

DH continues to follow up on suspected closure of private healthcare facilities

Regarding the suspected closure of certain private healthcare facilities, the Department of Health (DH) today (May 14) appealed to members of the public who have received laboratory or diagnostic radiology services through the private healthcare facilities in question, and cannot obtain and follow up on the laboratory test reports through their doctors, to contact the DH's telephone hotline for appropriate follow-up action.

As announced on May 2, the Government set up an inter-departmental dedicated team to follow up on the incident. The team comprises representatives from the Security Bureau, the Commerce and Economic Development Bureau, the Hong Kong Customs and Excise Department, the Hong Kong Police Force, the DH and the Consumer Council.

The DH has set up a telephone hotline, email and a WhatsApp account since May 3 for public enquiries on related issues. As at 5pm today, a total of 149 enquiries were received. Most of the enquiries were related to vaccines for children or other age groups. One enquiry about laboratory services has been received.

Laboratory reports

After learning that the private health care facilities in question had used the laboratory services of a local private hospital for laboratory services, the DH also took the initiative to contact the private hospital and offer assistance in delivering 11 laboratory reports to the referring doctor so that the cases of relevant members of the public could be followed up appropriately.

For the sake of prudence, the DH is also reaching out to local registered professionals operating medical laboratories and radiological imaging services, inviting them to contact the DH for assistance if they are unable to deliver any laboratory reports to referring doctors from the private healthcare facilities in question.

Anyone who has received laboratory or diagnostic radiological imaging services through the private healthcare facilities in question and has not yet been able to obtain the report from their doctor may call the DH hotline (2125 1188), which operates from 9am to 5pm daily, or send an email to dhhelpdesk_2501@dh.gov.hk or WhatsApp messages to 6170 8006 for assistance.

Childhood immunisation

All 29 Maternal and Child Health Centres (MCHCs) under the DH provide vaccination services for infants and young children from birth to 5 years of age under the Hong Kong Childhood Immunisation Programme (HKCIP). Parents of the affected infants and young children in the above age group, whether Hong Kong residents or not, may make appointments at the nearest MCHCs of the DH (see Annex) for timely completion of the vaccines included in the HKCIP based on scientific evidence. The vaccination is free of charge for eligible persons and [payable](#) by non-eligible persons. As of yesterday, the MCHCs of the DH have provided support to 54 parents of affected infants and young children including health advice to parents or arranging vaccinations for their children at MCHCs.

For other vaccines that are not included in the HKCIP based on scientific evidence, the Primary Healthcare Commission (PHC Commission) has engaged with family doctors and healthcare facilities. Currently, there is a stable supply of relevant vaccines in the private sector, and the service providers are ready to provide vaccination services to people in need. To this end, the PHC Commission has reminded family doctors listed in the Primary Care Directory (PCD) to update their practice information, particularly on the provision of vaccination services, to enable citizens in need to identify suitable family doctors. Members of the public can search for the practice information of relevant family doctors by selecting immunisation (including various vaccines for children) under "Services Provision" in the PCD (apps.pcdirectory.gov.hk/Public/EN/AdvancedSearch?ProfID=RMP). They are advised to contact the relevant family doctors in advance to confirm service details, fees and other relevant matters before making vaccination arrangements.

Public enquiries

The DH has provided appropriate health information and vaccination-related professional advice to meet the different needs of the enquirers. The DH has also assisted parents in need in arranging for their children to receive vaccinations at the DH's MCHCs and advised them on how to receive vaccines not included in the HKCIP according to scientific evidence or vaccines for other age groups.

The DH has compiled a series of Frequently Asked Questions from recently received enquiries and uploaded them to the DH's [website](#) for public reference.

The DH will continue to join hands with other members of the inter-departmental dedicated team to follow up on the incident and take appropriate actions, with a view to handling all cases as soon as possible and provide assistance to those affected by the incident.