



醫院管理局

HOSPITAL
AUTHORITY

Patient-Centric Enhancement of Out-patient in Hospital Authority



HA Convention 2026



Enhancing Patient-Centric Services and Experience



The Hospital Authority⁺ is committed to exploring patients' needs in different areas and driving feasible enhancements to improve patient-centric services and patient experience.

-  Patient Needs Exploration
-  Feasible Enhancements
-  Service Excellence
-  Experience Optimization

Challenges for Specialist Out-patient Clinics (SOPC)

High volume of
SOPC Attendances

8M+

in 2025/26



Overwhelming
Service Demand



Clinic
Overcrowding



Long Queues &
Waiting

What tasks to do?
Where to go next?

Long Queue
How long to
wait?



Main Goals

Reduce
Journey Time

Minimize
clinic journey
times to
ensure faster
access to
care and
medications



Enhance
Patient
Experienc

Enhance
experience with
real-time
queue updates
and HA Go
reminders



Increase
Digital
Literacy

Support and
encourage
patients to
navigate their
healthcare
journey



Easy Channel- The Patient-Centric Approach for Outpatient Journey

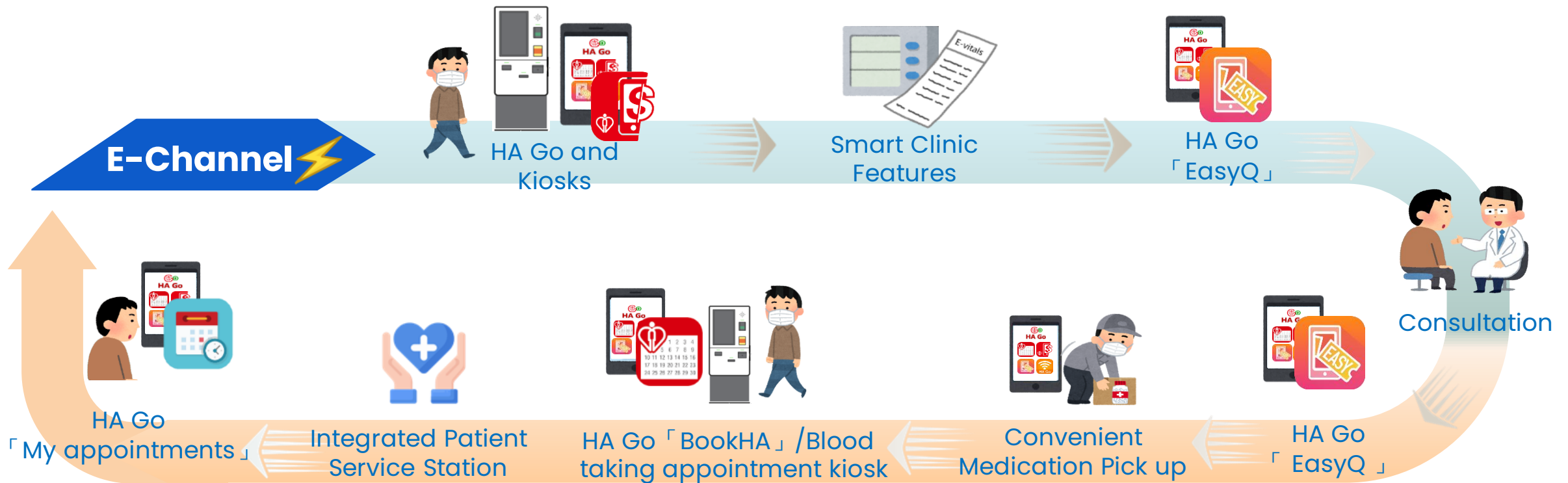
- ✔ Revolutionizing patient-centric care
- ✔ Integrating 'HA Go' and self-service kiosks
- ✔ Empowering patients to manage healthcare journeys



