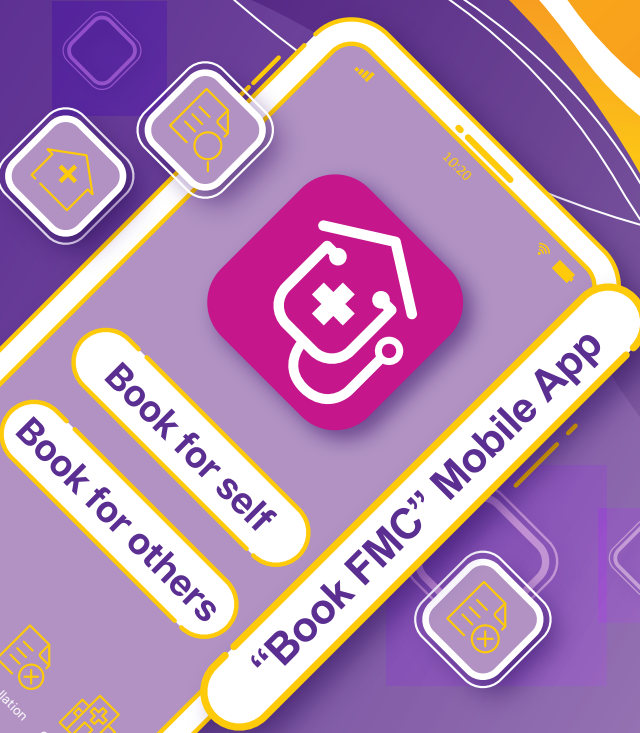


Family Medicine Clinic (FMC) Appointment Booking Means

Simple & Easy,
Choice That Suits You

- + Establish for patients with episodic illnesses (e.g. influenza, colds, gastroenteritis)
- + Prevent patients from queuing in person
- + Alleviate the crowded condition of clinics
- + Reduce risk of cross-infection among patients
- + Book, enquire, cancel your appointment anytime, anywhere



Features of Appointment Booking Service

- ▶ Enable 24-hour appointment service and continuous quota update
- ▶ Search for available timeslots in consultation sessions of the next 24 hours
- ▶ Offer the earliest available timeslot
- ▶ Search for quota in nearby clinic(s) when no quota is available at the selected clinic
- ▶ Assign priority quota for elderly

FMC Telephone Appointment System *Easy, Convenient & Simple*

If you have registered or used services of the Hospital Authority (HA), you may call the clinic booking telephone number anytime for appointment booking, enquiry or cancellation* service by keying in or voice inputting the information required according to the system instructions.

- 1 Dial the telephone booking number of the clinic
- 2 Select language English
- 3 Input the first six digits of ID card number _____
- 4 Input the year of birth ____
- 5 Confirm the ID card number If correct, please press 1
- 6 Accept the appointment If correct, please press 1
- 7 Mark down the appointment date and time

Telephone Booking Numbers of FMCs
www.ha.org.hk/fmc



Enquiry

For details of the booking means for FMC services and other relevant information, please visit the HA FMC website (www.ha.org.hk/fmc) or dial 2300 6555.

* In case patients cannot attend a booked appointment, we encourage patients to make a cancellation as soon as possible to release the quota for booking by others. Patients who fail to attend a booked appointment for 3 separate occasions within 2 months at any FMCs will be suspended from using the appointment booking service temporarily, and will have to enquire at clinic in person if they would like to make an appointment.

“Book FMC” Mobile App *Simple, Time-saving & Customised*

“Book FMC” is a major function of HA Go – Hospital Authority’s one-stop mobile application. To enjoy the appointment booking, enquiry or cancellation* service with “Book FMC”, you may simply download HA Go, register your account and activate it.

Secured booking process with multiple encryptions for patient data privacy

Book for self or others anytime, anywhere

Clinic quota status for reference

Bookmark clinic(s) for your convenience

Clinic search by district selection, keyword input or geolocation detection

Download, Register and Activate HA Go
www2.ha.org.hk/hago