



IC card entry  
Customer enquiry answer  
Textile/garment co. work experience is preferable  
Good spoken English, Mandarin & Cantonese

# 招聘

## JOB OPPORTUNITY

### 非本地培訓醫生

### NON-LOCALLY TRAINED DOCTOR

+852 23006542  
recruitment@ha.org.hk

We are looking for export sales and customer service specialists  
**Export Sales Executive**  
University graduate  
Good command of both written and spoken English and fluent Putunghu

Forward at Kwai  
**Acc**  
- F.5 at  
- No wa  
- PC H



## 醫生何處尋？

公立醫院醫生人手短缺問題，在服務高峰期的壓力下更見明顯。政府和香港醫務委員會正合力尋找解決方案，醫院管理局亦多管齊下招募和挽留醫生，紓緩人手壓力。其中一項措施是透過有限度註冊聘請非本地培訓醫生，分擔前線醫生的工作量，穩定服務水平之餘，同時為非本地培訓醫生提供長遠晉升機會，期望他們成為醫生新力軍。今期封面故事將全面解構這些措施，專訪兩位非本地培訓醫生詳談回流本港行醫的始末。

## Filling the gap of doctor shortage

The teething issue of shortage of doctors in public hospitals has become critical especially during service surge. Whilst the Government and The Medical Council of Hong Kong have taken various measures to address the issue, Hospital Authority has initiated multi-pronged approaches trying to close the gap. One of the solutions is to relieve the workload of frontline doctors by recruiting non-locally trained doctors through limited registration while ensuring these new recruits possess requisite standard to serve patients in Hong Kong without denying their career path. *HASLink* takes a closer look into the issue and talked to two returnee doctors who are now serving in HA hospitals.



立即下載！  
Download now!



Android



iOS



醫院管理局 Hospital Authority

編輯委員會：葉根銓、蔡梓謙、莊慧敏、林欣怡、許穎秀、李美鳳、李慧雯、李盈德、凌詠儀、馬玉蓮、談美琪、溫希珮、邱佩華、楊秀玲

編輯及採訪：吳雪文、舒瑞珍、楊子慧、關晶瑩、劉雅懿

有意見或投稿，請電郵 [ehaslink@ha.org.hk](mailto:ehaslink@ha.org.hk)，傳真 2808 0242 或郵遞醫管局大樓216N室《協力》編輯組收。

© 醫院管理局2019年  
歡迎轉載，請先聯絡醫院管理局總辦事處機構傳訊部。

Editorial Board: Frankie Yip, Michael Choi, Vivien Chuang, Jessica Lam, Cecilia Hui, Assunta Lee, Ella Lee, Esther Lee, Karen Ling, Evanna Ma, Maggie Tam, Eunice Wan, Echo Yau, Stephanie Yeung

Editorial Team: Ella Ng, Linda Shu, Yonni Yeung, Crystal Kwan, Joyce Lau

For opinions or sharing, please email to [ehaslink@ha.org.hk](mailto:ehaslink@ha.org.hk), fax to 2808 0242 or mail to Editorial Team at 216N, HA Building.

© Hospital Authority 2019  
Articles may be reproduced with the prior consent of the HAHO Corporate Communication Department.

# 增聘「有限度註冊醫生」 紓緩緊張人手



人口老化、慢性疾病病人增加，令公營醫療服務需求不斷上升，必須加強增聘醫生人手。除積極招聘本地的全職及兼職醫生外，醫院管理局自2011至12年度開始以「有限度註冊」方式聘請非本地培訓醫生，並會繼續擴展招聘計劃範圍、設立機制穩定服務水平和加強內外溝通，吸引更多合資格的非本地培訓醫生來港工作，增加人手供應，紓緩醫院壓力。

根據香港醫生註冊條例規定，有限度註冊醫生經過香港醫務委員會審批申請後，只能在受聘的指定公營機構工作，如醫管局轄下的公立醫院、衛生署及兩間大學的醫學院，不能隨意到私營醫療機構執業。

去年立法會修例，將有限度註冊醫生的執業年期由一年延至三年，成功吸引更多人士申請。

總行政經理（醫療職系）黃明欣醫生表示，醫管局會繼續在2019至2020年度招聘非本地培訓醫生，並擴展招聘計劃範圍。除為所有有需要的專科招聘非本地培訓醫生為駐院醫生外，亦在八個專科招募副顧問醫生，包括麻醉科、解剖病理學、心胸外科、耳鼻喉科、婦產科、眼科、放射科及核子醫學，以紓緩這些科目專科醫生人手不足的情況。

同時，醫管局亦非常關注受聘的非本地培訓醫生的培訓機會及晉升階梯，冀確保醫療服務質素和吸引人才留港工作。黃醫生說，醫管局會因應各專科情況，與相關醫學專科學院商討在職培訓的細節。「此外，我們亦會為非本地培訓醫生提供晉升機會。當非本地培訓的駐院醫生取得專科專業資格後，臨床工作五年或以上，便有機會晉升副顧問醫生。」

她強調，所有聘用非本地醫生的空缺都屬於恆常編制以外的新增資源，絕不會影響現職本地醫生的晉升機會，亦不會影響聘請本地醫科畢業生的名額。

另外，醫管局會繼續與不同持份者溝通，對內與各專科統籌委員會、醫生組別協商委員會及各聯網同事講解計劃理念和內容，爭取他們的支持。對外則會與政府、香港醫務委員會、香港醫學專科學院和海外醫學組織保持緊密聯繫，就不同建議交流意見；並且會加強海外宣傳，直飛海外跟當地執業的醫生和留學醫科生會面，介紹本港整體醫療情況和最新發展，並回應有意申請人士的關注事項。今年9月，醫管局正計劃跟隨食物及衛生局到澳洲舉辦招聘講座。

關於招聘空缺的細節，包括資歷、薪酬、申請程序等已詳列在醫管局《非本地培訓醫生在醫管局的就業機會》網頁。

in Hong Kong. Dr Wong expresses that HA will discuss the details of on-the-job training with respective Colleges under Hong Kong Academy of Medicine (HKAM). “We will also provide promotion mechanism for non-locally trained doctors. In future, Residents will have the chance to be promoted to Associate Consultant if they obtain specialist qualification and possess five or more years of clinical experience.”

Dr Wong stresses that all resources for employing non-locally trained doctors are additional funding and do not affect the promotion opportunities of locally trained doctors and employment opportunities of local medical graduates.

In addition, HA will continue to communicate with different stakeholders, including HA coordinating committees of various specialties, Doctors Staff Group Consultative Committee and cluster colleagues, to explain the concept and details of the scheme and to mobilise their support. For external communication, HA will stay in close contact with the Government, MCHK, HKAM and overseas medical societies to exchange views and reinforce the promotion of the scheme. HA representatives will pay overseas visits to meet doctors and medical students who study abroad, introduce the healthcare development of Hong Kong, and respond to potential applicants’ enquires. This September, HA is planning to join the Food and Health Bureau’s visit to Australia for a recruitment talk.

For more details of the scheme, such as the qualification, remuneration and application procedures, please visit HA's webpage Opportunities for Non-locally Trained Doctors in HA.

# In search of doctors with limited registration to relieve frontline stress



招聘詳情  
Recruitment details

**Twin challenges of ageing population and increasing prevalence of chronic diseases cause escalating demand on healthcare services. In addition to actively recruiting local full-time and part-time doctors, Hospital Authority (HA) has recruited non-locally trained doctors with limited registration since 2011/12 so as to fill the gap of shortage of doctors. By extending the scope of recruitment under Limited Registration Scheme, setting up mechanisms to ensure service quality and engaging internal and external stakeholders, HA hopes to attract more non-locally trained doctors to work in HA in order to support service needs and relieve the workload of frontline medical teams.**

According to Medical Registration Ordinance in Hong Kong, non-locally trained doctors who fulfil requirements and are approved by The Medical Council of Hong Kong (MCHK) can practise with limited registration here if they are employed by designated public organisations such as HA, Department of Health and the two medical schools. They cannot practise in any other private institutions.

Last year, Legislative Council endorsed the extension of terms of registration of doctors with limited registration up to three years. This has attracted more overseas applicants.