↓ queuing time

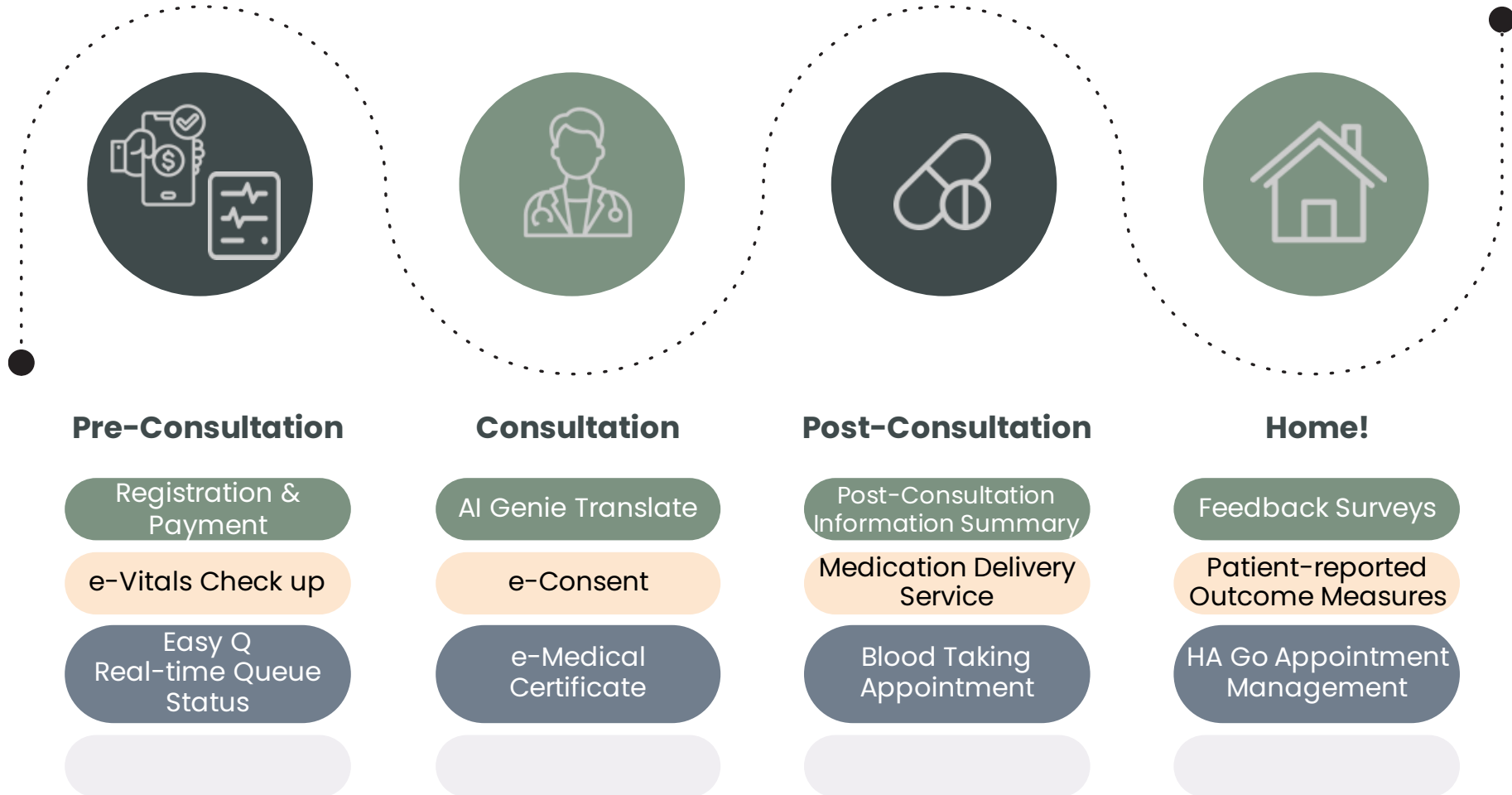
↓ overall attendance time

↓ travelling time



Patient-Centric Approach for Outpatient Journey

No Extra Waiting: Direct-to-Consultation Workflow via Multiple Initiatives



Integrated Patient Service Stations

One-stop service for patients with complex follow-up investigations and referrals



Patient Service Ambassadors

Support patient for the use of HA Go and kiosks, optimizing service processes

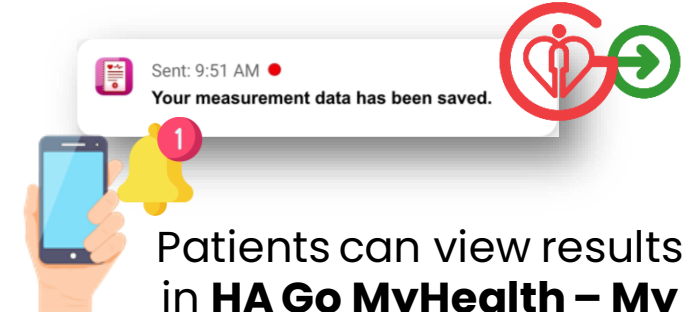


Pre-Consultation

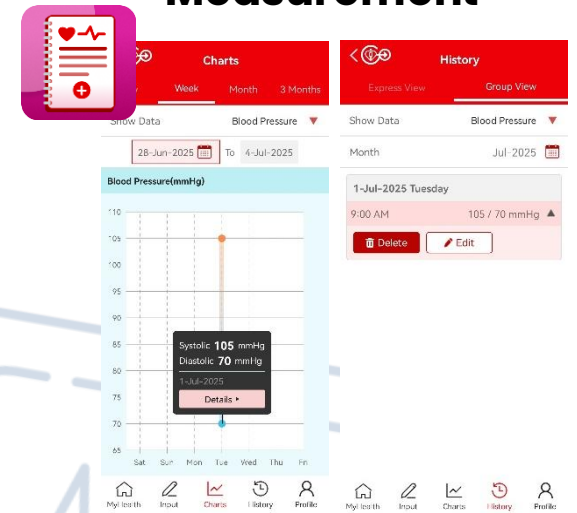
e-Vitals for Clinics

Enable patients to perform **self-measurement of vital signs** before medical consultation

