

**Frequently Asked Questions and Answers on
Primary Care Directory
for Service Providers**

(revised in November 2018)

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1. General Questions

1.1. What is the Primary Care Directory?

Primary Care Directory (“the Directory”) is a web-based electronic database containing practice information and professional qualification of primary care providers in the community to facilitate the public to search for their own doctors, dentists and Chinese medicine practitioners.

2. Eligibility

2.1. Who are eligible for enrolment in the Directory? If I am working in the public sector, can I enrol in the Directory?

Registered doctors, dentists and practising Chinese medicine practitioners (CMPs) in Hong Kong who commit to provide directly accessible, comprehensive, continuing, co-ordinated and person-centred primary care services are eligible for enrolment in the Directory.

Doctors working in General Out-patient Clinics and Family Medicine Clinics as well as CMPs working in Chinese medicine clinics of the Hospital Authority can enrol to the Directory as well.

2.2. If I am a listed Chinese medicine practitioner, can I join the Directory? If I successfully join the Directory, does it mean that I will become a registered Chinese medicine practitioner?

Registered Chinese medicine practitioners (CMPs), CMPs with limited registration and listed CMPs are eligible to join the Directory as long as they commit to provide directly accessible, comprehensive, continuing, and co-ordinated person-centred primary care services to the public. However, joining the Directory would not change your registration or listing status of CMP.

3. Enrolment

3.1. How can I enrol in the Directory?

Primary care providers can enrol in the Directory online at www.pcdirectory.gov.hk or through the eHealth System (Subsidies) at apps.hcv.gov.hk/EN during enrolment in the Health Care Voucher Scheme and/or the Vaccination Subsidy Scheme and/or the Residential Care Home Vaccination Programme. For details, please refer to the [Enrolment Guide](#) of the Directory.

3.2. For primary care providers practising in a private hospital or private medical group, should they enrol in the Directory as an individual or should the enrolment be made solely by the hospital or private medical group as a single unit?

The purpose of the Directory is to allow the public to choose his/her own primary care provider. As such, each service provider should enrol as an individual in the Directory, even though they may be practising in the same premises or private medical group.

3.3. Why is a copy of my Hong Kong Identity Card required for enrolment in the Directory?

Hong Kong Identity Card (HKIC) number is a unique identifier and a copy of HKIC is required for verifying the identity of service providers enrolled in the Directory. HKIC number is not displayed in the Directory and cannot be viewed by the public. The personal data collected will only be used for the designated purposes and handled according to the Government policies and procedures on personal data protection. The HKIC copy will be duly deleted after processing the application.

3.4. How can I indicate the scope of services provided and networking with other healthcare providers in the Directory?

You may indicate the scope of services under item “List of Service Provision” in “Service Provision & Fee” of the “Practice Information” section, so as to facilitate the public to choose the primary care provider according to their needs. .

Delivery of co-ordinated comprehensive care by multi-disciplinary team is one of the key attributes of good primary care. You may indicate networking with other healthcare providers under item “Primary care team members” in “Other Information” of the “Practice Information” section. Information about their practicing address and professions can be inputted.

3.5. How can I indicate information about the special opening hours and service provided by other doctor for my clinic during long public holidays (e.g. Lunar New Year Holiday)?

You may regularly update the opening hours of individual public holidays as follows:

- (i) login to your account in the Directory;
- (ii) under item “Special Arrangement” in “Opening Hours” of the “Practice Information” section, select “Add Public Holiday” and the days of clinic opening during public holidays;
- (iii) select “Other opening hour” and input the timeslots;
- (iv) select “Service provided by other [doctor/ dentist/ CMP]” (where appropriate).

Please refer to [Demonstration of Enrolment Procedure](#) for details.

Below is an illustration of input and display of special opening hours of an enrolled doctor.

Input of special opening hours:

Select the public holidays		Select remarks (if any)	Input time slot
28/01/2017	Lunar New Year’s Day	Other opening hour & Service provided by other doctor	9:30-13:00
29/01/2017	The second day of the Lunar New Year	No service	
30/01/2017	The third day of the Lunar New Year	Other opening hour & Service provided by other doctor	10:00-13:00

Display of special opening hours in the Directory as follows:

28/01/2017 - Lunar New Year’s Day	9:30-13:00	Service provided by other doctor
29/01/2017 - The second day of the Lunar New Year	No service	
30/01/2017 - The third day of the Lunar New Year	10:00-13:00	Service provided by other doctor

3.6. How can I indicate acceptance of insurance cards in the Directory?

You may select the checkbox for “Insurance” under item “Payment method” of the “Practice Information” section indicating that your clinic accepts insurance cards. A message “Please check with the service provider for the insurance arrangement and payment details” will be shown in the Directory.

3.7. Will the Directory show my participation in Government subsidy schemes?

Yes, the Directory will automatically show your participation in Government subsidy schemes such as the [Health Care Voucher Scheme](#), the [Vaccination Subsidy Scheme](#) and the [Pilot Public-Private Partnership Programme on Smoking Cessation](#).