Dr **Sharon Wong**, Chief Manager (Medical Grade), points out that, HA will continue the recruitment of non-locally trained doctors in 2019/20 and expand the scope of recruitment under Limited Registration Scheme. Apart from recruiting non-locally trained doctors at the rank of Resident for all specialties in need, HA will also recruit non-locally trained specialist doctors at the rank of Associate Consultant for eight specialties, including Anaesthesia, Anatomical Pathology, Cardiothoracic Surgery, Ear, Nose & Throat, Obstetrics & Gynaecology, Ophthalmology, Radiology and Nuclear Medicine to relieve the shortage of specialists.

In the meantime, HA is very concerned with the training and career advancement opportunities provided for non-locally trained doctors in order to ensure service quality and attract them to continuously serve



去年9月，醫管局主席梁智仁教授（右二）與總行政經理（醫療職系）黃明欣醫生（左一）聯同政務司司長張建宗（左二）前赴英國倫敦，向當地醫生講解「有限度註冊醫生」計劃。會上反應熱烈，有不少正在英國留學及就業的醫生均表示有意返港工作。

Last September, HA Chairman Prof John Leong Chi-yan (second right) and Chief Manager (Medical Grade) Dr Sharon Wong (first left) joined Chief Secretary for Administration Matthew Cheung (second left) on a visit to London, United Kingdom. They introduced the Limited Registration Scheme to doctors there and the feedback was positive. Many doctors who are studying and working in UK expressed interest in returning to Hong Kong.



# 回流醫生 鎮守最前線

## Overseas returnees guard hospital frontline

### 陳達晉：生於斯 長於斯

生於香港的**陳達晉**14歲到英國留學，畢業於布里斯托大學醫學院。取得英國愛丁堡皇家外科醫學院員專業資格後，他希望涉獵其他專科，故在家人建議下，2014年8月回港，加入威爾斯親王醫院急症室當駐院醫生。

陳醫生形容首月的工作是一種文化衝擊。「香港公立醫院急症室顯然比英國的繁忙，工作量大，既要醫治病人，亦要處理投訴。我也不太習慣這裡的醫患關係，有點拘謹，但在英國，病人會如朋友般直呼我的名字呢！」

他計劃在港考取急症科專科資格以及正式註冊醫生資格，現於香港急症科醫學院接受有系統的持續培訓，為事業發展鋪路。雖然路途充滿挑戰和障礙，但他仍覺得在醫管局工作可以豐富人生，生於斯長於斯，盼回饋香港。他相信擁有海外臨床經驗的醫生亦可將有建設性的醫療技巧帶回香港。

他的上司急症室部門主管**鄭志雄**醫生表示，聘請非本地培訓醫生時，最關注申請人的專業資格、能否以廣東話與病人有效溝通，以及在港的人際網絡及家庭聯繫等多項因素，「我們必須留意來港醫生的心理健康，提供持續適切的支援，好讓他們能快樂地工作。」他說，若陳醫生日後取得急症科專科資格，便可獨立處理急救個案及培訓醫生的工作，進一步減輕部門的壓力。

### Howard Chan: Contribute to Hong Kong, my origin

Hong Kong-born **Howard Chan** studied in the United Kingdom since he was 14 and graduated from the medical school of the University of Bristol. He later became a member of Royal College of Surgeons of Edinburgh and wanted to seek new adventure in another specialty. Accepting his family's suggestion, he returned to Hong Kong in April 2014 and joined Prince of Wales Hospital (PWH) Accident & Emergency (A&E) Department as a Resident.

The first month at work was a culture shock, he recalls. "The public hospitals here are much busier than those in the UK. Heavy workload aside, we have to treat patients and handle complaints. The doctor is often seen as a paternal figure and the relationship with patients is more cautious or formal. It took me some time to get used to it. In contrast, it is less formal in the UK. Patients call me by my first name!"

Dr Chan, who now is a senior trainee of the Hong Kong College of Emergency Medicine, plans to become a specialist in emergency medicine and a fully registered doctor in Hong Kong. Despite challenges and obstacles, he can still see himself with a positive and fruitful future working in HA. "I was born and brought up here. I believe that doctors who have overseas clinical experiences can bring back constructive medical skills to Hong Kong."

Howard's supervisor and Chief of Service of A&E Department Dr **Cheng Chi-hung** says that when hiring non-local trained doctors, priority factors of consideration include the applicant's professional qualification, competence of communicating with patients in Cantonese, as well as family network and connections in Hong Kong. "We have to pay attention to doctors' psychological health and provide suitable support, so that they can work here happily." He adds that after Dr Chan obtains specialist qualification in emergency medicine, he can handle cases independently and help train young doctors, easing the workload of the department.

陳醫生一家回港定居，女兒是他的強大後盾。  
Dr Chan and his family have moved back to Hong Kong.  
His daughter is a great support to him.



▲ 陳達晉醫生（左）幸得「師父」急症室部門主管鄭志雄醫生指導，很快熟習部門運作。  
Under the guidance of Chief of Service of A&E Department Dr Cheng Chi-hung (right), Dr Howard Chan picks up quickly.

### 如何確保非本地培訓醫生質素？

為確保醫療服務質素，醫管局成立「有限度執業註冊計劃專責小組」審視申請者的資格和資歷。篩選過程中，專責小組會就申請者的資歷和臨床工作經驗，尋求香港醫學專科學院相關分科學院、醫管局專科統籌委員會，以及臨床部門的意見，確保申請者符合要求。合格者將獲安排面試，醫管局最後會把合適的有限度註冊申請呈交香港醫務委員會批核。

不少港人選擇到外國留學或投資買樓，冀望移民海外慢活一生，但亦有在海外工作多年的醫生，願意回港當有限度註冊醫生，背後有甚麼原因？這些回流醫生又為公立醫院帶來了甚麼新氣象呢？

Some Hongkongers study or invest overseas just desiring to emigrate and enjoy a more relaxing life. Yet doctors who have worked overseas for years do return to practise under limited registration. What motivates them to do so? How would they bring fresh thinking to local public hospitals?

### 陳定邦：期望「上下同欲者勝」

陳定邦 (Anthony) 廿年前負笈澳洲，醫科畢業後在當地醫院工作12年，並已深造至腎科專科醫生資格，去年3月回流香港，在明愛醫院內科及老人科任職駐院醫生。

Anthony 娓娓道出回流心聲，「我是香港人，半生人在這裏長大和接受教育，對這地方、這個家有感情。在外國經常看到香港的醫療問題，換個角度看是有很多改善進步空間和發展潛力，我常問自己：為何不將我在海外學到的知識為香港的醫療服務出一分力？」於是，差不多完成腎科訓練前兩年，他開始計劃全家回港。

Anthony 說在明愛醫院當有限度註冊醫生與其他醫生的工作的唯一分別，是除了自己部門病房和門診工作外，也要做「替更」，同事放假時，需補上在不同部門工作，例如舒緩治療、社區長者外展、老人復康科等。

他計劃報考本地執業試，未來正式投身本地醫生行列。「回歸前香港與澳洲雖同屬英聯邦，但兩地醫院各方面是大不同。最初在明愛任職時，不免有點文化衝擊，但同事都很好，很快便適應了。我期望像《孫子兵法·謀攻篇》說：上下同欲者勝，與同事無分你我，上下一心，一起照顧病人。我希望能在此土生土長的地方，繼續發揮自己的專業。」🇭🇰

### Anthony Chan: Teamwork key to victory for patient care

Having lived in Australia for 20 years, **Anthony Chan** has worked in internal medicine and nephrology for 12 years before returning to Hong Kong to work as a Resident in the Caritas Medical Centre (CMC) Medicine and Geriatrics Department under limited registration.

"Born and bred in Hong Kong, I completed Form 7 before going to Australia. This is my home and I love it. I heard a lot from news about problems of the healthcare system in Hong Kong when I was down under. From another perspective, there is plenty of room for improvement and development. Why don't I contribute what I learned overseas to Hong Kong? I always pondered." Anthony started planning to return to Hong Kong two years before he completed renal specialist training.

"The only difference between a limited registration doctor and other medical staff is that I am a reliever and have to work in different units such as palliative care, Community Geriatric Assessment Team and rehabilitation when my colleagues are on leave."