Streamline the clinical workflow by capturing vital signs data through the system automatically



Patients can view results in **HA Go MyHealth – My Measurement**



BP/P Measuring Station



BMI Scale Station



Mobile Vital Signs Station



Pre-Consultation

Patient Centric Queueing

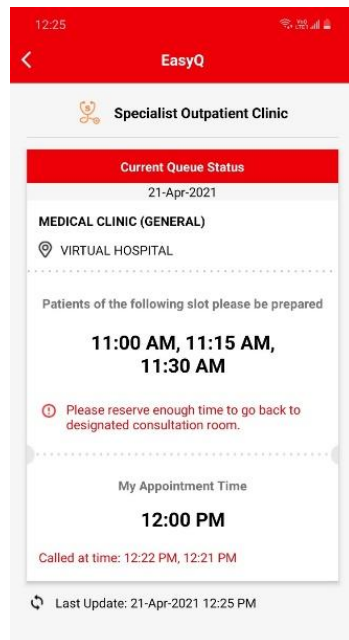
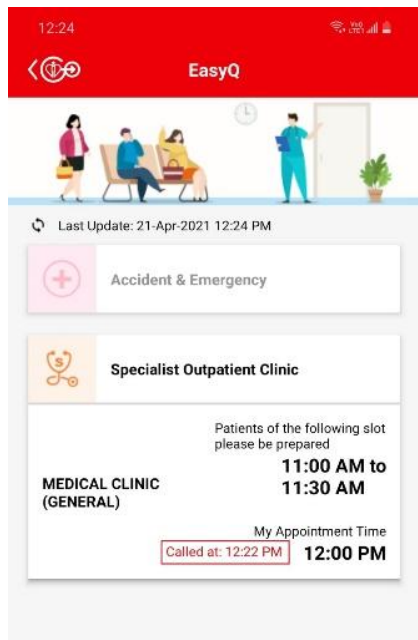
HA Go Easy Q



Provides the **real-time queue status** information of SOPC, A&E and Pharmacy

Queue status information in real-time

Queue Reminders



Enhancement is underway

新門診輪候系統

NEW OUTPATIENT CLINIC QUEUING SYSTEM

1 登記付款後取得輪候籌號
Get Queue No. after Register-and-Pay

2 在 HA Go 或大堂電視查看排隊狀況更新
Check queue status in HA Go or Clinic TV

Anywhere 任何地方 實時更新 實時更新
Real-time update 排隊過程更輕鬆
Make queuing much easier

知道排到邊喇!
Know my queue status now!

HA 醫院管理局 HOSPITAL AUTHORITY

新門診輪候系統由2024年11月開始於部份門診分階段推行
New Outpatient Clinic Queuing System has been implemented in selected outpatient clinics starting from November 2024

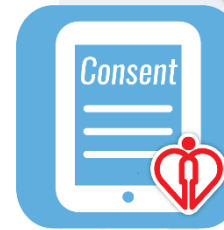
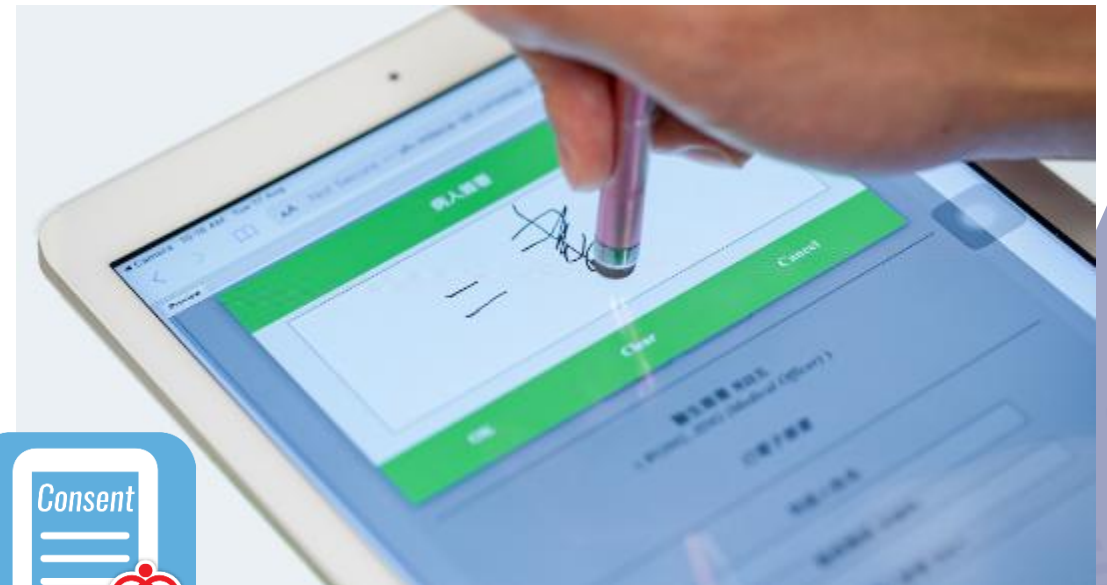
Streamlining the Outpatient Journey: Digital Documentation

