



**User Manual  
for CDCC Pilot Scheme – Family Doctor  
Enrolment  
[G136]**

**August 2024**

The Government of the Hong Kong Special Administrative Region

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## Document Summary

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**Introduction**

**Abbreviations and Acronyms**

**How to Submit Enrolment**

**Common Problems**



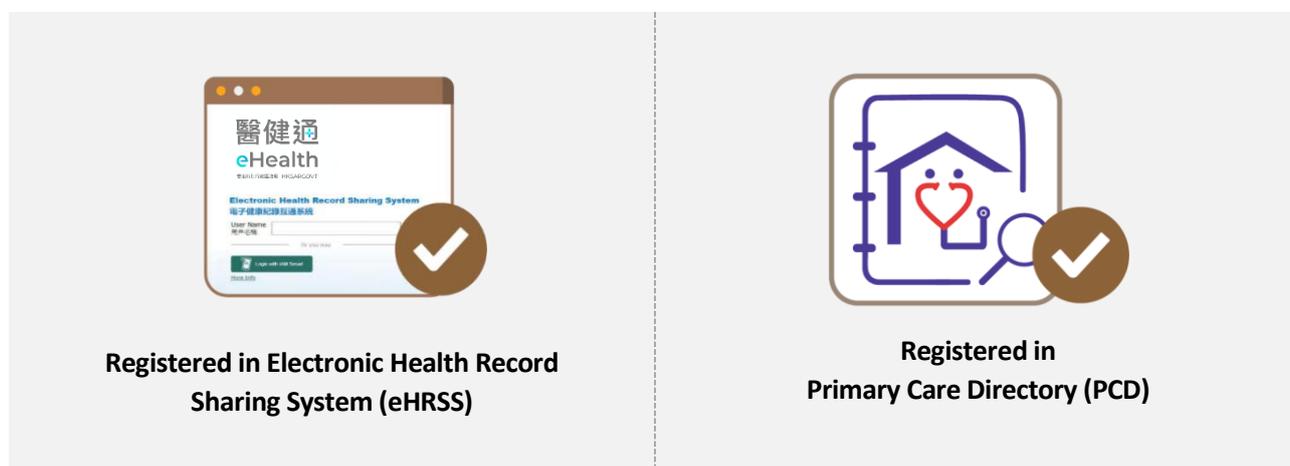
# Introduction

## About this manual

The Family Doctor Enrolment module is designed for the doctors who want to enrol in Chronic Disease Co-Care Pilot Scheme (CDCC Pilot Scheme) as Family Doctors. It rides on the Electronic Health Record Sharing System (eHRSS) and facilitates doctors to submit their enrolment to Programme Office (PO). This user manual aims at providing eligible doctors with the detailed information of the Family Doctor Enrolment modules.

## Important information to know before enrolling as a Family Doctor

Before enrolling as a Family Doctor, please make sure that you have completed the following:



Please also make sure that your personal particulars are consistent across both eHRSS and PCD.

Further details about registration for eHRSS and PCD can be found in the following:



### eHRSS

<https://www.ehealth.gov.hk/en/healthcare-provider-and-professional/how-to-register/index.html>



### PCD

[https://www.pcdirectory.gov.hk/primary\\_care\\_provider/enrolment.html?lang=2](https://www.pcdirectory.gov.hk/primary_care_provider/enrolment.html?lang=2)

# Abbreviations and Acronyms



## **CDCC**

Full name: Chronic Disease Co-Care Pilot Scheme

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## **eHRSS**

Full name: Electronic Health Record Sharing System

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## **HCP**

Full name: Healthcare Provider

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## **HSL**

Full name: Healthcare Service Location

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## **PCD**

Full name: Primary Care Directory

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## **PO**

Full name: Programme Office

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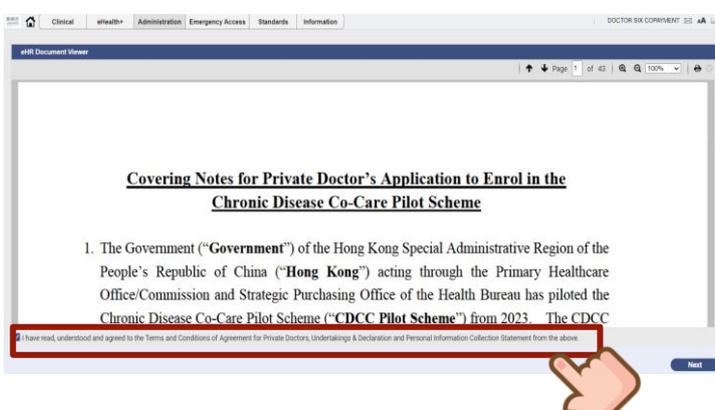
# How to Submit Enrolment

