

Managing health appointments in Hong Kong Public Hospitals at your fingertips

The Next Big Thing in eHealth



Asia Pacific Electronic Health Record Conference 2019

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Content

Background



Managing health appointments in HA Go

Realize the benefits

Next Steps



BookHA



My
Appointments

Innovating for Better Care





How many people has been served by HA ^?

醫管局服務緊幾多人^?

No. of Accident & Emergency attendances
急症室就診人次

2,190,000



住院及日間住院病人
出院人次及死亡人數

1,820,000

No. of Inpatient & Day patient discharges & deaths



No. of Specialist Outpatient attendances
專科門診(臨床)就診人次

7,720,000



No. of Allied Health Outpatient attendances
專職醫療(門診)就診人次

2,750,000



No. of Primary Care attendances
基層醫療就診人次

6,390,000



醫院管理局
HOSPITAL
AUTHORITY

^根據2017/18年度服務數字顯示

^ according to 2017/18 service statistics

Ooop!
When and Where

Can I have my
appointment
list?



10:30 a.m.

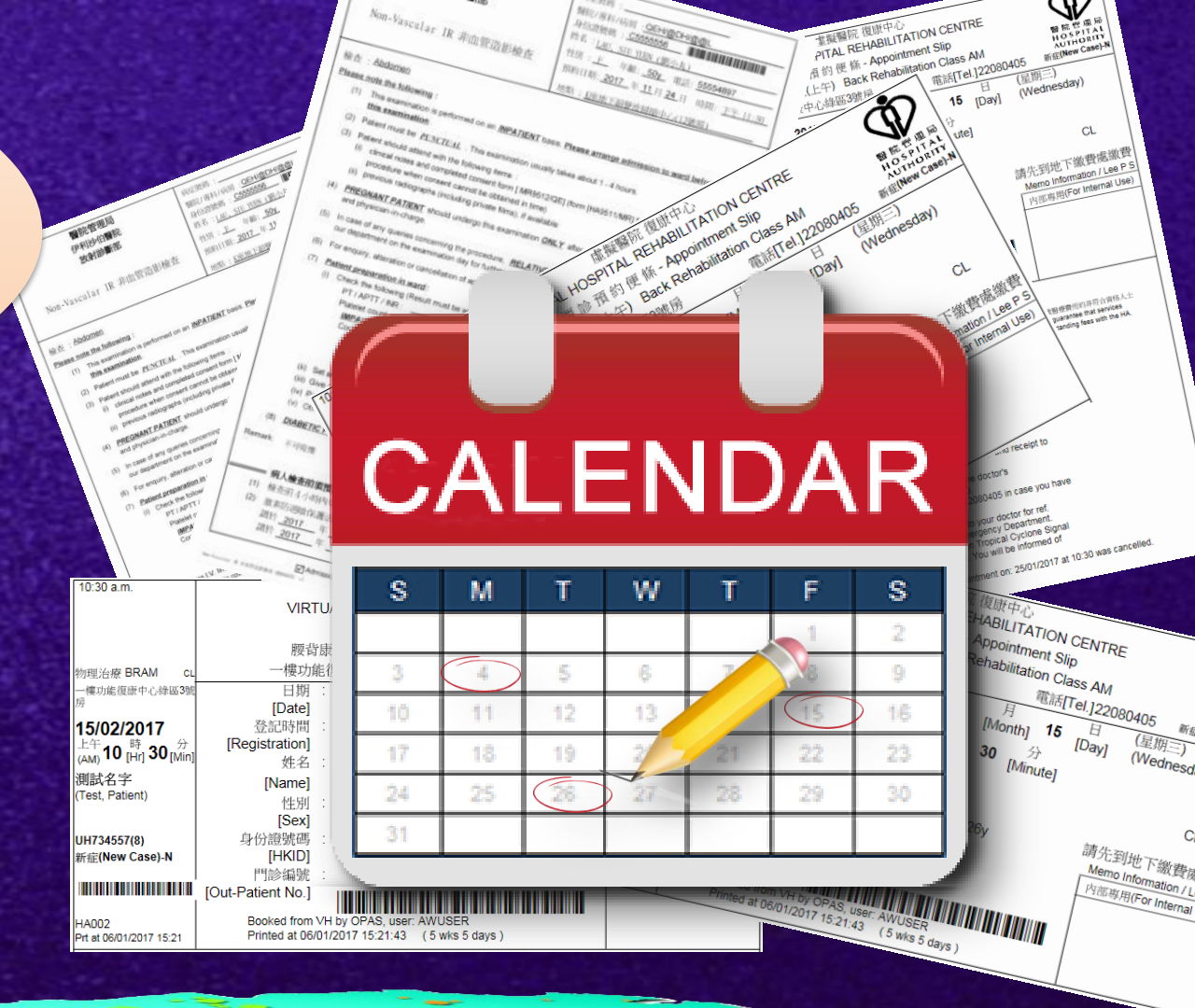
物理治療 BRAM CL
一樓功能復康中心3號房
15/02/2017
上午 10 時 30 分
(AM) [Hr] [Min]
測試名字
(Test, Patient)
UH734557(8)
新症(New Case)-N
[Barcode]
HIA002
Print at 06/01/2017 15:21

