



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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[For printing purpose in case of need]





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Introduction

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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:

 <p>Registered in Electronic Health Record Sharing System (eHRSS)</p>	 <p>Registered in Primary Care Directory (PCD)</p>
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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

Abbreviations and Acronyms



CDCC

Full name: Chronic Disease Co-Care Pilot Scheme



eHRSS

Full name: Electronic Health Record Sharing System



HCP

Full name: Healthcare Provider



HSL

Full name: Healthcare Service Location



PCD

Full name: Primary Care Directory



PO

Full name: Programme Office



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.

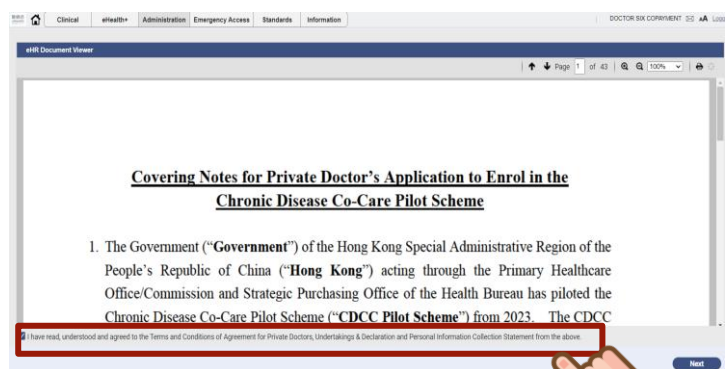
Click [CDCC Pilot Scheme - Doctor Enrolment] under “Quick links – Administration”.



b.

Read the information.

Check all the checkboxes ☒ and click [Next].



c.

Fill in the personal particulars and click [Next].

Family Doctor Enrolment

Personal Particulars | HCP & HSL | Bank Information

Family Doctor Name: CHAN, KIN HONG

Title: Doctor

Sex: ☒ Male ☐ Female ☐ Unknown

eHR User ID: 4615939021

Professional Registration Number: M97832

Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.

Correspondence Address:

Room/Flat: [] Floor: 15/F Block: []

Building: ONE KOWLOON

Estate/Village: ONE KOWLOON

Street No.: [] Street/Road: WANG YUEN ST

Subdistrict: KOWLOON BAY District: KWUN TONG DISTRICT

Estate: KLN

(Please provide documentary proof of correspondence address such as public utility bill or bank statements, and a copy of Hong Kong Identity Card).

Contact Email Address: wcy891@ha.org.hk

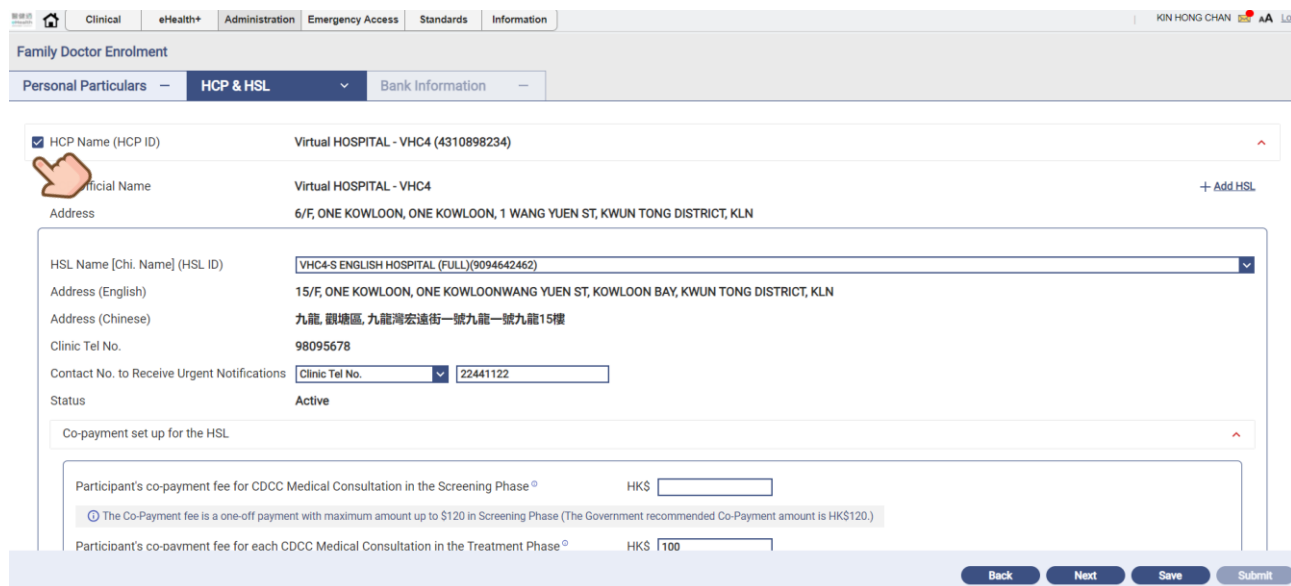
Daytime Contact Telephone Number: 61231234

Fax Number (Optional): []

Buttons: Back, Next, Save, Submit

d.

