Webinar on Enhanced Laboratory Services Collaboration Model

4 September 2025

Rundown

Topic	Speaker	
1) New Laboratory Services Collaboration Model	Dr Christina MAW Asst Director of Strategic Purchasing Office	
 2) Workflow Overview Blood Taking at Clinic by Family Doctor Transition Arrangement of Contract Changeover IT System Enhancement on Laboratory Result Acknowledgement 	Ms Ada WONG Sr Mgr (Strategic Purchasing)	
3) Updates on CDCC Patient Invitation	Mr Kanny PANG Mgr (Strategic Purchasing)	
Q&A		

1) New Laboratory Services Collaboration Model

Dr Christina MAW

Assistant Director of Strategic Purchasing Office

Background

- Currently, private laboratory services are supporting the Chronic Disease Co-Care Pilot Scheme (CDCC) & General Outpatient Clinic Public-Private Partnership (GOPC PPP) Programme
 - Existing contract and arrangement till 5 Nov 2025

- Policy Address 2024 announced the Government will promote the development of primary healthcare on all fronts, including new initiative:
 - Implementing Hepatitis B screening (by Q4 2025)

Laboratory Services Collaboration

- New contract will commence on 6 November 2025
- Support
 - GOPC PPP, CDCC current and extended scope
 - Hepatitis B in Q4 2025
 - Other primary healthcare initiatives in later phase
- Two laboratories are awarded
 - 1. KingMed Diagnostics (Hong Kong) Limited (KingMed)
 - 2. Quality Healthcare Medical Centre Limited (QHMS)

New Service Model

- ✓ Expansion of service scope and volume
- **✓** Accessibility
 - Participants' free choices among ~60 service sites of KingMed and QHMS (no mandatory pairing of lab service provider)
 - 18 District Health Centres/Express (for CDCC participants)
 - FD clinics (Optional)
- **✓** Flexibility
 - FD has an option to provide blood-taking / specimen collection service
- ✓ Quality Assurance requiring accreditation in key items
- ✓ Streamline workflow on Lab result acknowledgement

Principles of Blood-taking / Specimen Collection by FD at Clinic for CDCC and GOPC PPP Participants

- 1. Option to provide blood taking / specimen collection services
- 2. Partner with either KingMed OR QHMS to provide courier services for picking up specimens from FD clinics and subsequent lab services
- 3. FD to collect
 - a) Mutually agreed Value-added service fee; and
 - b) Lab Co-payment, if any, on behalf of the partnered lab

Remark: Subsidised Electrocardiogram (ECG) service will be continue to be provided by private labs

2) Workflow Overview

- Blood Taking at Clinic by Family Doctor
- Transition Arrangement of Contract Changeover
- IT System Enhancement on Laboratory Result Acknowledgement

Ms Ada WONG

Senior Manager (Strategic Purchasing)

2) Workflow Overview

Blood Taking at Clinic by Family Doctor

Workflow of Blood Taking

Lab processes FD is notified to FD creates lab Participant attends specimen and view and blood taking / request uploads structured acknowledge specimen collection results for majority results in eHealth services of data to eHealth 1. Awarded Laboratory (any service sites of two awarded lab)

- 2. DHC/Es (for CDCC participants only)
- 3. FD Clinics
- Partner with either KingMed OR QHMS to arrange courier service
 & lab services
- Collect a mutually agreed value-added service fee for blood taking and specimen collection
- Collect the lab co-payment, if any, from participant on behalf of lab

Comparison of Options for Management of DM/ HT/ Dyslipidaemia

Receive blood taking / specimen collection services	Lab service sites	FD clinics	District Health Centres
CDCC participants			
 DM / HT / Dyslipidaemia Screening 	No lab co-payment	 No lab co-payment ✓ Value-added service fee* 	No lab co-payment
 DM / HT / Dyslipidaemia Management 	✓ Lab co-payment*	 ✓ Lab co-payment – collected by FD on behalf of lab ✓ Value-added service fee* 	✓ Lab co-payment — collected by DHC on behalf of lab
GOPC PPP patients	No lab co-payment	 No lab co-payment ✓ Value-added service fee* 	Not appliable

Remark: The lab co-payment to be collected will be indicated in the IT system at 'Payment Checkout'

