

# "第三章：守護！病人有權益，價錢要清晰！



# Foundation: Cap 633 and Code of Practice

## **Cap.633 (Private Healthcare Facilities Ordinance)**

- Introduced a new, premises-based regulatory regime for all private healthcare facilities in Hong Kong, gazetted on November 30, 2018.

## **Code of Practice for Clinics (2025 Edition) (CoP)**

- Sets the minimum licensing standards for governance, service delivery, and care process. Effective October 2025.

**Compliance with the CoP is a condition for licence issuance and renewal.**

# Patients' right

In Code of Practice...



# What is patients' right? (in CoP section 3.1)

- ◆ Right to know the name and rank of the staff providing services.
- ◆ Right to be informed of the treatment planned for them and give informed consent to their treatment.
- ◆ The privacy of patients is considered and respected by all staff of the facility.
- ◆ Patients and their carers or representatives have the right to be informed about the procedures for making complaints, and the process of managing and responding to their complaints by the facility.
- ◆ Right to access their own medical records.

- In Code of Practice for Clinics, the facility establishes **written policies and procedures** to protect the rights of its patients.



- **Licensee:** Set up and enforce rules, policies and procedures relating to the quality of care and safety of patients in the PHF.
- **Chief Medical Executive (CME):** adopts and implements of rules, policies and procedures concerning healthcare services provided in the PHF.

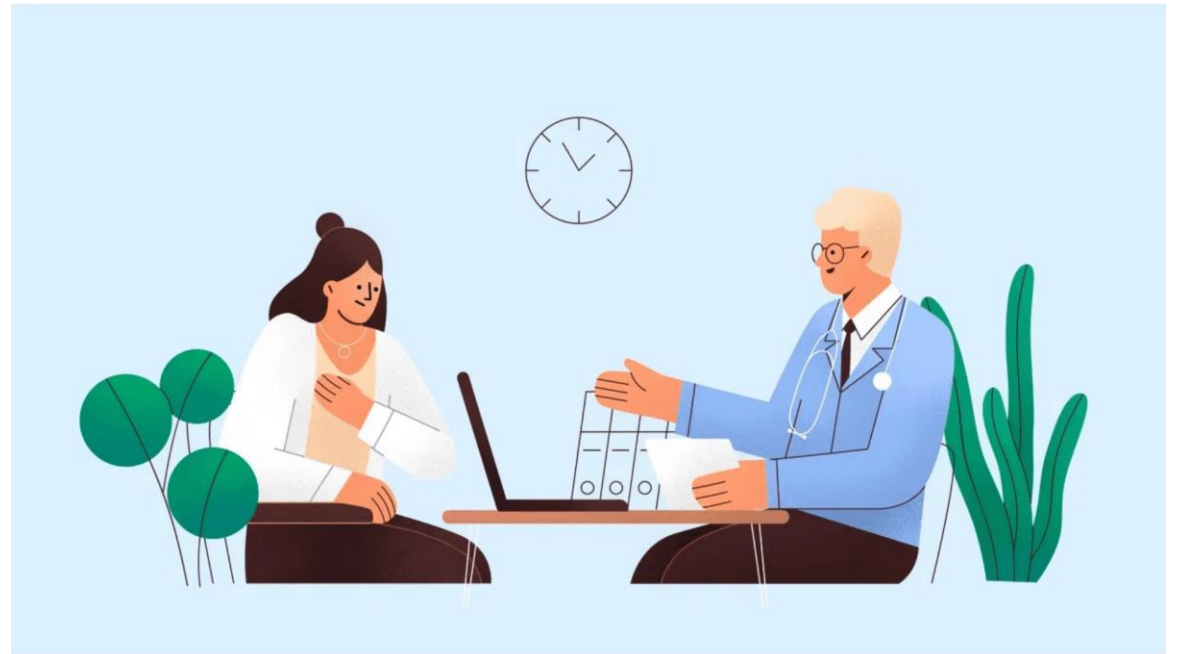


# Patients' right

- Right to know the name and rank of the staff providing services.
  - E.g. name badge

# Patients' right

- Right to be informed of the treatment planned for them and give informed consent to their treatment.





