



2.2 Enrolment application

It takes up to 14 working days to process an enrolment application; therefore doctors are strongly encouraged to submit enrolment applications by early September 2014. By doing so, a doctor can join the scheme in time to get reimbursement for seasonal influenza vaccinations given to eligible children starting from 6 October 2014. Doctors who submit applications after 11 September 2014 may have to wait beyond 6 October 2014 for confirmation of enrolment for provision of vaccination service to eligible child.

Doctors have to login the eHS for online or paper enrolment.

The application process requires the following information from a doctor:-

- a) personal particulars;
- b) Medical Council registration number;
- c) information about the medical organisation¹ for which the doctor is working, if any;
- d) information about the clinic(s) providing subsidised vaccination;
- e) fee schedule for seasonal influenza vaccination (a specific fee); and
- f) nominated bank account(s) for reimbursement.

¹ Medical Organisation here means:-

- (a) an organisation (whether incorporated or not) which employs or engages a doctor to provide medical services to any person;
- (b) an organisation (whether incorporated or not):-
 - (i) under whose name a doctor provides medical services to any person; and
 - (ii) of which the doctor is the sole proprietor, partner, shareholder, director or other officer.



The following documentary proofs will have to be sent to Vaccination Office by mail (preferably registered mail) with the completed and signed Application Form and Authority for Payment to a Bank Form(s) to complete the application process:-

- a) HKID (copy);
- b) address proof of the applicant and where applicable, medical organisation (e.g. copy of public utilities bill);
- c) business registration certificate of the medical organisation (copy); and
- d) bank account information (e.g. certified true and correct copy of bank correspondence to show the bank name, bank account number, name of the account holder) for reimbursement payment.

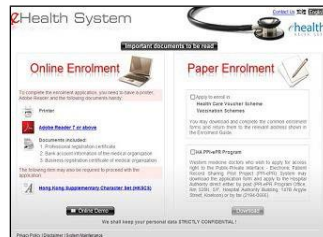
It takes up to 14 working days to process an enrolment application after the duly completed Application Form and Authority for Payment to a Bank Form(s) together with all supporting documents have been received by Vaccination Office. Upon completion of processing, the doctor will receive from Vaccination Office:-

- a) (i) confirmation letter with Service Provider Identity Number (SPID) (existing HCVS service provider can use the same SPID to access the eHealth System upon confirmation of enrolment);
(ii) authentication token (existing HCVS service provider or those who have joined PPI-ePR, no extra authentication token will be issued) for enrolled doctor to activate his/her provider account in the eHealth System. Please note that this token cannot be transferred to other parties for use; and
(iii) a Smart Card Reader (see Section 2.6.8) to facilitate input of personal data of eligible vaccine recipients to eHealth System. Please follow the instruction notes attached to Smart Card Reader for installment. For technical assistance, please call the enquiry lines listed on the back of Smart Card Reader.
- b) a CIVSS scheme logo (see Section 2.3);
- c) a CIVSS price poster (see Section 2.3);
- d) Vaccination Cards (see Section 3.5); and
- e) *Consent to Use Vaccination Subsidy* forms.

The steps for online and paper enrolment are outlined in the flow charts in the next pages.



2.2.1 Flow chart of Electronic Application (Online Enrolment)



Visit the eHS website via CHP website (<http://www.chp.gov.hk>)



Type in the required information regarding personal and professional particulars, medical organisation and place of practice(s)



Type in the required information regarding the nominated bank account(s) for reimbursement (upon electronic submission of the enrolment application, an enrolment reference number would be provided)



Select the scheme(s) you would like to join and type in the respective service fee(s)



Print out the completed enrolment forms



Sign the 'Application Form'
(Part V - 'Execution': to be signed by the applicant;
and where applicable, the authorised signatory of the medical organisation)



Sign the 'Authority for Payment to a Bank' form(s)
(Part 2 - 'Declaration': to be signed by the applicant;
and where applicable, the authorised signatory of the medical organisation)