Dr Chan is planning to sit for local licensing examination so that he can practise in Hong Kong as a fully registered doctor. "Though Hong Kong was a Commonwealth state similar to Australia before the change of sovereignty in 1997, the hospitals differ a lot in various aspects. I indeed had culture shock when I first worked in CMC, but my colleagues are great and help me settle down very quickly. As it said in *Sun Tze (The Art of War)*, victory comes only when all team members share the same spirit. My humble wish is to develop my expertise in my native land, join hands with my colleagues to serve patients in Hong Kong." 🇭🇰

### How to ensure the standard of non-locally trained doctors?

In order to ensure the standard of the recruited non-locally trained doctors working in HA, a Task Force on Limited Registration Scheme has been set up in HA to scrutinise the standard of recruitment. Inputs from respective Colleges of HKAM, as well as the Coordinating Committee of respective specialties and user departments in HA, will be sought in examining the qualification and experience of the applicants. After passing the screening by respective specialty panels, vetting by the Task Force on Limited Registration Scheme and interviews by user departments, HA will submit the applications of the selected candidates to the MCHK for approval.



▲ 陳醫生說回港行醫的原因之一，是希望作專業發展。  
Dr Chan considers his professional development as one of the reasons that prompted him to return to Hong Kong.

### 小檔案 Profile

2006	澳洲新南威爾斯大學（醫學科學學士、內外全科醫學士） University of New South Wales, Australia (Bachelor of Medical Sciences, Bachelor of Medicine and Bachelor of Surgery)
2018	澳洲皇家內科醫學院榮授院士（腎科） Fellow of Royal Australasian College of Physicians (Specialist in Nephrology)
2018	明愛醫院內科及老人科有限度註冊醫生（駐院醫生） Medicine & Geriatrics Department, CMC (Resident under limited registration)
2019	與醫管局續約三年（繼續於明愛醫院任駐院醫生） Renewed three-year contract as limited registration doctor (Continue as Resident at CMC)



# 「HA Go」一站式管理病人健康

專為病人而設的一站式應用程式 HA Go，綜合醫管局現時多個獨立應用程式，並加設更多貼心合用的新功能，令病人、照顧者或監護人可管理病人就醫安排及護理健康。資訊科技及醫療信息主管**張毅翔**醫生表示，HA Go 將於今年7月在七間急症全科醫院邀請病人試用，並料第四季在 Apple App Store 和 Google Play 正式上架，供市民下載。

HA Go 將率先在東區尤德夫人那打素醫院、瑪麗醫院、伊利沙伯醫院、基督教聯合醫院、瑪嘉烈醫院、威爾斯親王醫院及屯門醫院試行。張醫生說：「我們將在試行醫院的專科門診設置攤位，協助成年病人安裝應用程式及登記認證。」為保障病人個人資料及私隱，HA Go 採用實名登記制度。病人下載程式，輸入有關資料，系統即發出二維條碼至病人手機。認證時，病人須出示身份證明文件及手機二維條碼，以便核實身份。

HA Go 會分階段推出不同功能，稍後推展至病人照顧者及監護人使用。張醫生率先介紹試行階段的四大功能及特色。

## 預約服務好幫手 Appointments made easy

病人可以在 HA Go 查閱過去一年和所有未來的覆診期。首階段範圍覆蓋專科門診、入院、放射科檢查、專職醫療、護士診所及藥劑部診所。日後，病人可用應用程式取消及要求更改覆診期。現時用作預約專科門診新症的流動應用程式「預約通」，將會融入 HA Go，供市民繼續使用。

Patients can review all appointments in the past one year and upcoming ones. In the initial phase, the appointment services covered by HA Go include SOPCs, admissions, radiology examinations, allied health services, nurse clinics and pharmacies. In the days ahead, patient can cancel and request changing appointment with HA Go. The existing mobile app BookHA, which provides new case booking service for SOPCs, will be integrated into HA Go.

病人可在 HA Go 查閱覆診詳情。  
Patient can check future appointments from HA Go.



## 緊貼病人健康護理 Patients' health monitored closely



▲ Rehab 清晰顯示訓練日程表，「大頭蝦」病人不需再擔心。Absent-minded patients feel at ease with clear rehabilitation schedule!

HA Go 的 Rehab 功能猶如病人的復康小秘書，協助病人有系統地在家中或社區進行復康練習。復康團隊會針對不同疾病，例如中風、髖關節骨折、認知障礙等，設計最合適的復康訓練方案，供病人跟從練習。治療師會透過程式處方訓練療程，透過影片、遊戲等多媒體功能，令病人隨時隨地取得最清晰的資訊，進行最適當的練習。

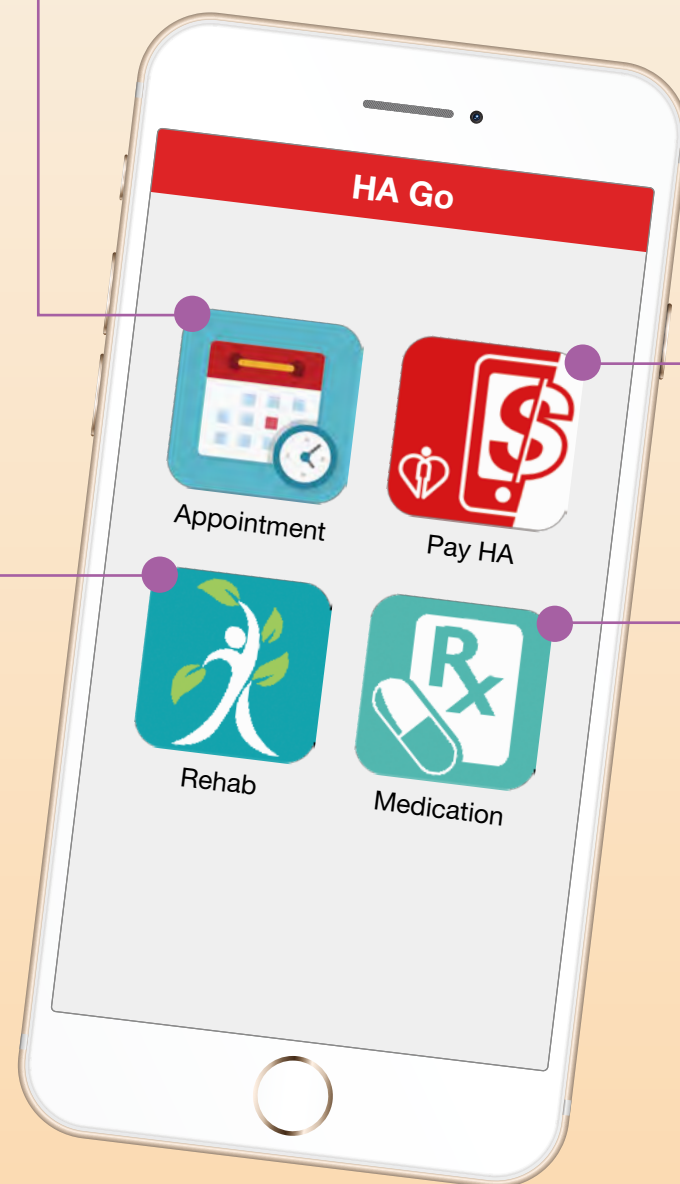
日後，病人亦可用 HA Go 記錄血壓、血糖指數、體溫等個人健康紀錄，成為電子醫療護理日誌，比傳統用紙記錄更方便及易於保存。這些紀錄會與醫院醫療系統結合，當病人覆診時，醫護人員可以查看病人的身體狀況變化和練習進度，有助了解病人病情及家中護理情況，適時調較藥物及治療方向。

The Rehab function on HA Go is like a personal secretary for health management, helping patients do rehab exercises systematically at home or in the community. Therapists design customised treatment plans for patients with conditions such as stroke, hip fracture or dementia. The treatment regime will be 'prescribed' in form of multimedia formats including video and game and appear on the patient's smartphone, with clear and comprehensive instruction. Patients can follow training exercise anytime anywhere.

