

Elderly Health Care Voucher Greater Bay Area Pilot Scheme to extend to Zhuhai from June 26

The Government announced today (June 23) that the Fifth Affiliated Hospital, Sun Yat-sen University (FIFAH-SYSU) and Zhuhai People's Hospital (ZHPH) in Zhuhai will launch the Elderly Health Care Voucher Greater Bay Area Pilot Scheme this Thursday (June 26), accepting eligible Hong Kong elderly persons to use Elderly Health Care Vouchers (EHCVs) to pay for outpatient healthcare services at designated departments. With the two additional service points, the number of service points in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) where EHCVs can be used will increase to 11, benefitting more than 1.78 million eligible Hong Kong elderly persons.

EHCVs are applicable for outpatient healthcare services provided by 16 designated departments at the FIFAH-SYSU, including Department of Internal Medicine, Department of Surgery, Department of Orthopedics, Department of Cardiology, Department of Neurology, Department of Gynecology, Department of Traditional Chinese Medicine, Department of Dermatology, Department of Ophthalmology, Department of Otolaryngology – Head & Neck Surgery, Department of Stomatology, Department of Rehabilitation Medicine, Department of Psychiatry and Psychology, Department of Clinical Nutrition, Health Management Center and Department of Emergency Medicine.

For ZHPH, EHCVs are applicable for outpatient healthcare services provided by 15 designated departments, including Department of Internal Medicine, Department of Surgery, Department of Orthopaedics, Department of Gynecology, Department of Ophthalmology, Department of Stomatology, Department of Otorhinolaryngology, Department of Traditional Chinese Medicine, Department of Rehabilitation Medicine, Department of Emergency Medicine, Department of General Medicine, Health Management Center, Department of Dermatology, Department of Psychological Counseling and Department of Clinical Nutrition.

The arrangements for shared use of EHCVs between spouses and the EHCV Pilot Reward Scheme under the EHCV Scheme are equally applicable to the FIFAH-SYSU and ZHPH. In other words, when an elderly person receives designated primary healthcare outpatient services for health checks, preventive health services, and follow-up/monitoring of long-term conditions at the designated departments, the EHCV spending for that service encounter can be accumulated for the allotment of rewards. Further information and treatment flow are set out in the Annex.

The fees for the healthcare services provided by the pilot medical institutions are denominated in Renminbi. Medical institutions will make EHCV claims for elderly persons, and the EHCV amount deducted in Hong Kong dollars will be calculated according to a monthly updated voucher conversion factor

under the EHCV Scheme. The monthly voucher conversion factor under the EHCV Scheme will be displayed at the cashier offices of the medical institutions for reference by the elderly.

"Elderly persons cannot use EHCVs together with national medical insurance to pay for the fees of the same healthcare service encounter. The scope of using EHCVs on the Mainland is the same as that in Hong Kong, which does not include inpatient services, prepaid healthcare services and day surgery procedures. EHCVs cannot be used solely for the purchase of goods, medication, medical equipment or products, nor can they be redeemed for cash," the spokesperson reminded.

Hong Kong elderly persons should register with eHealth before using EHCVs at any designated service point in the GBA. To facilitate Hong Kong citizens in using electronic health records (eHRs) across the boundary in a secure manner and to enhance the continuity of healthcare services, the "Cross-boundary Health Record" and "Personal Folder" functions of the eHealth mobile application (eHealth App) will be extended to the two hospitals from the same day (June 26). In addition, elderly persons can also use the eHealth App to check their EHCV balance and usage record, as well as access at any time important information such as their medications, allergies and adverse drug reactions stored in the eHealth App. If elderly persons wish to use EHCVs at the GBA medical institutions but they have not yet registered with eHealth, the medical institutions will instantly register them for eHealth upon their consent so that they can use EHCVs right away.

If elderly persons suspect that the participating medical institutions have violated the EHCV Scheme rules, they can call the EHCV Scheme hotline (2838 2311) to provide relevant information and details to the Health Care Voucher Division of the Department of Health (DH). All suspected cases of violation of the EHCV Scheme rules or false declarations will be strictly dealt with by the DH. Furthermore, each GBA medical institution has set up an enquiry and complaint hotline. Elderly persons can also offer their views to the relevant medical institution or file complaints against the medical institutions under the Pilot Scheme to the health authority at the provincial or city level if necessary. Members of the public can visit the following thematic website (www.hcv.gov.hk/en/hcv_gba_pilot_scheme/index.html) for more information.

The Government launched the Pilot Scheme in 2024 to extend the coverage of EHCVs to seven integrated medical/dental institutions in the GBA, covering Guangzhou, Zhongshan, Dongguan and Shenzhen, and offering more convenience and flexibility to the eligible Hong Kong elderly persons. The Government announced the extension of Pilot Scheme in May 2025, further increasing the service points to cover all nine Mainland cities in GBA. With the extension of the Pilot Scheme to 12 additional medical institutions offering integrated healthcare services (including dental services), together with the two existing service points operated by the University of Hong Kong-Shenzhen Hospital, eligible elderly persons can use EHCV at a total of 21 service points in the GBA cities.

The Government is actively preparing the implementation of the Pilot Scheme in the remaining 10 medical institutions included in the Pilot last month. It is expected that relevant arrangements will be launched gradually in the second half of this year.

Members of the public may visit the EHCV Scheme website (www.hcv.gov.hk) or call the hotline (2838 2311) for more information on the EHCV Scheme.