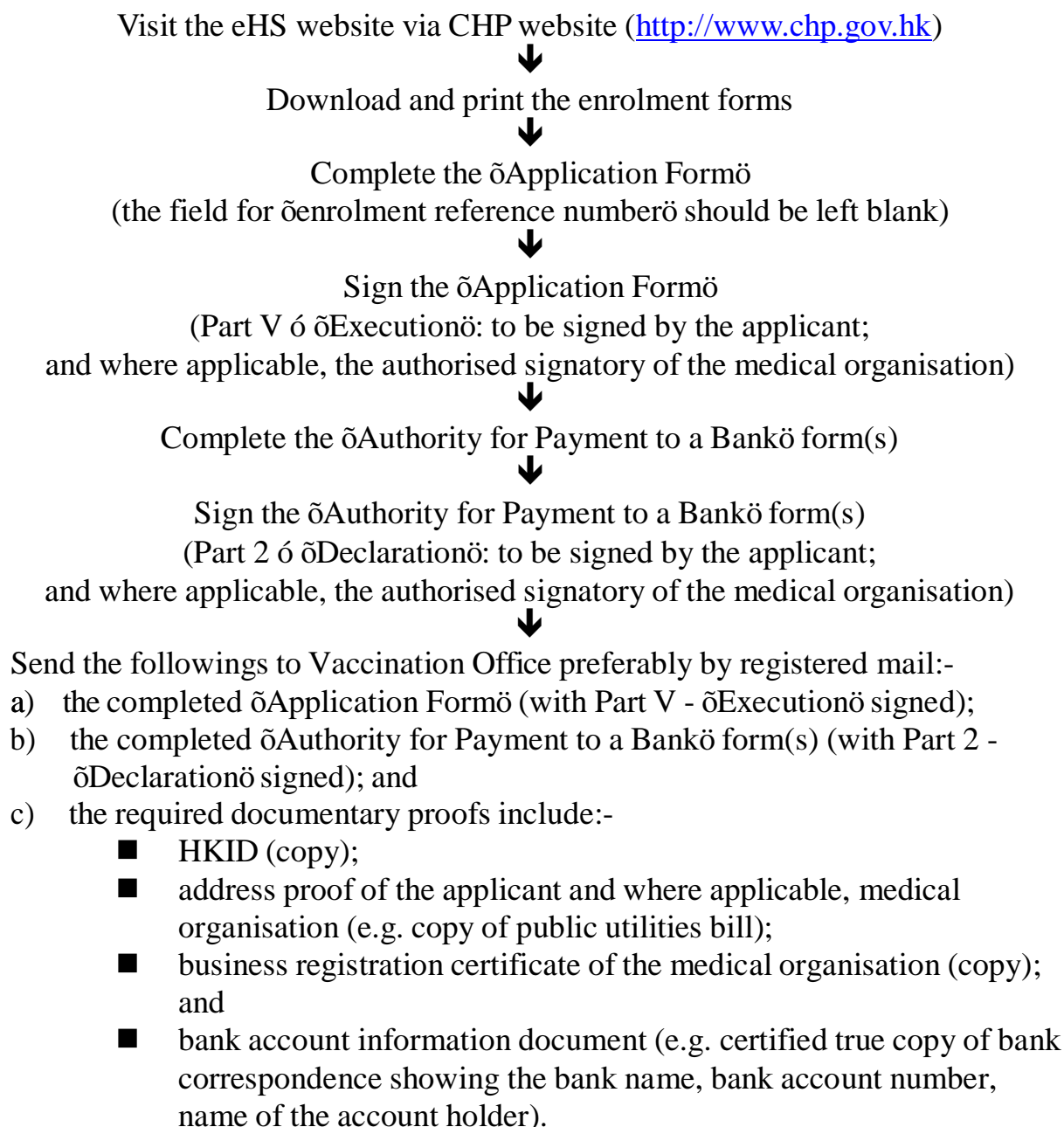


Send the following to Vaccination Office preferably by registered mail:-

- a) the completed 'Application Form' (with Part V - 'Execution' signed);
- b) the completed 'Authority for Payment to a Bank' form(s) with (Part 2 - 'Declaration' signed); and
- c) the required documentary proofs include:-
 - HKID (copy);
 - address proof of the applicant and where applicable, medical organisation (e.g. copy of public utilities bill);
 - business registration certificate of the medical organisation (copy); and
 - bank account information document (e.g. certified true copy of bank; correspondence showing the bank name, bank account number, name of the account holder).



2.2.2 Flow chart of Paper Enrolment





II. For Existing Enrolled Doctors

2.2.3 Participating in CIVSS 2014/15

Existing enrolled doctors will receive a letter from the DH about the coming scheme. Re-enrolment is NOT required. If there is any change of wish of participation or information related to clinical practice or pricing, please fill in and return the Change Form (see Section 3.4) (downloadable from CHP website at <http://www.chp.gov.hk>).



2.3 Enrolment confirmation

Newly enrolled doctor will receive by mail from Vaccination Office (i) an enrolment confirmation letter with service provider ID and authentication token, (ii) Smart Card Reader*, (iii) a CIVSS scheme logo, (iv) a CIVSS price poster, (v) Vaccination Cards, (vi) information sheets on CIVSS and seasonal influenza and (v) *Consent to Use Vaccination Subsidy* forms for CIVSS.

Other enrolled doctors will receive items (iii) ó (v) of CIVSS 2014/15.

*For clinics with more than one EHCP, one Smart Card Reader will be provided except there is any special need.

Please take the following steps:-

- for newly enrolled doctor, please activate your eService Provider Account via eHealth System (see Section 2.6.2) and set up the Smart Card Reader;
- display CIVSS scheme logo at/near clinic entrance. Only one logo to be displayed even if there is more than one enrolled doctor in the clinic; and



CIVSS scheme logo

- fill in the clinic charge on the CIVSS price poster and display the fee schedule at clinic waiting hall.



CIVSS price poster

For the sake of price transparency, enrolled doctors are required to display their fee schedules for seasonal influenza vaccination on the CIVSS price poster.

The CHP website will publicise enrolled doctors' names, clinic addresses, telephone numbers and seasonal influenza vaccination fee schedules. Only the service fee information for use of QIV will be displayed in the website.

A doctor who wants to raise the fees for seasonal influenza vaccination service has to inform Vaccination Office by fax (see Section 3.4) at least two working days in advance, so that the fee information on the CIVSS website can be updated in time.

A doctor who wants to reduce fees also has to inform Vaccination Office by fax, but the fee reduction may take immediate effect on the same day of informing Vaccination Office.

Please approach Vaccination Office for replacement of lost or damaged scheme logo or price poster. Vaccination Office will re-issue a replacement by mail.

Make available copies of *Consent to Use Vaccination Subsidy* form (Section 3.3) (you may download this form from CHP website at <http://www.chp.gov.hk> or you may contact Vaccination Office for hard copies) for parents/guardians at the clinic.



2.4 Vaccination period for CIVSS

The vaccination period under CIVSS starts from 6 October 2014 until stocks of vaccines expire.

Provided that a child has never received seasonal influenza vaccination before and the first dose is given below 6 years old, the Government will provide subsidy for the second dose even if the child will be aged over 6 years by then. Children who have received one or more doses of influenza vaccination in previous seasons will be entitled to subsidy for one dose in 2014/15. Parents/guardians will have to show the doctor the vaccination record/card for checking.

One *Consent to Use Vaccination Subsidy* form is required for each dose of seasonal influenza vaccine given. In other words, two *Consent to Use Vaccination Subsidy* forms are required for two doses of seasonal influenza vaccine given to the same child.

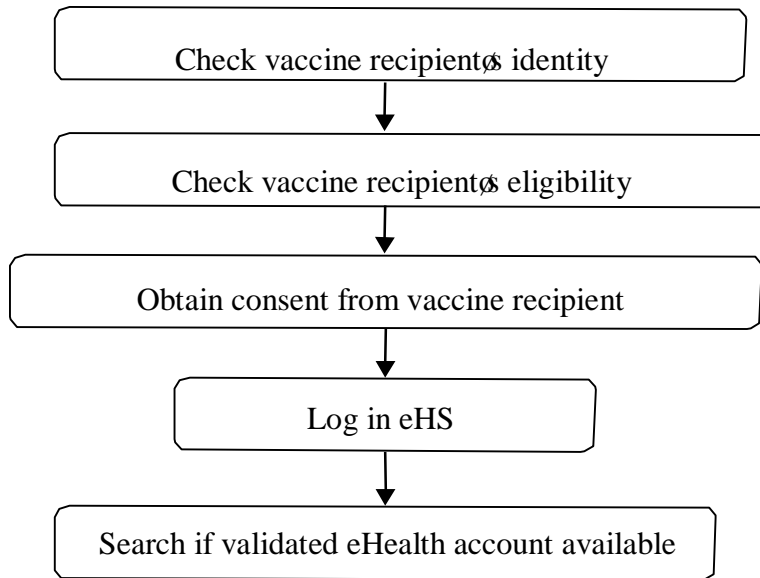
- a) Ensure the availability of resuscitation equipment and drugs necessary for the management of anaphylaxis.
- b) Make available copies of the *Consent to Use Vaccination Subsidy* form (Section 3.3) (downloadable from CHP website at <http://www.chp.gov.hk> or contact Vaccination Office for hard copies) for parents/legal guardians of eligible children to fill in at the clinic.
- c) Check child's identity document and confirm child's eligibility to receive CIVSS subsidy (see Section 1.3). If the child is not holding a HKID or a Hong Kong Birth Certificate (with their status of permanent resident indicated *Established*), please refer to Appendix A for assessing the child's eligibility.
- d) If the child is 6 years old or above and is attending a pre-primary institution, the adult would have to show the child's pre-school attendance proof if this is the first subsidy claim of this season. Collect from the adult a photocopy of the student handbook/student card/pick up card (接送卡) bearing the child's name; or a stamped Pre-primary Institution Certification Form (學前教育證明).
- e) Login to the eHealth System and click to select the scheme of CIVSS.