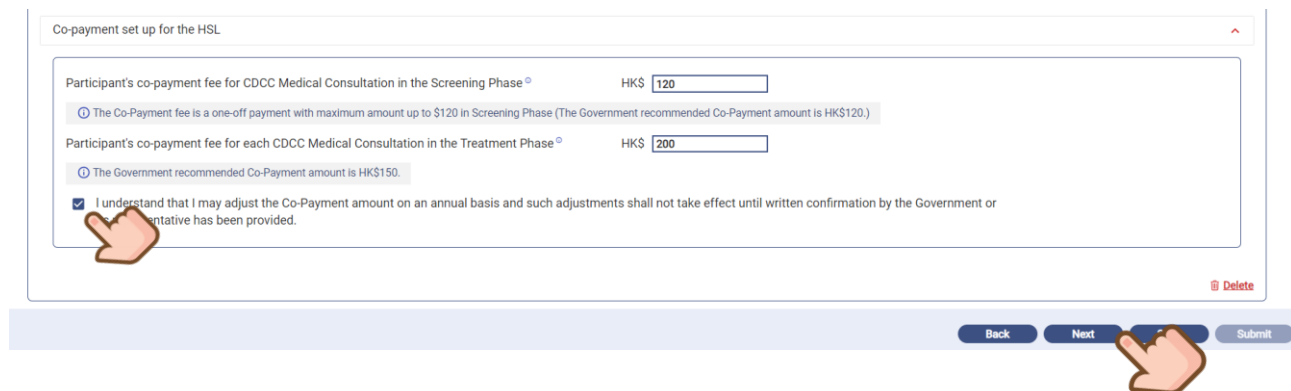
Select the desired Healthcare Provider (HCP) and corresponding Healthcare Service Location (HSL) that you would provide service to participants. More than one HCP and HSL can be selected. Click **[Next]**.



The screenshot shows the 'Family Doctor Enrolment' system interface. The 'HCP & HSL' tab is selected. The 'HCP Name (HCP ID)' field is highlighted with a hand cursor. The 'HSL Name [Chi. Name] (HSL ID)' field is also highlighted. The 'Address' field is visible. The 'Status' is set to 'Active'. The 'Co-payment set up for the HSL' section shows the 'Participant's co-payment fee for CDCC Medical Consultation in the Screening Phase' set to HK\$ 100. The 'Participant's co-payment fee for each CDCC Medical Consultation in the Treatment Phase' is set to HK\$ 100. The 'Next' button is highlighted.

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. The checkbox '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.' is checked. The 'Next' button is highlighted with a hand cursor.



f.

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

g.

Review the enrolment information and click **[Print Appendices]**.

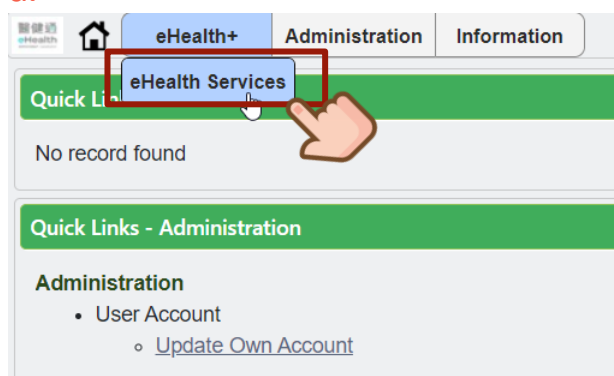
Submit the related supporting documents to the Programme Office via Fax or email.

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.

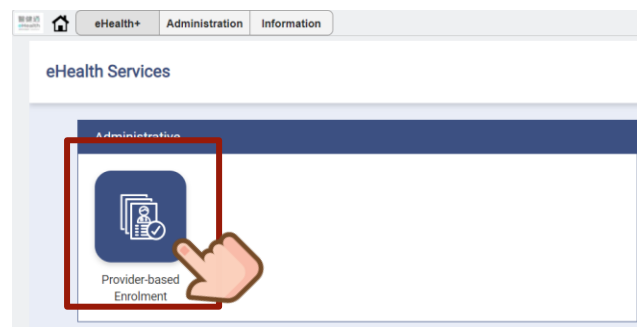
a.



