

User Manual for CDCC Pilot Scheme Participant Enrolment to Screening and Management (DHC Nurse) [G137]

March 2024

The Government of the Hong Kong Special Administrative Region

[G137]

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Document Summary

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CDCC Introduction

The CDCC IT Module which rides on the eHealth+ of Electronic Health Record Sharing System (eHRSS) platform is designated for the operation for Chronic Disease Co-Care (CDCC) Pilot Scheme. **The CDCC IT Module is developed to facilitate the provision of clinical services by healthcare professionals to the participants, which includes clinical documentation, attendance register, clinical record sharing and reimbursement submission.**

This user guide aims at providing CDCC Healthcare Service Providers with detailed information for the Participant Enrolment to DM & HT Screening, also introducing the migration from DHC DM/HT Programmes to CDCC Management for CDCC IT Module. The general operation and expected outcomes of each function will be illustrated step-by-step in this user manual. It should be read together with the CDCC Operation Manual and Services Guidelines which provide an overview and operational information on the CDCC Pilot Scheme.

Definitions and Conventions



CDCC

Full name:

Chronic Disease Co-Care Pilot Scheme

Definition:

Chronic Disease Co-Care Pilot Scheme



CDCC Healthcare Service Providers

Definition:

Family Doctors, DHC, Nurses, Optometrists, Physiotherapists, Dietitians & Podiatrists who had enrolled in CDCC and will provide services to CDCC participants



Clinic Assistant

Full name: Clinic Assistant

Definition:

The assistant / nurse in Family Doctor's clinic delivering registration or administrative jobs



DHC

Full name: District Health Centre

Definition: District Health Centre



DHC CMS On-ramp

Full name:

District Health Centre Clinical Management System On-ramp

Definition:

A part of the DHC IT Systems to support the operation at DHC core centre, satellite centres and service points by Operator (both Full-fledged and Express)



DHCE

Full name:

District Health Centre Express

Definition:

District Health Centre Express



eHR

Full name:

Electronic Health Record

Definition:

Electronic health record in eHRSS



eHRSS

Full name:

Electronic Health Record Sharing System

Definition:

Electronic Health Record Sharing System



Family Doctor

Full name:

CDCC Family Doctor

Definition:

The doctor is eligible to deliver CDCC service for screening and treatment.



Full name: Health Care Provider

Definition: Health care provider in eHRSS



HCR

Full name: Health Care Recipient

Definition: Health care recipient in eHRSS



HSL

Full name: Health Service Location

Definition: Health service location in eHRSS



Participant

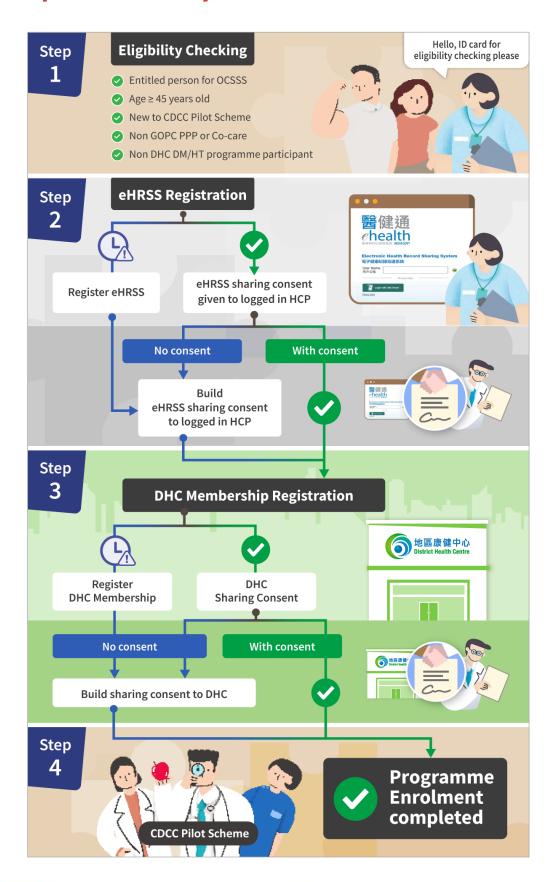
Full name:

Chronic Disease Co-Care Pilot Scheme Participant

Definition:

Members of the public who enrolled CDCC

Participant Journey for Enrolment to Screening



See Appendix A for details.

B. Enrolment Steps (Screening) Eligibility Checking for Screening







b Select Chronic Disease Co-Care Pilot Scheme. Click [Check eligibility] for DM & HT Screening. Pop-up for selecting participant.



Entitled person for Online Checking System for Eligibility criteria for Eligibility Subsidised Public Healthcare Services (OCSSS) Check List joining CDCC Pilot Age ≥ 45 years old New to CDCC Pilot Scheme Scheme for DM & HT Non GOPC PPP or Co-care programmes participant Status of corresponding Screening. ⊗ Non DHC DM/HT programme participant enrolment prerequisites Prerequisite Not yet registered in eHRSS completion. No sharing consent given to your organisation Not yet registered in DHC Status of Family **Doctor pairing**



Eligible

Participant is eligible to join CDCC Pilot Scheme.

Entitled person for Online Checking System for Subsidised Public Healthcare Services (OCSSS)

Age ≥ 45 years old

New to CDCC Pilot Scheme

Non GOPC PPP or Co-care programmes participant

Non DHC DM/HT programme participant

Paired Family Doctor: Dr. CHAN, Tai Man (eHRUID: 123xxx) /

Paired Family Doctor: Nil



Outstanding Prerequisites

Participant has outstanding prerequisites. Please go through corresponding enrolment documents with participant before proceeding subsequent enrolment steps.

Not yet registered in eHRSS

No sharing consent given to your organisation

Not yet registered in DHC



NOT eligible

Participant is <u>NOT</u> eligible to join CDCC Pilot Scheme.