- f) Input the information as required by the eHS to search for the child's eHealth account manually or using Smart Card Reader (for HKID only). If no eHealth account matching the child's particulars is found, create an eHealth account for the child. Please note that child's eHealth account may not be found if he/she is using a different identity document for subsequent vaccination. Enrolled doctors should therefore always cross check with the children's parent/guardian and the vaccination card. Print the *Consent to Use Vaccination Subsidy* form for the parent to sign.
(OR) For parents/guardians who bring along a signed online pre-filled *Consent to Use Vaccination Subsidy* form, you only have to type the "Pre-filled Consent No." on the form to retrieve the pre-filled information of the child. Check the pre-filled information against the child's identity document. Make sure the parents/guardians signed on the *Consent to Use Vaccination Subsidy* form. Search and complete required information in the eHS to create an eHealth account for the child as the above mentioned)
- g) Enrolled doctor should check the child's vaccination records in the eHS and vaccination history from his/her vaccination card. The doctor cannot make claim to vaccination subsidy if the child has already used up the subsidy.
- h) Decide if one/two dose(s) of vaccine is/are required.
- i) Check if there is any contraindication for seasonal influenza vaccine.
- j) Explain to the parent about the possible effects of vaccination and advise on management.
- k) Administer seasonal influenza vaccination.
- l) Keep vaccination record and fill in the vaccination card for parent's keeping.
- m) Advise the parent/guardian to bring the child back four weeks later for the second dose of vaccine if indicated.
- n) Charge the parent/guardian according to the displayed fee schedule.
- o) Submission of claims onto the eHS immediately after the vaccination is provided to the eligible children is highly recommended for timely processing of claims. Claims have to be submitted **WITHIN SEVEN DAYS** after the delivery of service for online processing for reimbursement. Otherwise the input may be blocked by the system.

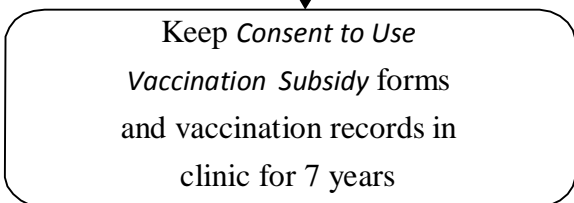
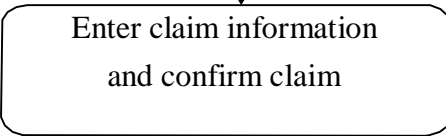
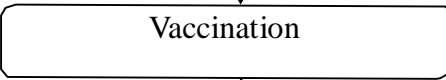
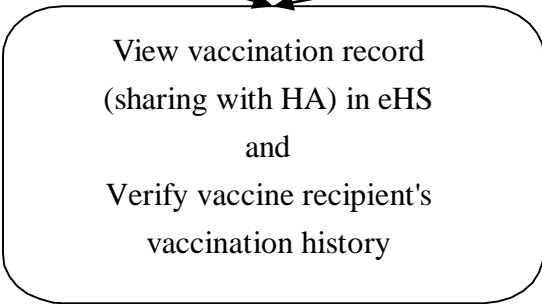
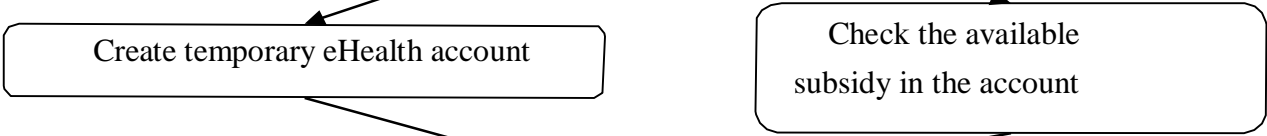


Flow chart of vaccination



Validated eHealth account not yet created

Validated eHealth account available





2.5 Reimbursement

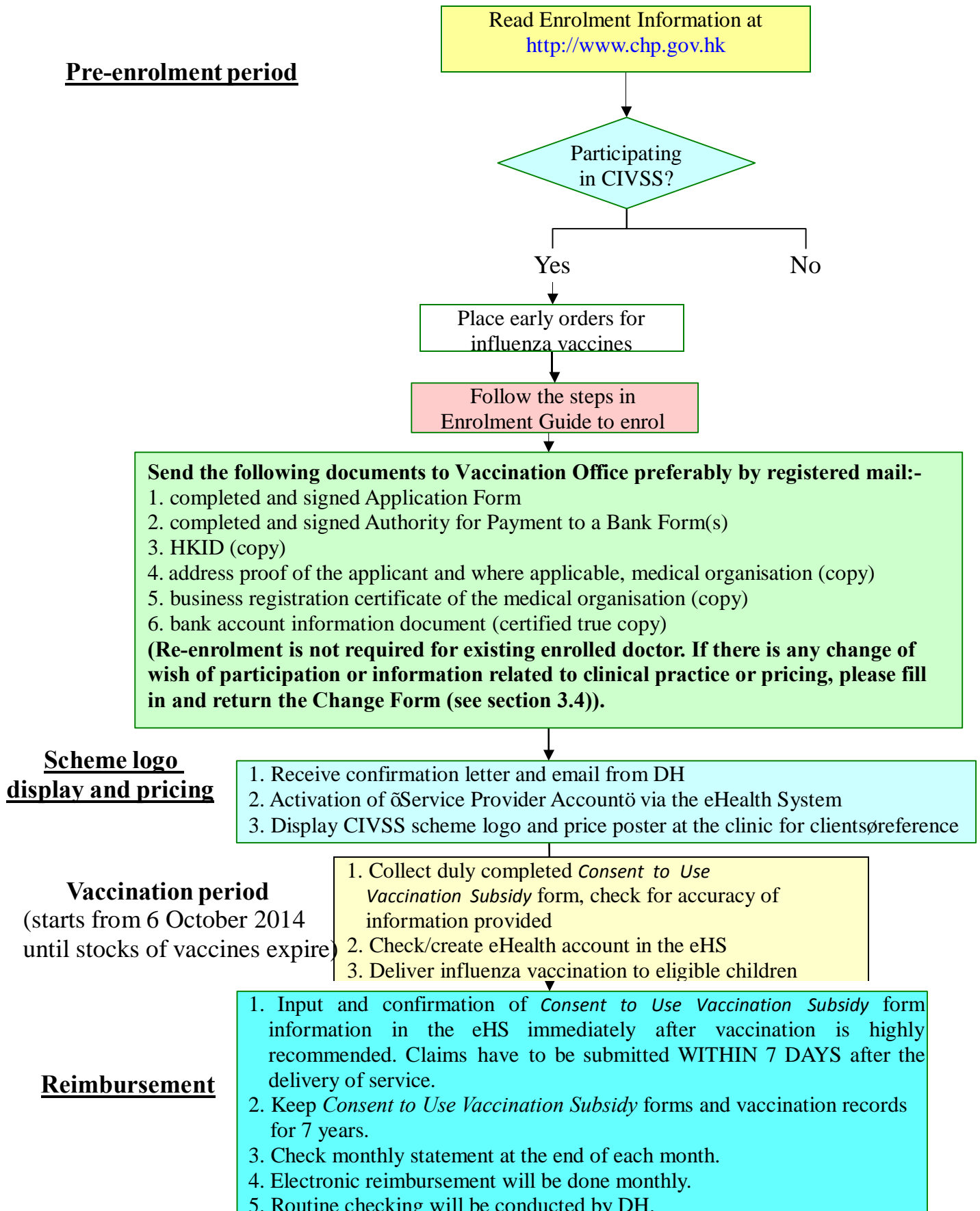
Vaccination subsidies can be claimed using the eHS. The eHS will compile the information on the amount of reimbursement for vaccination subsidy payable to each participating provider each month.

