

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.22 VII

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

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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（洗牙）先導計劃第二期

謹此通知貴會，政府經檢視「公務員及合資格人士牙科服務（洗牙）先導計劃」成效後，決定延長計劃的服務期十八個月，由二零二五年二月一日起至二零二六年七月三十一日止。

—— 本局已於二零二五年一月二十四日發出便箋，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)

二零二五年一月二十四日

便箋

發文人：公務員事務局局長
檔 號：(9) in LM to PC/700/000/7 Pt.22 VII
電 話：2810 3083
傳 真：2501 0749
電 郵：csbcos@csb.gov.hk
日 期：2025 年 1 月 24 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（洗牙）先導計劃第二期

政府於 2023 年 7 月推出為期 18 個月的「公務員及合資格人士牙科服務（洗牙）先導計劃」（下稱「先導計劃第一期」），透過善用私營牙科市場資源紓緩公務員及合資格人士輪候牙科服務時間過長的情況。先導計劃第一期將於 2025 年 1 月 31 日結束。經檢視計劃的成效後，我們決定延長計劃的服務期 18 個月，由 2025 年 2 月 1 日起至 2026 年 7 月 31 日止（下稱「先導計劃第二期」）。本便箋載列先導計劃第二期的詳情，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. 先導計劃第二期會繼續以公私營協作模式進行，預約安排與先導計劃第一期相若。衛生署會由 2025 年 2 月初起透過以「#DH-CLINICS」名稱發出的電話短訊分批邀請合適的公務員及合資格人士¹（獲邀人士）參與先導計劃第二期。獲邀人士如同意參加，須於收到邀請電話短訊後一個月內，自行聯絡先導計劃第二期下任何一間指定的私營牙科診所預約洗牙服務，並於收到邀請電話短訊當天起計三個月內完成洗牙，以確保洗牙服務的名額得以善用。

¹ 一般而言，13 歲或以上的公務員及合資格人士會獲邀參加。獲邀人士包括舊症人士（即過往曾使用政府牙科服務，且沒有嚴重口腔病史，並已獲／正等候安排在政府牙科診所接受定期檢查或跟進治療的人士）；以及新症人士（即已登記並正在輪候政府牙科新症約期的人士）。

3. 參與先導計劃第二期屬自願性質，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。參加者會在接受洗牙服務後翌日收到衛生署的電話短訊，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先導計劃第二期成效之用。

跟進安排

4. 衛生署會為已接受先導計劃第二期服務的參加者安排政府牙科診所的約期，並將於約期前約三個月以電話短訊通知相關人士。

5. 如私營牙科診所臨床人員在洗牙過程中發現參與先導計劃第二期的舊症人士有牙齒問題需要跟進，會透過衛生署指定的電腦系統紀錄有關情況，以便衛生署作出跟進，有關舊症人士會收到衛生署短訊通知相關跟進安排。至於新症人士，他們會於政府牙科診所首次就診時獲安排詳細口腔及牙齒檢查。如公務員及合資格人士有緊急口腔問題，他們可於服務時間到政府牙科診所尋求急症服務。

6. 假如公務員及合資格人士於預約接受先導計劃第二期服務後，最終沒有接受服務，亦沒有於約期前取消預約，有關人士一般不再符合先導計劃第二期的參加資格。他們輪候政府牙科診所服務的安排請參閱附件二。

附件

7. 預約洗牙服務和更改／取消預約流程圖見附件一及二。

查詢

8. 有關先導計劃第二期的詳情，包括先導計劃第二期下提供洗牙服務的私營牙科機構及診所名單及其聯絡方法，請瀏覽衛生署網頁 https://www.dh.gov.hk/tc_chi/main/main_ds/main_psd.html 或致電 8228 1000 收聽錄音介紹。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）