3.8. How can I save the enrolment information for reference?

You can use the “Save or Print” button on the “Completion” page to save or print your enrolment information after submission of the application.

3.9. When and how will I be notified of the enrolment approval?

After verification of the information that you have provided, applicants will normally be informed by email whether the enrolment is approved or not, within 20 working days upon providing all necessary information including copy of the Hong Kong Identity Card.

Successful applicants will receive a confirmatory email with a link to activate your account. Upon activation of your account, your information will be displayed in the Directory for search and viewing by the public after mid-night.

4. Information update

4.1. How can I update my information in the Directory?

You can log into your Directory account at apps.pcdirectory.gov.hk/SP/Main/Main.aspx; then go to “My Info” to view or update your information. You may temporarily save your edited information by pressing the “Save” button. By the time when you press the “Confirm” button, your saved information will be submitted to the Primary Care Office for further processing. You may also submit your update request direct by pressing the “Save and Confirm” button.

After confirmed submission of request for updating information, most information which does not require further checking will be updated in the Directory after mid-night. For information that requires further checking on the text (e.g. practice address) or professional information that requires verification by the respective professional Boards and Councils (e.g. professional registration number, qualifications), the updated information will normally be displayed in the Directory within seven working days.

5. Maintenance of listing in the Directory

5.1. Are there any CME/CPD requirements for maintaining listing in the Directory? How will my CME/CPD status checked?

In order to promote and maintain the quality of services provided by primary care providers listed in the Directory, doctors, dentists and Chinese medicine practitioners enrolled in the Directory must demonstrate that they are pursuing continuing medical education (CME) or continuing professional development (CPD). Please refer to the [Terms and Conditions](#) for details.

The Department of Health conducts regular checking of CME/ CPD status of healthcare providers enrolled in the Directory. Please refer to the [Conditions for Maintenance of Listing](#) for details.

6. Account matters

6.1. I am a doctor enrolled in the Directory and my account has been inactivated. How can I reactivate my account`?

To reactivate your account in the Directory, you must fulfill the following criteria:

- (a) Doctors who are specialists shall be listed in the Specialist Register of the Medical Council of Hong Kong (MCHK).
- (b) Doctors who are non-specialists shall have obtained:
 - (i) CME Certificate issued by the MCHK for the past calendar year preceding the application; or
 - (ii) CME information provided by the CME Programme Administrators certifying that the CME points accumulated in the past calendar year have met the minimum requirement for the MCHK CME certification.

You have to submit a completed and signed "Application Form for Reactivation of Account in the Primary Care Directory" by fax, email or post.

apps.pcdirectory.gov.hk/PCD_SP/EN/PCD_SP_PDF_Reactivation_Application_Form_EN.pdf

For more details on the application procedures, please visit the website of the Directory (apps.pcdirectory.gov.hk/PCD_SP/EN/ReactivationAccount_Maint.htm).

6.2. I have wrongly entered my password in the login page for several times, the system displays "Account Locked" message and I cannot log in again, what can I do?

The account will be locked after repeated failed attempts to log in the Primary Care Directory. Please contact the Primary Care Office of the Department of Health at 3576 3658 or email to pco@dh.gov.hk to unlock your account.

6.3. Can I change my account password?

Yes. You may log in your Directory account, go to “My Account” and choose “Change Password” to change your password. For system security, you are encouraged to change your password periodically following the password input tips. The new password should not be the same as the last ten previously used passwords.

6.4. What can I do if I have forgotten my password?

You can press “[Forgot Password](#)” in the login page and enter your personal information to verify your identity. An email will be sent to your registered email address and you may follow the steps as shown to change your password.

6.5. How can I make a request for access to or correction of my personal data?

You can access to or update your information kept in the Directory online by logging in your account. (as mentioned in Q 4.1)

Alternatively, you may request access to or correction of the personal data provided in accordance with the provisions of the Personal Data (Privacy) Ordinance (Cap 486), by addressing to:

Executive Officer
Primary Care Office, Department of Health
Room 1008,10/F, Guardian House
32 Oi Kwan Road, Wan Chai
Hong Kong
Telephone No. : 3576 3432
Fax number: 3583 4549
Email Address: pco@dh.gov.hk

6.6. How can I withdraw from the Directory after enrolment?

You may log in your Directory account, go to “My Account” and select “Withdraw from Directory” to submit the request. You will be informed later by email when the withdrawal procedures are completed. Once your account is closed, you cannot access to your account again and your information will not be displayed in the Directory for public access.

6.7. Can I enrol in the Directory again after withdrawal?

Doctors who wish to apply for re-entry into the Directory should apply online via the Directory website at www.pcdirectory.gov.hk and have to submit the Continuing Medical Education (CME) Certificate issued by the Medical Council of Hong Kong for the past calendar year.