Please note the following when making claims reimbursement:-

- 1) Claims should only be submitted for application of reimbursement after it is confirmed that both vaccination has been provided to the eligible children as well as *Consent to Use Vaccination Subsidy* form is duly signed and completed.
- 2) Submission of claims onto the eHS immediately after the vaccination is provided to the eligible children is highly recommended for timely processing of claims. Log on to the eHS, select the scheme 'CIVSS' and input information required by System for online submission of claims. Claims have to be submitted WITHIN SEVEN DAYS after delivery of service for online processing for reimbursement. For example, vaccinations that are given on 31st December 2014 should be claimed for reimbursement on or before 6th January 2015.
- 3) At the end of each month, the eHS will generate payment files, based on the information submitted by the Enrolled Healthcare Providers (EHCP) to the eHS, for reimbursement directly into the designated bank accounts within 30 days after the end of each month.
- 4) An EHCP and his/her medical organisation shall keep proper and full record in relation to the vaccination service (including date of vaccination, number of doses received by the child this season), information about the vaccine used (company, lot number, date of purchase, date of use), as well as the *Consent to Use Vaccination Subsidy* form and other supporting documents for a period of not less than seven years.



2.5.1 Flow chart of key stages in joining CIVSS





2.6 The eHealth System (eHS)

2.6.1 The database of enrolled doctors and vaccine recipients

The eHS will establish a database of enrolled doctors. It will also build up a database of individual eligible children who come forth to claim the vaccination subsidy through enrolled doctors. In order to facilitate enrolled doctors to get familiar with the various functions of the enhanced system, an online Easy Guide is now available through the service provider platform at <https://apps.hcv.gov.hk/en/index.htm>.

2.6.2 Activation of “Service Provider Account”

If enrolment application is successful, the EHCPs will receive a confirmation letter and an electronic mail providing a hyperlink to the website for activation of the “Service Provider Account” or access to the eHS (service provider platform). For those who already have an account, they can use the account for the newly enrolled scheme(s). For those who have not previously had a “Service Provider Account”, an authentication token will be sent with the confirmation letter. The EHCP should activate the account.

To activate the “Service Provider Account”, an EHCP should:-

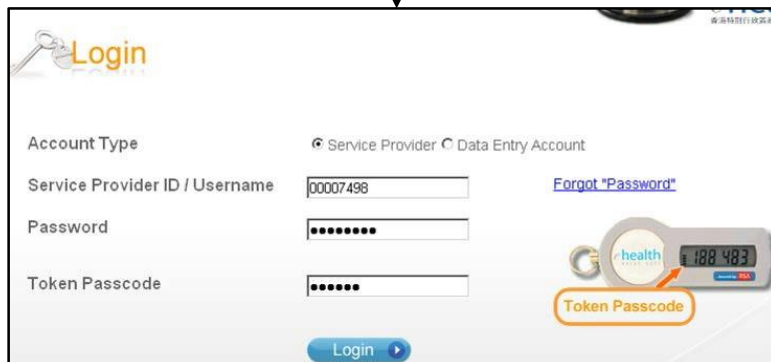
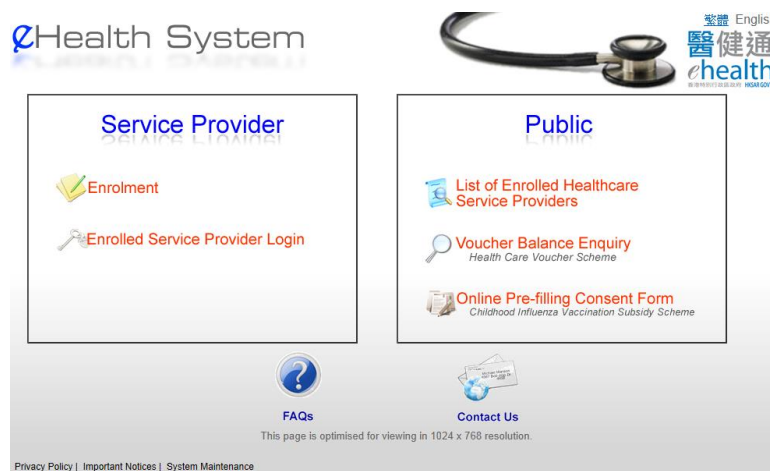
- a) check the electronic mail;
- b) click on the hyperlink provided in the electronic mail for accessing the designated webpage; and
- c) enter the following information into the data field of the webpage:-
 - (i) SPID (shown on the confirmation letter);
 - (ii) token passcode (shown on the authentication token); and
 - (iii) new password for accessing the “Service Provider Account” in the future.

Activation of the account should be done **within 21 days** from the date of issuance of the confirmation letter.



2.6.3 System Login

Enrolled doctor can access the eHS for operation at <https://apps.hcv.gov.hk/en/index.htm> and select "Service Provider Login". Type in his/her SPID, password and token passcode to complete login process.



If the password or token passcode are not correct after 5 attempts, the account will be locked and no further attempt is allowed. EHCP will have to contact Vaccination Office for unlocking the account (see Section 2.6.17)



2.6.4 Creating “Data Entry Account”

For each EHCP, a “Service Provider Account” will be created. The enrolled doctor can log on the eHS with his/her SPID, password and the authentication token.

To facilitate administrative work for claim processing and reimbursement accounting, the enrolled doctor can create “Data Entry Account” for delegating the data management work to data entry clerks.

The enrolled doctor can assign user ID and password to “Data Entry Account” created under his/her “Service Provider Account”. The data entry clerks will be able to log on to the eHS using his/her assigned user ID and corresponding password. Authentication token is not required for accessing “Data Entry Account”.