In future, HA Go will allow patients to create electronic health care logs to keep track of indicators such as blood pressure, blood glucose level and body temperature, in a more convenient and effective way than keeping paper records. Medical teams can monitor the changes in a patient's health condition as well as the progress of rehabilitation. The logs provide a clear picture of the patient's health and home care, allowing the medical team to intervene when necessary, and make adjustment in medication and treatment.



資訊科技及醫療信息主管張毅翔醫生說，研發團隊2017/18年度起全速籌備及設計 HA Go。Head of Information Technology and Health Informatics Dr Cheung Ngai-tseung says that the app development team started the design and development of HA Go since 2017/18.



# HA Go: an empowering app to manage one's health

Going on trial in seven acute general hospitals this July, a new one-stop app for patients 'HA Go' will be available for download on Apple App Store and Google Play end of the year. Explaining the thinking behind the app, Head of Information Technology and Health Informatics Dr **Cheung Ngai-tseung** says, "HA Go is an umbrella project that integrates several independent HA apps currently available on app stores but adds new useful features and functions." The app facilitates patients, caregivers and guardians to manage health care at their fingertips.

HA Go will be trialled in Pamela Youde Nethersole Eastern Hospital, Queen Mary Hospital, Queen Elizabeth Hospital, United Christian Hospital, Princess Margaret Hospital, Prince of Wales Hospital and Tuen Mun Hospital. Booths will be set up in the lobby of the hospital's Specialist Outpatient Clinic (SOPC) to help adult patients install the app and then register to become HA Go member. Registration with one's real name is required to protect patient data and privacy. A 2D barcode will be sent to the patient's mobile phone after entering all information required for HA Go registration. Patients need to present identity documents and the 2D barcode to complete the authentication process.

Different functions of HA Go will be released in stages and will later be made available to caregivers and guardians. Dr Cheung describes the first four functions of the pilot phase.

## 支付賬單免排隊 Electronic payment avoids queueing

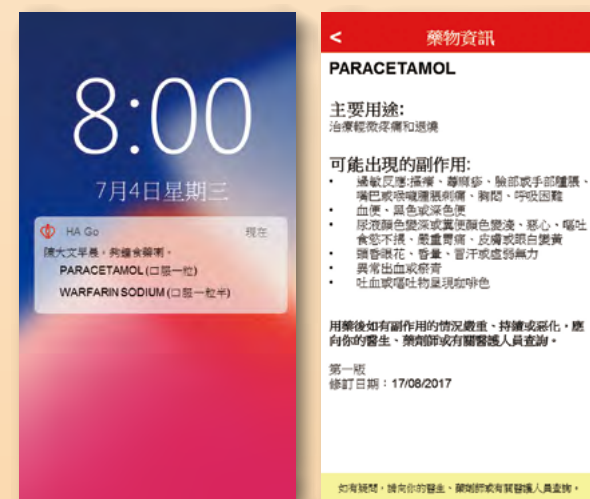
病人使用醫療服務後，賬單會顯示在 HA Go 上，病人透過應用程式即可繳付費用，無需排隊。在試行階段，電子繳費可支付住院及日間病房賬單，接受信用卡（萬事達及 VISA）、八達通「好易昇」(O! ePay)、Apple Pay 及支付寶香港交易方法。未來，電子繳費服務將擴至專科及普通科門診賬單和藥單等。

HA Go makes online payment for hospital bills easy. In the pilot phase, the payment function covers inpatient and day wards bills and accepts payments through MasterCard and Visa, Octopus O! ePay, Apple Pay, and Alipay HK. The electronic payment system will later be expanded to specialist and general outpatient service and medication orders.

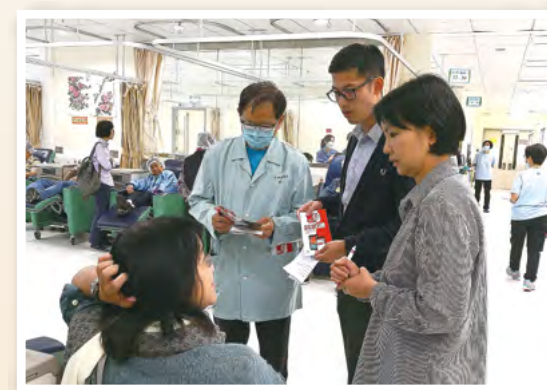
## 隨時查閱醫療紀錄及用藥資訊 Access medical records anytime, anywhere

將來 HA Go 會連結病人醫療紀錄系統，首階段病人可查閱處方藥物的資訊和以往用藥紀錄，包括藥物名稱、主要用途、可能出現的副作用，以及一般用藥須知等。另外，透過設定用藥提示功能，病人便不怕弄錯服藥時間及份量。稍後，病人可隨時查閱自己的病歷、化驗報告、放射影像等。

In the initial phase, patients can check information on their drug prescriptions and past medication records, including the name of drug, main use of drug, possible side effects and general medication instructions. In addition, patients worry no more about taking wrong dose of medicine or taking it at the wrong time by setting a medication reminder through the app. Later, HA Go will also give patients instant access to their medical records, such as their health history, laboratory reports, radiology images and other important data.



▲ HA Go 協助病人管理藥物。  
HA Go helps patients manage their drugs.



▲ 將軍澳醫院及威爾斯親王醫院的個別日間病房，早前率先試行電子繳費功能。Designated day wards in Tseung Kwan O Hospital and Prince of Wales Hospital tried the electronic payment function earlier.



▲ HA Go 團隊將以總辦事處策略發展部周偉傑（正中）的設計作為藍本，製作 HA Go 標誌。The team will use the design of Mike Chow from the Strategy and Planning Division at Head Office (middle) as blueprint of HA Go app icon.

## HA Go 標誌之由來 Behind the HA Go app icon



總辦事處去年11月舉辦 HA Go 標誌設計比賽，並收到169份參賽作品。結果，總辦事處策略發展部周偉傑的設計，在29份入圍決賽的作品中脫穎而出。得獎作品以雙圓圈組合成英文字「Go」，以「箭頭」與紅色 HA 標誌連繫起來，構成應用程式的名字。圖案配上綠色則予人健康的感覺，紅綠色結合便有「醫管局與民攜手保健安康」之意。團隊將以得獎作品為藍本，製作 HA Go 標誌。

A design competition of HA Go app icon was held in November last year. A total of 169 entries were received from Head Office and clusters, highlighting everyone's enthusiasm and creativity for the project. The winning logo was submitted by Mike Chow from the Strategy and Planning Division at Head Office who saw off a shortlist of 29 finalists. In Mike's design, two circles combine to spell out the word 'Go' incorporating an HA logo with an arrow. The use of green in the icon conveys a sense of wellbeing, blending with the colour red, echoes with HA's mission of helping people stay healthy.



醫管局大會新成員 New HA Board Member

# 並肩同行迎挑戰

## Together we shall overcome challenges

醫管局大會新成員范鴻齡強調，當務之急是要加強與前線同事溝通，竭盡所能協助大家解決問題。  
New HA Board member Henry Fan considers enhancing communication with frontline staff and assisting them to solve problems a pressing need.

New HA Board member **Henry Fan** wants to have better understanding of Hong Kong's healthcare service. "I would like to get a one-day pass to a hospital so that I can have free access to every corner of it, such as operation theatres, wards, offices, and staff common room. Only then will I have a feel of employees' work environment, the triage mechanism in the Accident and Emergency (A&E) Department, and how patients wait and attend doctors there. Hopefully with enhanced communication with frontline staff, we can overcome challenges and solve problems together," he says.

Henry Fan – managing director of a property investment company – is acutely aware of the responsibility of his new role. "HA has more than 70,000 employees, and large patient volume every year," he says. "Despite such workload, the HA has vowed to achieve the mission of safeguarding citizens' health." He also recalls, "I too was a beneficiary of public hospital service until I entered university because I visited doctors at Lee Kee Memorial Dispensary every time I fell sick when I was young. I recovered after one to two visits."

Being an expert in management, he wants to share his experience and insights through joining the

Finance Committee and Human Resources Committee of the HA Board. Also, he hopes to better understand the development of medical services in various areas and thus becomes a member of Medical Services Development Committee.

