

# The Elderly Health Care Voucher Scheme of the Government of the Hong Kong Special Administrative Region ("HKSARG") at the University of Hong Kong - Shenzhen Hospital ("HKU-SZ Hospital")



**Scheme Hotline:**  
☎ (852) 2838 2311

**Checking voucher balance:**  
☎ (852) 2838 0511

## Background

The Elderly Health Care Voucher Scheme was launched by the HKSARG to provide subsidies for Hong Kong elderly persons aged 65 or above and holding a valid Hong Kong Identity Card or Certificate of Exemption issued by the Immigration Department of the HKSARG to use private primary care services. The annual voucher amount for each **eligible elderly person** is **HK\$2,000**. The unspent voucher amount can be carried forward and accumulated for use in subsequent years, **subject to a ceiling of HK\$8,000**.

The HKU-SZ Hospital, wholly invested by the Shenzhen Government and managed by the University of Hong Kong, is a comprehensive public hospital. Since its operation on 1 July 2012, the Hospital has been providing healthcare services to the public in addition to undertaking research and teaching.

## What are the eligibility criteria for joining the Elderly Health Care Voucher Scheme?

Hong Kong elderly persons aged 65 or above and holding a valid Hong Kong Identity Card or Certificate of Exemption issued by the Immigration Department of the HKSARG, except for those who obtained a Hong Kong Identity Card 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.



## How to collect and use health care vouchers at the HKU-SZ Hospital?

Health care 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 in person the 1st Floor Shroff Office of the Outpatient and Medical Service Block, the Shroff Office of the Accident and Emergency Department at B1 Floor, the Shroff Office of the Health Assessment and Management Center or the Shroff Office of the Health Centre of the HKU-SZ Hospital, show a valid Hong Kong Identity Card or Certificate of Exemption issued by the Immigration Department of the HKSARG and indicate the wish to use health care vouchers to pay for the fee of outpatient services to be received from the designated clinics/departments of the HKU-SZ Hospital/Health Centre of the HKU-SZ Hospital\* on that day.

The Hospital will make the voucher claim for the elderly person. At the same time, the record of voucher usage in the elderly person's account will also be updated. Upon completion of the process of making the voucher claim, the Hospital will give a printed record of the voucher balance to the elderly person for retention.



## \*At which clinics/departments/Health Centre of the HKU-SZ Hospital can health care vouchers be used currently?

Health care vouchers can be used for the outpatient services (including preventive care services as well as curative and rehabilitative services) provided by the following Outpatient Medical Centers/ Medical Service Departments of the HKU-SZ Hospital as well as the Health Centre operated by the HKU-SZ Hospital:

- Outpatient Medical Center - Family Medicine Clinic
- Outpatient Medical Center - Health Assessment and Management Center
- Outpatient Medical Center - Accident and Emergency Department
- Outpatient Medical Center - Orthopedic Clinic
- Outpatient Medical Center - Ophthalmology Clinic
- Outpatient Medical Center - Dental Clinic
- Outpatient Medical Center - Chinese Medicine Clinic
- Outpatient Medical Center - Medicine Clinic
- Outpatient Medical Center - Gynaecology Clinic
- Outpatient Medical Center - Surgery Clinic
- Outpatient Medical Center - Rehabilitation Clinic
- Medical Service Department - Physiotherapy Department
- Medical Service Department - Department of Medical Imaging
- Medical Service Department - Department of Clinical Microbiology and Infection Control
- Medical Service Department - Department of Pathology
- Huawei Li Zhi Yuan Community Health Center



## Please note that

- ✗ Health care vouchers are not applicable to inpatient services, pre-paid healthcare services and day surgery procedures, such as cataract surgery or endoscopy services.
- ✗ Health care vouchers cannot be redeemed for cash.
- ✗ Health care vouchers cannot be used solely for purchasing products such as medicine, spectacles, dried seafood, personal care products, food products or medical equipment.
- ✗ Health care vouchers cannot be used to employ staff.



## In using vouchers to pay for the fees of healthcare services provided by the HKU-SZ Hospital, 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 HKU-SZ Hospital are in Renminbi ("RMB"), the voucher amount to be deducted under the Elderly Health Care Voucher Scheme at the HKU-SZ Hospital 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 1<sup>st</sup> Floor Shroff Office of the Outpatient and Medical Service Block, the Shroff Office of the Accident and Emergency Department at B1 Floor, the Shroff Office of the Health Assessment and Management Center, and the Shroff Office of the Health Centre of the HKU-SZ Hospital 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).