9. 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



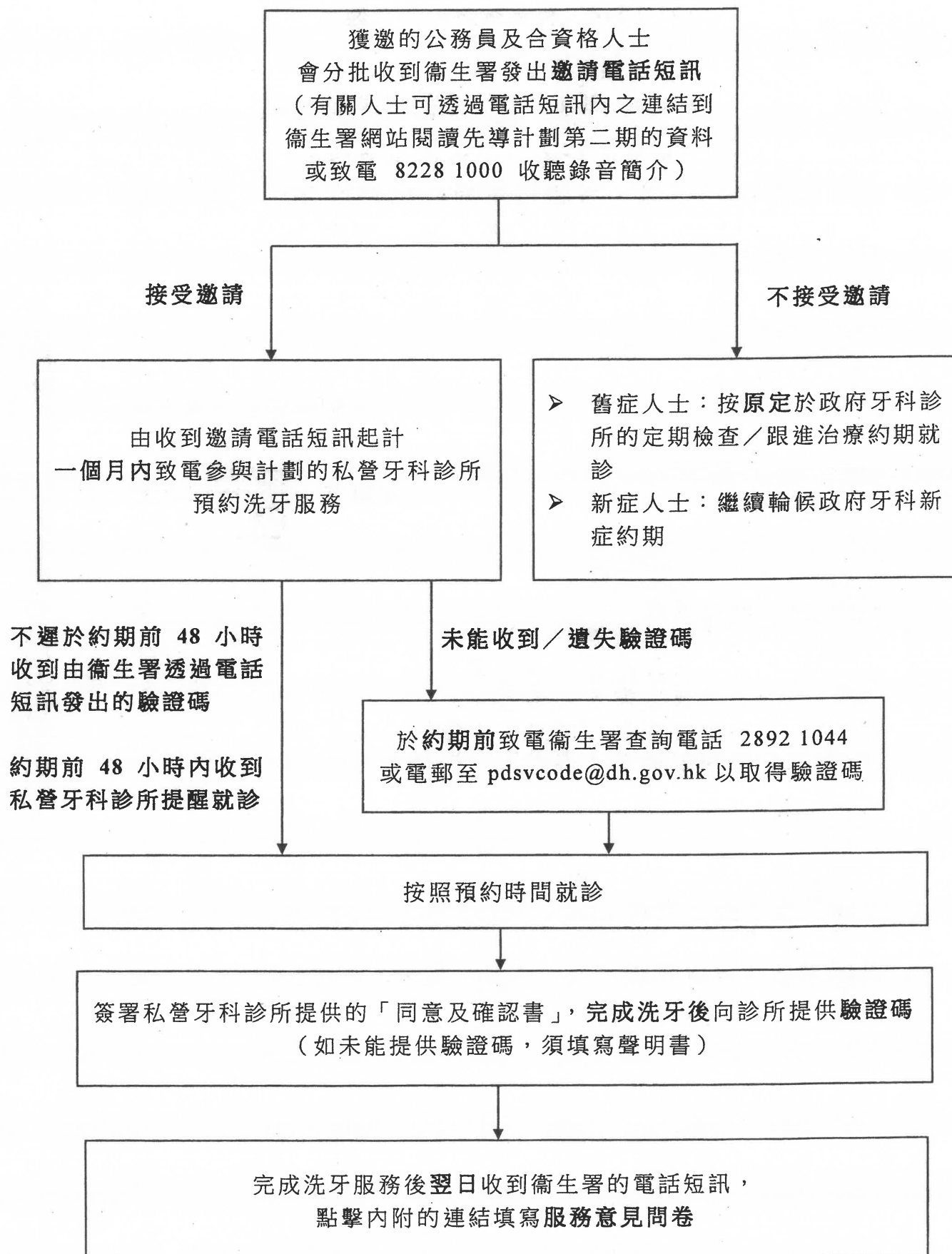
代行）

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）

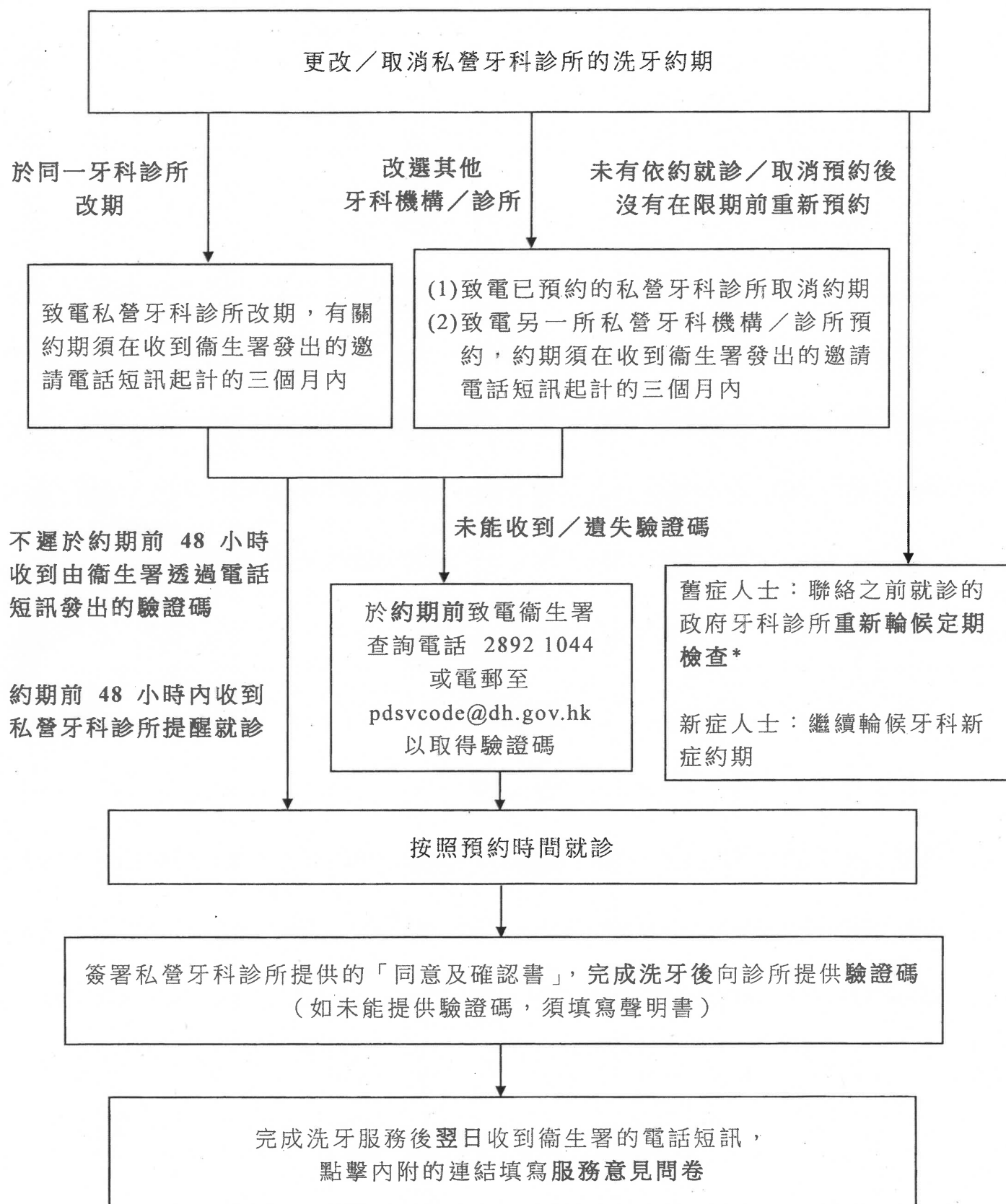
局內人員

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）
退休事務及公積金組

公務員及合資格人士牙科服務（洗牙）先導計劃第二期
預約洗牙服務流程圖



公務員及合資格人士牙科服務（洗牙）先導計劃第二期
更改／取消預約洗牙服務流程圖



* 如為 13-17 歲或持有跟進治療約期的舊症人士，只須按照原定約期到所屬政府牙科診所作定期檢查／跟進治療。

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電郵地址 E-mail Address: csbts@csb.gov.hk
網址 Homepage Address: <http://www.csb.gov.hk>

24 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,

**Phase 2 of Pilot Scheme on Dental Services (Dental Scaling)
for Civil Service Eligible Persons**

I write to inform you that the Government, after reviewing the effectiveness of the Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons, has decided to extend its service period for 18 months from 1 February 2025 to 31 July 2026.

