



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

November 2023

The Government of the Hong Kong Special Administrative Region

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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>
--	--

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

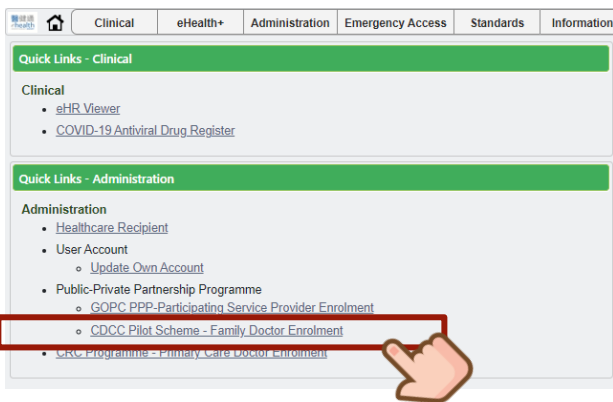
Full name: Programme Office



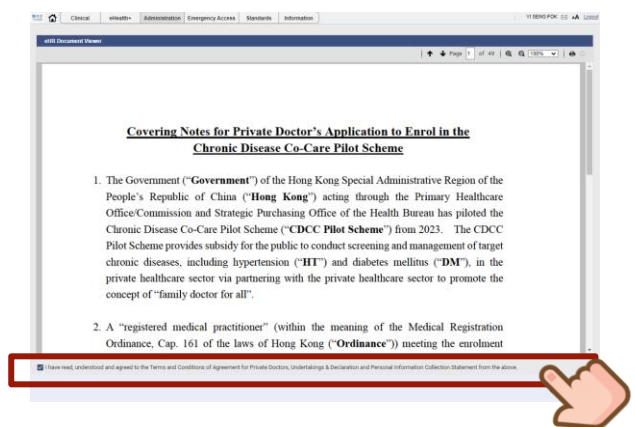
How to Submit Enrolment

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 | Consultation Fee

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: [5/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).

Contact Email Address: 123@abc.com
 Daytime Contact Telephone Number: 66666666
 Fax Number (Optional): []
 Pager 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' interface. The 'HCP & HSL' tab is active. Under 'HCP Name (HCP ID)', 'Virtual HOSPITAL - VHC4 (4310898234)' is selected. 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'. Under 'HSL Name (Chi. Name) (HSL ID)', 'Virtual HOSPITAL - VHC4(4340633980)' is selected. Below it, the 'Address (English)' is '6/F, ONE KOWLOON, ONE KOWLOON, 1 WANG YUEN ST, KWUN TONG DISTRICT, KLN' and the 'Address (Chinese)' is '九龍, 觀塘區宏遠街1號一號九龍一號九龍6樓'. Other fields include 'Clinic Tel No.' (32569801), 'Status' (Active), and 'Contact No. to Receive Urgent Notifications' (22223333). At the bottom, there is a 'Discard' button and a row of buttons: 'Back', 'Next', 'Save', and 'Submit'. A hand cursor points to the 'Next' button.

e.

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

The screenshot shows the 'Family Doctor Enrolment' interface with the 'Bank Information' tab active. The 'Bank Information 1' section is highlighted with a red border. It contains the following fields: 'Bank Account Number (Note A & C)*' (12345678), 'Bank Code' (123), 'Branch Code' (444), 'Account No.' (12345678), 'Bank Name' (BANK OF CHINA), 'Branch Name' (KWUN TONG), and 'Bank Account Name in English' (FOK YU SENG). The 'Type of Bank Account' is set to 'Personal Account'. Below this is the 'Bank Information 2' section, which is currently empty. At the bottom, there is a 'Discard' button and a row of buttons: 'Back', 'Next', 'Save', and 'Submit'. A hand cursor points to the 'Next' button.



f.

Fill in the desired co-payment fee. Read the information. **Check the checkbox** and click **[Submit]**.

The screenshot shows the 'Family Doctor Enrolment' form with the 'Consultation Fee' tab selected. The 'Participant's co-payment fee for each CDCC Medical Consultation in the Treatment Phase' is set to HK\$ 150. A note indicates the government recommended amount is HK\$150. A checkbox 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 its representative has been provided.' At the bottom, there are buttons for 'Discard', 'Back', 'Next', 'Save', and 'Submit'. A hand cursor is pointing at the 'Submit' button.

g.