Eligible doctors can access “CDCC Pilot Scheme – Family Doctor Enrolment” in eHealth Portal to proceed to enrol in CDCC Pilot Scheme. **After login to eHealth Portal:**

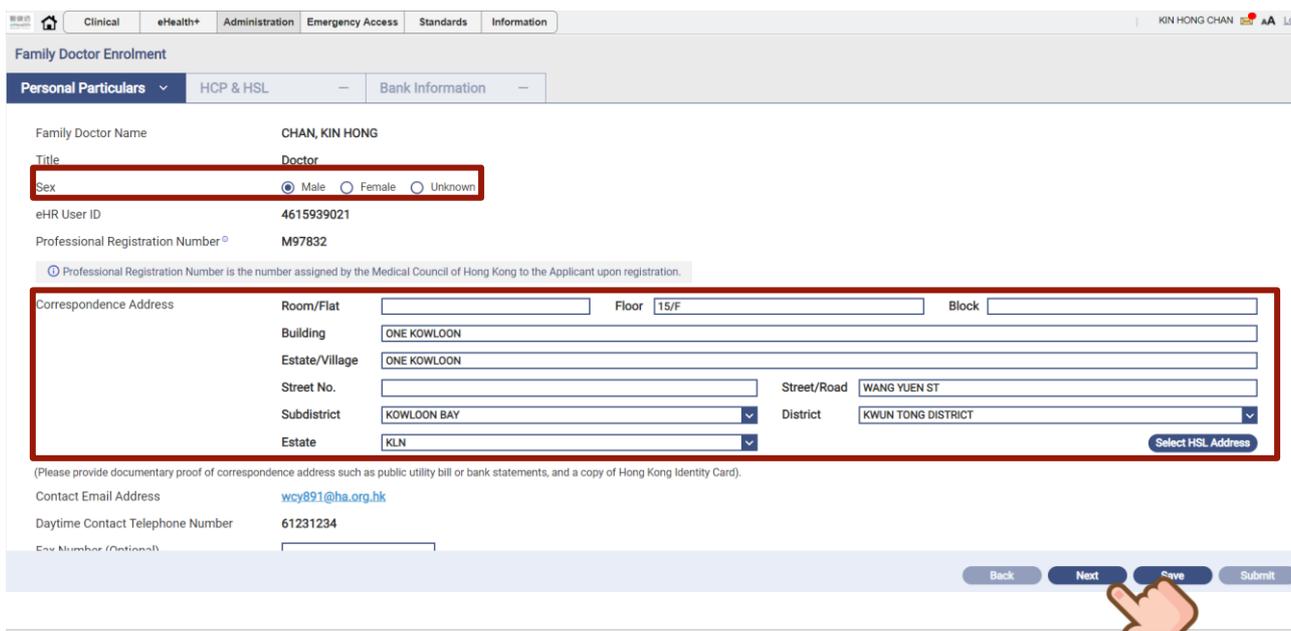
**a.**  
Click [CDCC Pilot Scheme - Doctor Enrolment] under “Quick links – Administration”.