e-Medical Certificate

e-Consent

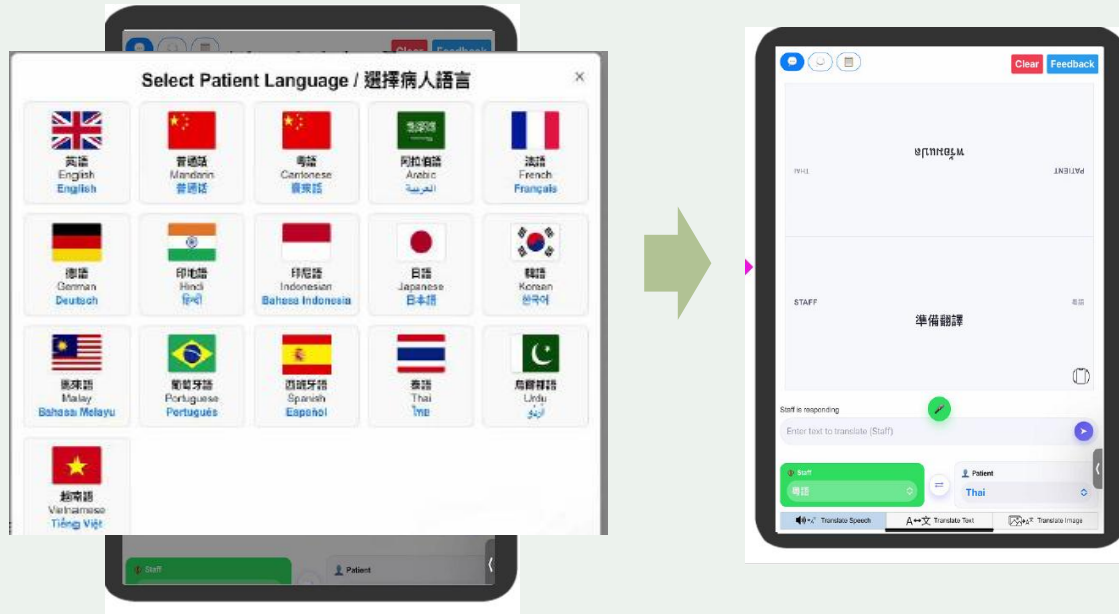
Access records anytime, anywhere

Supporting the digital transformation
of informed consent process



Support Patients with Language Barrier

Genie Translate – AI Speech Translation



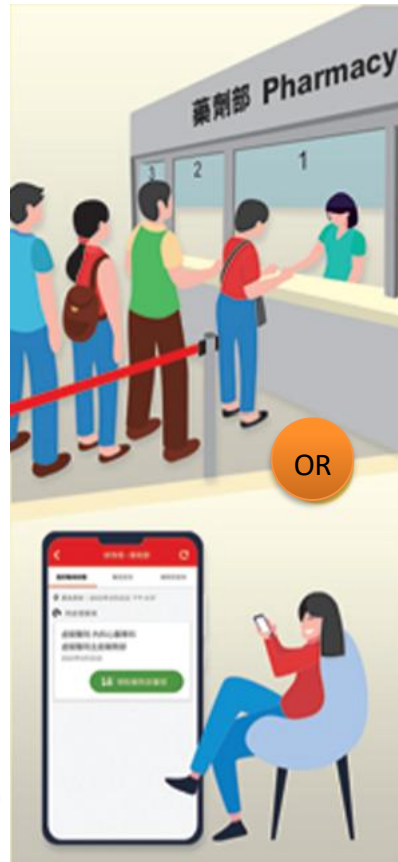
Support 16 languages



This **speech translation tool** provides an immediate solution to overcome language barriers, enhancing patient care and operational efficiency

