



Reminder on Reimbursement Claims

Dear Doctors,

Thank you for your continued support in General Outpatient Clinic Public-Private Partnership Programme (GOPC PPP).

To mitigate the risk of incorrect or missing patients' records that may delay your reimbursement claims, you are strongly recommended to input consultation records promptly after each consultation. Reimbursement claims submitted by the 10th of each month will be processed in the same month.

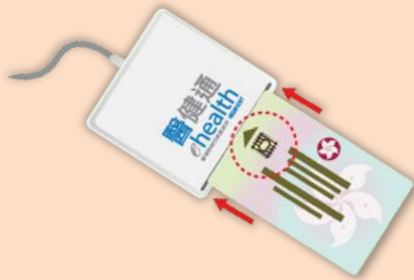
Please be reminded that the authentication of patient attendances together with the corresponding consultation records is required for reimbursement claims. You can use the "Register Attendance" function on the GOPC PPP IT platform to facilitate the capture of patient attendance by one of the following three simple methods:

Electronic Process

Method
1

Smart ID

Insert patient's HKID into eHRSS card reader



Method
2

One-time password (OTP)

Input password received by patient via SMS or email



Manual Process

Method
3

Pre-filled Attendance Sheet

- 1) Print out the attendance sheet from IT platform
- 2) Obtain patient's signature
- 3) Fax the completed sheet to the designated fax number
- 4) Retain the original copy for 6 months for possible future audit

To know more about the “Register Attendance” and “Submit Reimbursement” function, you may refer to the Quick Guide as attached for more information.

Prior to reimbursement submission, you are advised to verify the claims and make sure all the information is true and accurate. Suspicious claims may be reported to authorities for investigation.

Should you have any queries, please feel free to contact us at gopcphp@ha.org.hk or via Programme hotline 2300 7300 for assistance (after selecting language, press “5” to speak directly with our hotline staff). Thank you for your attention.

Yours faithfully,
GOPC PPP Programme Office
Hospital Authority