

## DH's enquiry hotline regarding suspected closure of private healthcare facilities to cease operation tomorrow

The Department of Health (DH) said today (June 5) that its telephone hotline (2125 1188), dedicated email ([dhhelpdesk\\_2501@dh.gov.hk](mailto:dhhelpdesk_2501@dh.gov.hk)) and a WhatsApp account (6170 8006) set up for public enquiries regarding the suspected closure of certain private healthcare facilities will cease operation from tomorrow (June 6). Members of the public may refer to the [Frequently Asked Questions](#) prepared by the DH for this incident. Alternatively, they may call the DH's general hotline at 2961 8989 or email to [enquiries@dh.gov.hk](mailto:enquiries@dh.gov.hk). For enquiries about the vaccination service for infants and young children from birth to five years of age under the Hong Kong Childhood Immunisation Programme (HKCIP), please call the nearest Maternal and Child Health Centres (MCHCs) of the DH ([www.fhs.gov.hk/english/centre\\_det/maternal/maternal.html](http://www.fhs.gov.hk/english/centre_det/maternal/maternal.html)).

Since the aforesaid special enquiry channels were established about a month ago until 5pm yesterday (June 4), the DH has received a total of 276 enquiries about the suspected closure incident. Among them, 188 were related to vaccinations (including 77 enquiries related to childhood vaccinations and 111 enquiries about vaccines for other age groups) and 68 were related to laboratory reports. The number of enquiries received through the relevant telephone hotline, email and WhatsApp account has remained at a very low level recently. The DH will cease the operation of the special enquiry channels from tomorrow in response to the change in public demand.

The Government announced on May 2 the setting up of 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.

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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 has taken the initiative to contact the private hospital concerned and offered assistance in delivering 11 laboratory reports to the referring doctor so that the cases could be followed up appropriately. For the sake of prudence, the DH has also reached 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.

The MCHCs of the DH have provided support to over 120 parents of affected infants and young children, including health advice to parents or

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

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](https://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.