^{*}Support the use of the Elderly Health Care Voucher (EHCV)

Partner with One of the Awarded Laboratory

Partner with either KingMed OR QHMS (per clinic)



- FD shall contact the lab directly for the specimen collection arrangement
- Courier service and specimen container for specimen collection will be arranged by the partnered laboratory (cost covered by partnered lab)
 - ✓ Based on mutually agreed schedule with the FD clinic
 - ✓ Includes pickup and delivery of specimens to the lab

KingMed Diagnostics (Hong Kong) Limited

Mr Chris LOU

• Tel: 9792 6660

• Email: sales@kingmed.com.hk

Ms Maybo LAM

• Tel: 9793 0108

• Email: <u>sales@kingmed.com.hk</u>

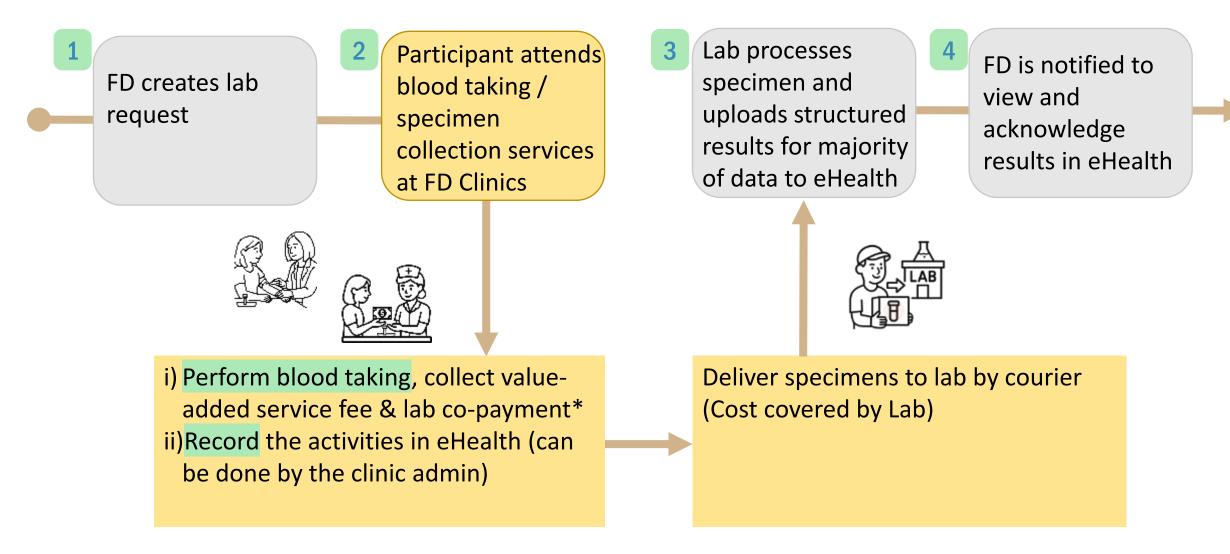
Quality HealthCare Medical Services Limited

Group members of reception team

• Tel: 2389 9218

Email: qhmslab@qhms.com

Workflow of Blood Taking in FD Clinics



^{*}FD to transfer the lab co-payment to partnered lab on mutually agreed means on monthly schedule

Points to Note – Handling of Specimen

- Use specified specimen containers provided by the corresponding partnered lab
- 2. Each specimen container MUST be well labeled with participant's identifiers (Name, HKID card no., DOB and Gender)
- 3. Well labeled specimen container should be put in a **specimen bag**, with the corresponding laboratory request note of that participant
- 4. Lab will discard unlabeled / mislabeled / spilled specimen and inform FD clinic to arrange re-draw /re-collection of specimen





Points to Note – Lab Co-payment Transfer

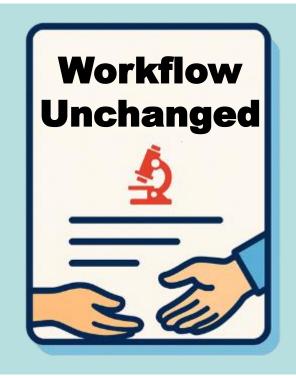
Suggested Workflow*

- The blood taking activity and co-payment involved are captured in the IT system
- 2. A monthly report can be generated in the IT system by FD and selected lab to facilitate the co-payment settlement
- 3. Selected lab to issue an invoice to the FD's clinic on monthly basis
- 4. FD to verify the amount and transfer the co-payment amount to the lab via the bank transfer
- 5. Lab to issue a receipt to the FD upon receiving the co-payment