Medication Delivery Service

Select the **Options via HA Go** to receive medications:
Deliver to **home** or a **specified address** or collect from **Community Collection Points** without the need to wait at pharmacies after consultation



Request via HA
Go after
obtaining
pharmacy ticket



Making Blood Taking Appointment

Goal: Offering **more convenient and flexible** blood-taking arrangements



Physical kiosks

Convenient on-site self-service kiosks available at clinics



HA Go Mobile App

Anytime, anywhere

Under Development



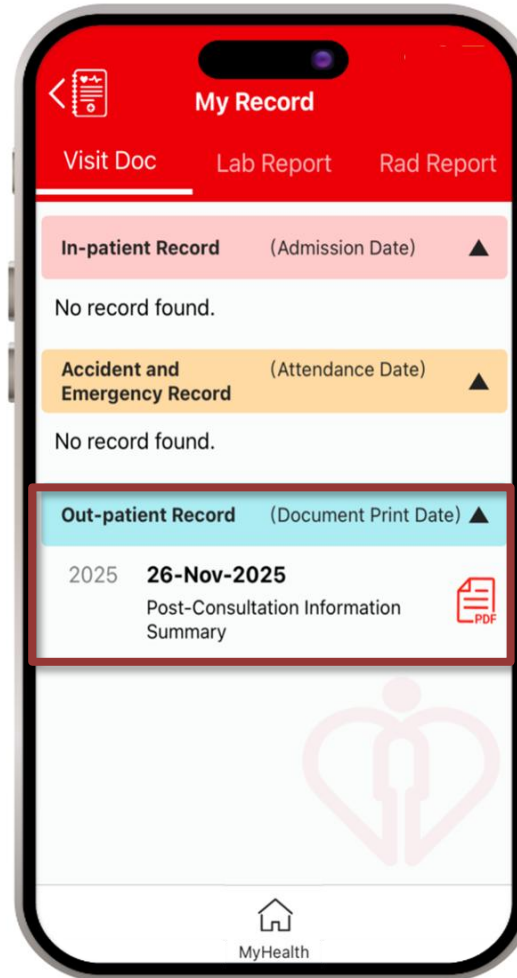
Post-Consultation

Post-Consultation Information Summary



A Summary of drugs and investigations fees patient needs to pay

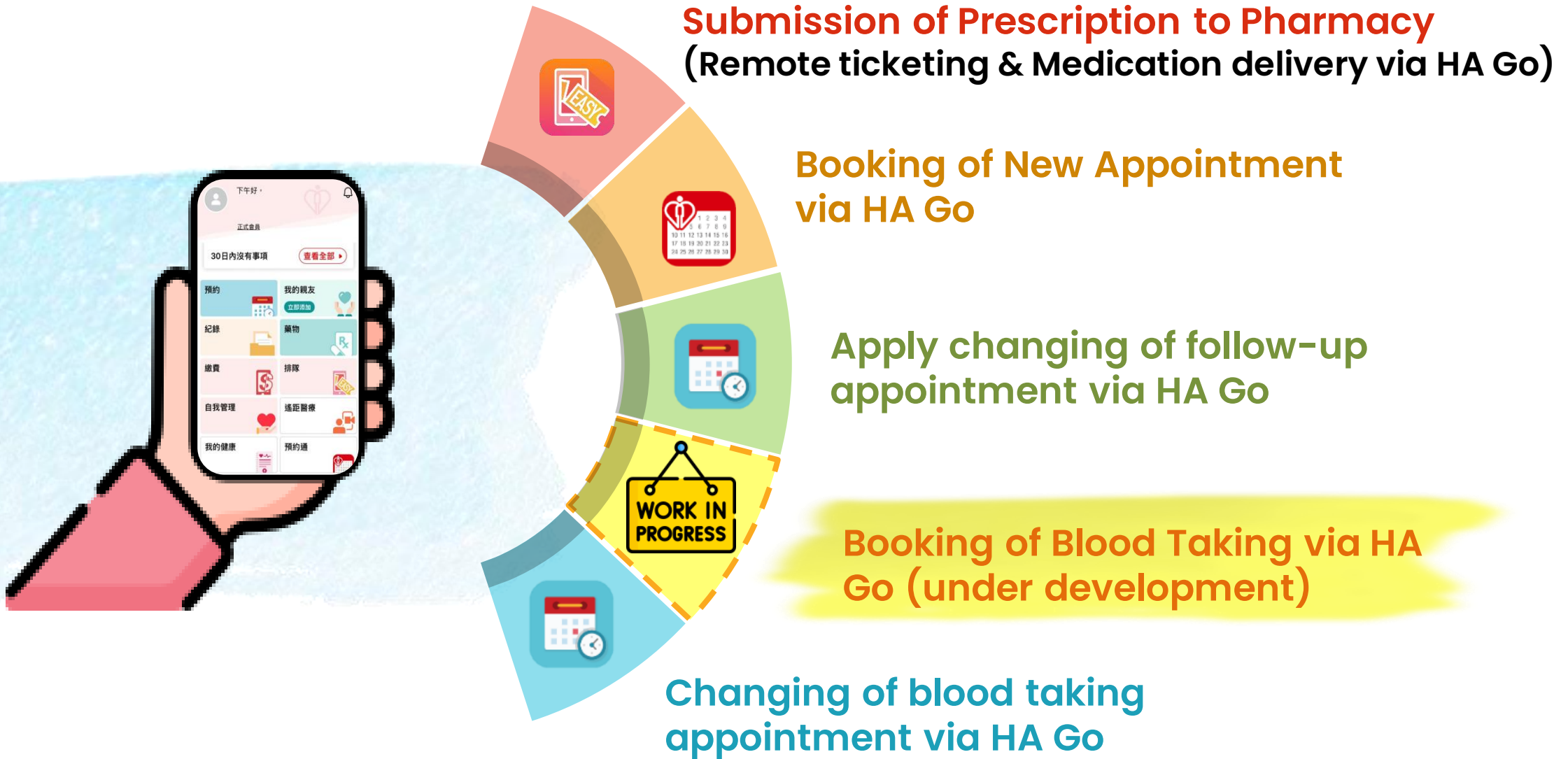
Enhanced Communication:
Facilitates better coordination between healthcare providers and family caregivers