**b.**  
Read the information.  
Check all the checkboxes  and click [Next].

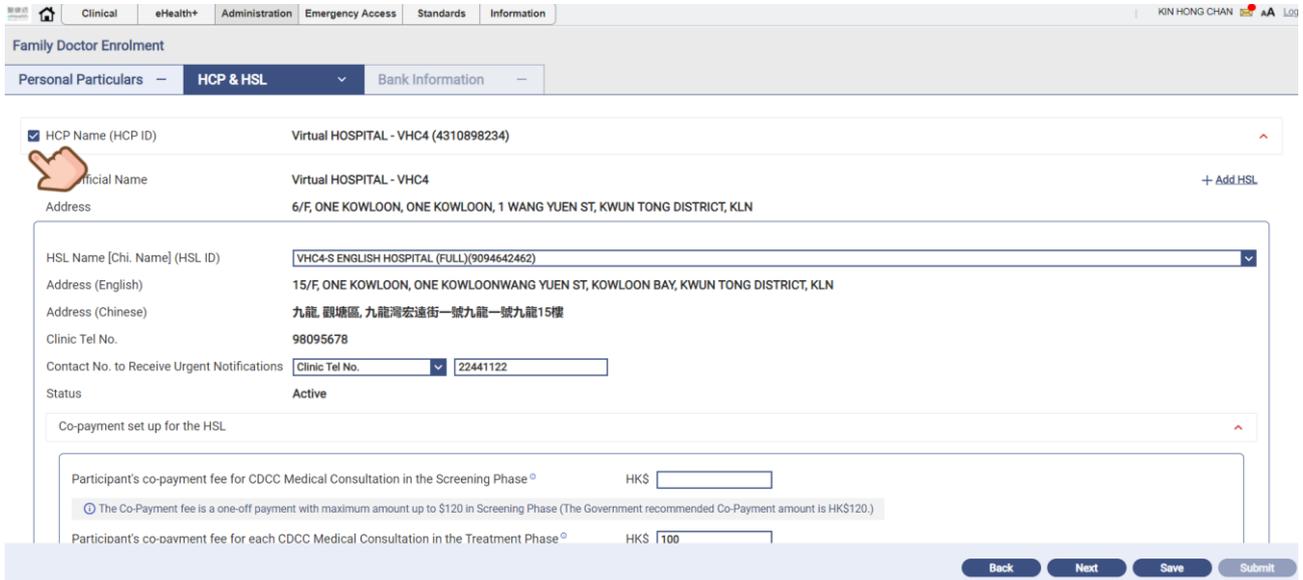


**c.**  
Fill in the personal particulars and click [Next].



d.

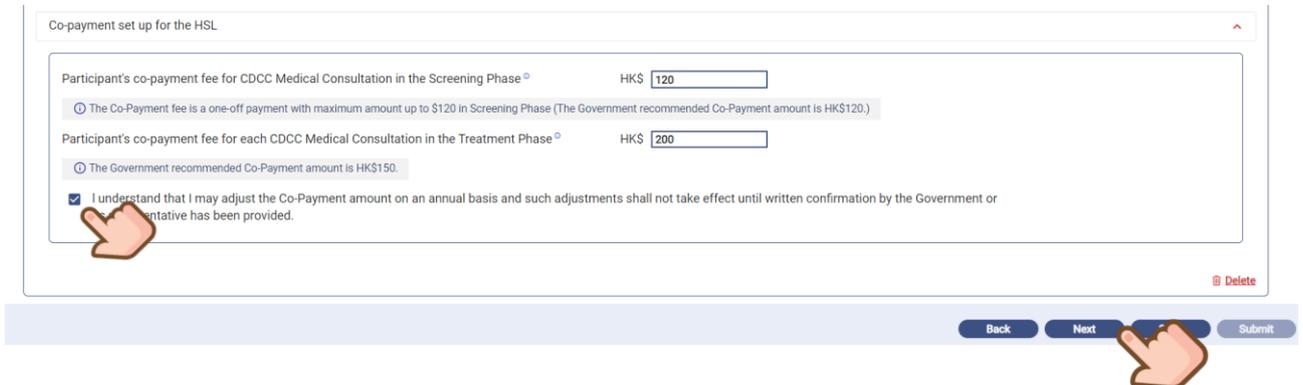
Select the desired Healthcare Provider (HCP) and corresponding Healthcare Service Location (HSL) that you would provide service to participants. More than one HCP and HSL can be selected. Click **[Next]**.