Mr Fan's personal maxim, he says, is: "Be satisfied with what you have and take the world as it is. Demanding too much from others is exhausting and can be counterproductive. At work, it is important to put yourself in other's shoes when formulating policies, then the policies will be reasonable and humane."

范生性格外向，喜歡結交新朋友。圖為他在迪士尼郵輪上參加聖誕化妝派對的造型。  
Outgoing and sociable, Mr Fan loves to make new friends. He dressed up for a Christmas party on a Disney cruise.



最近獲委任為醫管局

大會新成員的**范鴻齡**，笑言自己在醫療範疇

是門外漢，希望有一日能「貼地」去認識醫管局，「希望醫院給我一日通行證，讓我暢通無阻地進出醫院任何角落，如手術室、病房、辦公室和職員休息室等。我期盼能了解同事的工作、急症室分流、病人等候和應診情況等，再加強與前線溝通，竭盡所能解決問題，與大家一齊度過難關。」

范鴻齡是物業投資公司的董事總經理，自成為大會成員後，立即感到責任重大，「因為醫管局是很大的公營機構，七萬多位同事，每年照顧大量病人，龐大的服務量令醫管局更明白保護市民健康的重要，堅決履行『與民攜手 保健安康』的使命。回想起來，我也曾是公共醫療服務的受惠者，入大學前都在李基紀念醫局看醫生，每次生病看一至兩次就會好起來呢！」

他管理經驗豐富，加入了大會轄下的財務委員會和人力資源委員會，希望在自己熟悉的範疇，將新思維帶進大會。另外，他也加入醫療服務發展委員會，可望加深對醫療服務的認識。

他做人做事都有八字真言，「做人要『知足常樂，隨遇而安』，若凡事太強求，會令自己筋疲力盡，反而得不到預期的效果；做事則要『己所不欲，勿施於人』，制定政策時，若能站在對方角度考慮，政策自然會變得合理和人性化。」

醫管局大會新成員 New HA Board Member

# 用家角度出發 冀破醫護樽頸

## Patient-friendly perspective says it all

醫管局大會新成員兼資深大律師**何沛謙**曾見證醫護團隊從不言棄，心繫病人，終救活兒子一命。他深信要推動及提升本港公營醫療服務發展，應從用家角度出發，便可洞悉事情癥結，突破思維，找出解決方法。

他憶述：「我的兒子自小免疫系統有毛病。他中一時因感冒引發腦炎暈倒昏迷超過兩周，入住威爾斯親王醫院。當時醫生說他有三分一機會復原、三分一機會有後遺症、三分一機會死亡。我和太太當時活在恐懼中，每天只見兒子注射點滴，但醫護團隊從不言棄。顧問醫生下班後仍會搜尋海外病例及文獻，找尋最好治療方案；護士不斷輔導我們如何面對心中不安；就連掃地的清潔工也為我們打氣！最後，兒子在醫護團隊悉心照料下，漸漸康復出院，我很感謝團隊無私付出，他們的一舉一動令我非常感動。」

何沛謙早在2004年起已擔任香港紅十字會輸血服務中心（中心）醫院管治委員會委員。現為委員會主席的他，希望進一步在醫管局大會中，推廣及改善輸血服務，鼓勵更多市民恆常捐血、關注病人血液管理、骨髓移植服務等議題。

他說自己辦事講求原則底線，無論誰對誰錯，最重要是有大將之風。面對別人的質疑和批評要保持冷靜、找出「樽頸位」，再清晰地回應及疏導問題，他相信這就是大律師的訓練。



何沛謙一家感激醫護團隊努力不懈，令兒子從重病中康復過來。  
The Ho's family expresses deep appreciation to the medical team that saves the son from serious illness.

何沛謙重視權利與責任，不平則鳴。  
Ambrose Ho holds right and responsibility dear, and speaks up against injustice.

New HA Board Member and senior counsel **Ambrose Ho** recollects indelible memory of seeing his young son hover between life and death and the care and dedication shown by the medical team fighting to save his life. Ho believes that delivering public healthcare service from a patient-friendly perspective is key, as in solving any problem – see things from the user's angle, think out of the box and get to the crux of a problem.

"My son suffered from an immune system problem when he was small," recalls Ambrose. "When he was in Secondary One, he had a cold which led to encephalitis. He fell into a coma for more than two weeks and the doctor at the Prince of Wales Hospital told us the chances of him recovering, being left with disabilities, and not being able to see him again, were about one-third each. Seeing our son helpless on a drip, my wife and I lived in terror. But the medical team never gave up on him. The consultant doctor kept seeking the best treatment for my son by looking up overseas cases and journals; nurses counselled us when we felt anxious or upset; even the cleaner showed support." Happily, his son eventually made full recovery and was discharged from the hospital but those traumatic weeks left a lifelong impression on Ambrose. "I am moved by their every kind deed and am so grateful for their selfless efforts," he says.

Ambrose is Hospital Governing Committee chairman of the Hong Kong Red Cross Blood Transfusion Service in which he has served as a member since 2004. As an HA Board member, he hopes to champion blood transfusion drive, patient blood management and bone marrow transplantation service from a broader dimension.

As a person, he adheres to principles and considers it important to have the demeanour of a great leader in whatever circumstances. He believes his training as a barrister helps him stay calm, identify key issues, and give clear responses in case of doubts and criticisms.





# 阮家興的減壓秘方

Dr Nguyen's secret way to reduce stress

新任葵涌醫院行政總監阮家興醫生有個獨門減壓秘方——做家务，「我最喜歡清潔家居和熨衣服，一邊減壓一邊訓練手眼協調，平日也會健身保持身心健康。」

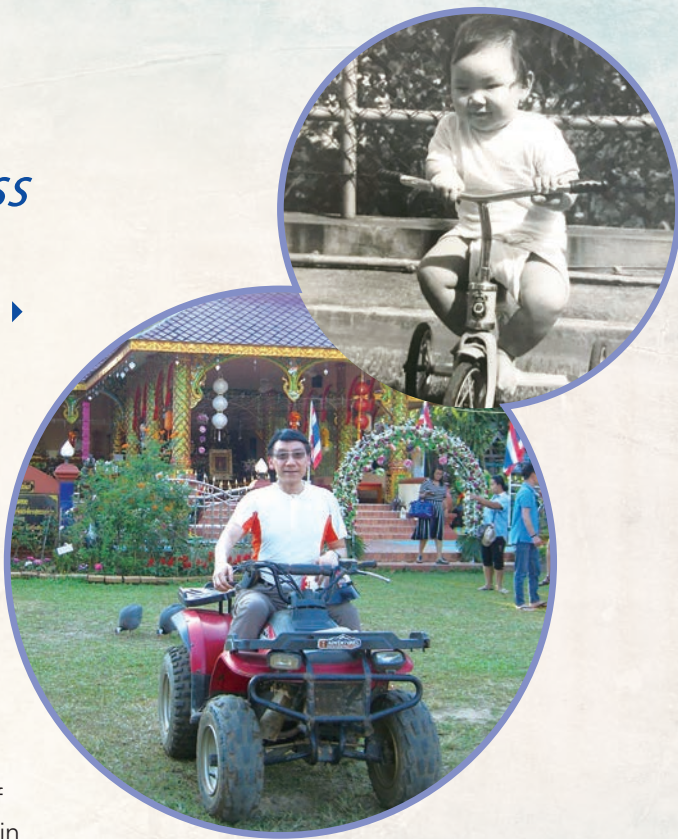
不少同事看到阮醫生的英文姓氏為「Nguyen」都以為他是外國人，其實他是擁有一半越南血統的地道香港人。特別的姓氏曾令阮醫生在醫科學習期間遇到尷尬情況。「當年在贊育醫院婦產科當醫學生時，不少越南難民病人以為我是同鄉，紛紛跟我說越南話，但我是土生土長的香港人，一句越南話也不會說。所以，我無法與病人溝通，也不能替同事翻譯，令大家有點失望呢！」

作為一院之首，阮醫生管理信念是不要當自己甚麼都懂，要虛心請教同事，信任他們的專業；也要多聆聽和適時回應同事的訴求。現在，他仍參與臨床工作，如早期思覺失調介入服務，掌握前線的工作脈搏。

Dr **Desmond Nguyen**, the new Hospital Chief Executive (HCE) of Kwai Chung Hospital, has a unique way to beat stress — doing housework. "I enjoy cleaning the house and ironing. Housekeeping chores help me relieve stress and train my hand-eye coordination. I also work out at gym to stay healthy."