VIRTU
腰背康
一樓功能復
日期
[Date]
登記時間
[Registration]
姓名
[Name]
性別
[Sex]
身份證號碼
[HKID]
門診編號
[Out-Patient No.]

Booked from VH by OPAS, user: AWUSER
Printed at 06/01/2017 15:21:43 (5 wks 5 days)

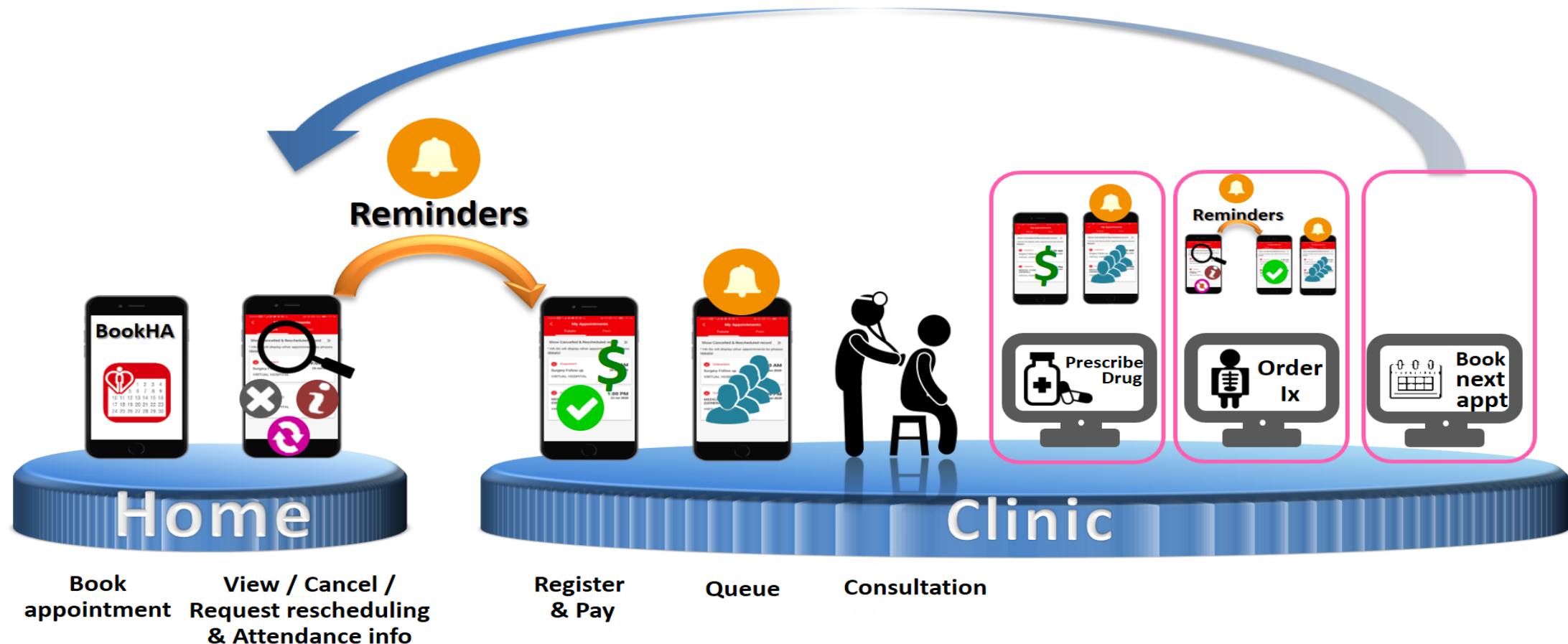
CALENDAR

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

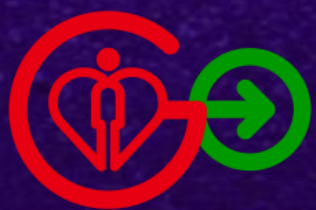


Mission · Vision

Enhance Patient Experience To Close the Service Loop with HA Go



When the patient is a HA Go user ...