The screenshot shows the 'Family Doctor Enrolment' interface with the 'HCP & HSL' tab selected. The 'HCP Name (HCP ID)' field is checked and contains 'Virtual HOSPITAL - VHC4 (4310898234)'. Below it, the 'Official Name' is 'Virtual HOSPITAL - VHC4' and the 'Address' is '6/F, ONE KOWLOON, ONE KOWLOON, 1 WANG YUEN ST, KWUN TONG DISTRICT, KLN'. The 'HSL Name [Chi. Name] (HSL ID)' dropdown is set to 'VHC4-S ENGLISH HOSPITAL (FULL)(9094642462)'. The 'Address (English)' is '15/F, ONE KOWLOON, ONE KOWLOONWANG YUEN ST, KOWLOON BAY, KWUN TONG DISTRICT, KLN' and the 'Address (Chinese)' is '九龍, 觀塘區, 九龍灣宏達街一號九龍一號九龍15樓'. The 'Clinic Tel No.' is '98095678' and the 'Contact No. to Receive Urgent Notifications' is '22441122'. The 'Status' is 'Active'. The 'Co-payment set up for the HSL' section shows 'Participant's co-payment fee for CDCC Medical Consultation in the Screening Phase' as HK\$ [ ] and 'Participant's co-payment fee for each CDCC Medical Consultation in the Treatment Phase' as HK\$ 100. At the bottom, there are 'Back', 'Next', 'Save', and 'Submit' buttons.

e.

Fill in the desired co-payment fee for each HSL. Read the information. **Check the checkbox**  and click **[Next]**.



The screenshot shows the 'Co-payment set up for the HSL' section. The 'Participant's co-payment fee for CDCC Medical Consultation in the Screening Phase' is set to HK\$ 120. The 'Participant's co-payment fee for each CDCC Medical Consultation in the Treatment Phase' is set to HK\$ 200. Below these fields, there is a checkbox that is checked, with the text: 'I understand that I may adjust the Co-Payment amount on an annual basis and such adjustments shall not take effect until written confirmation by the Government or representative has been provided.' At the bottom, there are 'Back', 'Next', and 'Submit' buttons. A hand cursor is pointing to the 'Next' button.



f.

Fill in the bank(s) information and click [Submit].

g.

Review the enrolment information and click [Print Appendices].

Submit the related supporting documents to the Programme Office via Fax or email.

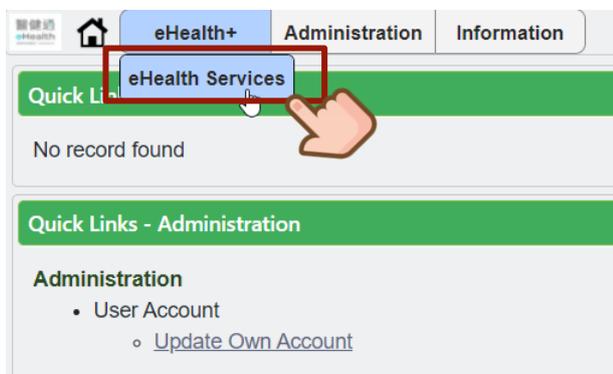


## How to Submit Enrolment via central administrator under your Healthcare Provider

To streamline the enrolment process for healthcare providers, eligible doctors under their group practice can enrol as Family Doctor through their central administrator for provider-based enrolment. If your group practice is interested in helping your doctors to enrol as family doctors, please contact the Programme Office for more details.

After Programme Officer grants access to your administrators, they will be able to enrol on behalf of the doctors.

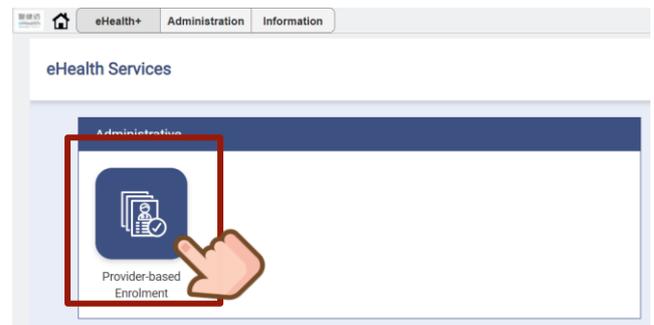
a.



Login to eHealth Portal, then click [eHealth Services] under “eHealth+”.

b.

Click [Provider-based Enrolment] under Administrative.



c.

