



醫院管理局
HOSPITAL
AUTHORITY



普通科門診公私營協作計劃

General Outpatient Clinic **Public-Private** Partnership Programme

Briefing Session
20 November 2019

Rundown

Topic	Allotted Time
Welcome Remarks ➤ Dr K M CHOY, Chief Manager (Service Transformation)	5 mins
Enhanced Measures for Winter Surge in GOPC PPP ➤ Dr Victor IP, Senior Manager (Transformation Projects)	15 mins
IT Enhancement in GOPC PPP ➤ Mr Clarence CHAU, Systems Manager (Application Management)	15 mins
Q&A session	20 mins
Locum Recruitment ➤ Mr Ken CHOK, Deputizing Human Resources Manager (Locum Office)	15 mins
Q&A session	20 mins

Overview of Enhanced Measures for Winter Surge in GOPC PPP

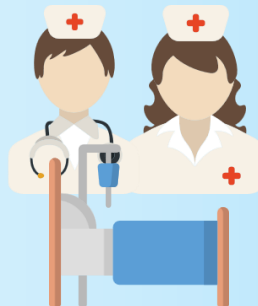


Background

- Every year, the public healthcare system faces upsurge in service demand during the winter influenza season
- The Hospital Authority is introducing new measures to tackle the winter surge in 2019-20
- Leveraging on the territory-wide implemented GOPC PPP with over 400 Participating Service Providers (PSPs) and 33,000 participating patients



Public Hospitals



Service Demand

Enhanced Measures for Winter Surge

- From 2 December 2019 to 30 April 2020 (the Period)



+ 2
Winter Surge
Quotas



+ 1
Add-on
Medication



Enhanced
Communication
with Patients

1) Winter Surge Quotas



- On top of the 10 Annual Quotas per year, each GOPC PPP patients will be subsidized with 2 additional quotas during the Period
- To encourage patients to visit their PSPs when necessary to release the capacity of public healthcare services to other patients in-need



- Apply to the first 2 visits within the Period*
- Cover chronic and/or episodic illnesses
- Without deducting the 10 annual quotas
- Same patient co-payment and service fee to PSP
- Notifications to patients about quota usage and quota balance after each consultation

2) Add-on Medication



- On top of the List of Specified Drugs, to include antiviral drug Tamiflu as Add-on Medication in view of the high incidence of influenza infections during winter surge

+1

**Add-on
Medication**

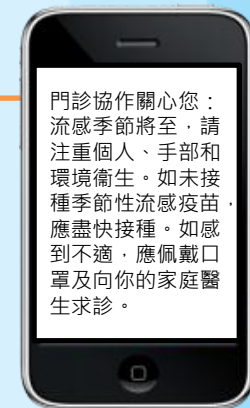
- Up to 1 course of Tamiflu (one treatment course = 10 capsules of Tamiflu 75mg or 30mg) per patient as clinically indicated during any subsidised visits made in the Period
- No extra charges from patients apart from co-payment
- PSP to prescribe Tamiflu to patients from own drug stock and place order to HA drug supplier for stock replenishment

3) Enhance Communication with Patients

- Issue 3 notifications of health reminders to all GOPC PPP patients by SMS/email/postal means under the eHRSS

Enhanced
Communication
with Patients

1. Promulgate general health messages (Oct 2019)
2. Announce the commencement of Enhanced Measures (Nov 2019)
3. Remind patients to be aware of the Period end date (Apr 2020)



Patient Fees



- Winter Surge Quotas
 - Same as the annual quotas, patients to pay the HA GOPC fee as per Gazette (currently \$50) for each consultation
 - Eligible fee waivers* still apply to winter surge quotas
- Additional service(s) and drug(s)
 - Outside GOPC PPP's scope
 - Patients to pay out-of-pocket under mutual agreement
 - Patients can pay for non-Programme services by Health Care Vouchers

* A Project Patient who is eligible for a waiver under the criteria set out in HA's website relating to the Project on www.ha.org.hk/ppp/gopcphp may be entitled to partial or full waiver of the Co-Payment when he/she attends the Private Doctor under the Project. Civil servants, pensioners, HA staff or their eligible dependants are entitled to free medical benefits when seeking consultation in GOPC and they will also be exempt from the Co-Payment for each consultation they obtain from the Private Doctors under the scope of the Project.