Not entitled person for Online Checking System for Subsidised Public Healthcare Services (OCSSS)

Age < 45 years old

Already enrolled to CDCC Pilot Scheme

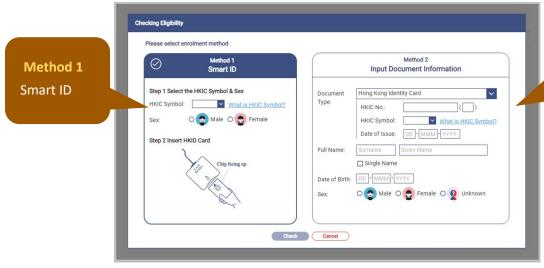
Active GOPC PPP or Co-care programmes participant

Active DHC DM/HT programme participant

С

There are 2 methods for system checking on basic eligibility criteria, whether Applicant has joined eHRSS and registered as a District Health Centre (DHC)/ DHC Express (DHCE) member, whether Applicant has a paired Family Doctor.

Select [Method 1 - Smart ID] or [Method 2 - Input Document Information].



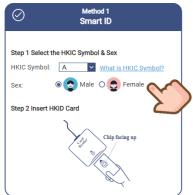
Method 2
Input Document
Information

Remark: If the client's HKIC symbol has "C" or "U", residential status eligibility will be checked through OCSSS.

Method 1: Smart ID

i.

Select the "HKIC Symbol" and "Sex".





ii.

Ask participant to insert the Smart HKIC into the card reader.



iii.

Click [Step 2 Insert HKID Card] icon.





iv.

Reading Smart HKIC in progress.

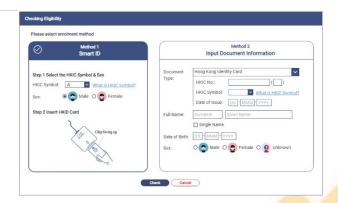


Return the Smart HKIC to participant.



vi.

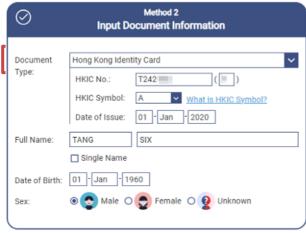
Click [Check] to proceed.



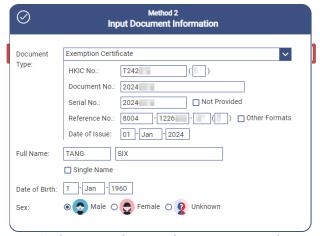
Method 2: Input Document Information

i

Choose an appropriate document type from the drop-down list of "Document Type" (default as [Hong Kong Identity Card]) and input information shown on Identity document accordingly.



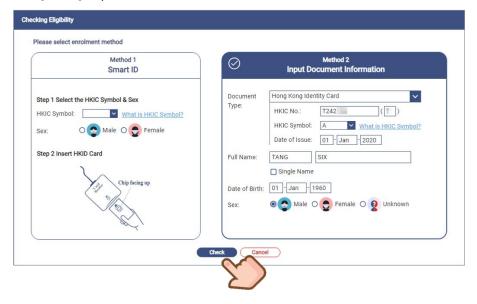
Sample of inputting information from HKIC



Sample of inputting information from Exemption Certificate

ii.

Click [Check] to proceed.



d Provided that 5 criteria are fulfilled in Eligibility Check, this participant will be eligible to join the CDCC Pilot Scheme DM & HT Screening. If the participant has registered eHRSS and DHC membership with Sharing Consent given to required parties, the Prerequisite would have marked as done with √.

Eligibility Check List, Prerequisite are marked as ✓



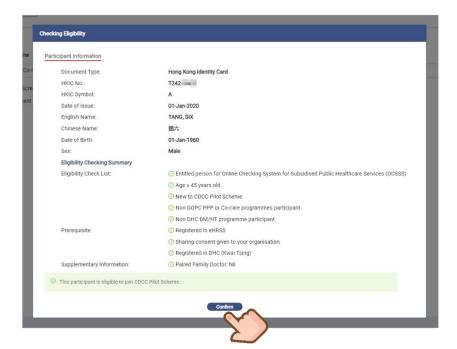
Supplementary Information for Paired Family Doctor is displayed as: Nil or paired Family Doctor.





For details of three eligibility checking results, please refer to **B. Screening - Points to Note**.

Click [Confirm] to go back to programme selection.





Points to Note

There are three eligibility checking results.

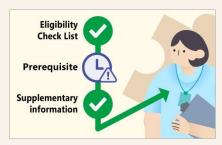
Eligible for enrolment with prerequisite



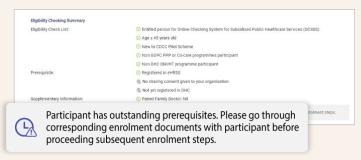
Participant is eligible to join the CDCC Pilot Scheme



Eligible for enrolment with missing prerequisite



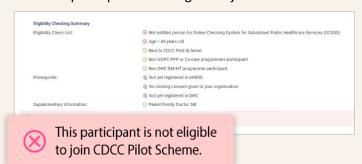
Participant is eligible to join the CDCC Pilot Scheme with outstanding prerequisites. The participant has to go through corresponding enrolment documents for subsequent CDCC enrolment steps.



NOT eligible for enrolment



• This participant is not eligible to join the CDCC Pilot Scheme.



Step 1.

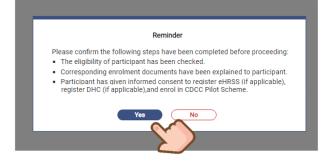
Participant Information and Eligibility Checking



a Click [Start enrolment].



Click [Yes] to proceed enrolment steps after reading the reminder.



There are 2 methods to retrieve participant's information for enrolment. Select Method 1 or Method 2 to confirm the informed consent to enrolment. Click [Next].