Change



HA Go Implementation Roadmap

Minimum Viable Product



Trial at major hospitals



BookHA
(Book SOPC)



PayHA



My
Appointments



Trial at all hospitals



Official launch



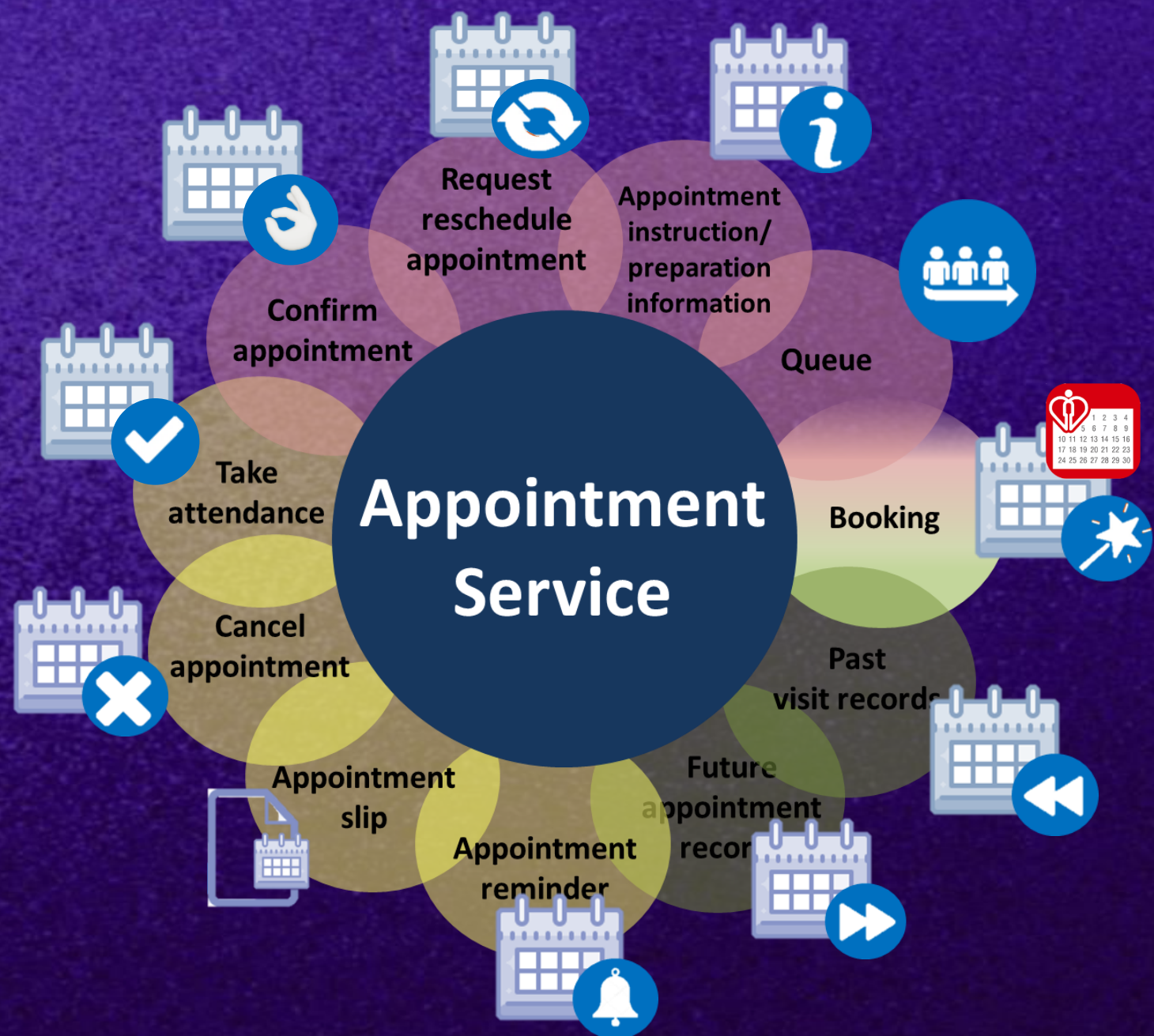
Medication



Rehab



Carer
(trial)



Technical Ready

- Phase 1: 2019-3Q
- Phase 2: 2019-4Q
- Phase 3: TBC





BookHA

- since 2016 -



「預約通」“BookHA”



- The **first** interactive mobile app for HA patients
- Provides a **simple and easy alternative** for booking new case appointment at SOPCs