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

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

The screenshot shows the 'Family Doctor- Successful Enrolment Submission' page. It displays the following enrolment details:

Enrolment Reference Number	CDCC000185	
Family Doctor Name	FOK, YI SENG	
eHR User ID	6050967003	
Status	Pending Verification	
Last Update On	22 September 2023	

Below the details, a message states: 'Your enrolment application (Enrolment Reference Number: CDCC000185) 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, there are buttons for 'View Enrolment Details' and 'Print Appendices'. A hand cursor is pointing at the 'Print Appendices' button.

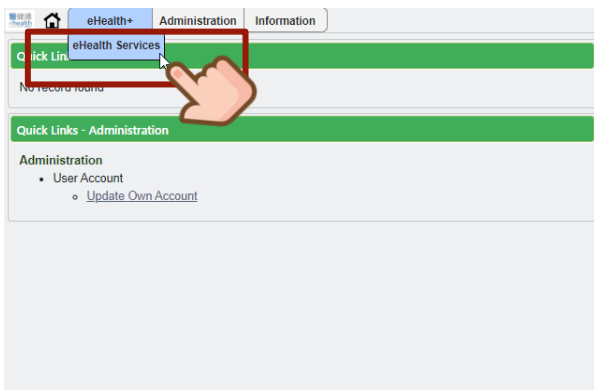


How to Submit Enrolment via central administrator under your Healthcare Provider

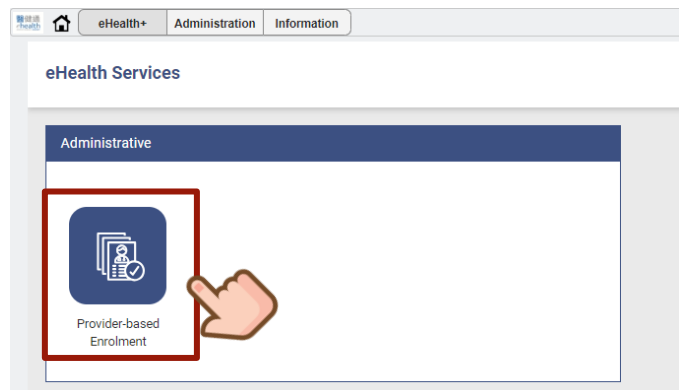
To streamline the enrolment process for healthcare providers, eligible doctors under their group practice can enrol as Family Doctor through their central administrator for provider-based enrolment. If your group practice is interested in helping your doctors to enrol as family doctors, please contact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

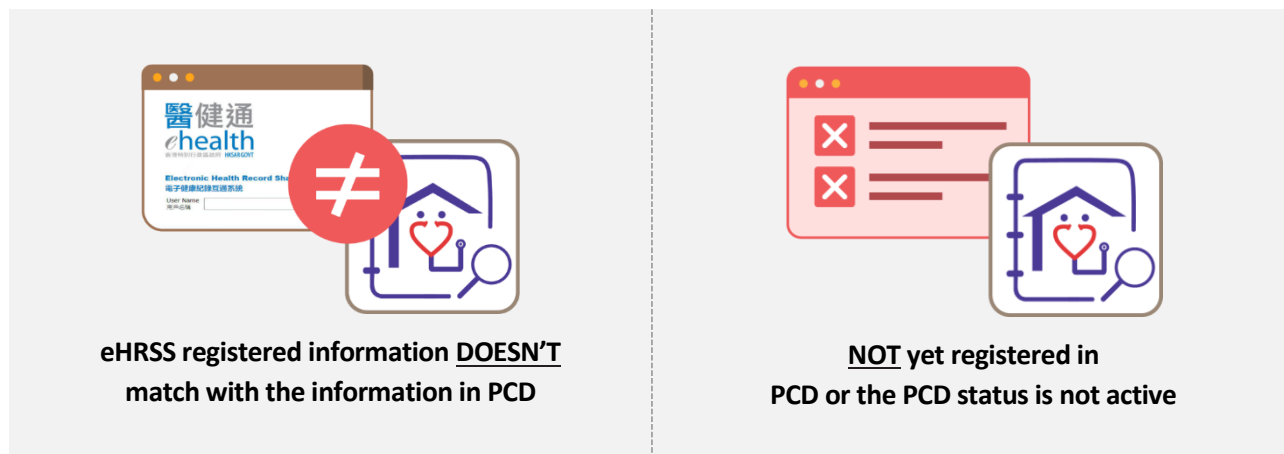




Common Problems

Failed to proceed to CDCC Pilot Scheme – Family Doctor Enrolment

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

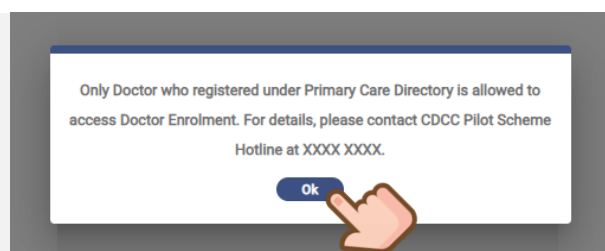


eHRSS registered information doesn't match with the information in PCD

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:

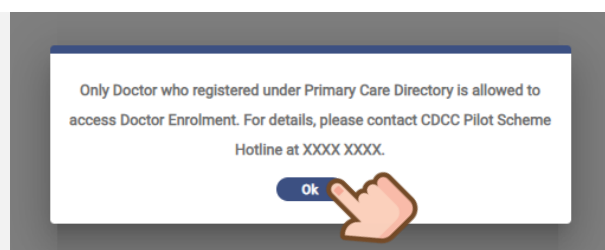
Solution: Update the latest personal information in eHRSS and/ or PCD.



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

Family Doctor - Successful Enrolment Submission

Enrolment Reference Number	CDCC000185
Family Doctor Name	FOK, YI SENG
eHR User ID	6050967003
Status	Pending Verification
Last Update On	22 September 2023

Your enrolment application (Enrolment Reference Number: CDCC000185) 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).

[View Enrolment Details](#) [Print Appendices](#)

b.

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

Family Doctor Enrolment

Personal Particulars | HCP & HSL | Bank Information | Consultation Fee

Family Doctor Name	FOK, YI SENG
Title	Doctor
Sex	Male
eHR User ID	6050967003
Professional Registration Number ^o	ML99209
<small>Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.</small>	
Correspondence Address	6/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	CDCC000185
Status	Pending Verification
Last Update On	22 September 2023

[Back](#) [Next](#) [Edit](#) [Close](#)



C.

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

Family Doctor Enrolment

Personal Particulars | HCP & HSL | Bank Information | Consultation Fee

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: 5/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).

Contact Email Address: 123@abc.com
 Daytime Contact Telephone Number: 66666666
 Fax Number (Optional): []
 Pager Number (Optional): []

Buttons: Back, Next, Save, Submit

d.

Click [Submit] to update your enrolment details.

Family Doctor Enrolment

Personal Particulars | HCP & HSL | Bank Information | Consultation Fee

Participant's co-payment fee for each CDCC Medical Consultation in the Treatment Phase: HK\$ 150
The Government recommended Co-Payment amount is HK\$150.

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 its representative has been provided.

Buttons: 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' page in the eHRSS system. The user is logged in as YI SENG CHAN. The page displays personal particulars for a doctor named CHAN, YI SENG. The 'Edit' button at the bottom right is dimmed and highlighted with a red box, indicating that the user cannot edit the enrolment details.

Family Doctor Enrolment	
Family Doctor Name	CHAN, YI SENG
Title	Doctor
Sex	Male
eHR User ID	6553904093
Professional Registration Number [®]	ML99207
Professional Registration Number is the number assigned by the Medical Council of Hong Kong to the Applicant upon registration.	
Correspondence Address	16/F, ONE KOWLOON, ONE KOWLOON, 1 WANG YUEN ST, KOWLOON BAY, KWUN TONG DISTRICT, KLN
Contact Email Address	ABC@ABC.com
Daytime Contact Telephone Number	99994455
Fax Number (Optional)	-
Pager Number (Optional)	-
Enrolment Reference Number	CDCC000422
Status	Vetted
Last Update On	29 September 2023

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 'Administration' menu in the eHRSS system. The 'Update Own Account' option is highlighted, indicating that the user can update their contact details through this option.

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



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

Update Own Account

Update Own Account

Personal Information

eHR UID:	6563904093	Token Serial No. (in use):	221440034
Surname:	CHAN	Token Issuer HCP:	4310898234
Given Name:	YI SENG		
Chinese Name:			
Contact Phone No.:			
ID Doc Type:	HKID Card		
HKIC No.:	R24XXX8(9)		
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: ML99207

Registration Board or Council: Medical Council of Hong Kong

Professional Category: Registered Medical Practitioners

Update User Name

Current User Name: ododrhan

Communication Means

Selected Communication Means: Email SMS

Update Mobile Phone No.

Current Mobile Phone No.: 99904455

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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November 2023
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