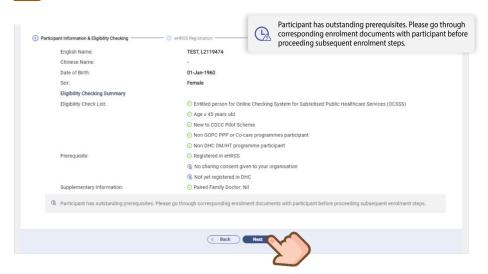




For details of eligibility checking, please refer to **B. Screening - Eligibility Checking for Screening**.

d

Click [Next] to proceed to next step.



Step 2. eHRSS Registration DHC/DHCE Nurse



	Scenario 2A	Scenario 2B	Scenario 2C
eHRSS Registration		•	
Sharing Consent to DHC			⊘

Scenario 2A

eHRSS Registration (Sharing Consent ()

eHRSS Registration will be done and indefinite Sharing Consent will be built to the DHC district of the login operator.



After Communication Language selected, Mobile Contact No. entered, disclaimer for registration and building eHRSS Sharing Consent to DHC checked, click [Next].



b Click [Yes] for confirmation.

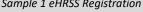


C eHRSS Registration and Sharing Consents are successfully built. Click [Next] to proceed to next step.



Notification will be sent through SMS to mobile device with a pre-registered number after the whole enrolment process completed.







Sample 2 eHRSS sharing consent to DHC

Scenario 2B

eHRSS Registration Sharing Consent ()

eHRSS has been registered without valid Sharing Consent.
An indefinite Sharing Consent will be built to the DHC district of the login operator.

The Communication Language, Mobile Contact No. and Communication Means are retrieved from eHRSS Profile. Click [Next] when disclaimer of building Sharing Consent to DHC checked.



- Click [Yes] for confirmation of giving indefinite Sharing Consent.
- Confirmation of Giving Indefinite Sharing Consent

 Please click "Yes" to confirm giving indefinite sharing consent to the healthcare provider for participant.
- Notifications will be sent to the participant.
 → Please refer to B. Screening 2A-d sample 2.



Scenario 2C

eHRSS Registration 🗸 Sharing Consent 🗸

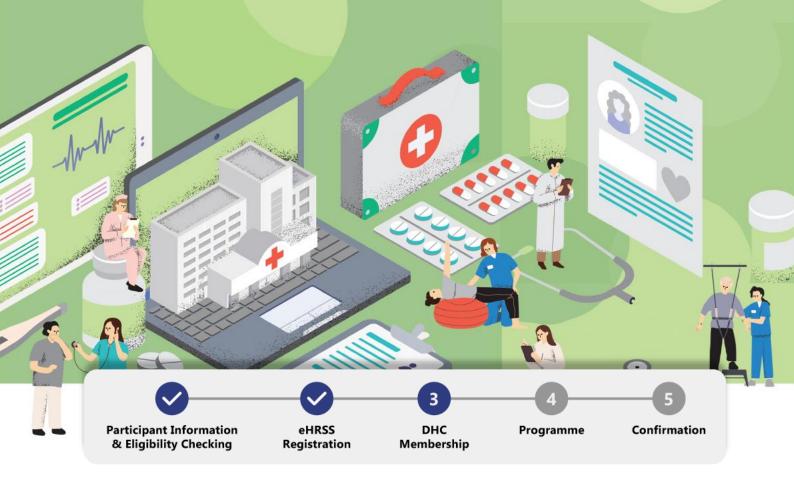
eHRSS has been registered with valid Sharing Consent to the DHC district of the login operator. No action to be done in this session.

a Completed eHRSS Registration and given Indefinite / One-year Sharing Consent. Click [Next].





Step 3. DHC Membership



	Scenario 3A	Scenario 3B	Scenario 3C
して			
Sharing Consent			

Scenario 3A

DHC Membership (Sharing Consent



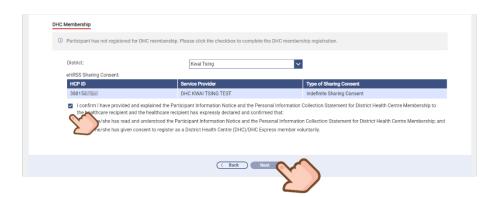


Indefinite Sharing Consent has been built to the DHC district of the login operator. DHC membership will be registered.

a DHC district is defaulted from the login operator



Check the checkboxes ✓ to register the DHC membership. Click [Next].



Click [Yes] for confirmation of the DHC membership registration.



Registration is done successfully. Click [Next] to proceed.





Scenario 3B

DHC Membership Sharing Consent ()

DHC membership has been registered with no valid Sharing Consent. An indefinite Sharing Consent will be built for the registered DHC district.

a Check the checkboxes ✓ to give indefinite Sharing Consent to selected DHC.



Click [Yes] for Confirmation of giving Sharing Consent.



Notification will be sent to the participant. → Please refer to **B.Screening** - 3A-e sample 2.



С

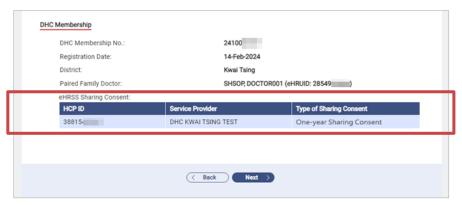
Scenario 3C

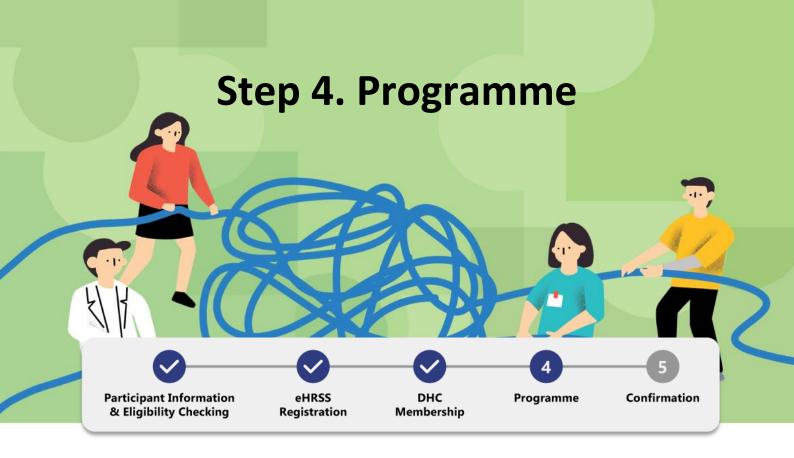
DHC Membership Sharing Consent

DHC Membership has been registered with Sharing Consent built. No action to be done in this section.

a Indefinite or One-year Sharing Consent was given to above DHC. Click [Next].