The “Data Entry Account” will allow certain data management work (such as search/retrieve vaccine recipients’ eHealth accounts, create eHealth accounts, and register transaction information) but with limited authority. The transactions registered through the “Data Entry Account” need to be confirmed by the enrolled doctor, before they can be passed for processing reimbursement. The enrolled doctor should log on the eHS (using his/her SPID and authentication token) for checking and confirming the eHealth accounts being created and claim information entered through the “Data Entry Account”.

The eHealth system also allows EHCP to suspend, to lock or to unlock the created Data Entry Account by clicking the “Data Entry Account Maintenance”.

2.6.5 Creating eHealth accounts for vaccination recipients

To create an eHealth account for vaccine recipient, the doctor is required to:-

- collect the *Consent to Use Vaccination Subsidy* form from the parent/guardian (it is essential that all *Consent to Use Vaccination Subsidy* forms are duly completed);
- check the HKID/birth certificate/other identity documents of the child who comes for subsidised vaccination;
- explain to the eligible child's parent/guardian the need and purpose for the collection of personal data, including its subsequent use;
- search in eHS to see if the eligible child's eHealth account already exists;
- if no existing eHealth account is found in the eHS, input required information of the eligible child into the eHS to create an eHealth account; and
- upon submission of the information to the eHS, a temporary eHealth account will be created for the eligible child.

The eHealth account can be retrieved only if the child is using the same identity document throughout the process of creation of record and the subsequent claiming of subsidy. Enrolled doctor should therefore always cross check the vaccination history with the child's parent, legal guardian or their representatives.

LEE KA WING
Home Inbox Logout

Claim
 >>> 1. Search account 2. Enter Details 3. Complete Claim
 1a. Get Consent >>> 1b. Enter Details 1c. Complete Creation

Enter Details

Current Practice LEE KA WING CLINIC (ST) (2)

Please enter the account information shown on Hong Kong Birth Certificate (Established). [Help](#)

Registration No.

Date of Birth
 In Word 04-03-2004

Name in English Input Tips: Surname, Given name

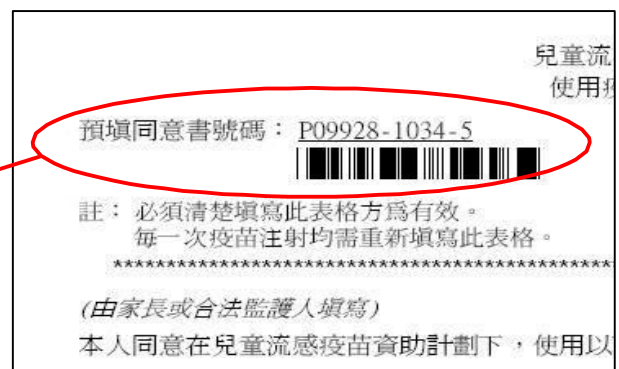
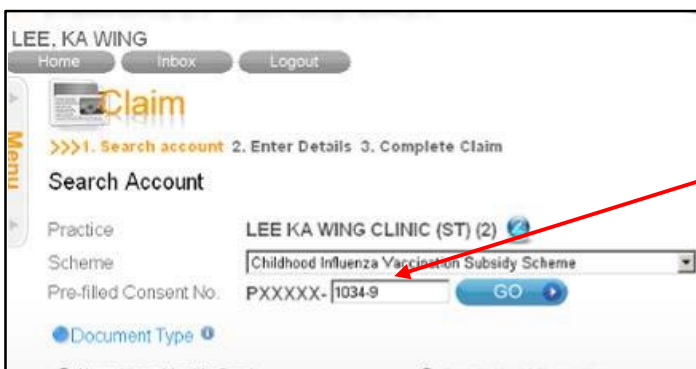
Gender Female Male

2.6.6 Online pre-filling Consent to Use Vaccination Subsidy form

In order to facilitate the data input process for enrolled doctors, a function of the eHealth System, “Online Pre-filling *Consent to Use Vaccination Subsidy Form*”, is available.

Parents/guardians can download and complete the “*Consent to Use Vaccination Subsidy Form*” on the eHS before bringing their child to receive vaccination. Alternatively, parents/guardians can enter the required identity information of the child directly into the system through the new “Online Pre-filling *Consent to Use Vaccination Subsidy Form*” function. Upon completion of the online form, parents/guardians have to print the form out and sign on it. A “Pre-filled Consent No.” will then be generated by the eHS.

With the completed online form, enrolled doctor or clinic staff only needs to fill in the “Pre-filled Consent No.” and click “GO” on the System to proceed vaccination service for the child.



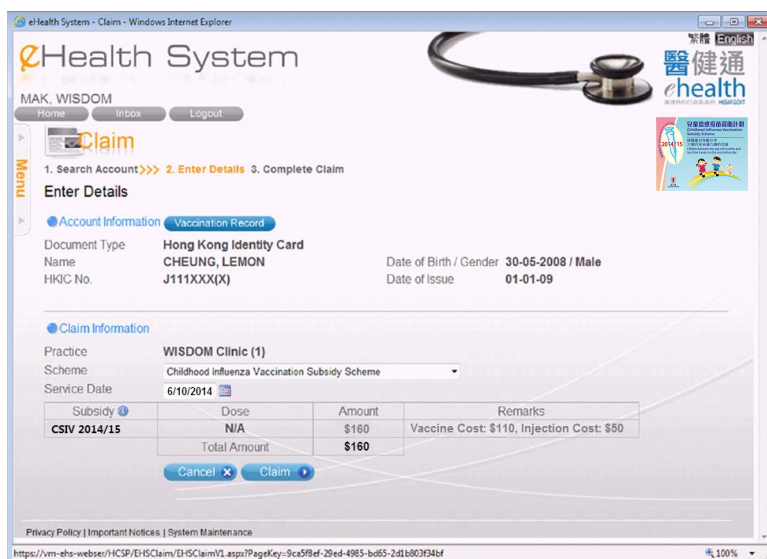
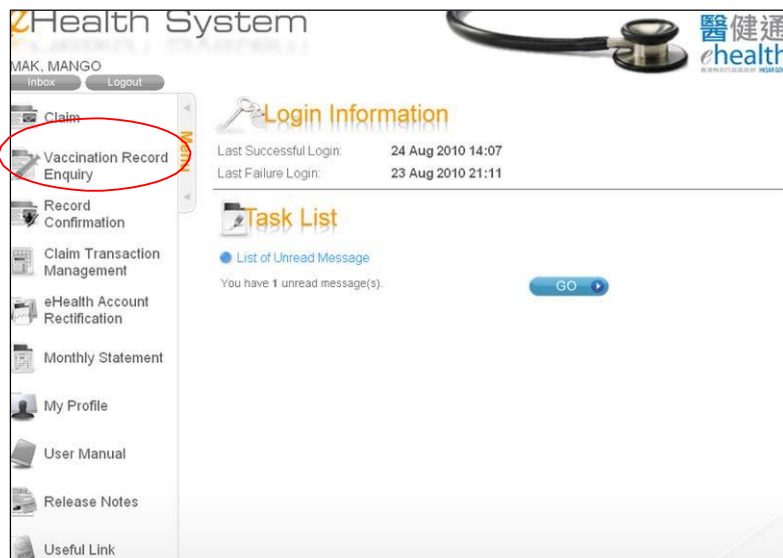
The information input by parents/guardians previously will be retrieved in the eHS. Doctor/clinic staff should cross-check information against the child’s identity document type and information. If affirmative, eHealth account creation/subsidy claim can proceed. Modifying information will be allowed for creating account.



