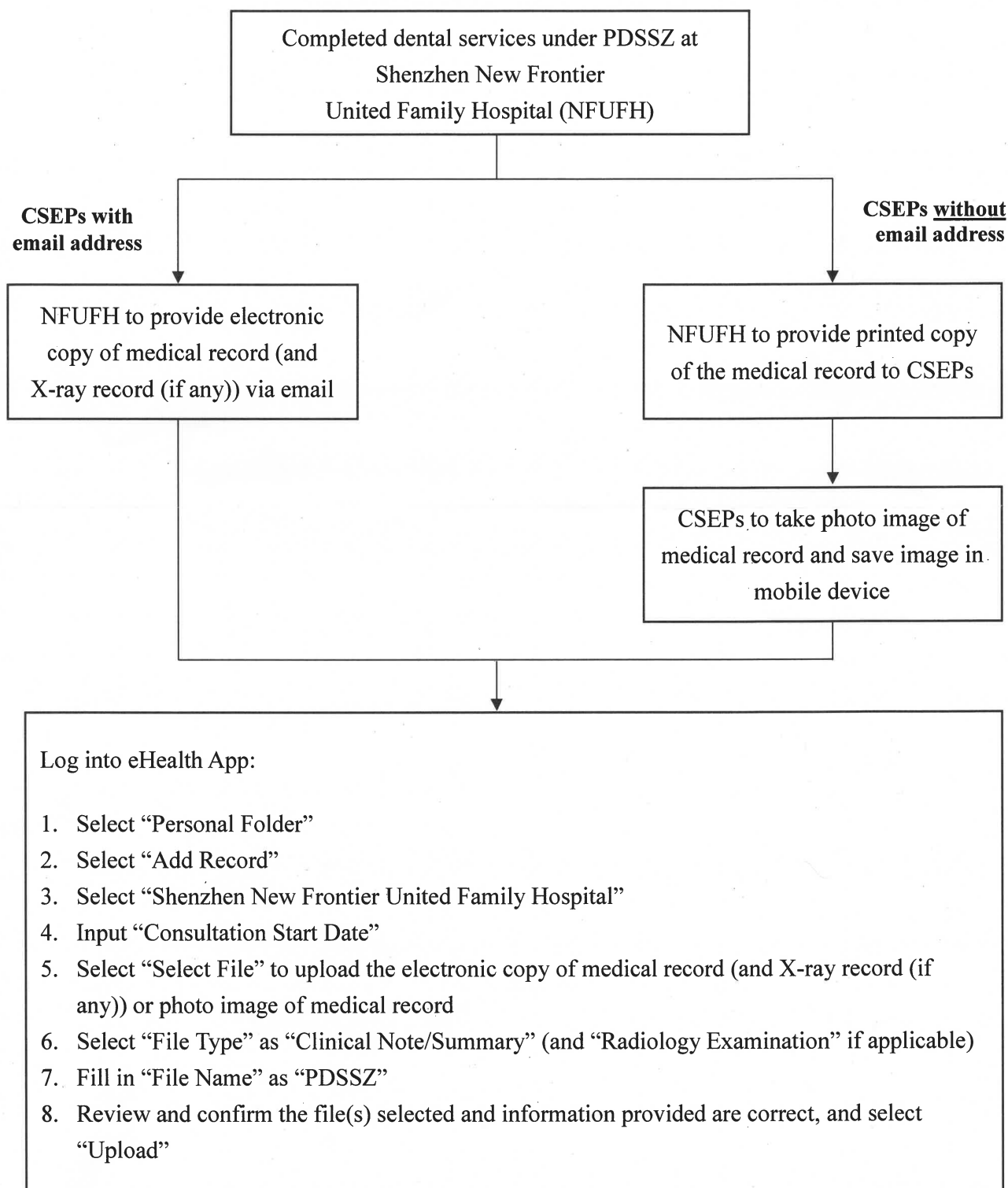


Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen
Flow Chart of Attending Consultation on Appointment Day



Pilot Scheme on Dental Services for Civil Service Eligible Persons (CSEPs) in Shenzhen (PDSSZ)

**Flow Chart of Depositing Medical Record
in “Personal Folder” of eHealth App**



* When DH’s staff access the medical record and X-ray record (if any) saved by CSEP in eHealth App, the CSEP concerned will receive notifications about the access via eHealth App.