

Elderly Health Care Voucher Greater Bay Area Pilot Scheme

The Government has launched the “Elderly Health Care Voucher Greater Bay Area Pilot Scheme” (“Pilot Scheme”), offering eligible Hong Kong elderly persons additional services point options for using Health Care Vouchers (“vouchers”) to pay for outpatient healthcare service fees in the Greater Bay Area.

Eligible Persons:






- Elderly persons aged 65 or above and holding a valid Hong Kong Identity Card (“HKIC”) ^{Note 1} or Certificate of Exemption (“CoE”)
- Consented to join the Electronic Health Record Sharing System (“eHealth”) (please visit www.ehealth.gov.hk for details)

Note 1: except for those who obtained a HKIC by virtue of a previous permission to land or remain in Hong Kong granted to him/ her and such permission has expired or ceased to be valid

Pilot Medical Institutions:

Details of the seven medical institutions included in the Pilot Scheme are tabulated below. Starting from mid-2024, the pilot medical institutions will gradually enable elderly persons to use vouchers. Please scan the QR codes for more details such as which clinics and departments or services of individual medical institutions accept vouchers.

To provide integrated services (including dental services)

Pilot Medical Institution	Address	Enquiry Hotline	QR Code
The First Affiliated Hospital, Sun Yat-sen University	No. 58 Zhongshan Second Road, Yuexiu District, Guangzhou	020-8733 0808	 The First Affiliated Hospital, Sun Yat-sen University
Nansha Division of the First Affiliated Hospital, Sun Yat-sen University	West of Hengli Island, The Pearl Bay Start-up Area, Hengli Town, Nansha District, Guangzhou	020-8999 8001	 Nansha Division, The First Affiliated Hospital, Sun Yat-sen University
ZhongShan Chenxinghai Hospital of Integrated Traditional Chinese and Western Medicine	No. 18, Zhuyuan Road, Xiaolan Town, Zhongshan	0760-8982 3399	 ZhongShan Chenxinghai Hospital of Integrated Traditional Chinese and Western Medicine
Dongguan Tungwah Hospital	No. 1, Dongcheng East Road, Dongguan	0769-2233 3333	 Dongguan Tungwah Hospital
Shenzhen New Frontier United Family Hospital	No. 4012 Fuqiang Road, Futian District, Shenzhen	4008-919191 / (852) 5801 1515	 Shenzhen New Frontier United Family Hospital

To provide dental services only

Pilot Medical Institution	Address	Enquiry Hotline	QR Code
Shenzhen C.K.J Stomatological Hospital	1/F, Area C, Railway Station Building, Luohu District, Shenzhen	(852) 6933 8128	 Shenzhen C.K.J Stomatological Hospital
Dental Bauhinia Specialty Service Center (Shenzhen)/ Dental Bauhinia General Care Center (Shenzhen)	9/F and 19/F, Block B, Shenzhen International Chamber of Commerce Building, No. 138 Fuhua First Road, Futian District, Shenzhen	755-8827 0822 / 755-8371 1696	 Dental Bauhinia Specialty Service Center (Shenzhen)/ Dental Bauhinia General Care Center (Shenzhen)

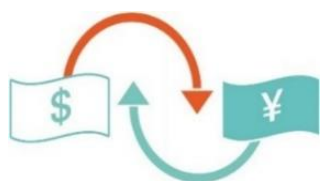
How to collect and use vouchers at pilot medical institutions?

- Vouchers are issued and claimed through an electronic platform. Eligible elderly persons need not pre-register, collect or carry the vouchers.
- Elderly persons should visit the pilot medical institutions in person, show a valid HKIC or CoE issued by the Immigration Department of the Government of the Hong Kong Special Administrative Region (“HKSARG”) and indicate the wish to use vouchers to pay for the fee of healthcare services to be received on that day.
- Elderly persons are required to provide a Hong Kong or Mainland mobile telephone number, which can receive SMS, to the medical institutions. Elderly persons may also choose to provide the mobile telephone number of their family member or carer instead.
- The medical institutions will make voucher claim for the elderly person. The record of voucher usage in the elderly person’s account will be immediately updated. Upon completion of the process of making the voucher claim, the medical institution will give a printed record of the voucher balance to the elderly person for retention. The eHealth System (Subsidies) will also send out SMS message informing the elderly person or his / her designated family member or carer immediately.

In using vouchers to pay for the fees of healthcare services provided by pilot medical institutions, will the amount be calculated in Hong Kong Dollars or Renminbi?

As the vouchers are in Hong Kong dollars (“HKD”) while the fees for healthcare services provided by the pilot medical institutions are in Renminbi (“RMB”), the voucher amount to be deducted under the Pilot Scheme is calculated according to a monthly updated voucher conversion factor. Details are as follows:

- The voucher conversion factor is updated by the HKSARG on a monthly basis and displayed at the Cashier of the pilot medical institutions for elderly persons’ reference.
- The monthly voucher conversion factor is calculated based on the average exchange rates of RMB to HKD quoted by the Hong Kong Association of Banks of five working days counting backwards from the last 4th working day of the previous month. The average of the buying and selling exchange rates of RMB to HKD of these five days will then be rounded to three decimal places (For example, 1:1.227).



How to check the voucher balance in the voucher account?

- If an elderly person already has his/her voucher account created, he/she or his/her authorised relatives/friends can check the following through the Scheme website www.hcv.gov.hk or the voucher balance enquiry hotline (telephone number: (852) 2838 0511) by entering the elderly person's HKIC number and date of birth: the voucher balance, voucher balance in the paired up account of spouse (if applicable), the amount of vouchers that can be used for optometry services, the amount of vouchers to be deposited in the account on 1 January of the coming year, the amount of vouchers expected to be forfeited due to the accumulation limit being exceeded on 1 January of the coming year (the accumulation limit of vouchers is HK\$8,000), and the amount of reward which is allotted under the Elderly Health Care Voucher Pilot Reward Scheme.
- The elderly person or relatives / friends authorised by the elderly person can also use the eHealth mobile application to check the voucher balance.



Is there a limit on the voucher amount that can be used each time an elderly person receives healthcare services at pilot medical institutions?

- There is no limit on voucher amount that can be used each time an elderly person receives healthcare services at the medical institutions but it shall not exceed the fee for the healthcare service on that occasion.

Please note that

- 💡 Vouchers are not applicable to inpatient services, pre-paid healthcare services and day surgery procedures, such as cataract surgery or endoscopy services
- 💡 Vouchers cannot be redeemed for cash
- 💡 Vouchers cannot be used solely for purchasing products such as medicine, spectacles, dried seafood, personal care products, food products or medical equipment
- 💡 Vouchers cannot be used to employ staff
- 💡 Vouchers cannot be used to pay for the same episode of service with service fees being covered by national medical insurance



More Information

Scheme Hotline: (852) 2838 2311

Scheme Website: www.hcv.gov.hk



Department of Health
The Government of the Hong Kong
Special Administrative Region 2024R©