Service Fee for PSP

- Increased maximum payment: now up to **~\$4,000** per patient per year
- Each Consultation: **\$294***
 - Based on the number of consultation records in the system (regardless of chronic or episodic illnesses or both)
 - Monthly reimbursement
- Drugs: **\$117/ Quarter**
 - For chronic condition attended in every quarter[^]
 - Quarterly reimbursement

Maximum: $\$294 \times (10+2) + \$117 \times 4 = \mathbf{\$3,996}$ / patient/ year

* Incl. the HA GOPC fee of \$50 to be paid by the patients to the PSPs direct after each consultation

[^] Prorate calculation according to the number of days with service relationship covered in the quarter

Drug Replenishment

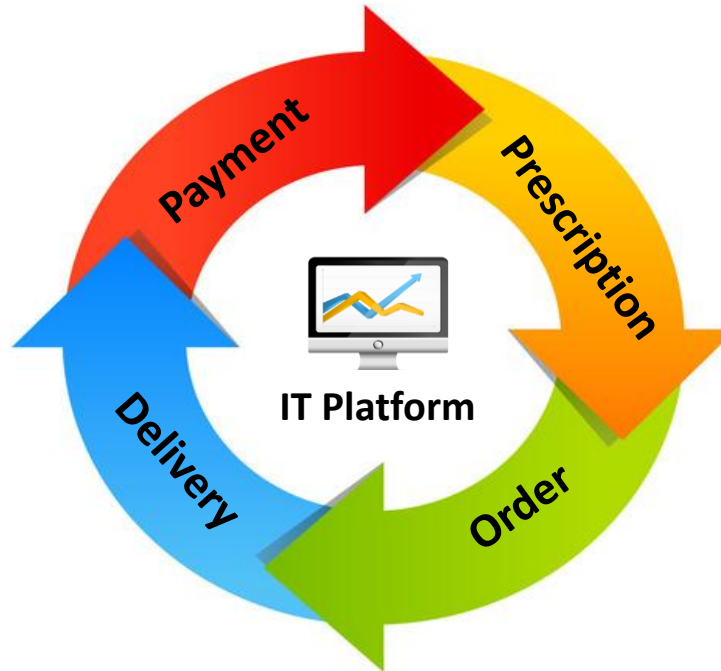
- Replenishment logistics for Add-on Medications

4. Payment by HA

- HA will pay the supplier to settle the drug cost

3. Delivery by Supplier

- Drug orders on or before 10th
→ process and deliver by the end of the same month
- Drug orders after 10th
→ process by the end of next month
- The supplier deliver drugs to PSPs and recover the cost from HA



1. Drug Prescription

- PSPs to prescribe and dispense Tamiflu to patients from their own stock
- Timely input the relevant prescription details in IT Platform

2. Order by PSP

- PSPs place orders with HA drug supplier via the IT Platform for drug replenishment
- The no. of packs of Tamiflu which are eligible to be replenished under the Programme will be reflected on the IT Platform*
- No delivery charge^

* The no. of packs of Tamiflu prescribed by PSP to the Programme patients in a month which are eligible to be replenished under the Programme and are timely input in the IT Platform will be reflected in the orderable quantity for stock replenishment on the IT Platform from the 4th of the following month

^ No delivery charge will be incurred for one replenishment order per month

Drug Replenishment

- Monthly reminder via eHRSS Inbox Notification to PSPs to place order for drug replenishment
- All PSPs must place drug orders for all orderable quantity of Tamiflu for drug replenishment **on or before 10 June 2020**
- No further request will be considered beyond this date*

Promulgation Materials

1. e-Bulletin issued on 30 Sep 2019
2. Letter to introduce the measures issued on 28 Oct 2019
3. Advertisements to be placed on HKMA & HKDU publications in Nov/Dec
4. A5 bilingual poster distributed to PSP clinics in Dec

普通科門診公私營協作計劃
General Outpatient Clinic Public-Private Partnership Programme

流感季節關心您
(2019年12月2日至2020年4月30日)

+2 個 冬季流感診症額

- 無需扣取每年的10個資助診症額
- 可就指定慢性疾病及/或偶發病症求診
- 計劃病人每次求診只須繳付 **\$50** 元
(合資格獲得費用減免安排仍然適用)

+1 次 特敏福療程

- 醫生會為有臨床需要的計劃病人處方最多一次抗病毒藥物「特敏福」療程 (75 或 30 毫克膠囊)
- 計劃病人無需額外繳費

欲了解本計劃的詳情，歡迎致電 **2300 7300** 或電郵至 gopcphp@ha.org.hk

普通科門診公私營協作計劃
General Outpatient Clinic Public-Private Partnership Programme

Winter Surge Initiatives
(2 Dec 2019 to 30 Apr 2020)