^{*}Suggested workflow for reference only. FD and selected lab could develop other mutually agreed workflow and practice

Create Laboratory Services Request Note

(from 6 Nov 2025)



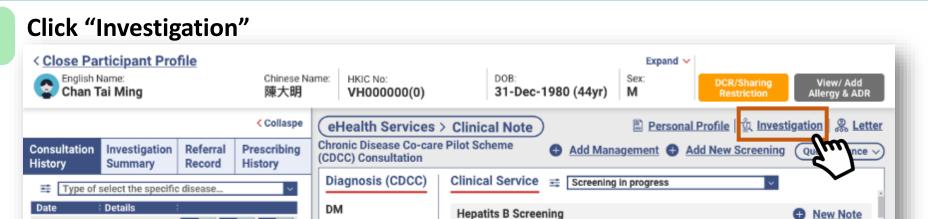


Create Request in CDCC

Last consultation date: 10-Nov-2025 Status: Pending Investigation Request Order

Screening Co-payment: Completed

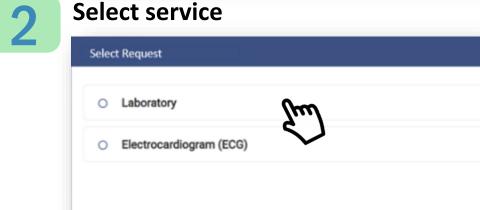




HT

Dyslipidemia

Cancel



12-Dec-2023 Family Doctor

03-Dec-2023 Nurse Clinic

26-Nov-2023 Family Doctor

Click [Next] Request Items Confirmation Request Details Reason for Request/Remark **Optional** In accordance with the Scheme's Terms and Conditions, the Lab Test and ECG results from Investigation Service Provider are for reference only and are not a substitute for professional advice, diagnosis or treatment. It is your sole responsibility to interpret these results and to arrange for any necessary follow-up and the Government shall have no liability in relation thereto. Please print this investigation request form for Participant to make appointment. For any inquiries, please contact CDCC Pilot Scheme Hotline at 2157-0500. Cancel

Collega

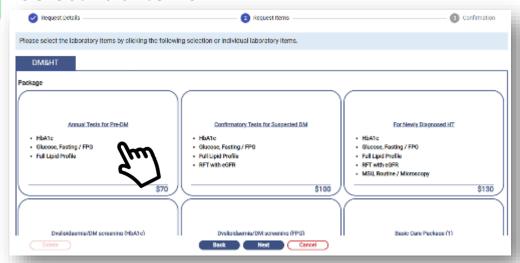


Create Request in CDCC



4

Select Lab items



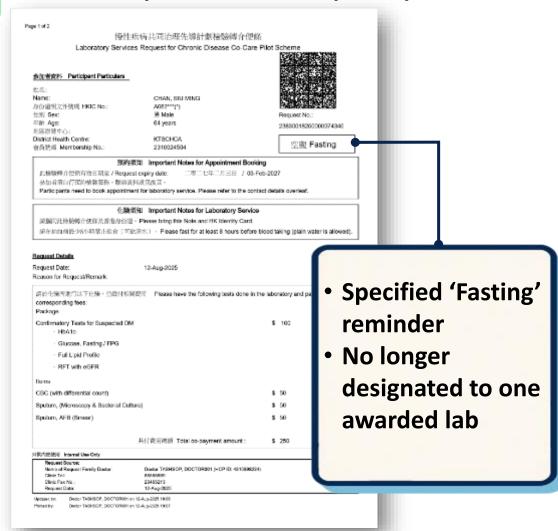
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"Print Service Locations" (Optional)