Dentists who wish to apply for re-entry into the Directory should apply online via the Directory website at www.pcdirectory.gov.hk and have to submit the Continuing Professional Development (CPD) Certificate issued by the Dental Council of Hong Kong for the past calendar year.

7. Technical matters

7.1. What is the system requirement for using the Directory?

You can access the Directory by using popular operating systems (OS) and browsers in the market. To ensure smooth operations of the Directory and high security, you are recommended to use one of the combinations of OS and browser as listed below which have been tested for compatibility with the Directory.

	Microsoft Windows 7	Microsoft Windows 8	Microsoft Windows 10
Microsoft Internet Explorer 11 (Note 1)	Yes	Yes	Yes
Mozilla Firefox 52	Yes	Yes	Yes

Note 1: For security and performance reasons, Microsoft only supports the most current version of Internet Explorer available for a supported OS. We recommend users access the Directory through the latest version of Internet Explorer.

In general, you also need to enable the following software items in your browser:

- Javascript
- Cookies
- TLS 1.0


7.2. Why is there no response when pressing the right click button of the mouse?

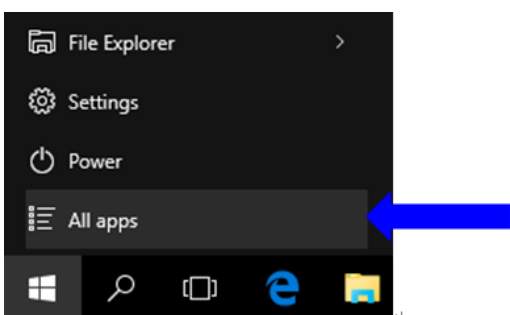
Under normal operation, the right click button, address bar and the hot keys of the browser are disabled as they will affect the normal flow of the application. Therefore, even if they are enabled by some external means, you should never use them.

7.3. How to open Internet Explorer 11 in Windows 10?

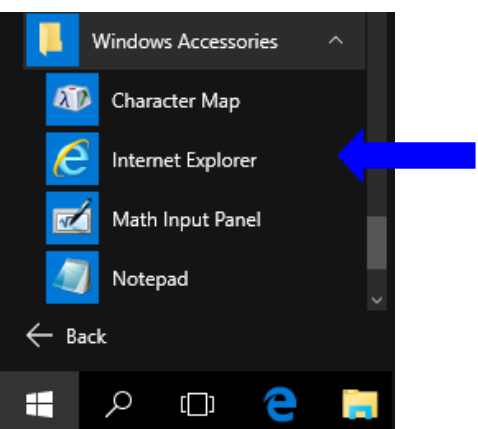
Please follow the steps as shown below to open Internet Explorer 11 in Windows 10:

Method A

1. Open Start menu  in the bottom left corner, select "All Apps"

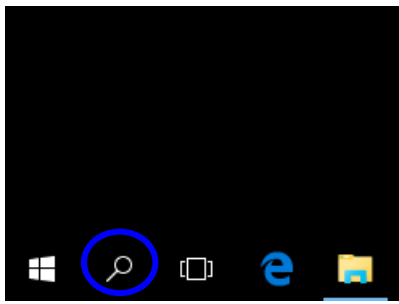


2. Expand "Windows Accessories", select "Internet Explorer"

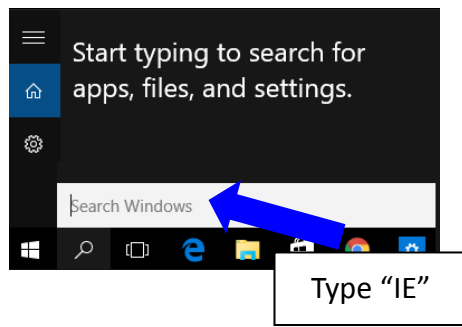


Method B

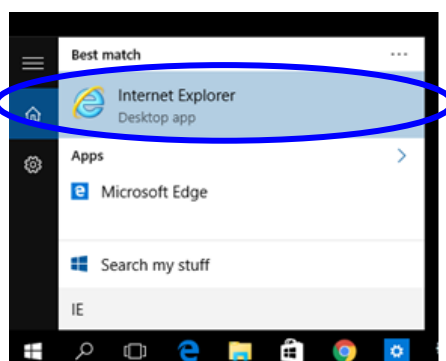
1. Press Search icon in the bottom left corner



2. In the search bar type "IE"



3. The shortcut for IE11 will be shown in the result box. Click the shortcut to open Internet Explorer 11



8. Contact us

8.1. Whom may I contact if I need more information?

You may contact the Primary Care Office of the Department of Health by the following means:

Tel. No.: 3576 3658

Fax No.: 3583 4549

Email Address: pco@dh.gov.hk

Address: Primary Care Office, Department of Health
Room 1008, 10/F, Guardian House
32 Oi Kwan Road, Wan Chai, Hong Kong