# Patients' right

- Privacy is considered and respected.
  - Patient's information kept at restricted area.
  - Personal data must be protected under the Personal Data (Privacy) Ordinance.
  - Electronic record- log in accounts

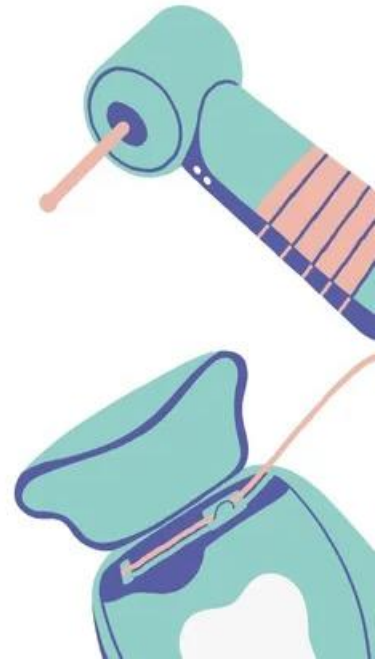
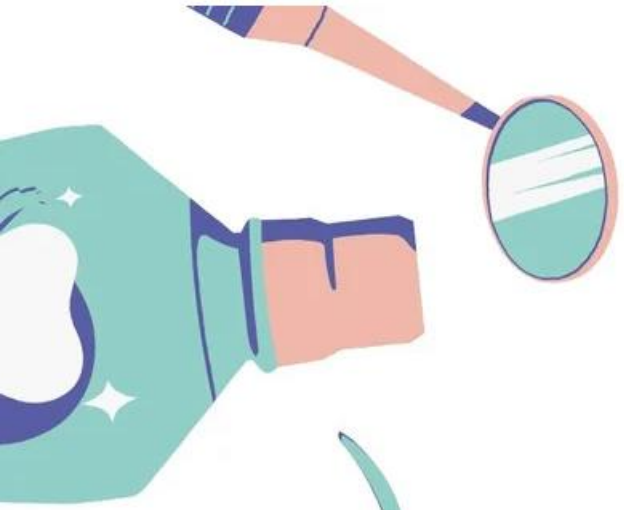


Complaint

Medical records

Price Transparency

# Complaint



# Patients' right- Complaint

- Right to be informed about the procedures for making complaints, and the process of managing and responding to their complaints by the facility.
- CME implements a mechanism for handling complaints



# Patients' right- Complaint

- Procedures for receiving complaints:
- Procedures for managing complaints
- Procedures for responding to the complainant
- Complete documentation of the process: maintain complete records of all complaints, investigations and responses.
- within a specific time frame: How long should a respond to the complainant be produced?
- Display complaint mechanism in clinic.

# Patients' right- Complaint

## ●Complaint Committee

➤ <https://www.ccphf.org.hk/en/home/index.html>

私營醫療機構投訴委員會

Committee on Complaints Against  
Private Healthcare Facilities

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**Committee on Complaints against Private Healthcare Facilities**

# Complaints Committee

- Notice displaying the contact details of Complaint Committee



## Contact Us

If you wish to make a complaint or obtain further information, please contact us at:

### **Secretariat of the Committee on Complaints against Private Healthcare Facilities**

**Address:** Room 402, 4/F, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong

**Telephone No.:** (852) 3107 2667

**Fax No.:** (852) 2117 1936

**E-mail Address:** [ccphf@dh.gov.hk](mailto:ccphf@dh.gov.hk)

# Complaints Committee

- **Two-tier** complaints management system in handling complaints against licensed private healthcare facilities
- Patient may first provide feedback or make a complaint to the private healthcare facility ("PHF") concerned if they have any opinions or dissatisfaction on the PHF. If the complainant is not satisfied with the handling and reply from the concerned PHF, the complainant may then make further complaint to the Committee on Complaints against Private Healthcare Facilities.