### Example 1:

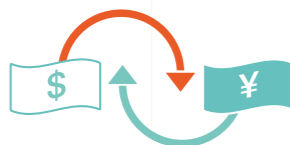
Assuming a voucher conversion factor of 1:1.127 on the consultation day and a service fee of RMB ¥ 200, if an elderly person chooses to use vouchers to fully settle the fee, the voucher amount to be deducted from the elderly person's voucher account will be HK\$225.

(i.e. RMB ¥ 200 x 1.127 = HK\$225.4, rounded to the nearest dollar is HK\$225)

### Example 2:

Assuming a voucher conversion factor of 1:1.255 on the consultation day and a service fee of RMB ¥ 500, if an elderly person chooses to pay RMB ¥ 300 of the fee by vouchers and settle the rest of the fee of RMB ¥ 200 by cash, the voucher amount to be deducted from the elderly person's voucher account will be HK\$377.

(i.e. RMB ¥ 300 x 1.255 = HK\$376.5, rounded to the nearest dollar is HK\$377)



## Tips on using vouchers



- **Before consultation:** Check your voucher balance if you already have a voucher account created (for details, please see the information below about checking). Also ask the HKU-SZ Hospital/the Health Centre operated by the HKU-SZ Hospital about the details of service fees. Please note that using vouchers or not should not affect the service fees charged.
- **Before payment:** Understand and agree to the charging items.
- **Before using vouchers:** Understand and agree to the voucher amount to be used.
- **After using vouchers:** Check the 'Notice on Use of Health Care Voucher' which shows the voucher amount you consented to use on that occasion and your voucher balance after deducting the voucher amount used. Please ask the HKU-SZ Hospital/the Health Centre operated by the HKU-SZ Hospital if you have any questions.
- If necessary, you can seek assistance from relatives, friends or carers, e.g. ask them to help you check your voucher balance and accompany you when seeking medical consultations.

## How to check the voucher balance in the voucher account?

If you already have your voucher account created, you or your authorised relatives/friends can check the following from 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 your Hong Kong Identity Card number and date of birth: your voucher balance, the amount of vouchers to be deposited in your account and 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). You or your relatives/ friends authorised by you can also use the “醫健通 eHealth” (App) to check your transaction history and the voucher balance. Please refer to the “Notice on Use of Health Care Voucher” received from the HKU-SZ Hospital/the Health Centre operated by the HKU-SZ Hospital at your last consultation.



## I was born on 1 December 1958, do I need to wait until reaching the age of 65 on 1 December 2023 to become eligible to use vouchers?

Elderly persons are provided with vouchers for using from the year in which they reach 65. For example, an elderly person reaching the age of 65 in December 2023 will be provided with vouchers for using from 1 January 2023.

## Is there a limit on the voucher amount that can be used each time an elderly person receives healthcare services at the HKU-SZ Hospital?

There is no limit on voucher amount that can be used each time an elderly person receives healthcare services at the HKU-SZ Hospital but it shall **NOT** exceed the fee for the healthcare service on that occasion.

## Is there an accumulation limit for the unspent voucher amount cumulated in the voucher account? Is there an expiry date for the voucher amount?

On 1 January each year, the voucher amount that you are eligible to receive for that year will be automatically deposited in your voucher account. The unspent voucher amount from previous years can be carried forward and there is no expiry date as such, but there is an accumulation limit of **HK\$8,000**. In other words, the sum of the voucher amount for the current year and those carried forward from previous years cannot exceed the **HK\$8,000 accumulation limit**.

As any voucher amount exceeding the accumulation limit will be forfeited, you are encouraged to plan wisely and make good use of the vouchers so that they are spent on private primary healthcare services that best suit your health needs.

## More information

For further information concerning the Elderly Health Care Voucher Scheme at the HKU-SZ Hospital or other information about the Elderly Health Care Voucher Scheme, please visit the Scheme website at [www.hcv.gov.hk](http://www.hcv.gov.hk) or call the Scheme hotline (telephone number: **(852) 2838 2311**).

### HKU-SZ Hospital

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Postal Code: **518053**

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Website: [www.hku-szh.org](http://www.hku-szh.org)