Print the request note to the participant



Laboratory Items – GOPC PPP*

Haematology	 Complete Blood Picture (CBC) Complete Blood Picture (with differential count) Erythrocyte Sedimentation Rate (ESR) 		
Chemical Pathology	 Haemoglobin A1c (HbA1c) Fasting Plasma Glucose (FPG) Full Lipid Profile Renal Function Test (RFT) Renal Function Test with eGFR Liver Function Test (LFT) Urate Thyroid Stimulating Hormone (TSH) 	 Free Thyroxine (fT4) Calcium (Ca), Phosphate (PO4) Albumin Adjusted Calcium Level (Ca2+ adjusted) Thyroglobulin (Tg) Anti-thyroglobulin Antibody (Anti-TgAb) 	 Alpha Fetoprotein (AFP) Carcinoembryonic Antigen (CEA) Prostate specific antigen (PSA) Urine Protein / Creatinine Ratio (PCR) Spot Urine Albumin: Creatinine Ratio (ACR)
Microbiology	 Mid-stream urine (MSU): Routine / Microscopy Mid-stream urine (MSU): Microscopy & Bacterial Culture 	 Sputum: Microscopy & Bacterial Culture Sputum: Acid Fast Bacilli (Smear) 	Sputum: Acid Fast Bacilli (Culture)
Electrocardiogram –	to be done at the laboratory		

^{*}Packages are available in the IT system for FD's request

Laboratory Items – CDCC*

Haematology	 Complete Blood Picture (CBC) Complete Blood Picture (with differential count) Erythrocyte Sedimentation Rate (ESR) 	
Chemical Pathology	 Haemoglobin A1c (HbA1c) Fasting Plasma Glucose (FPG) Oral Glucose Tolerance Test (OGTT) 2 hours Full Lipid Profile Renal Function Test (RFT) Renal Function Test with eGFR Liver Function Test (LFT) 	 Urate Thyroid Stimulating Hormone (TSH) Free Thyroxine (fT4) Urine Protein / Creatinine Ratio (PCR) Spot Urine Albumin: Creatinine Ratio (ACR)
Microbiology	 Mid-stream urine (MSU): Routine / Microscopy Mid-stream urine (MSU): Microscopy & Bacterial Culture 	 Sputum: Microscopy & Bacterial Culture Sputum: Acid Fast Bacilli (Smear) Sputum: Acid Fast Bacilli (Culture)

^{*}Packages are available in the IT system for FD's request

New Laboratory Items

 New items are available when Hepatitis B screening is launched in Q4 2025 (Details on Risk-based Hepatitis B Screening Programme will be shared in a Webinar in Q4 2025)

Haematology	Complete Blood Picture (CBC)	
Chemical Pathology	 Renal Function Test (RFT) Liver Function Test (LFT) Liver Function Test (LFT) with AST and GGT 	 Aminotransferase-to-platelet Ratio Index (APRI) Alpha Fetoprotein (AFP)
Microbiology	 Hepatitis B Surface Antigen (HBsAg) Hepatitis B e Antigen (HBeAg) Hepatitis B e Antibody (Anti-HBe) 	 Hepatitis B Surface Antibody (Anti-HBs) Hepatitis B Core Antibody (Anti-HBc) Hepatitis B Virus DNA (HBV DNA)

Record the Blood Taking Activities in the System (from 6 Nov 2025)



Detailed user guide will be shared via email later



Record system



1

Click "Collect Specimen" and search participant



2

Click [Collect Specimen]

Request No.:	23830018250000974340
Request From:	Chronic Disease Co-care Pilot Scheme
Request By:	TASHSOP, DOCTOR001 [HCP ID: 4310898234]
Reason for Request/Remark:	
DHC Membership No.:	2310024504
District:	Kwai Tsing
Items	
DM & HT	
Confirmatory Tests for Sus	pected DM
 ⊘ HbA1c ⊘ Glucose, Fasting / FPG 	
 RFT with eGFR 	
O CBC (with differential coun	it)
 Sputum, (Microscopy & Ba 	cterial Culture)
 Sputum, AFB (Smear) 	
	⊘ Collect Specimen
	9