We have informed all staff who are eligible for civil service dental benefits of the relevant details through bureaux/departments vide our memo dated 24 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>	(9) in LM to PC/700/000/7 Pt.22 VII	<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>	24 January 2025	<i>Total Pages</i>	3 + Annexes

Phase 2 of Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons

The Government launched the 18-month Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons (CSEPs) (hereafter “PDS Phase 1”) in July 2023 to alleviate the situation where CSEPs had to wait a long time for dental services by making good use of the resources in the private dental sector. The PDS Phase 1 will end on 31 January 2025. After reviewing the effectiveness of the scheme, we have decided to extend its service period for 18 months from 1 February 2025 to 31 July 2026 (hereafter “PDS Phase 2”). This memo sets out the details about the PDS Phase 2. Bureaux/departments are requested to bring this memo to the attention of all staff who are eligible for civil service dental benefits.

Operational Arrangements

2. The PDS Phase 2 will continue to be implemented in the form of public-private partnership, with the appointment arrangement similar to that of the PDS Phase 1. Starting from early February 2025, the Department of Health (DH) will invite suitable CSEPs¹ (invited persons) to participate in the PDS Phase 2 by batches through Short Message Service (SMS) under the name of “#DH-CLINICS”. If the invited persons agree to participate, they should, within one month upon receipt of the invitation SMS, contact and make an appointment for dental scaling services with one of the designated private dental clinics (PDCs) under the PDS Phase 2 on their own. To ensure proper utilisation of the dental scaling service quotas, they are required to complete the dental scaling within three months from the date of receiving the invitation SMS.

¹ In general, CSEPs aged 13 or above will be invited. Invited persons include old consultation cases (Old Cons) (i.e. those who have previously received government dental services, have no history of serious oral diseases, and have been or are being arranged a recall or a follow-up appointment at government dental clinics (GDCs)); and new consultation cases (New Cons) (i.e. those who have registered and are waiting for government new dental consultation appointments).

3. **Participation in the PDS Phase 2 is voluntary and will not affect CSEPs' entitlement to DH's dental services in future.** The participants will, on the following day upon receipt of dental scaling services, receive an SMS 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 PDS Phase 2.

Follow-up Arrangements

4. DH will schedule appointments at GDCs for participants who have received services under the PDS Phase 2, and will notify them through SMS about three months prior to the appointments.

5. For Old Cons participants of the PDS Phase 2, if the clinical staff of PDCs, during the dental scaling procedure, identify any dental problems with follow-up needs, they will record the problem(s) in the designated computer system of DH for follow-up by DH. These Old Cons participants will receive notifications through SMS from DH regarding the relevant follow-up arrangements. As to New Cons, they will receive a detailed oral and dental check-up during their first appointment at GDCs. CSEPs who have acute oral problems may seek emergency service from GDCs during service hours.

6. If a CSEP had made an appointment to receive services under the PDS Phase 2 but did not receive such services eventually without cancelling the appointment in advance, that person would generally no longer be eligible for the PDS Phase 2. Please refer to Annex 2 regarding the arrangement for such cases to wait for the services at GDCs.

Annexes

7. For information on booking and rescheduling/cancelling a dental scaling appointment, please refer to the flowcharts at **Annexes 1 and 2**.

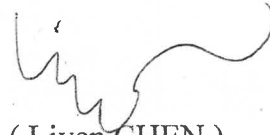
Enquiries

8. For details about the PDS Phase 2, including the list of private dental organisations and PDCs providing dental scaling services under the PDS Phase 2 and their contact means, please visit DH website at https://www.dh.gov.hk/english/main/main_ds/main_psd.html or call 8228 1000 for the pre-recorded introduction. 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)

9. 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)