+2 Winter Surge Quotas

- Without deducting 10 annual subsidized quotas
- For your consultation on designated chronic illness and/or on episodic illnesses
- Programme patient only required to pay **\$50** co-payment per visit
(Subject to applicable waivers for individual patient)

+1 Course of Tamiflu

- Family doctor can prescribe up to one course of anti-viral drug, Tamiflu if so required by your clinical condition (75 or 30 mg)
- No extra charge for Programme patient

Call us at **2300 7300** or email to gopcphp@ha.org.hk for details.

Support & Communication

- Cluster Help Desk
 - Designated nurses to help enrolling patients to PSPs and provide clinical/ logistic support
- Hotline **2300 7300**
 - Operates during Monday to Saturday 9am to 9pm
- E-mail **gopcphp@ha.org.hk**
- Website **www.ha.org.hk/ppp/gopcphp**



IT Platform Enhancement



GOPC PPP Profile

王黑莓 WONG, BLACKBERRIES

HKIC No.: UH977321(6) DOB: 29-Feb-1912 Age: 107 years Sex: M

View / Add Allergy & ADR

Select Patient

Close Record

General Outpatient Clinic Public-Private Partnership (GOPC PPP) Programme

Feedback

Consultation History

	Date	Reason	Created By
[s]	02-Dec-2019	FU chronic ill...	Doctor PPP...
[8]	20-May-2019	FU chronic ill...	Doctor PPP...
[7]	17-May-2019	FU chronic ill...	
[6]	15-May-2019	FU chronic ill...	

GOPC PPP Consultation

Attendance Details

Chronic Disease

HT+DM+Hyperlipidaemia

*Reason

☒ FU chronic illness ☐ Episodic issue ☐ Both

Subsidy & Payment Details*

Follow Up District: Tuen Mun

Consultation Payment Total \$0.00

Change Payment Type

Remaining Quota (Special): 1

Remaining Quota: 2

Consultation Date 03-Dec-2019

Assessment

Note/Diagnosis

Medications

Payment

Ref No.: 0001002488

Standard

Amlodipine (Besylate) Tablet 5mg 0.5 tablet(s) oral daily 12 Week(s)

Copy >>

Other

-- Nil --

Copy All Drug(s) >>

New

Edit

Print

Examination Referral History

ECG

X-Ray

Ix Request

PEP Referral

Health Status

*BP

/

mmHg

*Pulse

/min

Temp

°C

Wt

kg (

lb)

*Ht

1.73

m

BMI

kg/m²

H'stix

mmol/L

*Smoking Habit

☒ Non-Smoker ☐ Smoker ☐ Ex-Smoker

Alcohol Use

☐ Non-Drinker ☐ Current Drinker ☐ Social Drinker ☐ Ex-Drinker

Drug Compliance

☐ Good ☐ Fair ☐ Poor

Side Effect of Medications

☐ Yes ☐ No

Dietary Compliance

☐ Good ☐ Fair ☐ Poor

Exercise

☐ Regular ☐ Infrequent ☐ None

Save

Clear

“Remaining Quota (Special)”: Remaining subsidized quota shown during winter surge period as at system date

GOPC PPP Profile (Medications)

王黑莓 WONG, BLACKBERRIES

HKIC No.: UH977321(6) DOB: 29-Feb-1912 Age: 107 years Sex: M

View / Add Allergy & ADR

Select Patient

Close Record

General Outpatient Clinic Public-Private Partnership (GOPC PPP) Programme

Feedback

Consultation History

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Assessment

Note/Diagnosis

Medications

Payment

Ref No.: 0001002488

Standard

Amlodipine (Besylate) Tablet 5mg 0.5 tablet(s) oral daily 12 Week(s)

Copy >>

Other

-- Nil --

Copy All Drug(s) >>

New

Edit

Print

Examination Referral History

ECG

X-Ray

Ix Request

PEP Referral

GOPC PPP Consultation

Remaining Quota (Special): 1

Remaining Quota: 2

Attendance Details

Chronic Disease

HT+DM+Hyperlipidaemia

*Reason

☒ FU chronic illness

☐ Episodic issue

☐ Both

Follow Up District: Tuen Mun

Subsidy & Payment Details*

Subsidized by GOPC

Yes

Charge Amount

\$0.00

Consultation Payment Total

\$0.00

Change Payment Type

☐ Additional Charging

Consultation Details

Consultation Date

03-Dec-2019

Assessment

Note/Diagnosis

Medications

Standard

Drug Name

Dosage and Frequency

PRN

Duration

Clarithromycin Tablet 250mg

-- Drugs for associated health problems --

Aluminium / Magnesium Hydroxide and Si...