Record system

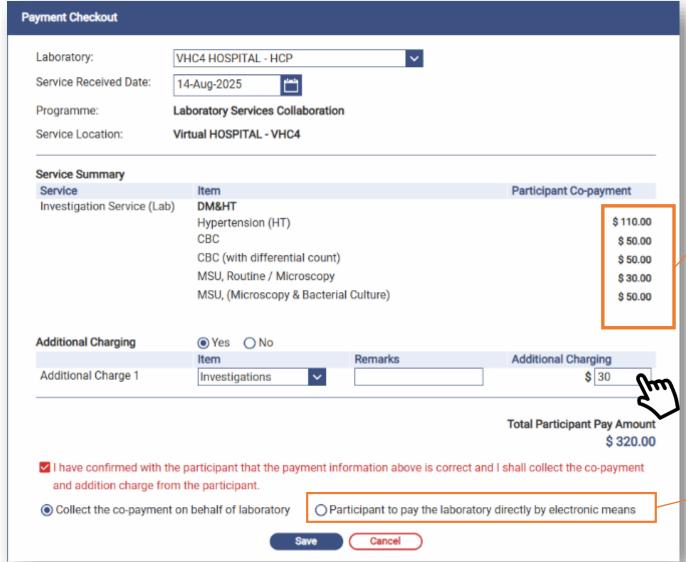


3

Input Value-added service fee amount



Participant will receive a notification on the amount paid



Lab co-payment amount, if any, is shown in system

If a Point of Sale (POS) machine is provided by partnered lab at your clinic

2) Workflow Overview

- Transition Arrangement of Contract Changeover

Transition Arrangement (1/2)



For Laboratory Service Requests Issued on or before 5 Nov 2025

- Participants need to receive services at the designated laboratory service provider* as shown on request note
- District Health Centres' scheduled sessions (for CDCC participants only)

慢性疾病共同治理先導計劃檢驗轉介便條 Laboratory Services Request for Chronic Disease Co-Care Pilot Scheme



Transition Arrangement (2/2)



For Laboratory Service Requests Issued on or after 6 Nov 2025

Participants may receive services at:

- Any service points of the awarded laboratories*:
 - KingMed Diagnostics (Hong Kong) Limited
 - Quality Healthcare Medical Centre Limited
- Family Doctor (FD) clinic (if offered by FD)
- District Health Centres' scheduled sessions (for CDCC participants only)

慢性疾病共同治理先導計劃檢驗轉介便條

Laboratory Services Request for Chronic Disease Co-Care Pilot Scheme

Page 2 of 2

Request No.: 23830018250000974340

注意事項 Note to participant

(1)極端天氣如當八號或以上熱帶氣旋警告信號或黑色暴雨警告信號生效期間。檢查服務可能將會暫停。有關預約安排,參加者請致電聯絡化驗服務提供者查詢。

If extreme weather occurs such as Tropical Cyclone Warning Signal No. 8 or higher or Black Rainstorm Warning Signal is hoisted, service may be suspended. For the appointment arrangement, please contact the laboratory service provider for inquiries.

- (2) 知對檢查項目有任何查詢,請致電聯絡所屬私家醫生閱證。 For inquiries on requested item(s), please contact your family doctor for follow-up as necessary.
- (3) 参加者可於檢查後鄰絡所屬私家醫生,以查詢或跟應相關檢查結果。 Participant can contact his/her family doctor to enquire and/or follow up on the investigation results.

預約服務 Appointment Booking

請致電化驗服務提供者 或 地區康健中心/站預約服務

Please book an appointment with the laboratory service providers or DHC/E

所有服務地點的詳細資料

Details information of ALL Service Locations

網址 Website: https://www.primaryhealthcare.gov.hk/cdc c/resources/LabProviders.pdf



地區原健中心地點的詳細資料

Details information of DHC Service Locations

職性 Website: https://www.dhc.gov.hk/tc/general_public .html#location-map



^{*}Service location and operating hours are accessible via the QR Code printed on the request note

Communication with the Public

- Press release on the New Laboratory Service Model will be issued in early Nov 2025
- Relevant public websites will be updated on 6 Nov 2025

Handling change request by participant

- Participants issued with request note on/ before 5 Nov 2025 may request to have more choices as provided in new service model:
 - FD can delete the old request note
 - FD to create and re-issue new laboratory request note (6 Nov 2025 or after)