Paired FD status in DHC On-ramp (No paired FD)

No paired Family Doctors in DHC On-ramp yet

Default blank
Dropdown list is the full list of Family Doctors
(any Family Doctors)

With paired Family Doctors

a Family Doctor field is blank. Select "Family Doctor" from drop-down menu.



Default **Blank.**Dropdown list is the full list of Family Doctors.



b Click [Next] after disclaimers for enrolment to CDCC Pilot Scheme checked.



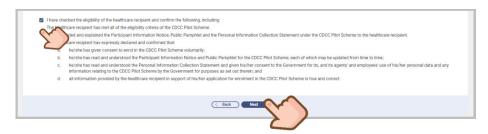
Paired FD status in DHC On-ramp (with paired FD)

	No paired Family Doctors in DHC On-ramp yet	With paired Family Doctors in DHC On-ramp
DHC/DHCE	Default blank Dropdown list is the full list of Family Doctors	Display paired Family Doctor name and HCP

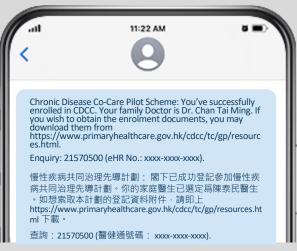
Paired Family Doctor is displayed, when the participant is with paired Family Doctor.



b Click [Next] after disclaimers for enrolment to CDCC Pilot Scheme checked.

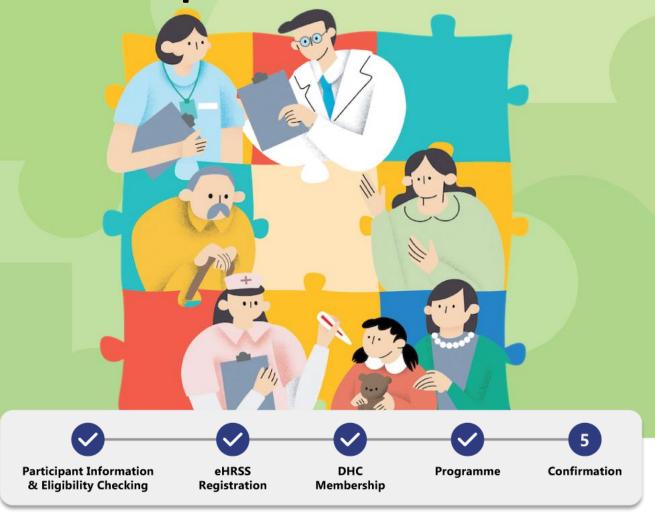


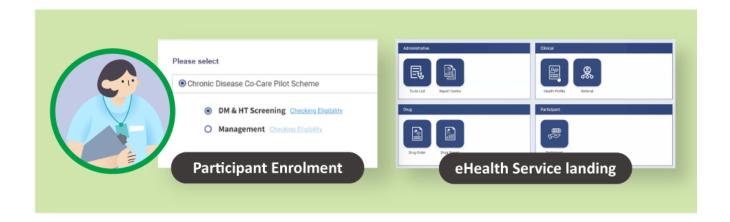
Notification will be sent through SMS to mobile device with a pre-registered number after the whole enrolment process completed.



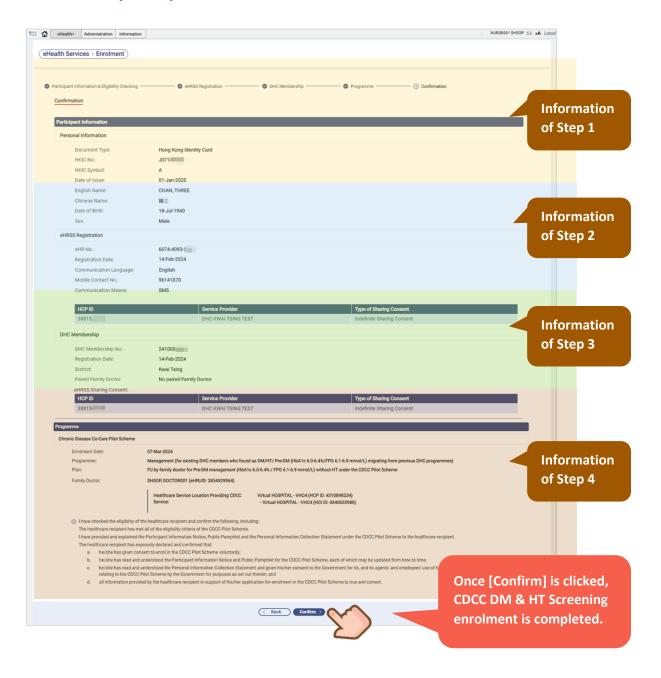
SMS Sample of enrolment to CDCC Pilot Scheme

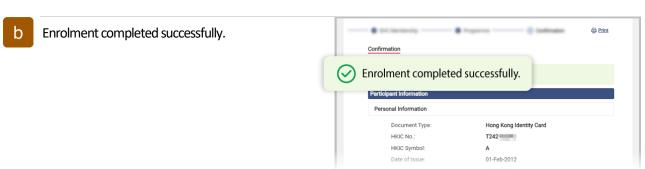
Step 5. Confirmation



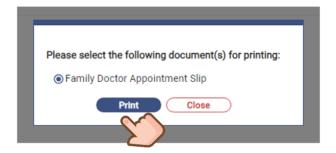


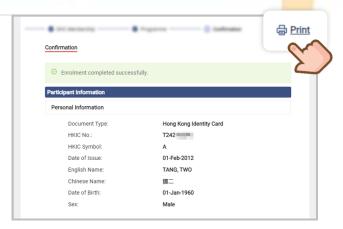
a Review the Participant Information, eHRSS Registration, DHC Membership and Programme. Then click [Confirm].