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)


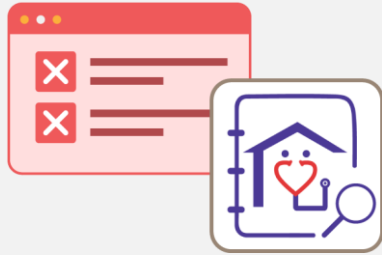




Common Problems

Failed to proceed to CDCC Pilot Scheme – Family Doctor Enrolment

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

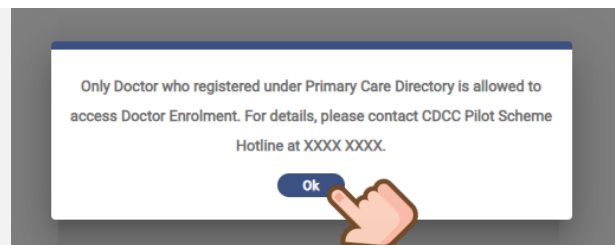
 <p>eHRSS registered information <u>DOESN'T</u> match with the information in PCD</p>	 <p><u>NOT</u> yet registered in PCD or the PCD status is not active</p>
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eHRSS registered information doesn't match with the information in PCD

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:

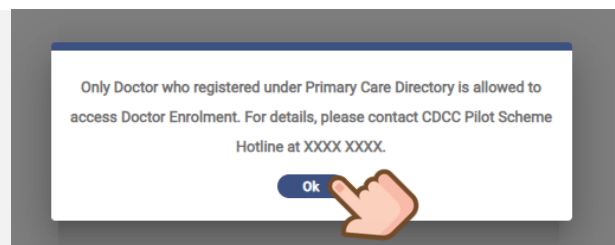
Solution: Update the latest personal information in eHRSS and/ or PCD.



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 'Family Doctor Enrolment' module interface. The top navigation bar includes 'Clinical', 'eHealth+', 'Administration', 'Emergency Access', 'Standards', and 'Information'. The user is logged in as 'YI SENG FOK'. The main content area displays enrolment details for 'CDCC000670'.

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, there are two buttons: 'View Enrolment Details' and 'Print Appendices'. A hand icon points to the 'View Enrolment Details' button.

b.

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

The screenshot shows the 'Family Doctor Enrolment' module interface with the 'Personal Particulars' tab selected. The user is logged in as 'YI SENG FOK'.

Family Doctor Name	FOK, YI SENG
Title	Doctor
Sex	Male
eHR User ID	6050967003
Professional Registration Number [®]	ML99209
<small>① 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	123@abc.com
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, there are four buttons: 'Back', 'Next', 'Edit', and 'Close'. A hand icon points to the 'Edit' button.

c.



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

Family Doctor Enrolment

Personal Particulars | HCP & HSL | Bank Information

Family Doctor Name: FOK, YI SENG

Title: Doctor

Sex: ☒ Male ☐ Female ☐ Unknown

eHR User ID: 6050967003

Professional Registration Number: ML99209

Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.

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 [Select HSL Address](#)

(Please provide documentary proof of correspondence address such as public utility bill or bank statements, and a copy of Hong Kong Identity Card).

Back Next Save Submit

d.

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

Family Doctor Enrolment

Personal Particulars | HCP & HSL | Bank Information

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:

Back Next Save Submit

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 [®]	ML99218
① Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.	
Correspondence Address	2, 2, A KUNG NGAM, EASTERN DISTRICT, HK
Contact Email Address	ABC@ABC.com
Daytime Contact Telephone Number	-
Fax Number (Optional)	-
Pager Number (Optional)	-
Enrolment Reference Number	CDCC000671
Status	Vetted
Last Update On	00 August 2024

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

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:

- Quick Links - Clinical**
 - Clinical
 - [eHR Viewer](#)
 - [COVID-19 Antiviral Drug Register](#)
- Quick Links - Administration**
 - Administration
 - [Healthcare Recipient](#)
 - [User Account](#) > [Update Own Account](#)
 - [Public-Private Partnership Programme](#) >
 - [CRC Programme - Primary Care Doctor Enrolment](#)

The 'Update Own Account' link is highlighted with a mouse cursor.



Health Bureau

[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

Helpdesk Support

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



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[G136]**

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