available in HA Go

 醫院管理局 HOSPITAL AUTHORITY		Post-Consultation Information Summary 門診後資訊摘要		Virtual Hospital 虛擬醫院								
Name of Patient 病人姓名: SOPC, TWO EP 專科門診二 HKID No. 身份證號碼: L**4918(*) Episode No. 個案編號: SOPD-25-26032(S) Specialty 科別: VH/MED/GEN		Sex 性別 / Age 年齡: M / 40y DOB 出生日期: 05-Apr-1985 Appointment date 門診日期: 26-Nov-2025										
 Health in Your Hand – HA Go Just One Click Away You can download Hospital Authority's mobile application "HA Go", which is a one-stop mobile platform integrating various functions for patients including bill settlement, etc. 掌握健康「智」輕鬆——HA Go 一擦做到 您可下載醫管局流動應用程式 HA Go, 此一站式流動平台綜合多個功能, 包括支付賬單等等。												
Reference of Drug/ Pathology/ Radiology Services fees prescribed after this consultation: 此次門診後所處方的藥物/病理學檢驗/放射科服務的收費參考:												
Drug 藥物 Total Chargeable Units 總收費單位: 6 Total Charge 總金額: HK\$ 120												
Pathology Services 病理學檢驗服務 <table border="1"> <thead> <tr> <th>Request No. 檢驗單編號</th> <th>Amount (HK\$) 金額 (港幣)</th> </tr> </thead> <tbody> <tr> <td>VH OR250018470Y</td> <td>\$ 0.00</td> </tr> <tr> <td>VH OR250018471W</td> <td>\$ 50.00</td> </tr> <tr> <td>VH OR250018472U</td> <td>\$ 200.00</td> </tr> </tbody> </table>					Request No. 檢驗單編號	Amount (HK\$) 金額 (港幣)	VH OR250018470Y	\$ 0.00	VH OR250018471W	\$ 50.00	VH OR250018472U	\$ 200.00
Request No. 檢驗單編號	Amount (HK\$) 金額 (港幣)											
VH OR250018470Y	\$ 0.00											
VH OR250018471W	\$ 50.00											
VH OR250018472U	\$ 200.00											
Radiology Services 放射科服務 <table border="1"> <thead> <tr> <th>Request No. 檢驗單編號</th> <th>Service Particulars 服務詳情</th> <th>Amount (HK\$) 金額 (港幣)</th> </tr> </thead> <tbody> <tr> <td>VH OR250018473S</td> <td>Computed Tomography - Advanced Item 電腦掃描造影 - 高端項目</td> <td>\$ 500.00</td> </tr> </tbody> </table>					Request No. 檢驗單編號	Service Particulars 服務詳情	Amount (HK\$) 金額 (港幣)	VH OR250018473S	Computed Tomography - Advanced Item 電腦掃描造影 - 高端項目	\$ 500.00		
Request No. 檢驗單編號	Service Particulars 服務詳情	Amount (HK\$) 金額 (港幣)										
VH OR250018473S	Computed Tomography - Advanced Item 電腦掃描造影 - 高端項目	\$ 500.00										
Important notes: The listed fees on "Post-Consultation Information Summary" serve as reference only. Please check the final fees at the time of payment for accurate billing. If there is any question, please consult the staff of the Hospital Authority. 重要註釋: 「門診後資訊摘要」列舉的收費只供參考, 最終收費以繳費時為準。如閣下有任何疑問, 請向醫管局職員查詢。												
Printed on: 26-Nov-2025 14:59 Printed by: Chan Tai Man			Page 1 of 2									