Click [Enrol] to proceed Family Doctor enrolment. The enrolment flow will be the same as professional-based enrolment (please refer to P.9-11 for details)

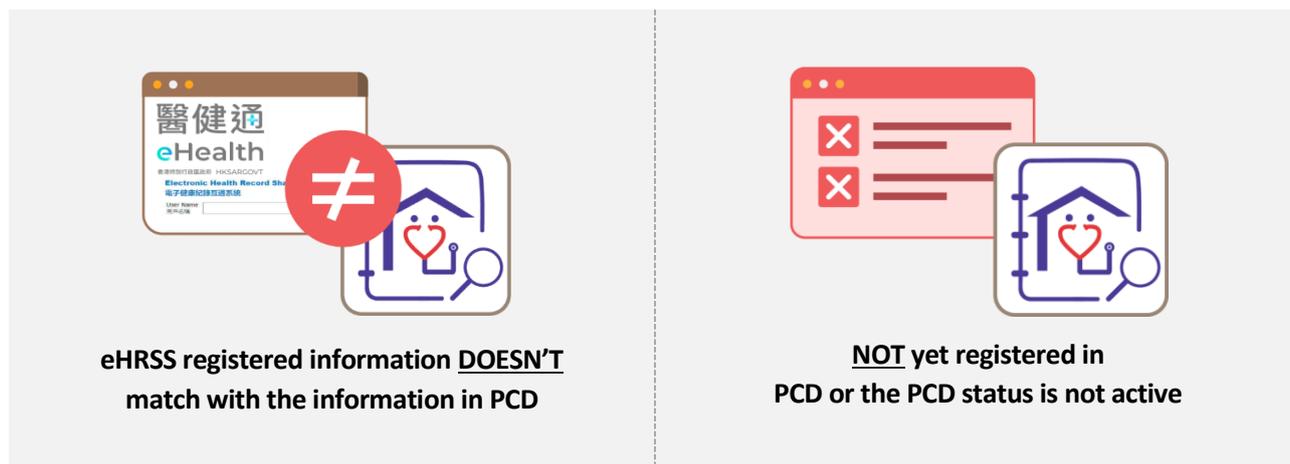
eHR User ID	Doctor Name	Status	Action
4794353526	CHAN, KU LEUNG   陳古娘		Enrol
6308306110	CHAN, MINNIE		Enrol
8971670314	CHAN, PATRICK		Enrol
3672020420	CHAN, TAI MAN		Enrol
5869981842	CHAN, TEST		Enrol
9287109017	CHAN, TIGER   陳老虎		Enrol
5297290615	CHAN, YEE SANG   陳醫生		Enrol
6553904099	CHAN, YI SENG	Vetted	Details
2529208622	CHUNG, MINNIE   鍾米妮		Enrol
7167985621	COPAYMENT, DOCTOR FIVE	Vetted	Details



## Common Problems

### Failed to proceed to CDCC Pilot Scheme – Family Doctor Enrolment

Some common reasons if you failed to initiate the Family Doctor Enrolment process:

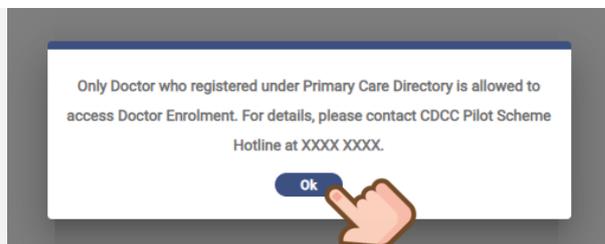


#### eHRSS registered information doesn't match with the information in PCD

Eligible candidates should have registered themselves in both eHRSS and PCD.

However, if the information (e.g. Professional Registration Number) between eHRSS and PCD do not match, Doctor Enrolment may not be able to proceed and the following prompt will be triggered:

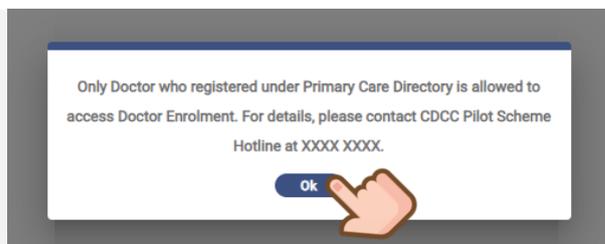
**Solution:** Update the latest personal information in eHRSS and/ or PCD.