2.6.7 Viewing electronic vaccination record of eligible child

Enrolled doctor should check the child’s electronic vaccination record in the eHS before providing vaccination to avoid over-vaccinating the child.

Electronic vaccination record showed vaccine recipient’s vaccination history from both eHS and Hospital Authority’s database. The electronic vaccination record can be retrieved through Vaccination Record Enquiry or can be viewed after logging into vaccine recipient’s eHealth account.



2.6.8 Smart Card Reader

Smart Card Reader can be used as an input measure of vaccine recipient's information into the eHS.



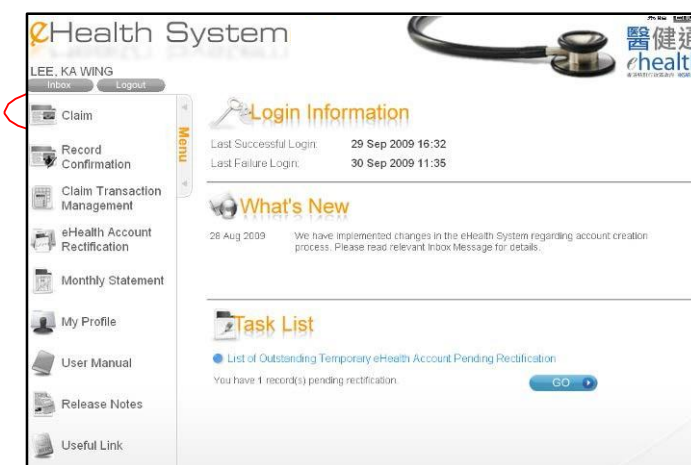
Enrolled doctor should explain to the parent/guardian about the purpose of personal data collection and obtain consent to read his/her child's personal data stored in the chip embodied in the Hong Kong Smart Identity Card. The parent/guardian should insert the Hong Kong Smart Identity Card into the reader him/herself for the system to read his/her child's personal data.



2.6.9 Claiming vaccination subsidy

Having created an eHealth account, the eligible child can use the subsidy for one or two doses in a season if indicated during the vaccination period through any enrolled doctor.

- a) Login the eHS and select the claim function;



- b) if there are more than one enrolled practices, select practice to proceed;



- c) search if validated eHealth account of the child is available, if not, create a temporary recipient eHealth account by entering his/her details as required by the system. The enrolled doctor is required to check the HKID/birth certificate /other valid identity documents of the child to ensure eligibility;



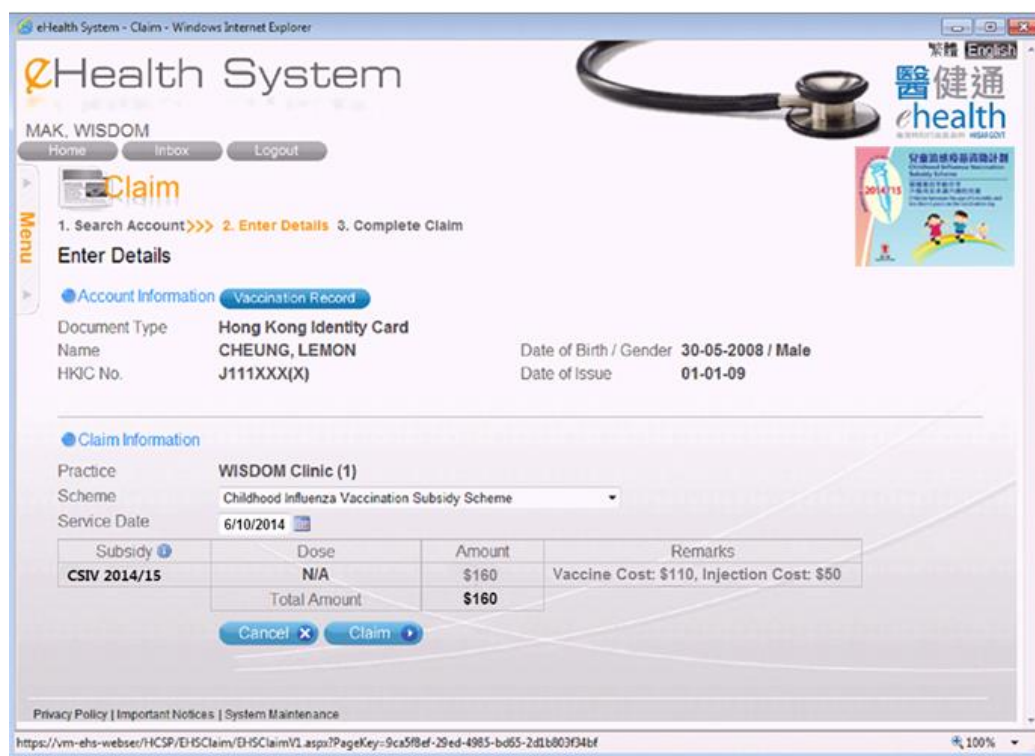
- d) if a validate eHealth account is found, verify the details and then confirm the account;
- e) view eligible child's vaccination records in the eHS and ascertain availability of subsidy in the eHS for the eligible child to receive the vaccination;
- f) verify the eligible child's past vaccination history and vaccination record, and decide whether the eligible child is clinically indicated for the vaccination;
- g) provide the vaccination promptly if subsidy for the vaccination is available for the eligible child and the eligible child is clinically indicated for the vaccination;
- h) enter claim information such as the dose number of seasonal influenza vaccine to be administered (Submission of claims in the eHS immediately after vaccination is highly recommended. Claims have to be submitted online **WITHIN SEVEN DAYS** after delivery of service);



- i) print out the *Consent to Use Vaccination Subsidy* form and ask the eligible child's parent/guardian to sign if *Consent to Use Vaccination Subsidy* form has not yet been collected;
- j) mark the system-generated "Transaction Number" on the signed *Consent to Use Vaccination Subsidy* form;
- k) fill in the vaccination card for the child; and
- l) properly keep the signed *Consent to Use Vaccination Subsidy* form and vaccination records for future inspection.