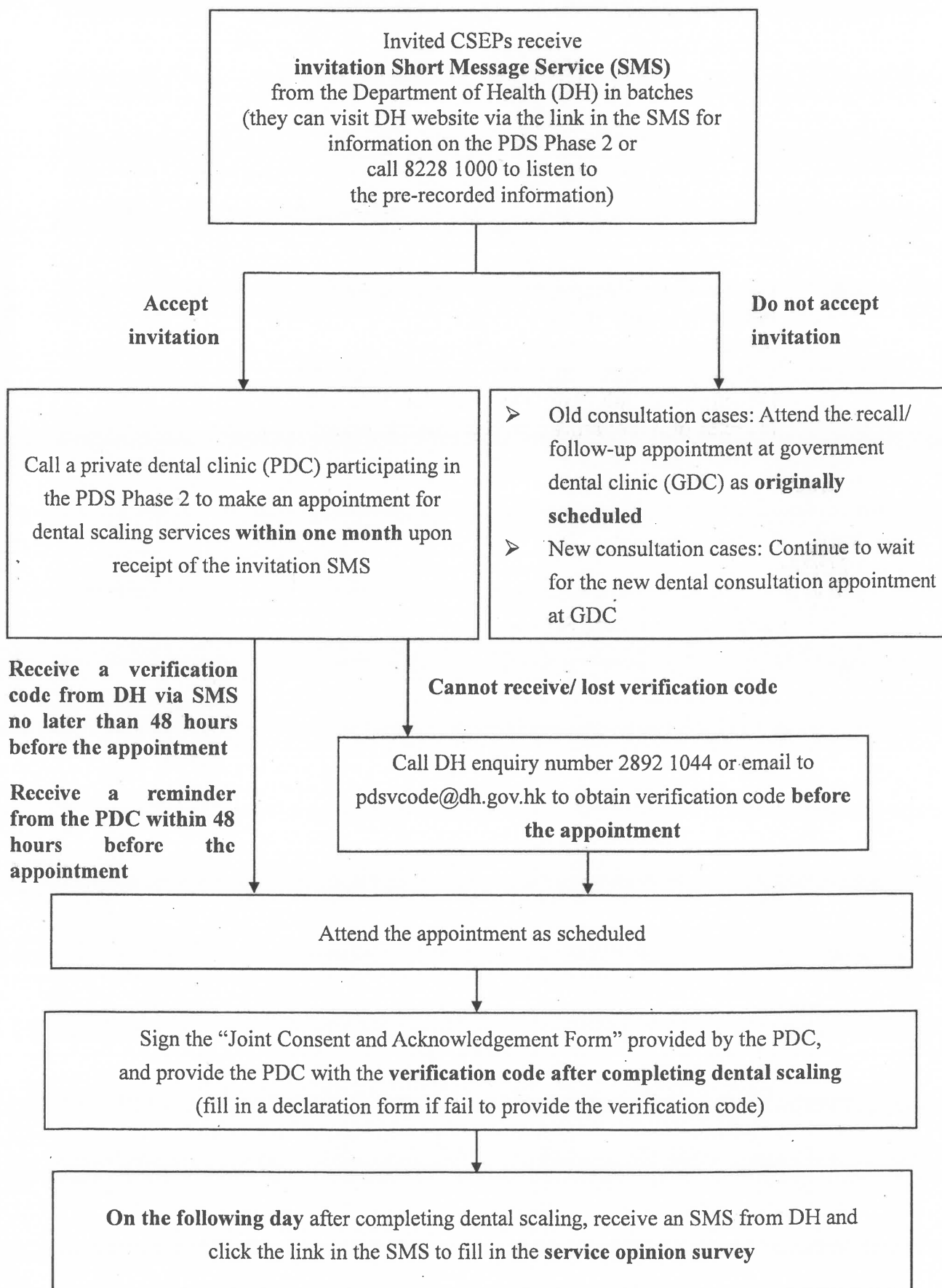
for Secretary for the Civil Service

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)