2) Workflow Overview

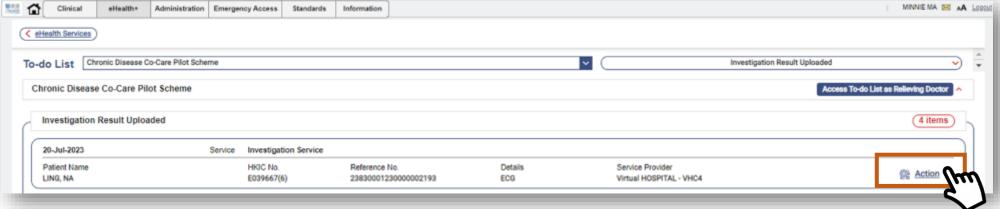
- IT System Enhancement on Laboratory Result Acknowledgement

Detailed user guide will be shared via email later

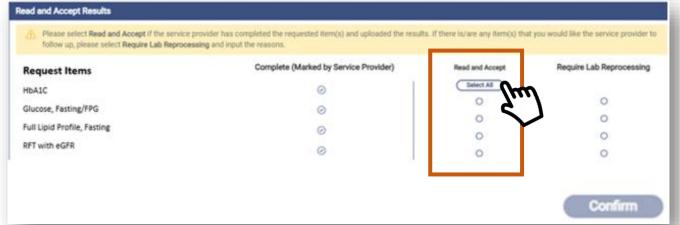
Read and Accept Laboratory Result-Current Workflow

FD shall acknowledge all the laboratory results via the IT Module in timely manner

Click "Action" in the 'To-do-list'



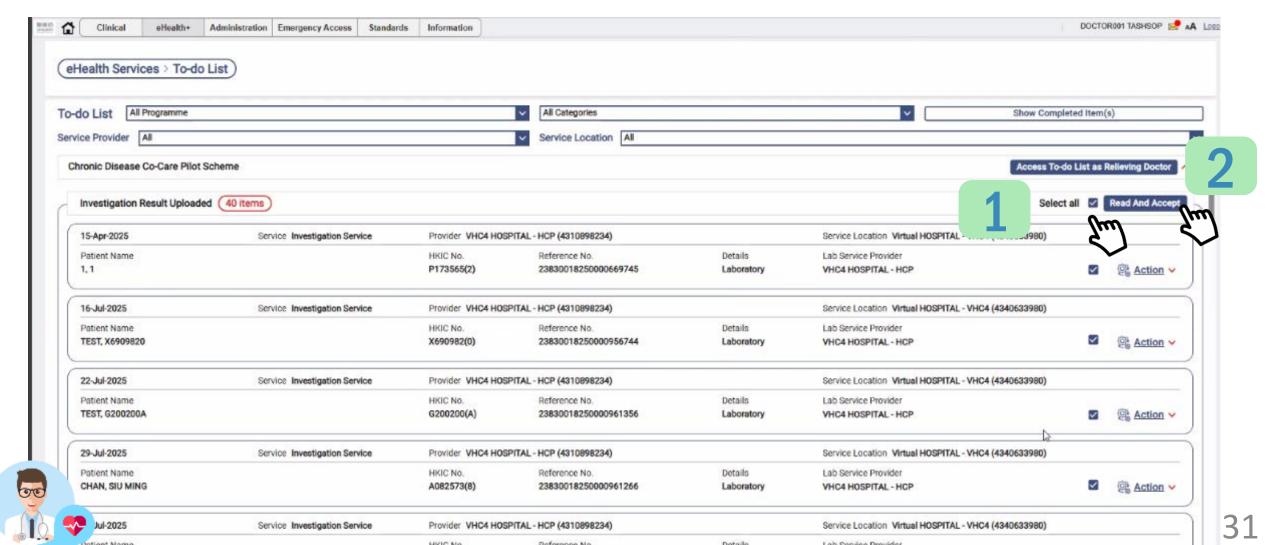
Select items to [Read and Accept] and click [Confirm]





Read and Accept Laboratory Result – New Fast Track in Q4 2025

To streamline the acknowledgment process to make it simpler and less time-consuming for FDs – [Read and Accept] by batches

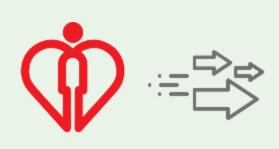


3) Updates on CDCC patient invitation

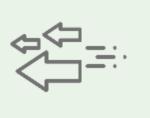
Mr Kanny PANG

Manager (Strategic Purchasing)

Special Invitation to Chronic Disease Co-Care Pilot Scheme (CDCC)









