



Enhanced Patient-PSP Matching Framework

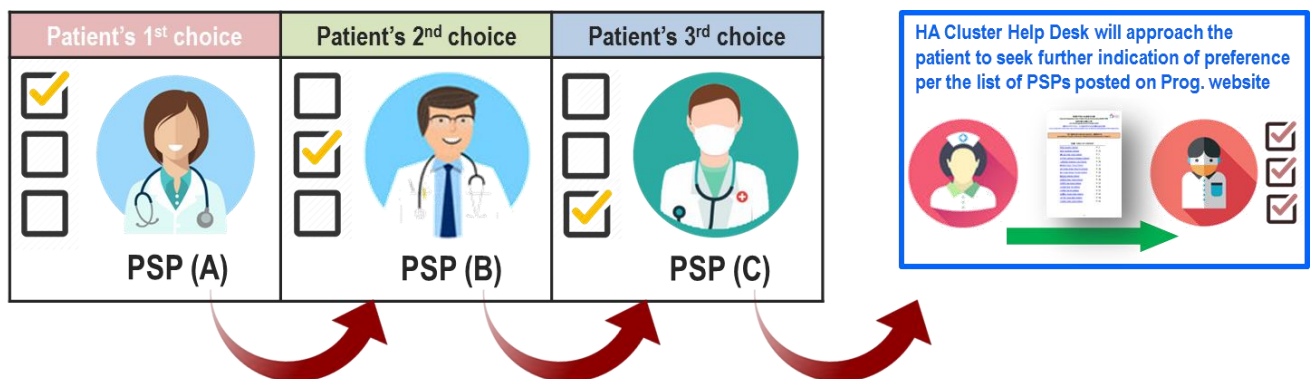
To facilitate the matching between patients and their choices of participating service providers (PSPs), an enhanced Patient-PSP Matching Framework (the “Framework”) has recently been developed and will commence with effect from 1 October 2017 (*one month after issue of this e-Bulletin*).

For the General Outpatient Clinic Public-Private Partnership Programme (GOPC PPP), invited patients are advised to indicate three prioritized choices of PSPs in their enrollment application such that Cluster Help Desk can proceed with the matching process accordingly.

Under the enhanced Framework, PSPs have two calendar weeks from the date when the Cluster Help Desk faxes a patient’s clinical information to the chosen PSP to indicate acceptance of the patient. In case a PSP is on leave during the time or anticipates more time is needed, please inform the Cluster Help Desk for extension of another one week at most.

Should the matching with patient's first choice PSP be unsuccessful after two or three calendar weeks (as the case may be), the Cluster Help Desk will automatically move to process the patient’s next choice of PSP, if any, and start the matching process again.

If the matching is not successful with all three choices of PSPs, the Cluster Help Desk will approach the patient to seek further indication of preference in accordance with the list of PSPs posted on HA website <http://www.ha.org.hk/ppp/gopcxxx>.



If Patient-PSP Matching is not successful after **2 weeks**^[Notes], move onward to Patient's next choice of PSP, if any, and start the matching process again.

Notes:

1. Calendar weeks or the next working day if public holiday
2. Count from the Date when Help Desk faxing Patient's clinical information to the PSP
3. Can extend up to another 1 week at max., if requested by the PSP

Should you have any enquiries, please feel free to contact us at gopcphp@ha.org.hk or via the Programme hotline 2300 7300 (after selecting language, press 5 to speak direct with our hotline staff).

Thank you very much again.

Yours faithfully,

Connie Lau
Manager (Transformation Projects)
Hospital Authority