Pilot at Gyneacology SOPCs

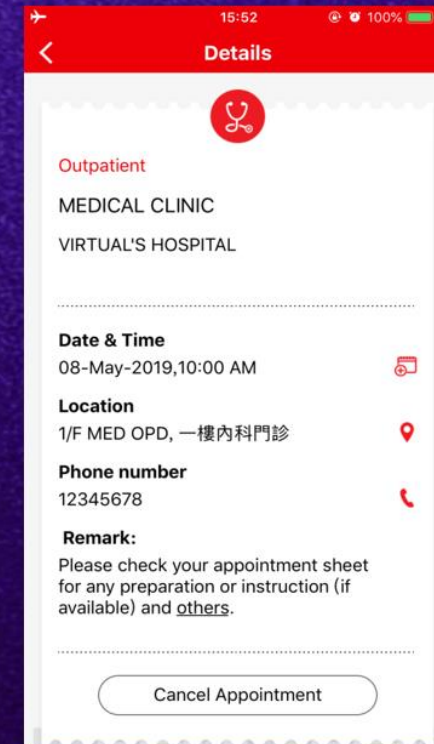
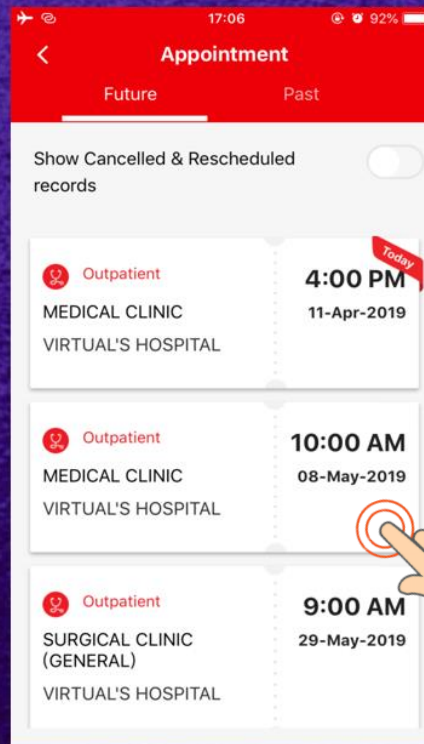




Ready for Extended Trial



View Appointments and Attendances



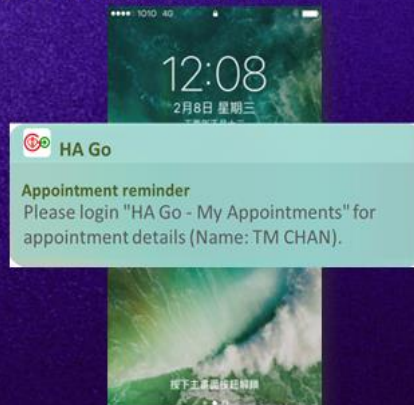


Ready for Official Launch



Appointment Reminders

- Push notifications:
1 day & 14 days before appointment date



Cancel Appointments



Cancel the appointment?

Notice:

1. To make changes to your new case booking, please assure do not cancel it and contact the corresponding Specialist Outpatient Clinic (SOPC).
2. The cancelled appointment timeslot will be allocated to other person in need. If you want to make a Specialist Outpatient Clinic new case booking in future, please submit a new booking request.

No Yes

- Cancel Specialist Outpatient new case appointment

Cancellation Completed

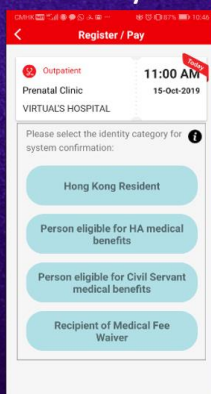
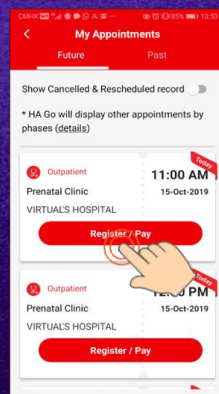
Your appointment has been cancelled (ID: D***5657/Ref No: MB567001(3)).

Please disregard any further information sent to you related to this appointment.

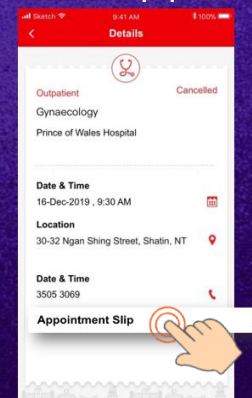
If you want to make a Specialist Outpatient Clinic (SOPC) new case booking in future, please submit a new application via "BookHA".

Done

Mark Arrival · Make Payment



Provide Appointment Slip (PDF)





Upcoming Features ...