Ammonia and Ipecacuanha Mixture [120...

Chlorpheniramine Maleate Tablet 4mg

Diclofenac Sodium Tablet 25mg

Famotidine Tablet 20mg

Famotidine Tablet 40mg

Ibuprofen Tablet 200mg

Loratadine Tablet 10mg

Naproxen Tablet 250mg

Senna Tablet 7.5mg

-- Antivirals --

Oseltamivir (Phosphate) Capsule 75mg

Oseltamivir (Phosphate) Capsule 30mg

Add New Item

Add New Item

Save

Clear

Tamiflu will be available in Standard Drug list for drug prescription during the winter surge period

-- Antivirals --
Oseltamivir (Phosphate) Capsule 75mg
Oseltamivir (Phosphate) Capsule 30mg

17

GOPC PPP Profile (Medications)

王黑莓 WONG, BLACKBERRIES

HKIC No.: UH977321(6) DOB: 29-Feb-1912 Age: 107 years Sex: M

View / Add Allergy & ADR

Select Patient

Close Record

General Outpatient Clinic Public-Private Partnership (GOPC PPP) Programme

Feedback

Consultation History

	Date	Reason	Created By
[s]	02-Dec-2019	FU chronic ill...	Doctor PPP...
[8]	20-May-2019	FU chronic ill...	Doctor PPP...
[7]	17-May-2019	FU chronic ill...	Doctor PPP...
[6]	15-May-2019	FU chronic ill...	Doctor PPP...

Assessment

Note/Diagnosis

Medications

Payment

Ref No.: 0001002488

Standard

Amlodipine (Besylate) Tablet 5mg 0.5 tablet(s) oral daily 12 Week(s)

Copy >>

Other

-- Nil --

Copy All Drug(s) >>

New

Edit

Print

Examination Referral History

ECG

X-Ray

Ix Request

PEP Referral

GOPC PPP Consultation

Remaining Quota (Special): 1

Remaining Quota: 2

Attendance Details

Chronic Disease

HT+DM+Hyperlipidaemia

*Reason

☒ FU chronic illness

☐ Episodic issue

☐ Both

Follow Up District: Tuen Mun

Subsidy & Payment Details*

Subsidized by GOPC

Yes

Charge Amount

\$0.00

Consultation Payment Total

\$0.00

Change Payment Type

☐ Additional Charging

Consultation Details

Consultation Date

03-Dec-2019

Assessment

Note/Diagnosis

Medications

Standard

Drug Name	Dosage and Frequency	PRN	Duration
Oseltamivir (Phosphate) Capsule 75mg	1 capsule(s) oral BD	<input type="checkbox"/>	5 Day(s)

Add New Item

Others

Drug Name	Dosage and Frequency	PRN	Duration
		<input type="checkbox"/>	

Add New Item

Save

Clear

GOPC PPP Profile

王黑莓 WONG, BLACKBERRIES

HKIC No.: UH977321(6) DOB: 29-Feb-1912 Age: 107 years Sex: M

View / Add Allergy & ADR

Select Patient

Close Record

General Outpatient Clinic Public-Private Partnership (GOPC PPP) Programme

Feedback

Consultation History

	Date	Reason	Created By
[s]	03-Dec-2019	FU chronic ill...	Doctor PPP...
[s]	02-Dec-2019	FU chronic ill...	Doctor PPP...
[8]	20-May-2019	FU chronic ill...	Doctor PPP...
[7]	17-May-2019	FU chronic ill...	Doctor PPP...

Assessment

Note/Diagnosis

Medications

Payment

Ref No.: 0001002488

Standard

Amlodipine (Besylate) Tablet 5mg 0.5 tablet(s) oral daily 12 Week(s)

Copy >>

Other

-- Nil --

Copy All Drug(s) >>

New Edit Print

Examination Referral History

ECG X-Ray Ix Request

PEP Referral

GOPC PPP Consultation

Remaining Quota (Special): 0 Remaining Quota: 2

Attendance Details

Chronic Disease HT+DM+Hyperlipidaemia *Reason FU chronic illness Follow Up District: Tuen Mun

Subsidy & Payment Details*

Subsidized by GOPC Yes Charge Amount \$0.00 Consultation Payment Total \$0.00

Change Payment Type

Additional Charging

Consultation Details

Consultation Date 03-Dec-2019

System Message

Save consultation successfully.