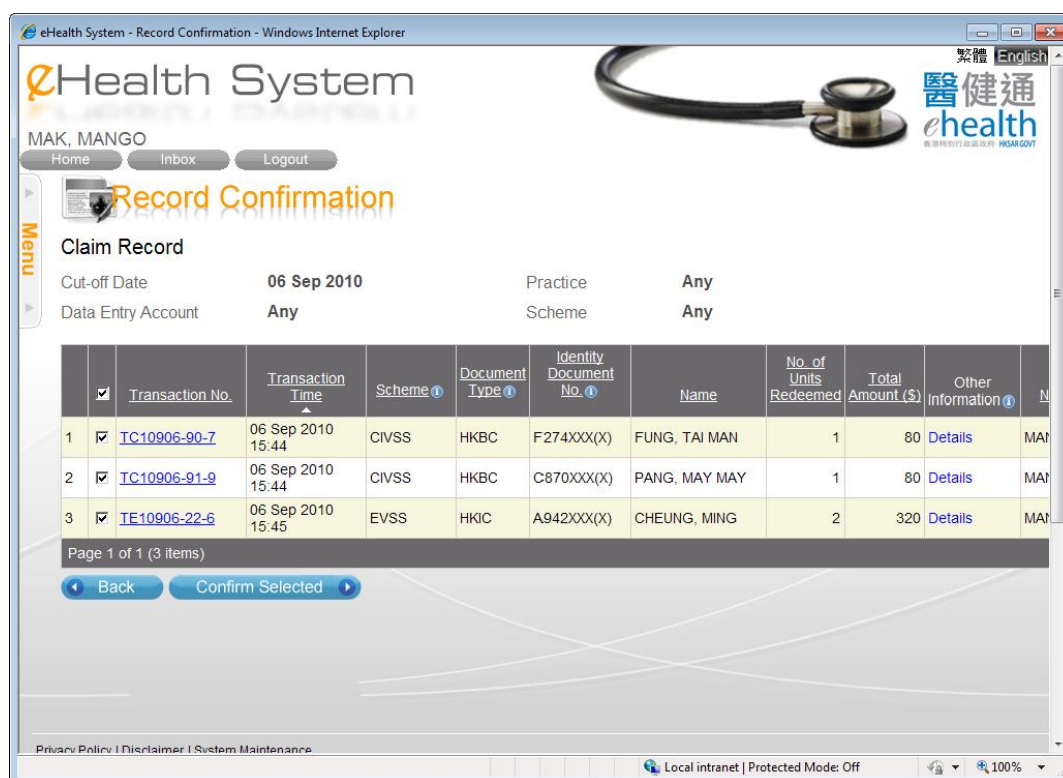
The eHealth account can be retrieved only if the child is using the same identity document throughout the process of record creation and the subsequent claiming of subsidy of the child. The enrolled doctor has to cross check the electronic vaccination record in the eHS and with the child's parent, legal guardian or their representatives, to prevent the child from over-vaccinating. Claim of more than two doses of vaccine will not be allowed in the eHS.



2.6.10 Confirming the transaction record

If the claim is entered by the enrolled doctor's delegates using the Data Entry Account, the enrolled doctor is required to log on to the eHS at the end of each day's session using his/her SPID, password and authentication token to review and confirm the transaction records registered by his/her delegates. Upon confirmation by the enrolled doctor, the information entered through the Data Entry Account will be submitted to the eHS. Confirmation procedure is not required if transaction claim is made using Enrolled Service Provider's account.

Records/transactions voided by the enrolled doctor will not be submitted to the eHS.



All records/transactions claimed/voided can be reviewed at the Claim Transaction Management in the enrolled Service Provider account.



2.6.11 Voiding claims

The enrolled doctor can void a subsidy claim through the 'Claim Transaction Management' function in the eHS within 24 hours of making the claims. The concerned transaction record would be selected and marked as 'voided'. Doctor has to input the void reason and click 'confirm'. The eHS will generate a 'Void Transaction Number' for the voided claim.

2.6.12 Validation of temporary eHealth account information

The personal data entered will be validated through matching with database kept by the Immigration Department (ImmD). The input data will be validated at day's end. If the personal data cannot be validated with the database of the ImmD (e.g. the HKID does not exist or the date of birth does not match with the HKID number), the eHS will notify the respective doctor to check and rectify the information accordingly. Amended information upon resubmission will be validated with the database of the ImmD again.



2.6.13 Rectification of temporary eHealth account information that failed validation

Upon receiving notification about failed validation of the temporary eHealth account, doctors are required to rectify the information in the eHS as soon as possible. Unless the eHealth account information has been rectified and the temporary account is converted to a validated eHealth account, the claims for the subsidy will not be processed and the claim cannot be reimbursed.

In case of prolonged failure to rectify the temporary eHealth account information, the temporary eHealth account may be deleted by the eHS and the claim related to the account in question may be voided.



2.6.14 Reimbursement

Reimbursement of the subsidy claims would be performed on a monthly basis.

At the end of each month, the eHS will generate payment files based on the transaction claims logged by the eHS for processing reimbursement. The eHS will generate notification message to the enrolled doctor (to the Message Inbox which will be accessible through logging on the eHS).

Enrolled doctor can access the eHS for their monthly statements which contain details of the amount of reimbursement to them for CIVSS.



Monthly Statement

Monthly Statement Summary

Practice: LEE KA WING CLINIC
Statement: As of 31 Aug 2009

Health System		Statement Issue Date: 31 Sep 2009
Revenue Account ID:	88887888	
Group Revenue Name:	LEE KA WING	
Practice No.:	1	
Name of Practice:	LEE KA WING CLINIC	
Bill Account No.:	833484440000	
Bill Account Name:	LEE KA WING	
Childhood Influenza Vaccination Subsidy Scheme (CIVSS)		
No. of transactions:	0	
No. of successful transactions:	0	100
Childhood Influenza Vaccination Subsidy Scheme (CIVSS)		
No. of transactions:	0	
No. of successful transactions:	0	240
Childhood Influenza Vaccination Subsidy Scheme (CIVSS)		
No. of transactions:	1	
No. of successful transactions:	1	1
No. of transactions:	1	
No. of successful transactions:	1	370
Childhood Influenza Vaccination Subsidy Scheme (CIVSS)		
No. of transactions:	2	
No. of successful transactions:	0	100
Childhood Influenza Vaccination Subsidy Scheme (CIVSS)		
No. of transactions:	1	
No. of successful transactions:	1	50
Total Amount (\$):		210

The reimbursement will be paid directly into the accounts designated by the doctors.

To effect payment, enrolled doctors are required to ensure that they have rectified information of temporary eHealth account that has failed validation with the database of ImmD. They are also required to check the transaction records and confirm the entries that have been entered by their delegates using Data Entry Account.