Request
reschedule
appointment



Queue

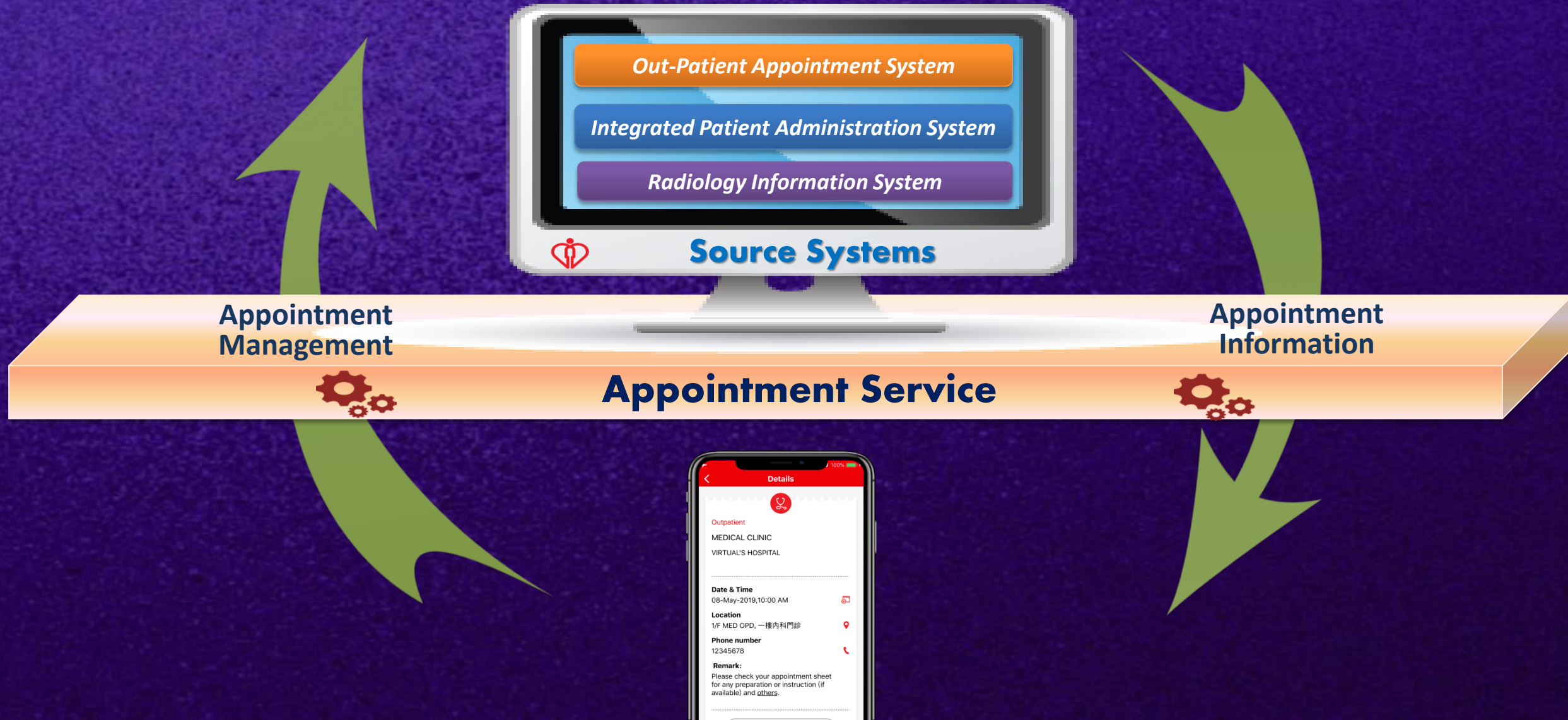


Appointment
instruction/
preparation
information