C Click [Print] of the pop-up message to print the Appointment Slip. Or click the printer icon to print.





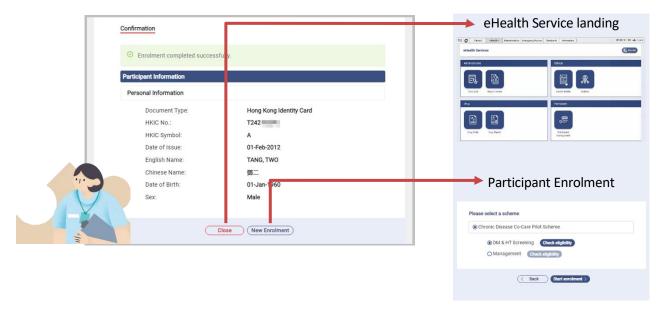
Print the Family Doctor Appointment Slip with printer icon. Click [x] to close the popup.





See Appendix B for a sample.

e Two navigation of action buttons will be displayed.



C. Enrolment to Management

(Migration from DHC DM / HT Programmes to CDCC Management)

Eligibility Checking for Management





a Click [Participant Enrolment] under "Participant".



Select Chronic Disease Co-Care Pilot Scheme. Click [Check eligibility] for Management.
Pop-up for selecting participant.



Eligibility criterias for joining CDCC Pilot Scheme for DM & HT Management.

Status of Family Doctor pairing

Eligibility Check List

- Entitled person for Online Checking System for Subsidised Public Healthcare Services (OCSSS)
- Non GOPC PPP or Co-care programmes participant
- ✓ Active / Completed DHC programme participant

Prerequisite

- Not yet registered in eHRSS
- \bigcirc No sharing consent given to your organisation
- Not yet registered in DHC

Supplementary **O**Information

Paired Family Doctor: Dr. CHAN, Tai Man (eHRUID: 123456) Status of corresponding enrolment prerequisites completion.



Eligible

Participant is eligible to join CDCC Pilot Scheme.

Entitled person for Online Checking System for Subsidised Public Healthcare Services (OCSSS)

Non GOPC PPP or Co-care programmes participant

Active / Completed DHC programme participant

Paired Family Doctor: Dr. CHAN, Tai Man (eHRUID: 123xxx) /

Paired Family Doctor: Nil



Outstanding **Prerequisites**

Participant has outstanding prerequisites. Please go through corresponding enrolment documents with participant before proceeding subsequent enrolment steps.

Not yet registered in eHRSS

No sharing consent given to your organisation

Not yet registered in DHC



NOT eligible

Participant is **NOT** eligible to join CDCC Pilot Scheme.

Not entitled person for Online Checking System for Subsidised Public Healthcare Services (OCSSS)

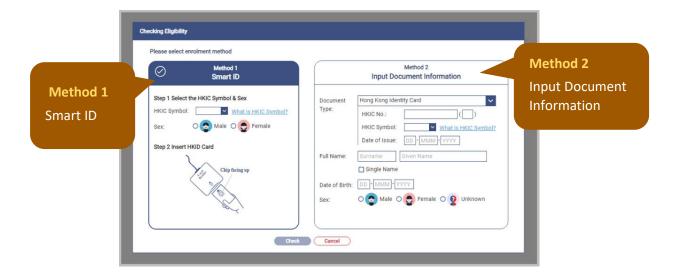
Already enrolled to CDCC Pilot Scheme

Active GOPC PPP or Co-care programmes participant

Non DHC programme participant

There are 2 methods for system checking on basic eligibility criteria, whether Applicant has joined eHRSS and registered as a District Health Centre (DHC)/ DHC Express (DHCE) member, whether Applicant has a paired Family Doctor.

Select [Method 1 - Smart ID] or [Method 2 - Input Document Information].



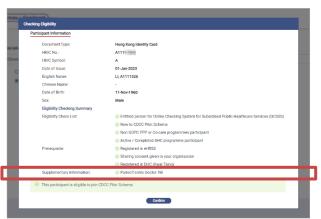
Remark: If the client's HKIC symbol has "C" or "U", residential status eligibility will be checked through OCSSS.

d Provided that 4 criteria are fulfilled in Eligibility Check, this participant will be eligible to join the CDCC Pilot Scheme Management. If the participant has registered eHRSS and DHC membership with Sharing Consent given to required parties, the Prerequisite will be marked as done with \checkmark .

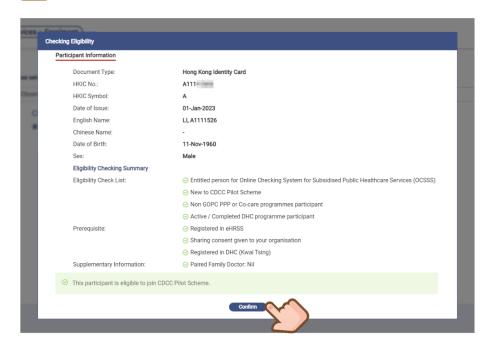
Eligibility Check List, Prerequisites are marked as √.



Supplementary Information for Paired Family Doctor is displayed as: Nil or paired Family Doctor.



Click [Confirm] to go back to programme selection.





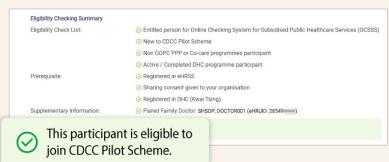
Points to Note

There are three eligibility checking results.