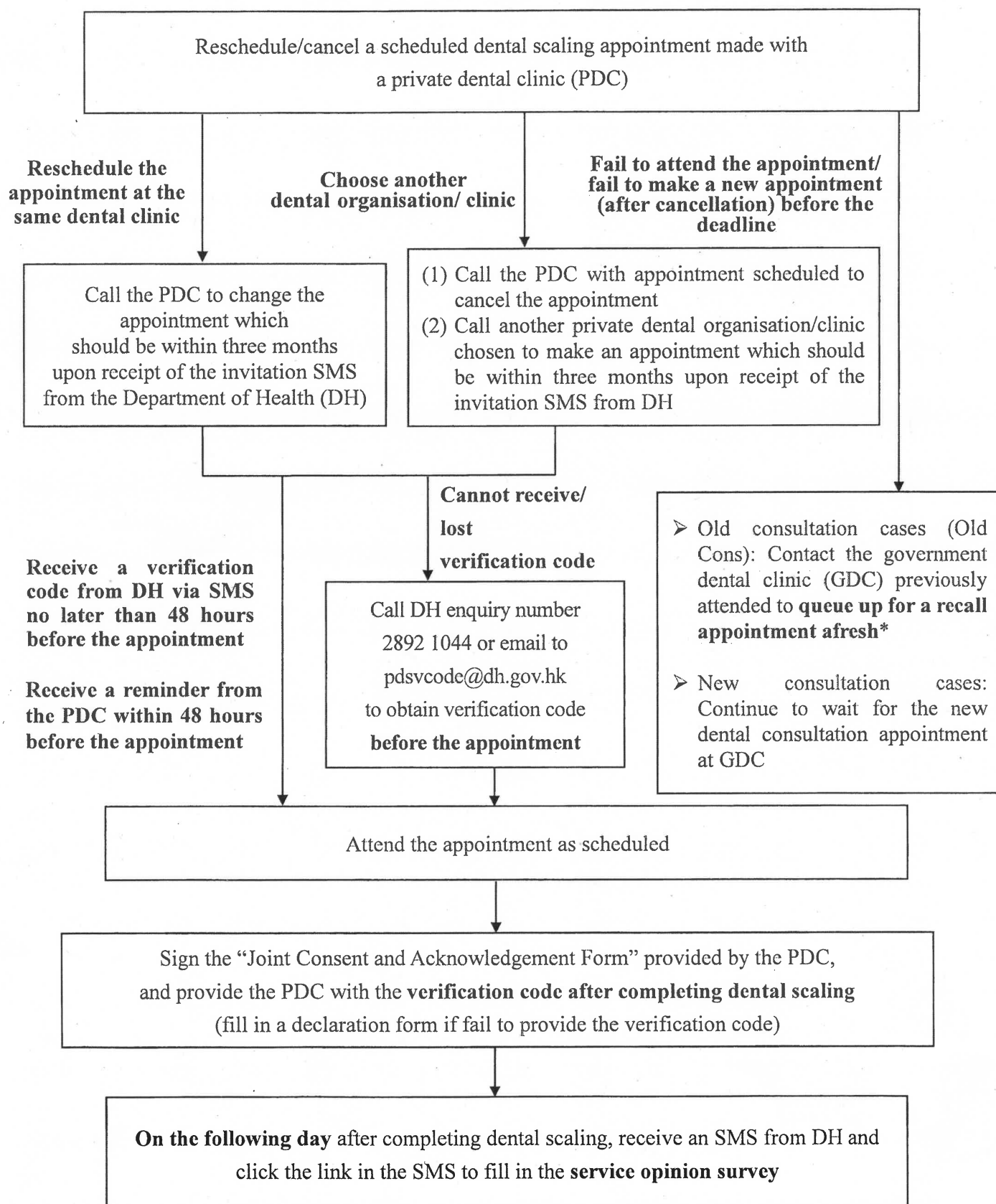
Internal

P(SR)
PEO(M)
PEO(G)
Pensions and Provident Fund Section

**Phase 2 of Pilot Scheme on Dental Services (Dental Scaling)
for Civil Service Eligible Persons (CSEPs) (PDS Phase 2)
Flow Chart of Booking Dental Scaling Service Appointment**



**Phase 2 of Pilot Scheme on Dental Services (Dental Scaling)
for Civil Service Eligible Persons (CSEPs) (PDS Phase 2)
Flow Chart of Rescheduling/Cancelling Dental Scaling Service Appointment**



* Old Cons aged 13-17 or holding follow-up appointments only need to attend the recall/ follow-up appointments at the respective GDCs as originally scheduled.