Looking at his family name, colleagues may think Dr Nguyen is a foreigner while actually he is half-Vietnamese and half-Chinese. This special surname sometimes landed him

三歲定八十，阮醫生十個月大時（上圖）已經喜歡駕車，現在去旅行也常玩越野四驅車。  
One's interests are shaped at a tender age. Dr Nguyen's passion for driving began when he was 10 months old (above), and at present he often rides all-terrain vehicle when travelling.



in embarrassing situations. "When I was a medical student in the Department of Obstetrics and Gynaecology in Tsan Yuk Hospital, many Vietnamese patients thought I was a fellow native and talked to me in Vietnamese. In fact, I was born and brought up in Hong Kong and could not speak Vietnamese at all," says Dr Nguyen. "I guess I disappointed them a little as I wasn't able to communicate with Viet patients or translate for my colleagues."

As an HCE, Dr Nguyen's management style is not trying to be a 'know-it-all' but to trust and learn humbly from colleagues' expertise. Active listening and timely response to staff requests are also key to successful communication. Apart from management, Dr Nguyen still maintains his connection with frontline working environment by participating in clinical duties, such as Early Intervention Service for Psychosis.

## 尋找熱血人士的足跡

Mobile blood drive follows donor footprints

香港紅十字會輸血服務中心的全新流動捐血車今年4月投入服務，新車全長11米、高3.8米、闊2.6米、重16噸。車內設有等候區、面見室、工作枱及三張捐血床。最大特色是內置發電機，不需再倚賴接駁街邊電箱，能穿梭各區人流暢旺的地點如大型屋苑、大專院校、社區中心及公園等，尋找熱血人士！

A brand new vehicle used for mobile blood donation will commence service in April this year. Run by the Hong Kong Red Cross Blood Transfusion Services, the vehicle is 11-meter long, 3.8-meter high, 2.6-meter wide and weights 16 tons. It has a waiting room, a meeting room, a work station and three beds for blood donation. The highlight of the vehicle is a built-in generator, which allows it to operate independently without any external power source. The mobile blood collection centre can travel around popular spots in the city, such as housing estates, colleges, community centres and parks, and encourage more people to give blood.

車內設有三張寬敞舒適的捐血床，為捐血人士提供優質捐血服務。  
There are three comfortable blood donation beds in the vehicle which provides high-quality service for blood donors.

車箱內置發電機，方便穿梭大街小巷尋求熱血人士。  
The vehicle has a built-in generator which helps seek potential donors easily.



# 兩大新猷 加強溝通

New tools enhance staff communication

## 退休繼續用 HR App

你係咪就快退休？今年4月開始，退休休嘅同事都可以繼續用 HR App 喇！同事嘅退休前一年，HR App 版面上會自動出現「退休天地」嘅 icon，方便你計劃假期同埋瀏覽相關退休資訊。退休前三個月，只要啱「退休天地」登記，退休後就可以繼續使用 HR App 帳戶；至於已經退休嘅同事，可到原本所屬聯網嘅人力資源部登記，然後下載退休員工版，繼續使用 HR App。

## 護士有話兒

另外，2016年嘅機構員工意見調查發現，80後嘅Y世代和護士組別俾嘅評分較低，人力資源部會喺5月進行一項焦點調查「『護』有話說」，邀請所有登記護士同註冊護士參加。呢班護士同事中95%都係嘅Y世代嘅年青人，到時記得喺內聯網、HR App 同 Nursing App 登入調查網頁發表意見呀！



同事退休後，仍然可透過 HR App 繼續獲取醫管局資訊。  
Retired colleagues can receive news of HA through HR App after retirement.

## Using HR App after retirement

Are you retiring soon? If you are retired HA staff, you can continue to use HR App starting from this April! A year before retirement date, a new module 'myRetirement' will appear on your HR App, which will help you plan your leave before retirement and also have easy access to useful information about retirement. Three months before your retirement date, you need to register in the module 'myRetirement' in order to continue using HR App after you retire. For those who have already retired, they can download the retirees' version after registration in-person with their last serving cluster HR office. Get ready and let's keep in touch!

## To nurses: We are all ears!

Besides, it is found in the 2016 Corporate-wide Staff Survey that Generation Y staff (born after the 1980s) and nursing staff group gave less favourable scores. A Focused Staff Survey will be held in May to especially gauge the views of all registered nurses and enrolled nurses, of which 95% are Generation Y young colleagues. Just log in the designated survey website through the intranet, HR App or Nursing App and complete the survey. Look forward to hearing your views!



Y世代護士快啲填寫問卷，發表意見！  
The staff survey is a good opportunity for Generation Y nursing colleagues to voice their opinions. We are all ears!

# 醫院內手機充電服務

Keep your phone going even in hospital

相信大家喺醫院等候或入院期間，都希望時刻保持「在線」，最慘就係遇著手機無電，又唔記得帶充電器，真係唔知點算好？仁濟醫院喺舊年10月，率先推行「充電站先導計劃」，喺C座地下大堂推出充電站，設有六個充電位。先導計劃會在所有聯網轄下一間醫院推行。現時聯合醫院和東區尤德夫人那打素醫院已設立充電站，伊利沙伯醫院、威爾斯親王醫院、屯門醫院、瑪麗醫院亦會陸續加入。使用人士須自備充電線，充電15分鐘，就俾其他有需要人士使用。稍後各聯網會因應使用情況，考慮喺其他醫院設立充電站。

Everyone wants to stay connected nowadays, especially when he is in hospital. Some may panic when their phones are running out of battery and they don't have a power bank. Yan Chai Hospital has rolled out a pilot scheme by setting up a mobile charging station with six USB ports on the ground floor of block C last October. The pilot scheme will be implemented in one hospital of each cluster, with charging stations already installed in United Christian Hospital and Pamela Youde Nethersole Eastern Hospital. The new facility will be extended to Queen Elizabeth Hospital, Prince of Wales Hospital, Tuen Mun Hospital and Queen Mary Hospital. Visitors can charge their mobile device for 15 minutes using their own charging cable. Each cluster will evaluate the service and consider extending it to other hospitals in the cluster.



仁濟醫院C座地下大堂現有充電站供訪客使用。  
Visitors can now power up their phones at the charging station on the ground floor of block C of Yan Chai Hospital.



# 災後心理輔導 守護人心

## Disaster relief helps victim cope with grief

### 走進災難現場

意外、災難突然降臨，我們無法逃避；經歷重創、痛失至親，我們無法預知。災難可令人內心留下永不磨滅的印記，甚至引致精神問題，例如創傷後遺症、焦慮和抑鬱等。幸好當發生不幸時，醫管局的災難輔導組會隨時出動，協助當事人和家屬面對巨變，走過最無助的日子，積極重新上路。災難輔導組由一群心理學家和醫務社工組成，專門提供災後心理輔導，守護人心。

(照片由星島日報提供 Photo courtesy of Sing Tao Daily)

### In-situ support for disaster

Disasters strike without warning. They often leave nothing but seas of grief and trauma. Some survivors may develop mental health conditions such as post-traumatic stress, anxiety, and depression. To help people cope with the aftermath of disasters, the Hospital Authority's Disaster Psychosocial Services Team (DPST), comprising psychologists and medical social workers, plays a pivotal role in helping survivors and victims' family through their ordeals and supporting them as they pick up the pieces of their lives.