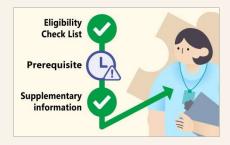
Eligible for enrolment with prerequisite



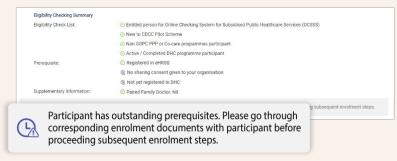
Participant is eligible to join the CDCC Pilot Scheme



Eligible for enrolment with missing prerequisite



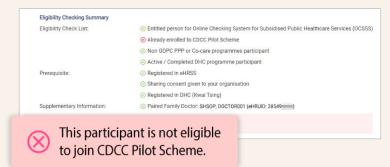
Participant is eligible to join the CDCC Pilot Scheme with outstanding prerequisites. The participant has to go through corresponding enrolment documents for subsequent CDCC enrolment steps.



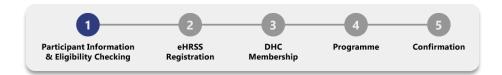
NOT eligible for enrolment



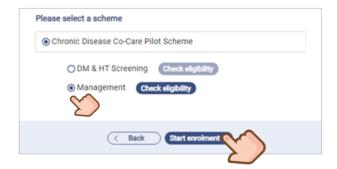
• This participant is not eligible to join the CDCC Pilot Scheme.



Step 1. Participant Information and Eligibility Checking



Click [Start enrolment].



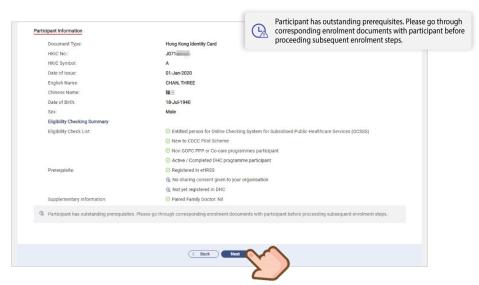
Click [Yes] to proceed enrolment steps after reading the reminder.



There are 2 methods to retrieve participant's information for enrolment. Select Method 1 or Method 2 to confirm the informed consent to enrolment. Click [Next].

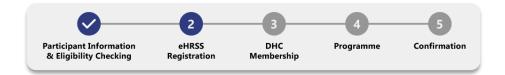


d Click [Next] to proceed.



For details of eligibility checking, please refer to **C. Management - Eligibility Checking for** Management.

Step 2. eHRSS Registration





For details of eHRSS Registration, please refer to **B. Screening - Scenario 2B & 2C**.

Step 3. DHC Membership





For details of DHC Membership, please refer to B. Screening - Scenario 3B & 3C.

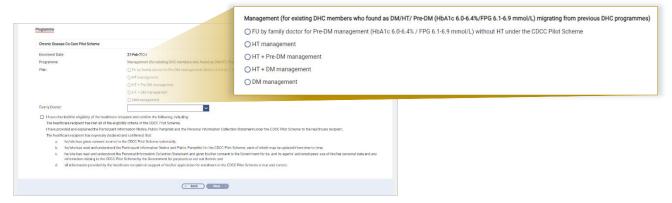
Step 4. Programme



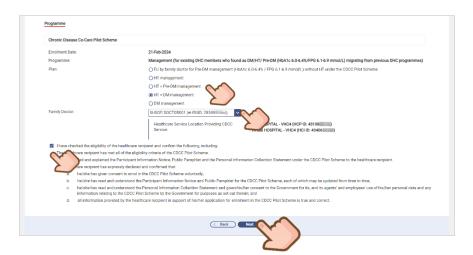
Paired FD status in DHC On-ramp (No paired FD)

	No paired Family Doctor in DHC On-ramp yet	With paired Family Doctor in DHC On-ramp
Family Doctor	Default blank. Dropdown list is the full list of FD	Default as paired Family Doctor (any Family Doctor)

Select "Plan" for the management plan of the participant according to the diagnosis recorded in DHC IT Systems. Family Doctor field is blank, select "Family Doctor" from drop-down menu.



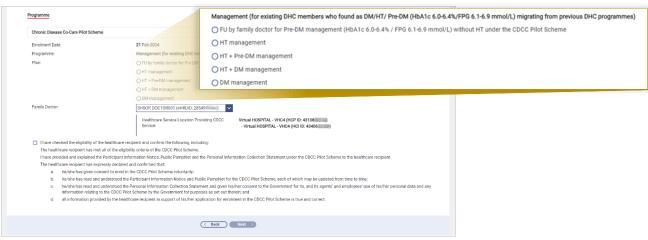
Click [Next] after disclaimers for enrolment to CDCC Pilot Scheme checked.



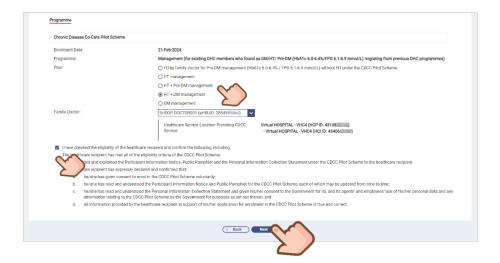
Paired FD status in DHC On-ramp (with paired FD)

No paired Family Doctor With paired Family Doctor in DHC On-ramp yet in DHC On-ramp Default blank. **Display paired Family Doctor Family Doctor name and HCP** Dropdown list is the full list of FD

Select "Plan" for the management plan of the participant. Paired Family Doctor for the participant is displayed.