#### Not yet registered in PCD or the PCD status is not active

If you are not actively listed in PCD, you are not eligible to enrol as a Family Doctor. Following prompt will be triggered:

**Solution:** Register/update status in PCD



## How to update your enrolment details

After submission of your enrolment, you may update it in one of two ways below:

### Before PO confirms your enrolment

If your enrolment has not yet been confirmed by PO, you can edit your information through “CDCC Pilot Scheme - Family Doctor Enrolment” module directly.

a.

Click [\[View Enrolment Details\]](#).

The screenshot shows the user interface for the CDCC Pilot Scheme - Family Doctor Enrolment system. The top navigation bar includes tabs for Clinical, eHealth+, Administration, Emergency Access, Standards, and Information. The user is logged in as YI SENG FOK. The main content area displays the following enrolment details:

Enrolment Reference Number	CDCC000670
Family Doctor Name	FOK, YI SENG
eHR User ID	6050967003
Status	Pending Verification
Last Update On	13 August 2024

Below the details, a message states: "Your enrolment application (Enrolment Reference Number: CDCC000670) has been completed. Please print the Appendices below and submit the following supporting documents to the Programme Office via fax (3427 9359) or email (cdccdoctor@healthbureau.gov.hk) at your earliest convenience (preferably within 30 calendar days from the date of submission)."

- 1) Certified true copy of MCHK Annual Practising Certificate.
- 2) Certified true copy of bank correspondence (e.g. bank statement within 6 months) showing the bank name, bank account number and name of the account holder.
- 3) Duly signed and completed Authority for Payment to a Bank.
- 4) Certified true copy of Business Registration Certificate (applicable for corporate bank account).
- 5) Relieving Doctor Enrolment Form (if applicable).
- 6) Clinic Administrator Enrolment Form (if applicable).
- 7) Request Form for Reference Pricing Information of Specified Drugs (if applicable).

At the bottom right of the page, there are two buttons: "View Enrolment Details" and "Print Appendices". A hand icon is pointing to the "View Enrolment Details" button.

b.

Click [\[Edit\]](#).

The screenshot shows the user interface for the CDCC Pilot Scheme - Family Doctor Enrolment system. The top navigation bar is the same as in the previous screenshot. The user is logged in as YI SENG FOK. The main content area displays the "Family Doctor Enrolment" details, with tabs for Personal Particulars, HCP & HSL, and Bank Information. The "Personal Particulars" tab is selected, showing the following details:

Family Doctor Name	FOK, YI SENG
Title	Doctor
Sex	Male
eHR User ID	6050967003
Professional Registration Number <sup>®</sup>	ML99209
<small>Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.</small>	
Correspondence Address	16/F, ONE KOWLOON, ONE KOWLOON, 1 WANG YUEN ST, KOWLOON BAY, KWUN TONG DISTRICT, KLN
Contact Email Address	<a href="mailto:123@abc.com">123@abc.com</a>
Daytime Contact Telephone Number	66666666
Fax Number (Optional)	-
Pager Number (Optional)	-
Enrolment Reference Number	CDCC000670
Status	Pending Verification
Last Update On	13 August 2024

At the bottom right of the page, there are four buttons: "Back", "Next", "Edit", and "Close". A hand icon is pointing to the "Edit" button.

c.



Update the information and then click **[Next]** to go through all sections “Personal Particulars”, “HCP & HSL” and “Bank Information”.

The screenshot shows the 'Family Doctor Enrolment' form with the 'Personal Particulars' section selected. The form contains the following information:

- Family Doctor Name: FOK, YI SENG
- Title: Doctor
- Sex:  Male  Female  Unknown
- eHR User ID: 6050967003
- Professional Registration Number: ML99209
- Correspondence Address:
  - Room/Flat: [ ] Floor: 16/F Block: [ ]
  - Building: ONE KOWLOON
  - Estate/Village: ONE KOWLOON
  - Street No.: 1 Street/Road: WANG YUEN ST
  - Subdistrict: KOWLOON BAY District: KWUN TONG DISTRICT
  - Estate: KLN

Buttons at the bottom: Back, Next, Save, Submit. A hand cursor is pointing to the 'Next' button.

d.