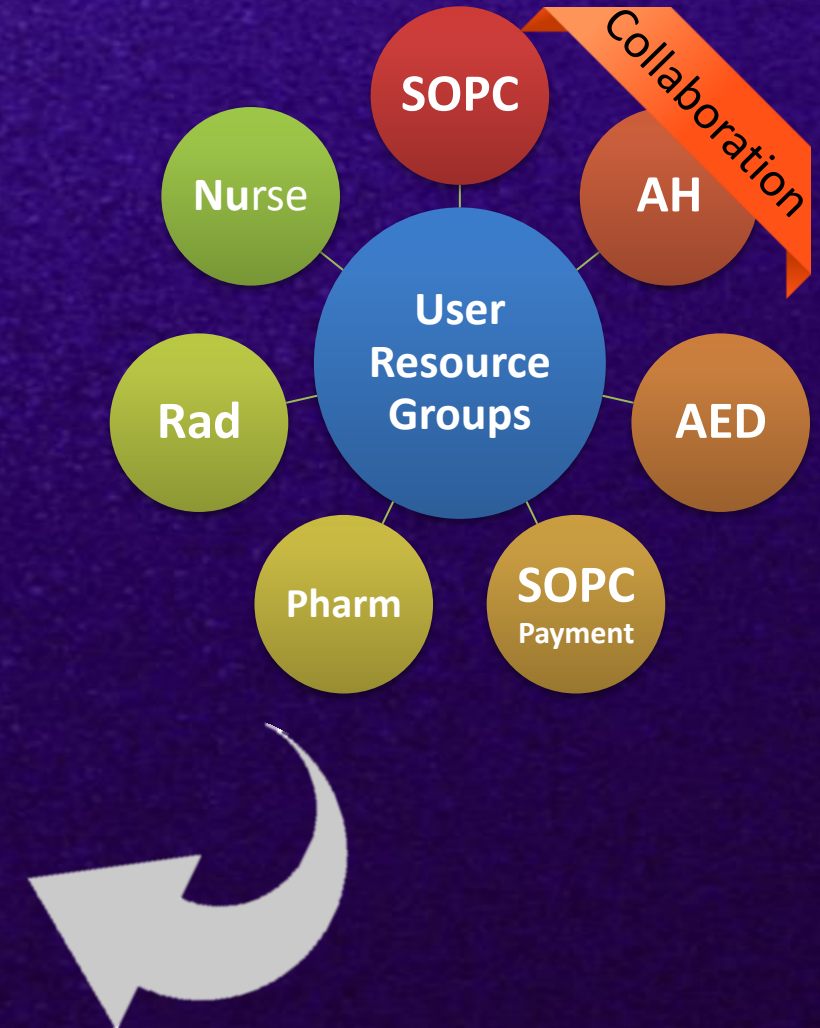
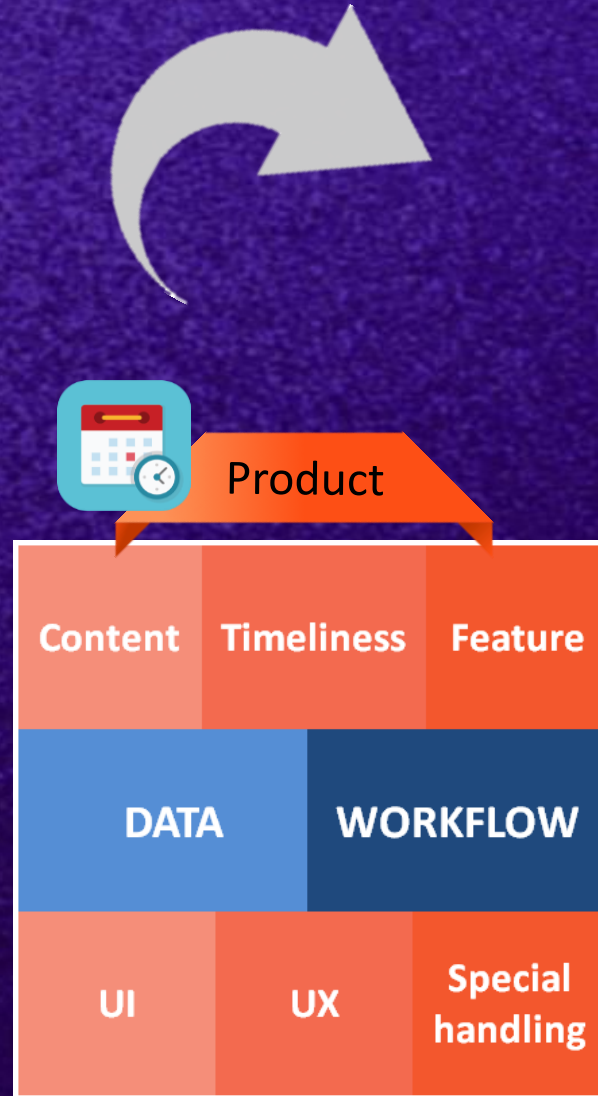
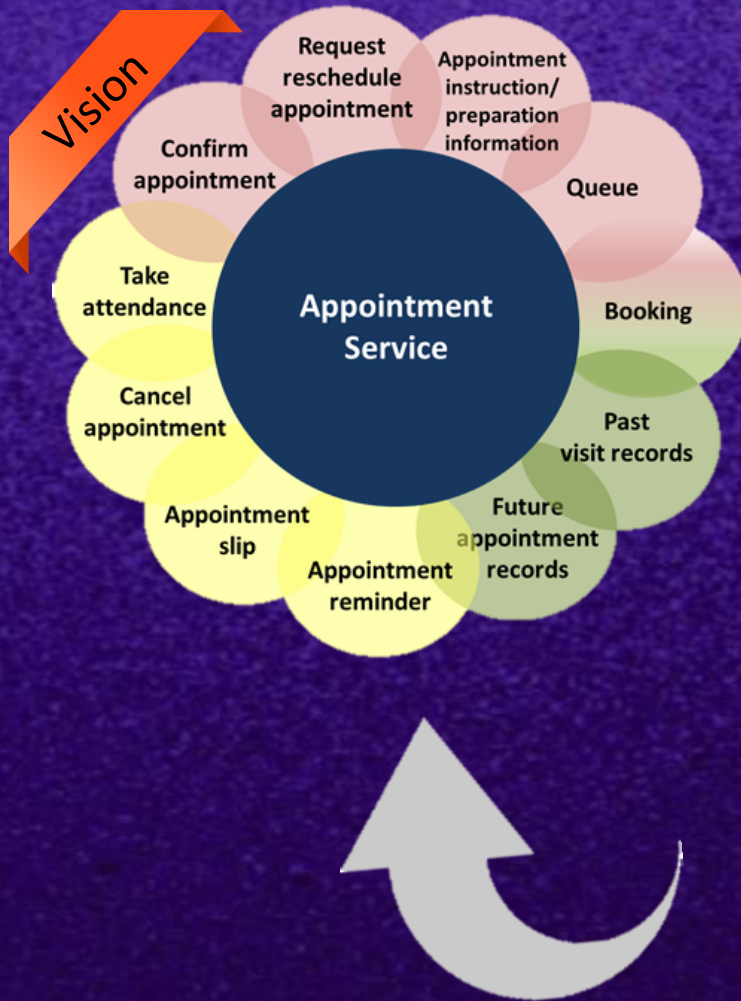