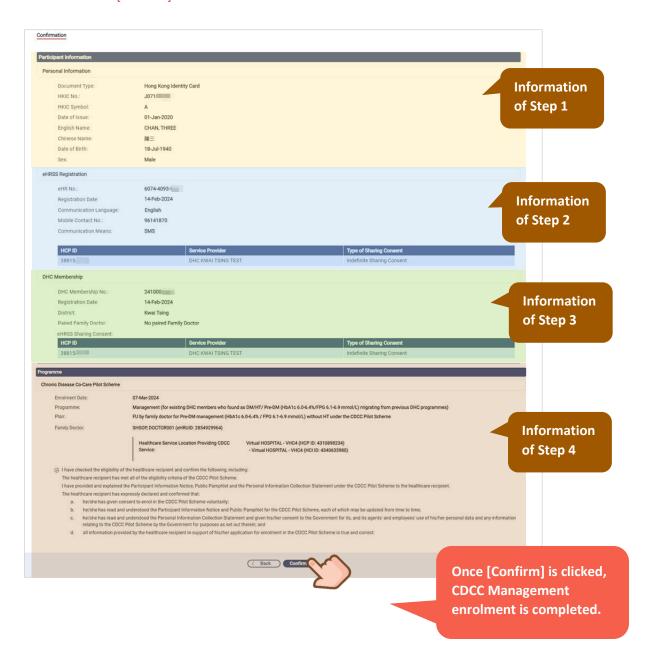
Click [Next] after disclaimers for enrolment to CDCC Pilot Scheme checked.



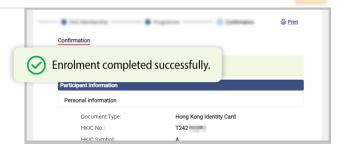
Step 5. Confirmation



a Review the Participant Information, eHRSS Registration, DHC Membership and Programme. Then click [Confirm].



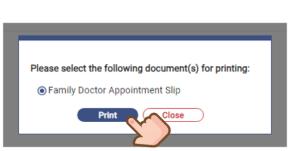
b Enrolment completed successfully.

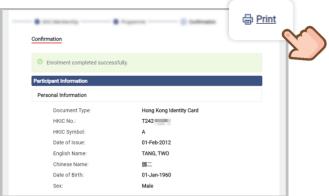


Notification will be sent through SMS to mobile device with a pre-registered number after the whole enrolment process completed.



Click [Print] of the pop-up message to print the Appointment Slip. Or click the printer icon to print.





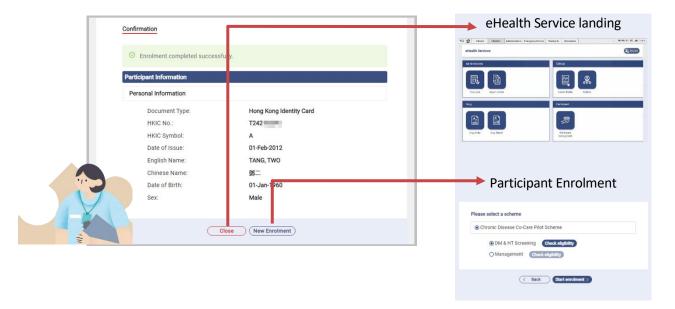
С Print the Family Doctor Appointment Slip with printer icon. Click [x] to close the popup.





See Appendix C for a sample.

Two navigation of action buttons will be displayed.





a Click [Report Centre] under "Administrative".



Click [Participant Enrolment List] to proceed.



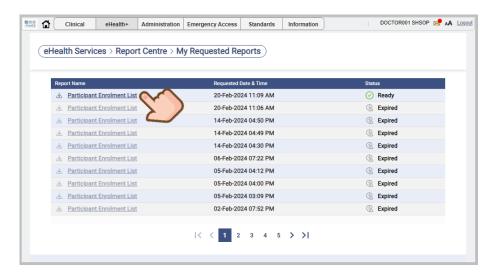
C Enter the enrolment date range for report.



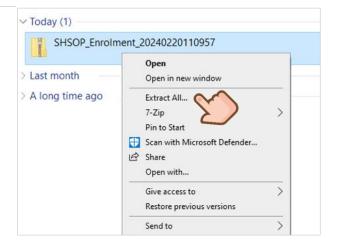
Open [To My Requested Reports].



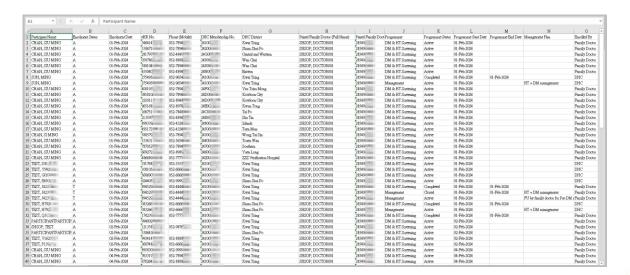
Click the [Participant Enrolment List] to download the zip file for the report. е The downloaded enrolment list will be stated as Expired.



Unzip the folder, with OTP sent to the user's eHRSS communication means.



g The list includes all enrolled cases under the DHC district of login operator.



Helpdesk Support

Helpdesk Support List	Phone No.
CDCC Call Centre Hotline	2157 0500
eHRSS Healthcare Staff Hotline	3467 6230 (Line is open 24 hours.)
eHRSS Technical Support Hotline	3467 6250 (Line is open 24 hours.)

Images sources from



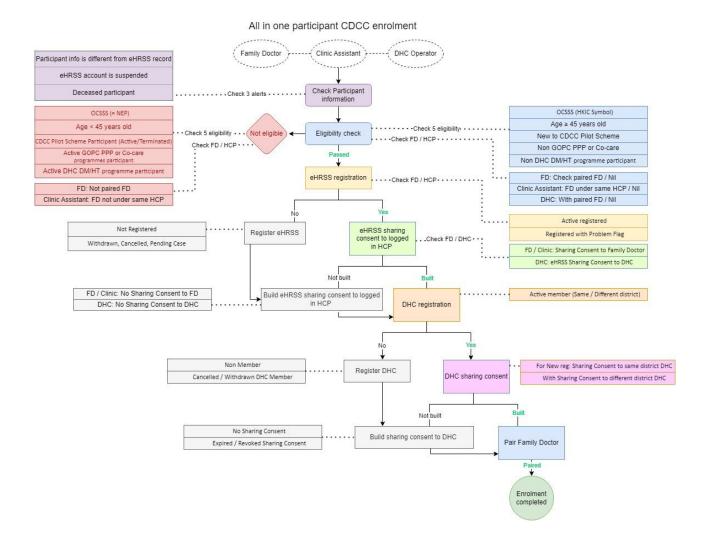
www.primaryhealthcare.gov.hk/bp/en/index.html



www.primaryhealthcare.gov.hk/cdcc/en/index.html



Appendix A - All in one participant enrolment for CDCC Screening



Appendix B - Family Doctor Appointment Slip (Enrolment to Screening) (Page 1 of 2)