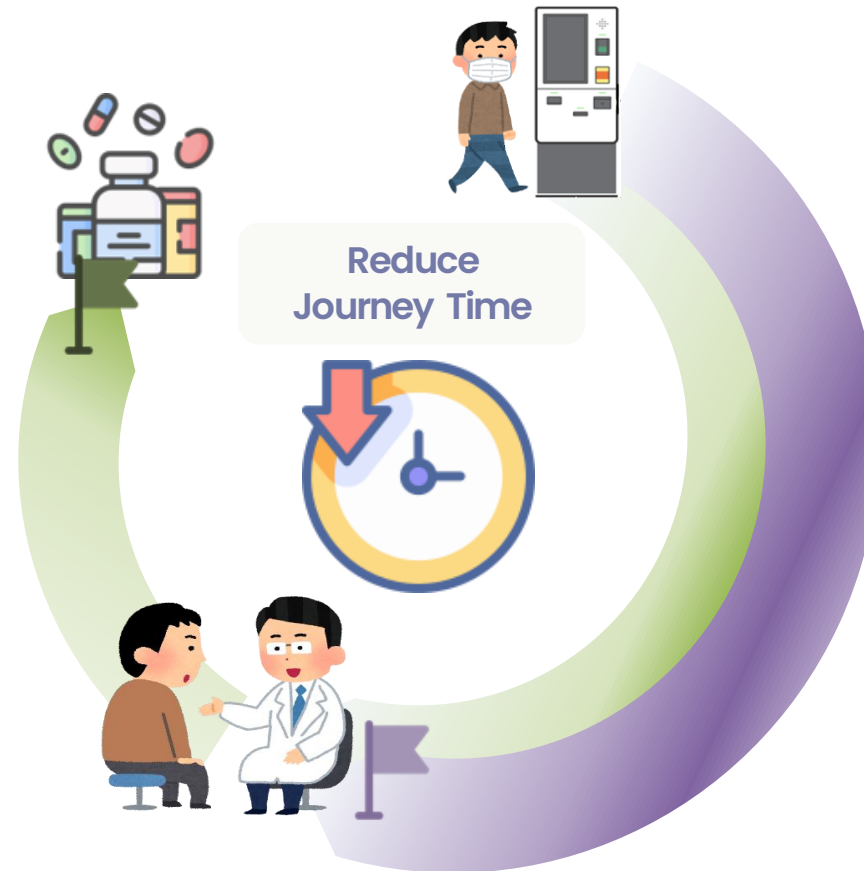
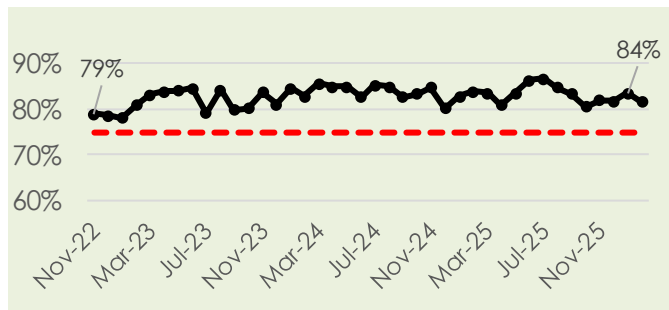
Optimising Post-consultation Process via HA Go



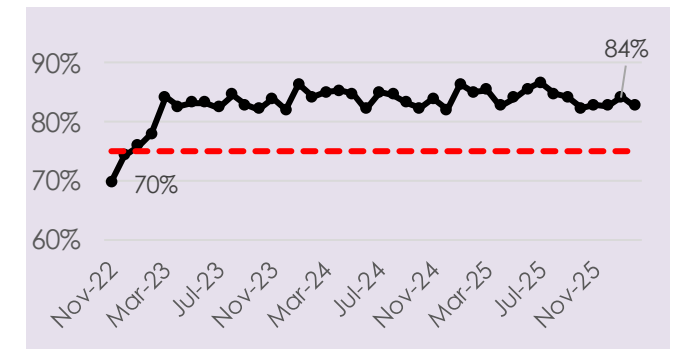
Outcome – Reduce SOPC Journey Time

“Easy-Channel” has delivered significant time savings and enhanced patient experiences, while simultaneously reducing administrative burdens to allow staff a greater focus on clinical care, supporting sustainable healthcare delivery