Confirm
appointment

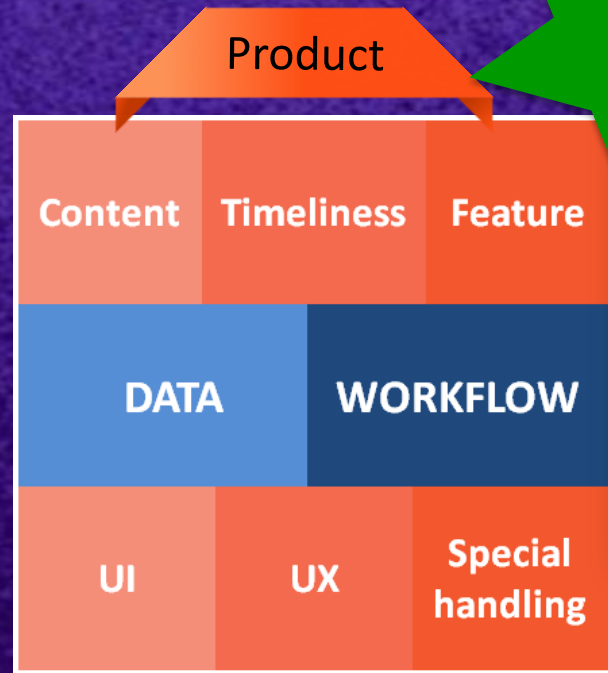
Appointment Framework



Appointment Management



Appointment Management



Clear

Scope and Content

Simple

UI/UX

Data Standardization

Workflow Standardization

Review
OPAS Cl



Accurate

Book

Reschedule
(Cancel)

