

# Elderly Health Care Voucher Greater Bay Area Pilot Scheme

The Government has launched the “Elderly Health Care Voucher Greater Bay Area (“GBA”) Pilot Scheme” (“Pilot Scheme”) to offer more convenience and flexibility for eligible Hong Kong elderly persons by providing more service points for them to better use their Elderly Health Care Vouchers (“vouchers”) on primary healthcare services to improve health conditions.

## Eligible Persons:










- Elderly persons aged 65 or above and holding a valid Hong Kong Identity Card (“HKIC”) <sup>Note</sup> or Certificate of Exemption (“CoE”)
- Consented to join the Electronic Health Record Sharing System (“eHealth”) (please visit [www.ehealth.gov.hk](http://www.ehealth.gov.hk) for details)











Note: 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 19 medical institutions included in the Pilot Scheme (\*including 12 medical institutions newly included in 2025) are tabulated below. Eligible elderly persons can use vouchers to pay for outpatient healthcare services they receive at designated clinics and departments. Please scan the QR codes for more details such as the clinics and departments of individual medical institutions accepting vouchers / details of services / latest contact information.

(\*The effective date for individual medical institution accepting vouchers is in accordance with that as announced by the Government.)

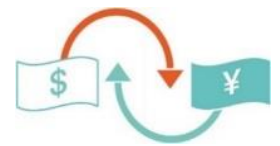
Mainland City in the GBA	Pilot Medical Institution	Address / Enquiry Hotline	QR Code
Guangzhou	The First Affiliated Hospital, Sun Yat-sen University	No. 58 Zhongshan Second Road, Yuexiu District 020-87330808	
	Nansha Division of the First Affiliated Hospital, Sun Yat-sen University	West of Hengli Island, The Pearl Bay Start-up Area, Hengli Town, Nansha District 020-89998001	
	Guangdong Clifford Hospital	No. 1 and 3 Hongfu Road, Pan Yu District 020-84518222	
	Guangdong Provincial Hospital of Chinese Medicine	No. 111, Dade Road 020-81887233	
Shenzhen	Shenzhen New Frontier United Family Hospital	No. 4012 Fuqiang Road, Futian District 4008-919191 / (852) 5801 1515	
	Shenzhen Hospital of Southern Medical University	No.13 Xinhua road, Baoan District 0755-23329999	
	Peking University Shenzhen Hospital	No. 1120, Lianhua Road, Futian District 0755-83923333	
	Shenzhen C.K.J Stomatological Hospital (To provide dental services only)	1/F, Area C, Railway Station Building, Luohu District (852) 6933 8128	
	Dental Bauhinia Specialty Service Center (Shenzhen) / Dental Bauhinia General Care Center (Shenzhen) (To provide dental services only)	9/F and 19/F, Block B, Shenzhen International Chamber of Commerce Building, No. 138 Fuhua First Road, Futian District 755-88270822 / 755-83711696	

Mainland City in the GBA	Pilot Medical Institution	Address / Enquiry Hotline	QR Code
<b>Zhongshan</b>	Zhongshan Chen Xinghai Hospital of Integrated Traditional Chinese and Western Medicine	No. 18, Zhuyuan Road, Xiaolan Town 0760-89823399	
	Zhongshan Hospital of Traditional Chinese Medicine	No. 3, Kangxin Road, West District 0760-89980666	
<b>Dongguan</b>	Dongguan Tungwah Hospital	No. 1, Dongcheng East Road 0769-22333333	
<b>Zhuhai</b>	The Fifth Affiliated Hospital, Sun Yat-sen University	No. 52, Meihua East Road, Xiangzhou District 0756-2528888	
	Zhuhai People's Hospital	No. 79, Kangning Road, Xiangzhou District 13824101120	
<b>Foshan</b>	The First People's Hospital of Foshan	No. 81, North Lingnan Avenue, Chancheng District 0757-83163168	
	The Eighth Affiliated Hospital of Southern Medical University (Previously: Shunde Hospital of Southern Medical University)	No. 1, Jiazi Road, Licun Village Committee, Lunjiao Subdistrict Office, Shunde District 0757-22318633	
<b>Huizhou</b>	Huizhou Central People's Hospital	Goose ridge North Road 41 0752-2288538	
<b>Jiangmen</b>	Jiangmen Central Hospital	No. 23, Haibang Street, Beijie 0750-3332333	
<b>Zhaoqing</b>	The First People's Hospital of Zhaoqing	No. 9, Donggang East Road 0758-2102104	

## 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.
- Starting from 28 June 2024, eligible elderly persons using vouchers at designated service points (including The University of Hong Kong - Shenzhen Hospital) in the GBA must be registered with eHealth.

## 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 4<sup>th</sup> 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](http://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](http://www.hcv.gov.hk)



Department of Health  
The Government of the Hong Kong  
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