### 2012-10-01 南丫島海難 Ferry collision off Lamma Island

高級臨床心理學家兼港島東區服務統籌（臨床心理科）**顏倩歡**記得當晚很快收到東區尤德夫人那打素醫院的緊急事故應變通知。回到醫院一會已收到一宗小朋友死亡個案。之後不斷有市民趕到醫院急症室尋找家人，但大部分都撲空，家屬都很徬徨。「我們通宵達旦處理在場家屬的情緒，為有親人離世的家屬提供哀傷及情緒支援，事後如有需要，會再作深入心理評估和治療。」

今次海難，有兩名死者是醫管局員工，心靈綠洲得悉後馬上為她們所屬醫院提供支援。臨床心理學家**呂慧詩**博士憶述，事發翌日，其中一名死者仍下落不明。為安撫同事情緒，她先到醫院舉辦緊急事故簡報會，協助部門向員工交代事件，講解同事可能出現的情緒反應，以及自我照顧的方法，並為失蹤同事設立祝福閣，讓大家正面表達情緒，互相支持。「我最記得當時大家圍在一起，用紙剪出各種心形及用不同方法將祝福送給失蹤同事，舒緩心中不安。」

**Jeanie Ngan**, Senior Clinical Psychologist and Cluster coordinator (Clinical Psychology Services) arrived at a scene of grief and confusion when she rushed to Pamela Youde Nethersole Eastern Hospital in response to a critical incident notification following the ferry collision off Lamma Island. A child was reported dead and desperate relatives were pouring in trying to find out about missing family members. "We took care of the emotional family members overnight and supported those who suffered the pain of loss," recalls Jeanie. "We also provided psychological assessment and treatment for those who had further needs."

Tragically, two HA employees were among the victims. Oasis offered psychological support to colleagues. Dr **Wacy Lui**, Clinical Psychologist, remembers how one of the two victims was still unaccounted for the next day before being confirmed as among the dead. At a crisis management briefing session at the hospital, she helped the department brief distressed colleague on the accident, discussed the emotional reactions they might experience and how to deal with them. She also set up a blessing corner for the missing colleague of the two victims to express their feelings and support one another. "I still have vivid memories of the moment we gathered and cut paper hearts to send blessings to the colleague," she says. "It created a sense of calm and helped to allay the turmoil everyone was going through."



▲ 臨床心理學家呂慧詩博士難忘南丫島海難事件，翌日為失蹤同事設立祝福閣。Clinical Psychologist Dr Wacy Lui set up a blessing corner for a missing colleague who died in the Lamma Island ferry collision.



▲ 高級臨床心理學家顏倩歡通宵達旦在醫院安撫海難事件受影響家屬的情緒。Senior Clinical Psychologist Jeanie Ngan arranged overnight help for distressed families in the hospital after the ferry collision.

### 2004-12-26 南亞海嘯 Indian Ocean Tsunami

事件發生後，高級臨床心理學家**羅淑兒**博士與其他醫護人員，前往泰國普吉協助港人。「我們每日接觸不少港人家屬，每晚等他們回酒店，然後把握這段時間，細聽他們當日尋找失蹤親人的情況，紓緩他們心中不安，協助他們面對及處理各種情緒，如哀傷、焦慮、恐懼及急需解決的問題。」羅博士最欣賞當地迅速應變，將政府大樓、室內運動場和酒店等，變身為救災中心，當地動員全國救災，亦為救援人員及受影響人士貼心地提供基本所需，如熱食、飲料、翻譯服務和通訊設施等。

After the Indian Ocean tsunami happened in 2004, Senior Clinical Psychologist Dr **Rosalie Lo** flew to Phuket, Thailand with colleagues to give support to Hong Kong families caught up in the disaster. "We spent every night with Hong Kong families, listening to stories of searches for missing relatives," she says. "We listened patiently and helped them cope with their emotions such as grief, anxiety and fear." Dr Lo praises the efficient and compassionate response of the Thai officials who transformed government buildings, playgrounds, and hotels into disaster response centres, and mobilised local people to assist rescue teams, survivors, and victims' families, including provision of hot food and drinks, translation services, and communication facilities.



▲ 高級臨床心理學家羅淑兒博士（左）與臨床心理學家唐敏怡到英國取經，希望加強本港對災難的應變計劃。Senior Clinical Psychologist Dr Rosalie Lo (left) and Clinical Psychologist Eva Tong hope to apply what they learned in Britain to Hong Kong and strengthen the HA's disaster action plan.

### 1997-01-25 尖沙咀卡拉 OK 縱火案 Top One Karaoke Fire, Tsim Sha Tsui

縱火案發生後，現任災難輔導組統籌員兼廣華醫院醫務社會工作部部門經理**李美玲**即被召回醫院。她最深刻是陪伴一名母親，與她一起等待年輕兒子的消息。她說：「專業的輔導需要判斷什麼時候以什麼方式支援最為合適。有時，靜靜的陪伴是最好的幫助，所以我握著她的手，細聽她訴說兒子的事，安撫她的情緒。當她知道兒子被送往公眾殮房，即場崩潰。我繼續支持她，穩定她強烈的情緒，待家人前來與她離開。」急性哀傷支援可讓家屬明白自己的身心反應，接受痛苦的事實，度過哀傷。



(資料圖片 Stock photo)



▲ 災難輔導組統籌員李美玲每次出動，都提醒自己要活在當下，珍惜眼前人。DPST's Coordinator Florence Lee says her work has taught her to cherish every moment in life.

**Florence Lee**, DPST Coordinator and Kwong Wah Hospital Department Manager (Medical Social Service), sharply remembers comforting a distraught mother whose son was fatally injured in the arson attack at Top One Karaoke in Tsim Sha Tsui. Florence kept the mother company as she awaited news of her son. "A professional counsellor needs to judge when and how best to comfort someone in that situation," says Florence. "At that moment, keeping her company is the best help. I held her hands, listened to her and comforted her. When she learned her son was dead, she instantly broke down crying. I did my best to support her till her family members arrived to take her home." Acute grief support allows family members to understand their physical and mental reaction, which helps them accept painful facts and go through grief."



## 給上司的話 Reminders for supervisors

### 救援前 Pre-operation

- 日常培訓加入心理抗逆和心理創傷的知識，增強員工的抗逆力。  
Incorporate concepts of psychological resilience and psychological trauma into training to enhance emergency workers' ability to cope with adversity.
- 作適當的簡報及預告，讓同事有更充足的心理準備。  
Provide a quick briefing and forewarning before actual operation to equip emergency workers with psychological preparation of what they may encounter at the disaster scene.

### 救援時 During operation

- 讓新上任員工與有經驗的同事一起行動。  
New workers should pair up with more well-trained and experienced colleagues.
- 安排寧靜的地方讓他們歇息。  
Arrange a quiet place for emergency workers to take a rest.
- 提供食物及飲料，讓同事說出自己的感受。  
Provide emergency workers with food and drinks and give them a chance to express their feelings.

### 救援後 Post-operation

- 嘉許所有參與的同事，包括後勤人員。  
Express gratitude to all colleagues, including supporting staff.
- 留意同事能否回復日常工作，有需要時鼓勵他盡早尋求輔導。  
Observe if staff could gradually resume normal work. Encourage them to seek professional help as soon as possible if needed.

## 關顧被忽略的一群 Care about the neglected

每次救援行動，大家的焦點都落在傷者上，因而忽略一直在旁照顧的救援人員。其實，他們不斷目睹他人困苦，也會感到自己處於無奈的悲劇而出現各種情緒反應。無論上司和當事人也應該懂得處理，才不至鑽牛角尖，身陷困局。如有需要，心靈綠洲會為參與本地災難救援的同事提供心理支援。

In every rescue operation, we often focus on the injured but neglect the rescuers. In fact, while constantly witnessing others' sufferings and hardships, the rescuers may also have emotional reactions when facing tragedies. A supervisor or rescuer should know how to handle it to avoid being trapped in emotional dilemma. Oasis also provides psychological support to colleagues involved in local disaster relief actions.



## 給救援人員的話 Reminders for rescue workers

### 救援前 Pre-operation

- 學習分辨正常和異常的壓力反應。  
Learn how to differentiate between normal and abnormal stress reactions.
- 運用減壓方法，如放鬆技巧、正向活動、足夠睡眠、多與親友相處等。  
Use stress management strategies, for example short relaxation exercise, positive activities, adequate sleep and spending time with family and friends.

### 救援時 During operation

- 不要認為休息是自私的，或必須一直工作，才是最大貢獻。  
Avoid thoughts such as 'it is selfish if I take time to rest or I must keep working and make the most contributions'.
- 持續救援時，盡量維持有規律的作息，補充水分和碳水化合物。  
In face of prolonged operation, try to maintain regular patterns of sleep and diet. Stay hydrated and have sufficient carbohydrate intake.