# Complaints Committee

- Functions:

- to receive and consider facility complaints;
- to make recommendations to the Director on matters relating to facility complaints, including whether to take any regulatory action against the private healthcare facilities concerned;
- to refer, in appropriate cases, facility complaints to regulatory authorities for any follow-up action;
- to make recommendations to private healthcare facilities on any improvement measures;

# Complaints Committee

- Is there a time limit for making complains?
  - The complaint against private healthcare facilities should be made to the Committee on Complaints against Private Healthcare Facilities within **2 years** from the date of the subject event occurred.

# Complaints Committee

- Role of CME

- Provide any information or documents requested, in a timely manner, for concluding the case
- Ensure all information provided to the Complaints Committee is complete and accurate
- Upon request from the Complaints Committee, CME ensures that investigation is conducted and the complainant is replied to.
- reply and result of investigation are provided to the Complaints Committee within the stipulated timeframe.
- Ensure advice from the Complaints Committee on improvement measures are implemented

# Medical Records



# Patients' right

- Right to access their own medical records
  - Patients have the right to access and review their own medical records maintained by the clinic.



# Medical records

- There is a **written policy** in place for the creation, management, handling, storage and destruction of all medical records.
- Medical records include at least the following: unique identifier, patient's name, gender, date of birth, residential address, contact telephone number, drug allergy history, relevant consultation notes and investigation(s), treatment, and where appropriate, sick leave and referral records.

# Medical records

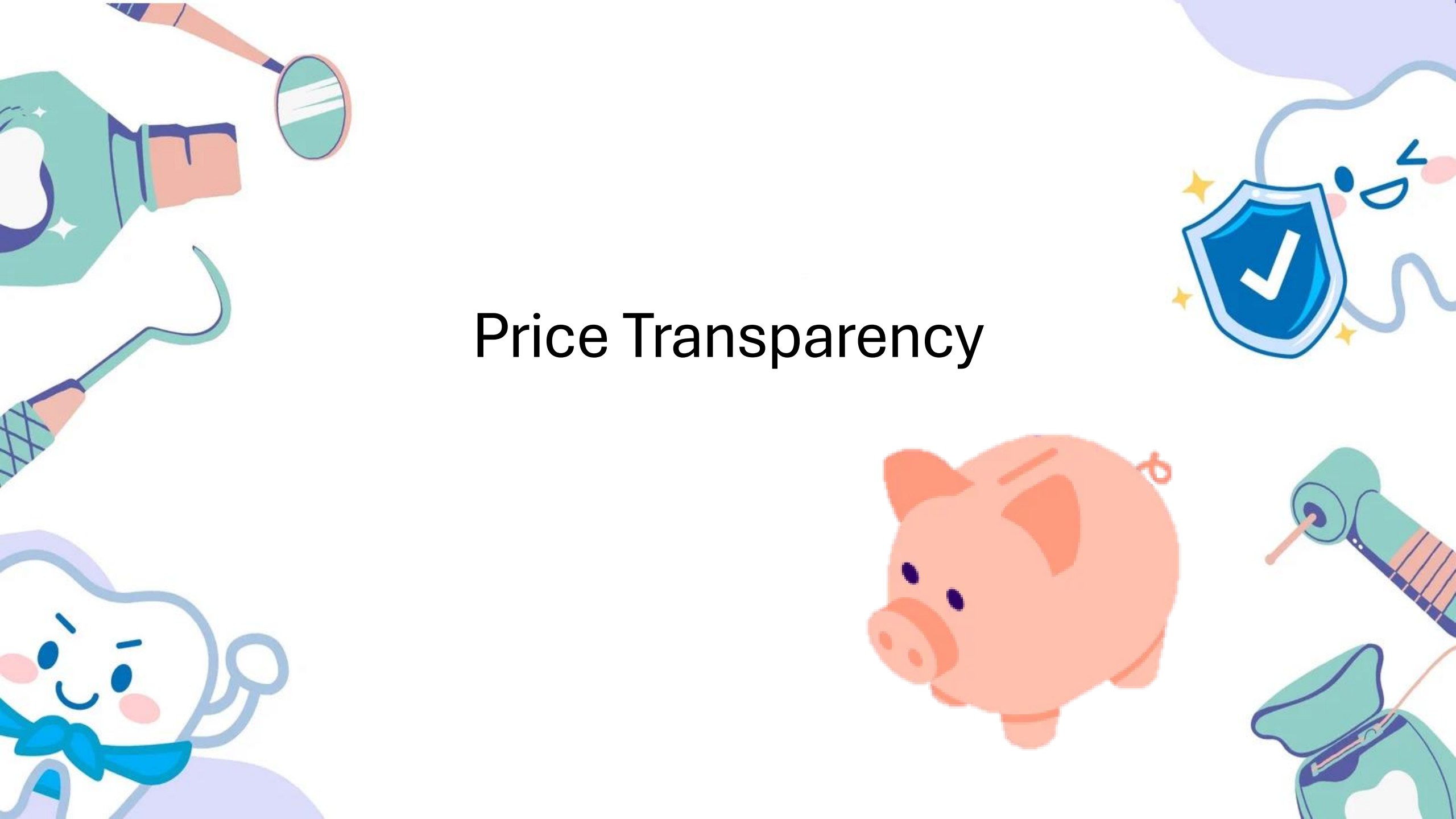
- Paper record? Digital record? Back up?
- All medical records are accurate, legible and up-to-date.
- All entries in the record are dated, signed where appropriate, and the person could be identified.