Please ensure the accuracy of entry of consultation details, which are subject to potential audits. Patient may receive corresponding notification upon your entry.

OK

*BP

Wt

H's

*Smoking, Alcohol

Alcohol Use

Drug Compliance

Side Effect of Medications

Dietary Compliance

Exercise

*Mandatory

Temp

BMI

Save Clear

5

General Outpatient Clinic Public-Private Partnership (GOPC PPP) Programme

Consultation History

[S]	Date	Reason	Created By
[8]	02-Dec-2019	FU chronic ill...	Doctor PPP...
[7]	20-May-2019	FU chronic ill...	Doctor PPP...
[6]	17-May-2019	FU chronic ill...	Doctor PPP...
[5]	15-May-2019	FU chronic ill...	Doctor PPP...

GOPC PPP Consultation Remaining Quota (Special): 1 Remaining Quota: 2

Attendance Details Follow Up District: Tuen Mun
Chronic Disease HT+DM+Hyperlipidaemia *Reason FU chronic illness Episodic issue Both

Subsidy & Payment Details* Consultation Payment Total \$0.00
Subsidized by GOPC Yes Charge Amount \$0.00 Change Payment Type

☐ Additional Charging

Confirm ? For any subsidised visits within the specified period, up to one course of Tamiflu will be subsidised for each patient. This Tamiflu prescription falls outside the condition stated above will not be entitled to drug replenishment.
Yes No

Standard Ref No.: 0001002488
Amlodipine (Besylate) Tablet 5mg 0.5 tablet(s) oral daily 12 Week(s) Copy >>

Other -- Nil --
Copy All Drug(s) >>

Examination Referral History
ECG X-Ray Ix Request

Others
Drug Name Dosage and Frequency PRN Duration Add New Item

Save Clear

Dosage Frequency

Inbox

All message(s)

General (9)

▼Urgent Action Required

GOPC PPP

▼ Trash

General

GOPC Add-on Medication(s) Stock Replenishment Reminder

☒✕

Sender: General Outpatient Clinic PPP Profile
Date: 04-Jan-2020 08:45

Generation Date: 04-Jan-2020

Drug order for add-on medication(s) are processed and replenished on a monthly basis. The add-on medication(s) listed below are ready for stock replenishment. Please submit order for add-on medication(s) on or before 10th of each month.

Drug Item	Pack Size	Orderable Quantity
Oseltamivir (Phosphate) Capsule 75mg	10 Tabs	5
Oseltamivir (Phosphate) Capsule 30mg	10 Tabs	3

System will deliver eHRSS inbox message to remind PSP for stock replenishment of Tamiflu (on the 4th of each month)

Drug Replenishment

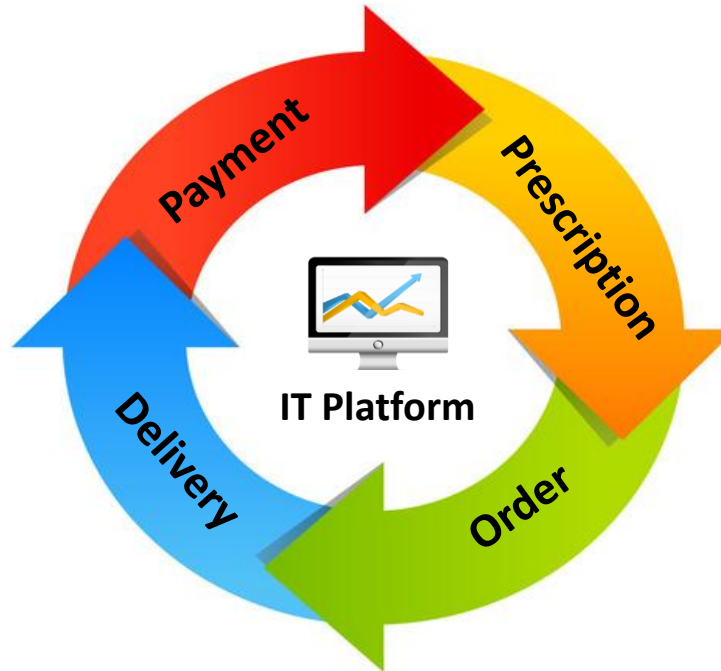
- Replenishment logistics for Add-on Medications