Attend & Pay

Queue

Win · Win · Win



Innovate for
better care



Enhanced
experience

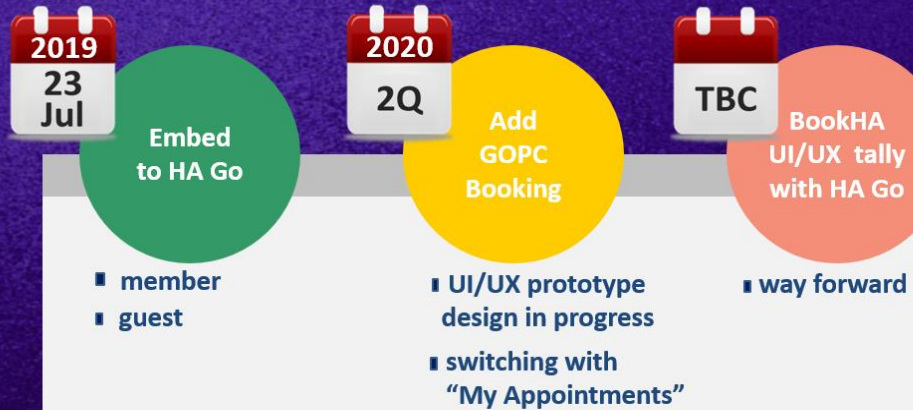


Improve
operation
efficiency



Next Steps

Booking

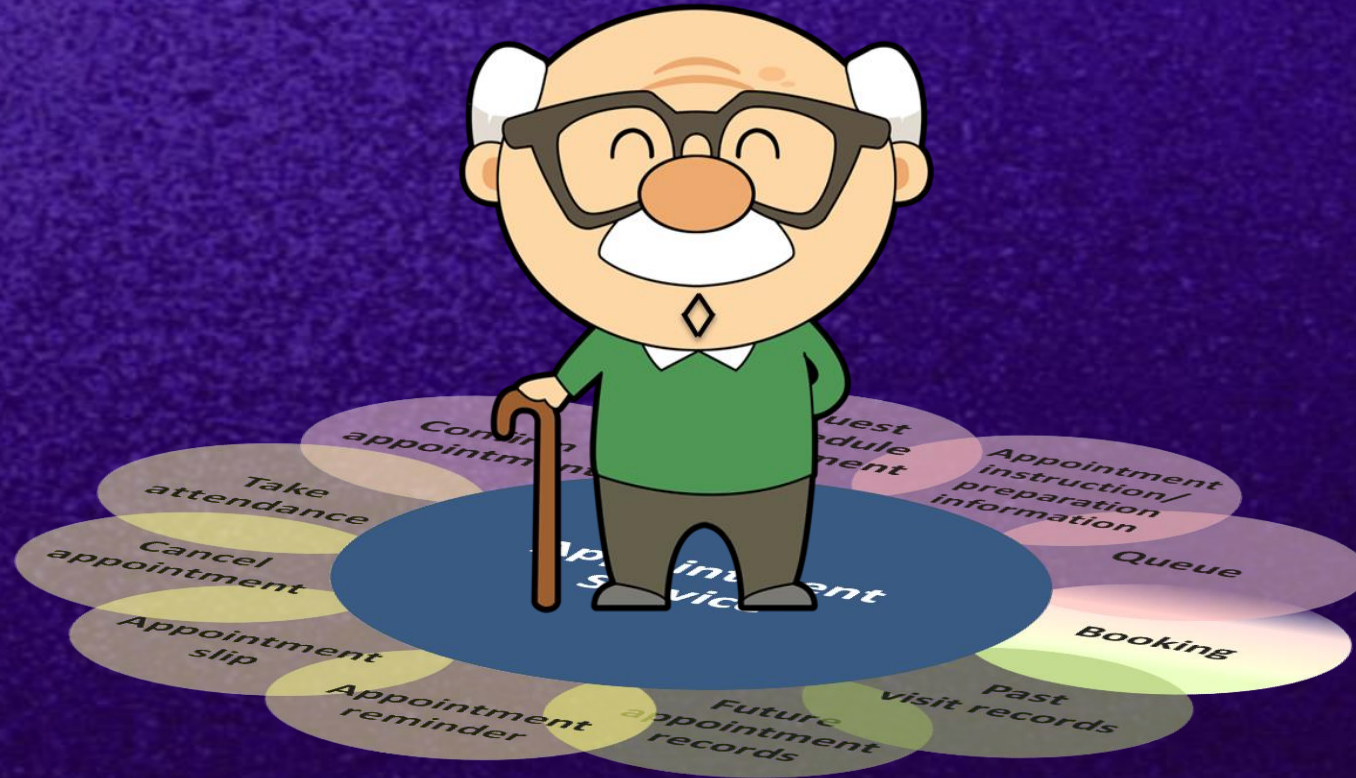


- Book General Outpatient Clinic appointment



- Provide weather reminder
- Show queuing status
- Support carer's access

Thank You



Thanks & Acknowledgement

Governance and Project team members

Governance

- HA Go Steering Group
- Patient Account and Appointment Management Task Force
- HA Go User Resource Groups
 - Patient Account and SOPC Appointments
 - Allied Health Appointments
 - A&E Appointments
 - Radiology Appointments
 - Nurse Clinic Appointments
 - Pharmacy Service Appointments
 - SOPC Payment

IT & HI

Dr N T CHEUNG
Mr H L HUI
Ms Vicky FUNG
Mr Watson TSUI
Mr Hudson CHAN
Mr Stephen LAU
Mr Dick LAM
Ms Veronica HUNG
Mr Steven LEUNG
Mr Noel CHAN
Mr Kelvin LEUNG
Ms Erica LAU
Ms Mavis POW

HA Head Office Key Stakeholders

Cluster Services Division
Quality and Safety Division
Strategy and Planning Division
Finance Division
Corporate Communication Department
Legal Services Department

IT/HI “My Appointments” teams

HI S&P2
IT CS2
IT CSC4

and those beyond the list

