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

Hong Kong elders 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 elders need not pre-register, collect or carry the vouchers.

Elders 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 or the Shroff Office of the Health Assessment and Management Center 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 his/her wish to use health care vouchers to pay for the fee of outpatient services to be received from the designated clinics/departments* on that day.

The Hospital will make the voucher claim for the elder. At the same time, the record of voucher usage in the elder'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 elder for retention.

*At which clinics/departments 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:

- Outpatient Medical Center - Family Medicine Clinic
- 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 - Gynecology 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

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. In addition, health care vouchers cannot be used solely for purchase of products such as medicine and medical equipment.
Can I create a joint voucher account with my spouse to facilitate future use by either party?

Health care vouchers can only be used by the eligible elder. Each elder should create his/her own voucher account. Vouchers cannot be redeemed for cash, transferred to or shared with another person.

Tips on using vouchers

Elders should:
- 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 healthcare service provider about the details of service fees. Please note that using vouchers or not should not affect the service fees charged;
- Before using vouchers: Understand and agree to the charging items; and
- Before signing the consent form for using vouchers: Check the information on the consent form, including whether the voucher recipient shown on the form is yourself and the voucher amount agreed to be used. Also provide your contact phone number on the consent form to facilitate staff of the Department of Health to verify your use of vouchers when needed.
- If necessary, you can seek assistance from relatives, friends or caregivers, e.g. ask them to 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 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 deducted 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 may also refer to the latest “Notice on Use of Health Care Voucher” received after using the vouchers.

I was born on 1 December 1954, do I need to wait until reaching the age of 65 on 1 December 2019 to become eligible to use vouchers?

Elders are provided with vouchers for using from the year in which they reach 65. For example, an elder reaching the age of 65 in December 2019 will be provided with vouchers for using from 1 January 2019.

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

There is no limit on voucher amount that can be used each time an elder 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 or call the enquiry hotline (telephone number: (852) 2838 2311).

Health Care Voucher Unit of the Department of Health
Enquiry hotline: (852) 2838 2311
(24 Hours Interactive Voice Response System)
Website: www.hcv.gov.hk
E-mail Address: hcvu@dh.gov.hk

HKU-SZ Hospital
Address: 1, Haiyuan 1st Road, Futian District, Shenzhen, Guangdong (Joint of Baishi and Qiaocheng East Road)
Postal Code: 518053
Appointment Hotline: (86) 0755-86913399
Website: www.hku-szh.org

Example 1:
Assuming a voucher conversion factor of 1:1.127 on the consultation day and a service fee of RMB¥100, if an elder chooses to use vouchers to fully settle the fee, the voucher amount to be deducted from the elder’s voucher account will be HK$225.

(i.e. RMB¥100 x 1.127 = HK$112.7, rounded to the nearest dollar is HK$113)

Example 2:
Assuming a voucher conversion factor of 1:1.127 on the consultation day and a service fee of RMB¥500, if an elder chooses to pay RMB¥500 of the fee by vouchers and settle the rest of the fee by cash, the voucher amount to be deducted from the elder’s voucher account will be HK$225.

(i.e. RMB¥500 x 1.127 = HK$563.5, rounded to the nearest dollar is HK$564)