Click **[Submit]** to update your enrolment details.

The screenshot shows the 'Family Doctor Enrolment' form with the 'Bank Information' section selected. It contains two sections for bank details:

**Bank Information 1**

- Bank Account Number (Note A & C): [ ] Bank Code: 123 Branch Code: 444 Account No.: 12345678
- Bank Name: BANK OF CHINA
- Branch Name: KWUN TONG
- Bank Account Name in English: FOK YI SENG
- Type of Bank Account:  Business Account  Personal Account

**Bank Information 2**

- Bank Account Number (Note A & C): [ ] Bank Code: [ ] Branch Code: [ ] Account No.: [ ]
- Bank Name: [ ]
- Branch Name: [ ]
- Bank Account Name in English: [ ]

Buttons at the bottom: Back, Next, Save, Submit. A hand cursor is pointing to the 'Submit' button.



## After PO confirms your enrolment

If PO has already verified your enrolment, you will need to contact PO to submit a change request to update your enrolment details.

You will no longer be able to edit your enrolment details in “CDCC Pilot Scheme - Family Doctor Enrolment” module. The [Edit] button will be dimmed:

The screenshot shows the 'Family Doctor Enrolment' form with the following details:

Family Doctor Name	DENG, YI SENG
Title	Doctor
Sex	Male
eHR User ID	6999940341
Professional Registration Number <sup>®</sup>	ML99218
<small>Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.</small>	
Correspondence Address	2, 2, A KUNG NGAM, EASTERN DISTRICT, HK
Contact Email Address	<a href="mailto:ABC@ABC.com">ABC@ABC.com</a>
Daytime Contact Telephone Number	-
Fax Number (Optional)	-
Pager Number (Optional)	-
Enrolment Reference Number	CDCC000671
Status	Vetted
Last Update On	08 August 2024

At the bottom right, there are four buttons: 'Back', 'Next', 'Edit', and 'Close'. The 'Edit' button is dimmed and highlighted with a red box.

However, if you would like to update your contact details that were shared with the registered information in eHRSS, you can still edit or update them via the eHR portal by going to “Update Own Account” under “Administration”. The following information can be updated in the eHR portal:

1. Contact Email Address
2. Daytime Contact Telephone Number

The screenshot shows the eHR portal navigation menu with the following structure:

- Administration
  - Healthcare Recipient
  - User Account > Update Own Account
  - Public-Private Partnership Programme >
  - CRC Programme - Primary Care Doctor Enrolment

The 'Update Own Account' option is highlighted with a blue box and a mouse cursor.



[Home](#)
[Clinical](#)
[eHealth+](#)
[Administration](#)
[Emergency Access](#)
[Standards](#)
[Information](#)

### Update Own Account

**Update Own Account**

**Personal Information**

eHR UID:	6999940341	Token Serial No. (in use):	221442111
Surname:	DENG	Token Issuer HCP:	4310898234
Given Name:	YI SENG		
Chinese Name:			
Contact Phone No.:			
ID Doc Type:	HKID Card		
HKIC No.:	L36XXX3(4)		
Post Title:			
English Title:	Doctor	Chinese Title:	醫生

**iAM Smart Information**

iAM Smart Authentication Date:

iAM Smart Surname:

iAM Smart Given Name:

**Professional Registration Information**

Professional Registration Status: Active

Professional Registration Number: ML99218

Registration Board or Council: Medical Council of Hong Kong

Professional Category: Registered Medical Practitioners

**Update User Name**

Current User Name: cdccdrdeng

**Communication Means**

Selected Communication Means:  Email  SMS

**Update Mobile Phone No.**

Current Mobile Phone No.:

**Update Internet Email Address**

Current Internet Email Address: ABC@ABC.com

For **other enrolment information**, you can contact PO to submit a change request to update your enrolment details via email: [cdccdoctor@healthbureau.gov.hk](mailto:cdccdoctor@healthbureau.gov.hk)



# Helpdesk Support

Support Team	Phone No.	Email
CDCC Call Centre	2157 0500	cdccdoctor@healthbureau.gov.hk



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Aug 2024

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