# Medical records

- Medical records are maintained and retained for specified minimum period.
- The staff handling personal data are aware of the provisions of the Personal Data (Privacy) Ordinance (Cap. 486) and have due regard to their responsibilities under that ordinance.



# Price Transparency



# PHFO- Price Transparency

- PHFO Section 61:
  - The licensee of a private healthcare facility must make available to the public information about the prices of chargeable items and services provided in the facility as prescribed by regulations for the purposes of this subsection.



# Code of Practice- Price information

- Patient informed about the charges of service whenever practicable.
- An up-to-date fee schedule covering all chargeable items is readily available for reference of patients at the reception office, cashier and where appropriate.



- If it is not possible to provide a fixed fee for a particular chargeable item, the fee could be presented in the form of a price range or could be marked to indicate that price information will be available upon request.

# Latest Legislative Council Progress

LC Paper No. CB(3)639/2025(03)

For discussion on  
9 May 2025

## Legislative Council Panel on Health Services

### Enhancing Price Transparency of Private Healthcare Services

#### PURPOSE

This paper outlines the Government's proposal on the legislative and long-term enhancement measures for enhancing price transparency of private healthcare services to canvass comments from members.

#### BACKGROUND

2. Hong Kong's healthcare system has all along been renowned for its efficiency and quality, which can be broadly divided into three levels:

- (a) **Primary healthcare** is the first point of contact for individuals and families in a continuous healthcare process. It is prevention-oriented and centred on holistic care. Through health promotion, disease prevention and early intervention, it provides accessible, comprehensive, continuous, coordinated and people-centred healthcare to citizens in the communities where they live and work;
- (b) **Secondary healthcare** refers to healthcare services provided by healthcare facilities or specialist doctors for cases referred from primary healthcare. It often requires more specialised knowledge, skills or equipment, such as specialist outpatient consultations, day

- Government presented preliminary legislative proposals to the Legislative Council Panel on Health Services for enhancing price transparency





**THANK  
YOU**



# Contact us



 **2631 1782**

 **drleo@dh.gov.hk**



# Questions and Answers