慢性疾病共同治理先導計劃 **Chronic Disease Co-Care Pilot Scheme**

家庭醫牛預約便條 **Family Doctor Appointment Slip**



服務使用者資料

Participant Particulars

姓名: 陳大明

CHAN, TAI MING Name: 香港身份證 HKIC No.: VH000XXX(0) 男 Male 性別 Sex:

地區: 地區康健中心-葵青 **DHC-KWAI TSING** District:

預約便條資料

Appointment Slip Details

參加計劃: 慢性疾病共同治理先導計劃

Enrolled Programme: Chronic Disease Co-Care Pilot Scheme (CDCC)

計劃服務: 糖尿病及高血壓篩查 Programme Service: DM & HT Screening

家庭醫生:

CHAN, TAI MING

Family Doctor: 預約便條簽發日期: 2023年6月30日

30-Jun-2023 Appointment Slip Issue Date: 預約便條有效日期: 2023年12月27日

Appointment Slip Expiry Date: 27-Dec-2023

(本預約便條自簽發之日起 180 天內有效 This appointment slip letter is valid for 180 days from the date of issue.)

Appointment Date / Time:

預約日期 / 時間:

請攜同此預約便條及有效身份證明文件正本以接受服務。

Please bring along this appointment slip and valid original copy of identity document for healthcare service.

Printed by: WONG, SIU MAN Printed on: 02-Feb-2023 14:33

Appendix B - Family Doctor Appointment Slip (Enrolment to Screening) (Page 2 of 2)

服務地點

Service Location(s)

陳泰民醫務所(中環) Chan Tai Ming Clinic (Central)

地址: 香港中環貿易商場 3 樓 10 室 Address: Room 10, 3/F, Trading Centre, Central, Hong Kong

電話: 31234567 Tel No.: 31234567

陳泰民醫務所(旺角) Chan Tai Ming Clinic (Mong Kok)

地址: 九龍旺角太平中心 3 樓 10 室 Address: Room 10, 3/F, Tai Ping Centre, Mong Kok, Kowloon

電話: 31234568 Tel No.: 31234567

如有查詢,請向所屬地區康健中心聯絡。

Please contact district DHC for any enquiries.

Printed by: WONG, SIU MAN Printed on: 02-Feb-2023 14:33

Appendix C - Family Doctor Appointment Slip (Enrolment to Management) (Page 1 of 2)

慢性疾病共同治理先導計劃 Chronic Disease Co-Care Pilot Scheme

家庭醫生預約便條 **Family Doctor Appointment Slip**



服務使用者資料

Participant Particulars

姓名: 陳=

CHAN, THREE Name:

香港身份證 HKIC No.: J071***(*) 性别 Sex: 男 Male

地區: 葵青地區康健中心 TEST District: KTSIDHC TEST

預約便條資料

Appointment Slip Details

Programme Service:

參加計劃: 慢性疾病共同治理先導計劃

Enrolled Programme: **Chronic Disease Co-Care Pilot Scheme**

糖尿病及高血壓管理 (用於過渡於計劃中發現有糖尿病/高血壓/前期糖尿(糖化血 計劃服務:

紅蛋白6.0-6.4%/ 空腹血糖6.1-6.9 mmol/L的現有地區康健中心會員)

Management (for existing DHC members who found as DM/HT/ Pre-DM (HbA1c 6.0-6.4%/FPG 6.1-6.9 mmol/L) migrating from previous DHC

programmes)

家庭醫生: 測試醫生一

SHSOP, DOCTOR001 Family Doctor:

2024年2月14日 預約便條簽發日期: Appointment Slip Issue Date: 14-Feb-2024 2024年8月12日 預約便條有效日期: Appointment Slip Expiry Date: 12-Aug-2024

(本預約便條自簽發之日起180天內有效 This appointment slip letter is valid for 180 days from the date of issue.)

預約日期/時間:

Appointment Date / Time:

請攜同此預約便條及有效身份證明文件正本以接受服務。

Please bring along this appointment slip and valid original copy of identity document for healthcare service.

Printed by: WONG, SIU MAN Printed on: 02-Feb-2023 14:33

Appendix C - Family Doctor Appointment Slip (Enrolment to Management) (Page 2 of 2)

服務地點

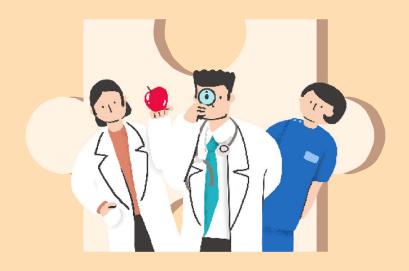
Service Location(s)

Virtual HOSPITAL - VHC4

Address: 6/F, ONE KOWLOON, ONE KOWLOON, 1, 地址: 九龍觀塘區宏遠街1號一號九龍一號九龍6樓 WANG YUEN ST, KWUN TONG DISTRICT, KLN

Tel No.: 3256 電話: 3256

如有查詢,請向所屬地區康健中心聯絡。 Please contact district DHC for any enquiries.



User Manual for CDCC Pilot Scheme Participant Enrolment to Screening and Management (DHC Nurse) [G137]

March 2024
The Government of the Hong Kong Special Administrative Region