### 救援後 Post-operation

- 別過於挑剔自己及同事救援時不理想的地方。  
Avoid magnifying or being picky about unsatisfactory performance of yourself or your colleagues during the operation.
- 別太介意別人遷怒於你，這是當人面對危難時會出現的不自覺反應。  
Do not take others' anger too personally. It is because anger is a common reaction for people facing emergencies and psychological traumas.

資料來源：醫管局心靈綠洲  
《助人以外 —— 危機事故帶來的壓力及處理方法》  
Source: Oasis. *Beyond Helping Others – Stress Reactions and Management in Emergencies*

## 天有不測之風雲 Prepare for the unpredictables



香港首個災難心理  
及社會服務網站

### 成立專責小組

針對災難心理支援的需要，醫管局早於1999年為傷者及家屬成立災難輔導組（輔導組），又於2012年成立災難心理及社會服務專責小組（專責小組），有計劃地發展不同範疇的工作，如培訓災後輔導技巧及演習、支援「香港境外緊急應變行動」，以及製作不同資訊提高員工和公眾對防災和應急的認識等。

目前，全港17間急症全科醫院均設輔導組，逾300名成員中，六成是醫管局員工，四成是社會福利署醫務社工。每隊輔導組各有一名統籌員，每當發生大型意外或災難時，由統籌員評估情況，決定是否出動。

### 「三寶」培訓

災難心理支援需要特別技巧和策略，所以專責小組為輔導組提供「三寶」培訓，即急性哀傷支援、心理急救和心理復元技巧；亦會舉辦不同工作坊，例如「眼動減敏重組療法」（EMDR）就是其中一種國際認可治療創傷後遺症的心理干預手法。

專責小組代表及演習統籌臨床心理學家唐敏怡表示，近年培訓加入了演習元素。「輔導組曾參與由總辦事處及醫院籌辦的大型演習，今年1月專責小組舉辦了首個專為輔導組成員而設的演習 Exercise Chocolate，模擬一宗在節日發生的大型爆炸事故，組員需即場交流處理方法，互相學習。」

### 首個災難心理及社會服務網站

鑑於本港有關災難防備和應急的資訊零碎，專責小組特意搜羅各地文獻，整理出全港首個災難心理及社會服務網站，預計今年4月推出。內容包括災難帶來的心理影響、備災貼士、針對不同人士的應對及復元措施等，也有為組員而設的「DPST 專區」。

面對災難，我們要有心理和行為準備。心理準備指從思想和態度入手，避免掉進早已預設的心理陷阱，如抱「香港是福地」心態，認為我們每次都能安然度過災難，於是不作準備。行為準備指防災措施和基本求生技能。通過心理和行為準備，可加強大家防災能力，應對創傷。



▲ 全港首個災難心理資訊網站於4月登場。Hong Kong's first disaster psychosocial information website will be launched this April.

### Disaster psychosocial support training

Disaster psychosocial support involves specialist skills and strategies. The Task Force provides training for DPST members in three areas, namely acute grief support, psychological first aid and psychological recovery. It also organises workshops in subjects such as Eye Movement Desensitisation and Reprocessing (EMDR) which is an internationally-recognised psychological intervention for the treatment of post-traumatic stress disorder.

Task Force representative Clinical Psychologist **Eva Tong** says that in recent years members also take part in disaster drills. "The DPSTs have participated in Exercise Chocolate in January this year, which is the first drill arranged by the Task Force specifically for DPST members. The scenario involved a large explosion at a carnival. Members exchanged ideas and learned from one another during the exercise."

### The first disaster psychosocial services website

To provide comprehensive information on disaster preparedness and emergency responses in Hong Kong, the Task Force has collected intelligence from overseas to create a disaster psychosocial services website which will be launched this April. The website includes information on psychological impacts of disasters, advice on disaster preparedness, response and recovery, and an exchange platform for DPST members.

There are two kinds of preparation to deal with disasters – psychological preparation and physical preparation. Psychological preparation involves having the correct attitude and mindset and avoiding the trap of believing Hong Kong is a blessed place, so there is no need to safeguard against disaster. Physical preparation involves learning about disaster preparedness measures and basic survival skills. By learning both forms of preparation, people can become much better equipped to withstand the impact of disaster and cope with the trauma of aftermaths.

▼ 17隊輔導組成員今年1月參與專責小組首次舉行的 Exercise Chocolate 演習訓練。17 DPSTs participated in a drill called Exercise Chocolate in January this year.



▲ 2018年11月，瑪嘉烈醫院的災難輔導組參與模擬演習，為一群因飛機失事的傷者提供即場災後心理輔導。In November last year, the DPST team at Princess Margaret Hospital participated in a drill in which they provided on-the-spot psychological counselling for people injured in a plane crash.



The first disaster psychosocial  
services website in HK

### Establishment of Task Force

The HA set up the Disaster Psychosocial Services Team (DPST) in 1999 to provide counselling for survivors of disasters and grieving families of victims. A task force for disaster psychosocial services was then established in 2012 to develop systematic training for post-disaster counselling skills and drill, support HA emergency response operations outside Hong Kong, as well as provide disaster preparedness information for HA employees and the public.

There are 17 DPSTs in all HA acute general hospitals with a total of more than 300 members, with 60% of them HA employees and the remainder medical social workers from Social Welfare Department. Each team has a coordinator who evaluates every situation to decide appropriate responses.





# 奔跑吧，健兒！

## Let's keep running!



3月3日，逾3,000名同事和家屬精神抖擻，齊集香港體育學院參加一年一度的新春長跑。

當日醫管局主席梁智仁教授和醫院管理局慈善基金信託人梁愛詩主持鳴槍儀式後，

跑手齊齊邁步向前，啦啦隊則在場外落力打氣，現場氣氛高漲！大家現可上網

下載相片，9.6公里和6.6公里參賽者可分別在今年4月9日及4月12日前

列印完成賽事證書（<http://staff-welfare.home/upload/NYR/cover.htm>）。

是次活動為醫院管理局慈善基金籌得超過153萬元善款，支援醫院的病人服務。

Over 3,000 staff and family members gathered at Hong Kong Sports Institute (HKSI) in high spirit on 3 March to join the annual HA New Year Run. As soon as Chairman Professor John Leong Chi-yan and The HA Charitable Foundation Trustee Leung Oi-sie fired a starting pistol, participants broke into a run while cheering teams showed support and encouragement. Photos of the event are available for download now. Visit the HR website (<http://staff-welfare.home/upload/NYR/cover.htm>) and print certificate of completion by 9 April for 9.6km runners and by 12 April for 6.6km runners. The event has raised more than 1.53 million dollars for The HA Charitable Foundation in support of patient services in hospitals.



基督教聯合醫院註冊護士何樂敏（中）在9.6公里女子組賽事贏得冠軍。  
Ho Lok-man (middle), Registered Nurse from the United Christian Hospital, won the championship of the 9.6km women's race.

大會設有2.5公里醫管局主席邀請賽，邀請醫管局管理層參與。  
There was a 2.5km Chairman invitation run for HA management.



完成賽事後，不少跑手在靚靚佈景板前打卡留念。  
Runners took photos at beautiful backdrops after the race.

跑手賽後可在現場接受按摩，放鬆肌肉。  
Runners received massage onsite to help relax muscles after the race.



## 大獎花落誰家？Who are the big winners?

### 全場總冠軍 Overall champion 九龍西醫院聯網 Kowloon West Cluster

	9.6 公里 km	6.6 公里 km
男子組冠軍 Men's winner	羅遠瞻 (36'06") 屯門醫院駐院醫生 James Law (36'06") Resident, Tuen Mun Hospital	連智聰 (23'42") 明愛醫院駐院醫生 Ronald Lin (23'42") Resident, Caritas Medical Centre
女子組冠軍 Women's winner	何樂敏 (38'58") 基督教聯合醫院註冊護士 Ho Lok-man (38'58") Registered Nurse, United Christian Hospital	鄧宛兒 (28'59") 青山醫院副顧問醫生 Dorothy Tang (28'59") Associate Consultant, Castle Peak Hospital