4. Payment by HA

- HA will pay the supplier to settle the drug cost

3. Delivery by Supplier

- Drug orders on or before 10th
→ process and deliver by the end of the same month
- Drug orders after 10th
→ process by the end of next month
- The supplier deliver drugs to PSPs and recover the cost from HA



1. Drug Prescription

- PSPs to prescribe and dispense Tamiflu to patients from their own stock
- Timely input the relevant prescription details in IT Platform

2. Order by PSP

- PSPs place orders with HA drug supplier via the IT Platform for drug replenishment
- The no. of packs of Tamiflu which are eligible to be replenished under the Programme will be reflected on the IT Platform*
- No delivery charge^

* The no. of packs of Tamiflu prescribed by PSP to the Programme patients in a month which are eligible to be replenished under the Programme and are timely input in the IT Platform will be reflected in the orderable quantity for stock replenishment on the IT Platform from the 4th of the following month

^ No delivery charge will be incurred for one replenishment order per month

GOPC PPP Admin – Drug Order Management for PSP (of Tamiflu)

醫健通
rheath

Clinical

Administration

Emergency Access

Standards

Information

PPPDOCTOR031 PPPDOCTOR031 (Logout)

General Outpatient Clinic Public-Private Partnership Programme

Feedback

Drug Order Management | Patient Admission Checking | Submit Reimbursement | Reporting

GOPC PPP Administration > Drug Order Management

GOPC PPP New Drug Order

PSP:

Doctor PPPDOCTOR031, PPPDOCTOR031 (UID: 9607457989)

Delivery Address:

Room 123, ABC Bldg, Kwun Tong Road, Kwun Tong, Kowloon - [Te]

Drug Item:

Oseltamivir (Phosphate) Capsule 75mg

Next

Reset

Cancel

ABC DRUG SUPPLIER

Drug Item	Manufacturer	Pack Size	Ordering Unit	Max. Orderable Packs	Order Quantity
Oseltamivir (Phosphate) Capsule 75mg	Manufacturer	10 Tabs	1 Pack	10	10 Pack

Tamiflu order quantity will be prefilled with the maximum replenishment quantity for PSP

PSP can only place one order with HA drug supplier in each month to replenish the stock of Tamiflu

GOPC PPP Admin – Drug Order Management for PSP (of Tamiflu)



General Outpatient Clinic Public-Private Partnership Programme

[Register Attendance](#) [Attendance Management](#) [Drug Order Management](#) [Patient Admission Checking](#) [Submit Reimbursement](#) [Reporting](#)[GOPC PPP Administration](#) > [Drug Order Management](#)

GOPC PPP New Drug Order Confirmation

Order Information

Order No : -- Order Status : --
Order Date : 04-Jan-2020 Viewed by : --
Ordered by : Doctor PPPDOCTOR031, PPPDOCTOR031 Amended by : --

Drug Supplier

Supplier Name : ABCDE DRUG SUPPLIER
Telephone No. : 23456780
Email : abcde@gmail.com
Address : 1234ABC

Delivery Information

GOPC PSP Name : Doctor PPPDOCTOR031, PPPDOCTOR031
Telephone No. : 12312131
Delivery Code : PSPCL-00006
Address : VHC4-S HOSPITAL
ROOM/FLAT 725, FLOOR 7, KITEC, 1 TRADEMART DRIVE,
KOWLOON BAY, KWUN TONG DISTRICT, KLN

Drug Item	Manufacturer	Min. Expiry Period in Months	Pack Size	Order Quantity
1. Oseltamivir (Phosphate) Capsule 75mg	test443	999	10 Tabs	10 Packs

Reminder:

1. The above order submitted by me is in line with the terms in the relevant Terms and Conditions, forms and/or contracts of the GOPC PPP Programme.
2. The information provided by me in this order is true, correct and accurate.
3. I understand that I shall be liable for all consequences for submission of any false, incorrect or inaccurate information to support this order, including criminal prosecution.
4. I understand that HA shall have the right to verify and audit this order.

[Confirm](#)[Back](#)

Drug supplier (of Tamiflu) will arrange delivery to PSPs and drug cost would be settled by HA

Q&A

Session

Thank You