Kanny PANG
Manager (Strategic Purchasing)
Health Bureau

Pathways to CDCC

Eligible Citizens





Suitable HA GOPC Patients







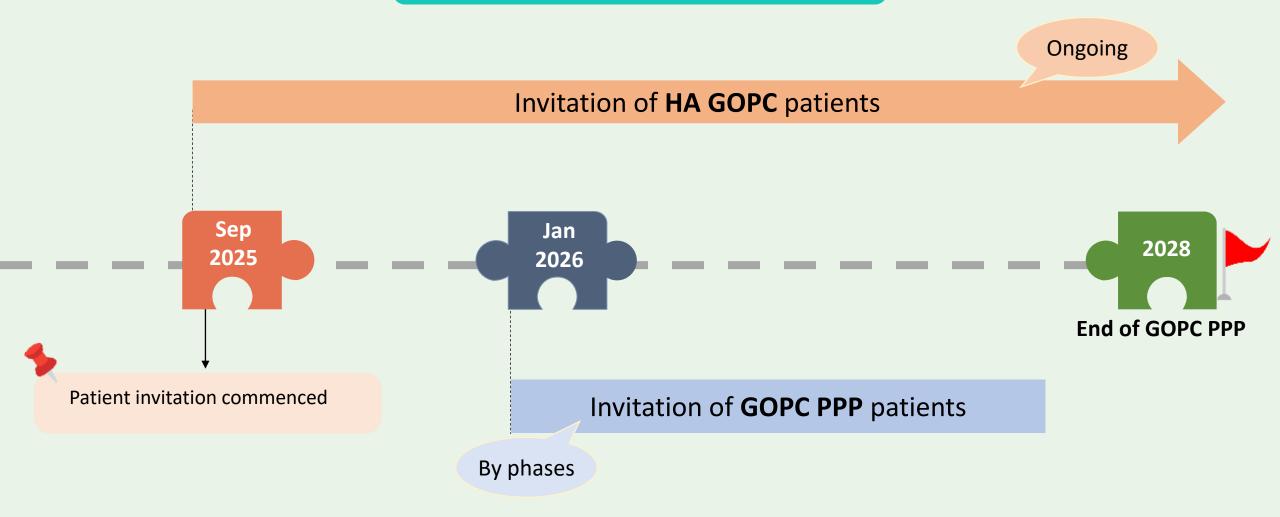








Tentative Timeline





From HA GOPC to CDCC





Select their own Family Doctors for comprehensive, whole person, continuing, preventive and co-ordinated care



- Convenient location
- Flexible schedule
- Shorter queuing time

- Public Hospital fee reform to focus on underprivileged
 - Co-payment can be settled by Elderly Healthcare Voucher



Nurse clinics and allied health services





From GOPC PPP to CDCC







Continuity of care if doctor already joined CDCC

Continue to enjoy convenience and flexibility of private medical service

Co-payments can be settled by Elderly Healthcare Voucher



Nurse clinics and allied health services as coordinated by District Health Centre





Expanding scope of disease coverage





Date: 11 November 2025 (Tuesday)

Time: 13:30 - 15:00



Webinar on GOPC PPP Pathway to CDCC



Continuous Patient Care



Autonomous Co-payment Setting



Expanding Disease Scope



Simple and Seamless Patient Enrolment



Enhanced System Support



Widened Drug List

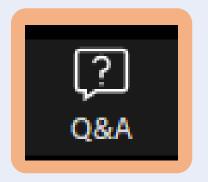






Questions & Answers

- Please send in your questions using the "Q&A" function.
- Questions will be answered one by one.
- Unanswered questions will be addressed and supplementary information will be provided via the eBulletin.
- Please provide your email address if individual follow-up reply is needed.
- Webinar materials and relevant quick guides will be shared via eBulletin.



Thank you! More Views and Questions

CDCC



Designated Helpline: 2300 8388



cdccdoctor@healthbureau.gov.hk



CDCC Website



GOPC PPP



Call Centre: 2300 7300



gopcppp@ha.org.hk

GOPC PPP Website





2025/26 Vaccination Subsidy Scheme

- 2025/26 Vaccination Subsidy Scheme (VSS) will begin in late September
- Enrol early for the VSS, if you haven't done so
- Doctors who have already registered to draw SIV(IIV) from Government contract, stay tuned for updates on pre-order arrangement