Registration to Medication collection
within 120 mins
 79% → ~85%
 4Q 2022 → 1Q 2026
 (proportion of patients)



Registration to Consultation
within 60 mins
 70% → ~85%
 4Q 2022 → 1Q 2026
 (proportion of patients)



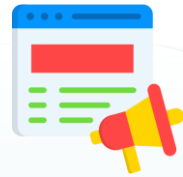
Supporting Patients in Adverse Weather Conditions

Leveraging HA Go to bridge the gap in care and strengthen communication when weather interrupts the journey



Under Development

Communication channels



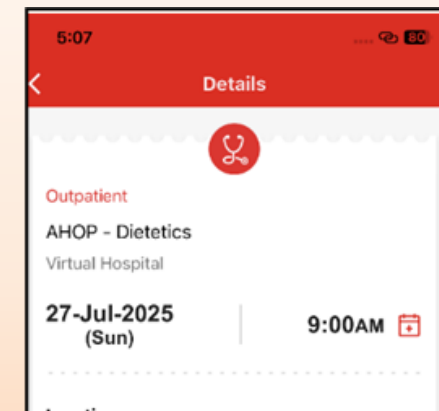
Timely alerts, push notification and banner via HA Go



Critical Support Features



Conveniently apply for rescheduling affected appointments and arrange medication refill via HA Go



Apply for appointment deferral

HA Go Clinic Companion



- ✔ Navigating to next tasks
- ✔ Where to go next

Provide guidance for patients throughout their entire out-patient journey

After 'Reg & Pay' on HA Go **OR** Scan QR code on receipt



Appointment information

Step by step guidance with action details

Text-to-Speech feature

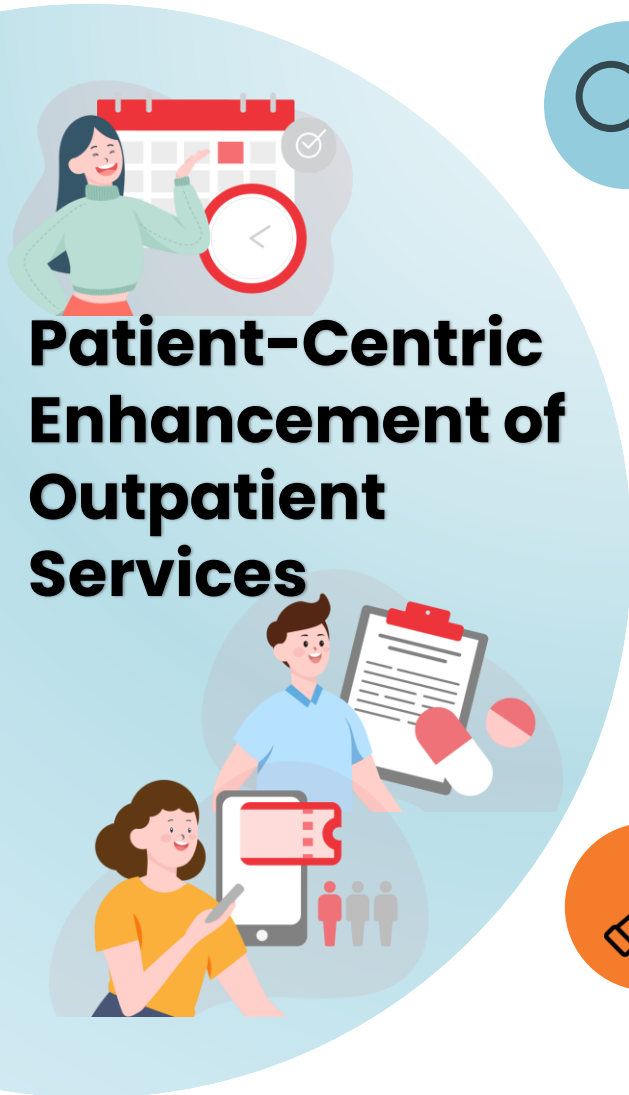
On receipt for Non-HA Go users







For illustration only

Under Development

Way Forward...



Patient-Centric Enhancement of Outpatient Services

-  Ongoing review and refinement of operational arrangements
-  Continued streamlining of service workflows across SOPCs
-  Maximising the use of appropriate technologies, aligning with frontline operations
-  Sustained efforts to enhance patient experience throughout the care journey

Thank You

Every minute saved in the patient journey is a minute returned to the patient's care