To avoid delay in the process of reimbursement, enrolled doctors are highly recommended to make claims immediately after the vaccination is provided to the eligible children for timely processing of claims. Enrolled doctors are required to log in the eHS for online submission of claims under the scheme CIVSS. Claims have to be submitted **WITHIN SEVEN DAYS** after the delivery of vaccination service (both days inclusive) for online processing for reimbursement.



2.6.15 Authentication token

If the enrolled doctor loses or damages the authentication token, he/she should approach Vaccination Office for replacement. Administrative fee is required for replacement of lost/damaged authentication token.

After the identity of the enrolled doctor has been confirmed, the Vaccination office will suspend the old authentication token. A new token will be issue to the doctor by registered mail after the payment of administrative fee is settled.

Please note that authentication token should not be transferred to other parties for use.

2.6.16 Forgetting password

If the enrolled doctor forgets his/her password, he/she should click "Forgot Password" in the login page and enter the SPID, registered email address (which he/she has provided during application for enrolment to the scheme) together with the token passcode into the eHS.

After validation, an email will be sent automatically by the eHS and a hyperlink will be provided to the website for doctor to reset the new password.

2.6.17 Locked account

An account will be locked after five repeated and unsuccessful attempts of logging on the eHS. If the enrolled doctor's account is locked, please contact the Vaccination Office during office hours.

If the data entry account is locked, the enrolled doctor can log on the "Service Provider Account", enter "My Profile", then choose the specific data entry account and unlock it.



2.6.18 Accessing and editing personal information

The enrolled doctor can access and retrieve the particulars of himself/herself, his/her place of practice and bank information from the eHS by logging on the system (using the authentication token) and choose "My Profile" function. Under this function, enrolled doctor can click the "System Information" tab to view and then "Edit" to change/select his/her own username, default web interface language, printing option and web password.

2.6.19 Printing option

For the printing option, enrolled doctor is advised to choose "Not to print" if pre-printed forms are already available in clinic. Even with this mode chosen, ad hoc printing in each individual case for claim will be allowed by the eHS.

My Profile

Personal Particulars | Medical Organization Information | Practice Information | Bank Information | **System Information** | Data Entry Ac

Login Information

Service Provider ID: 00007498
Username: TESTER1
Token Serial No.: 16486415616

System Settings

Default Web Interface Language: English

Printing Option

Please choose this option for printing the consent form for each transaction.

<input checked="" type="radio"/> Not to print	If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
<input type="radio"/> Print the "full version"	
<input type="radio"/> Print the "condensed version"	If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".

Password Settings

Change Web Password
 Activate IVRS Password

[Edit](#)



2.7 Amendment of particulars

Inform DH of any change of information provided (e.g. bank information, address, fee schedule) by furnishing a Change Form (see Section 3.4) (downloadable from CHP website at <http://www.chp.gov.hk>).

For change of address and fee schedule, send Change Form **by fax** to DH. Notification of change of fee should be made at least two working days beforehand so that the related information on CIVSS website may be amended in time.

For change of the registered medical organisation, fax Change Form to DH to remove his/her practice(s) under ex-medical organisation from the scheme. Then send new Application Form and Authority for Payment to a Bank (downloadable from CHP website at <http://www.chp.gov.hk>) and the supporting documentary proof for re-enrolment with the new medical organisation (registered mail recommended).

For change of bank account information, send Change Form **by mail** to DH together with a new Authority for Payment to a Bank (downloadable from CHP website at <http://www.chp.gov.hk>) and the supporting documentary proof.

Acknowledgement will be given by Vaccination Office.

2.8 De-enrolment

An enrolled doctor has the right to leave the scheme at any time. In that case, he/she is required to furnish a Change Form (Section 3.4) (downloadable from CHP website at <http://www.chp.gov.hk>) and fax to Vaccination Office. Upon receiving the notification, Vaccination Office will contact the doctor for confirmation and make arrangements for return of the logo and price poster.

Once a doctor has de-enrolled, he/she should remove the scheme logo from the clinic and cannot claim reimbursement for any seasonal influenza vaccination service given afterwards. However, outstanding claims pending reimbursement will still be processed.



The de-enrolled doctor should return any scheme equipment including security tool and Smart Card Reader provided by the Government for the purpose of the CIVSS. His/her name, clinic addresses and telephone numbers will be removed from the enrolled doctor directory on CHP website.

If an EHCP plans to cease practice, he/she shall inform in writing to the Vaccination Office at least one month before the practice ends and return any scheme equipment.

2.9 De-listing

DH may de-list an enrolled doctor if:-

- a) he/she ceases to be so registered;
- b) he/she is being suspended from practicing as such registered medical practitioner;
- c) the Government is of the reasonable opinion that he/she has failed to provide medical services in a professional manner or is otherwise guilty of professional misconduct or malpractice; or
- d) the Government considers that he/she has failed to comply with the provisions in the agreement or direction given by the Government.

The Vaccination Office will inform the doctor on the delisting, make arrangement with the doctor for return of any Scheme Equipment including the security tool and Smart Card Reader provided by the Government for the purpose of the CIVSS, and remove his/her name, clinic addresses and telephone numbers from the enrolled doctor directory on CHP website.

Once a doctor has been de-listed, he/she should remove the logo from the clinic and cannot claim reimbursement for any seasonal influenza vaccination service given afterwards. However, outstanding claims pending reimbursement will still be processed.



2.10 Monitoring and inspection

Vaccination Office will conduct random payment checks to detect possible abuse of the scheme. For monitoring purpose, enrolled doctors are required to retain the vaccination records and the *Consent to Use Vaccination Subsidy* forms for at least seven years. Be prepared for calls from Vaccination Office and provide relevant documents as required by Vaccination Office for the checking. Medical records may need to be provided for verification of information. Doctors will be required to refund the subsidy reimbursed should an irregularity detected and failed to be clarified. Randomly selected vaccine recipients will be contacted for verification purpose.

No clinical audit will be performed by Vaccination Office.

2.11 Data security and privacy

Enrolled doctors should be careful in handling personal data of clients. Keep the signed *Consent to Use Vaccination Subsidy* forms and photocopies of documents collected from eligible children in locked cabinet and limit the number of persons who can access the personal data to protect it against indiscriminate or unauthorized access, processing and use.

2.12 Code of practice

It is the prime responsibility of all doctors and healthcare providers to ensure safety and quality of the vaccination service delivered to clients. All enrolled doctors should follow the Code of Practice issued by the Medical Council of Hong Kong as the standard for locally registered medical practitioners to provide quality health care. All registered medical practitioners are earnestly advised to read through the Code of Professional Conduct issued by The Medical Council of Hong Kong (<http://www.mchk.org.hk/code.htm>). Please observe in particular the following sections to acquaint themselves thoroughly with its contents, thereby avoiding the danger of inadvertently transgressing accepted codes of professional ethical behavior which may lead to disciplinary action by the Medical Council.



- a) Part II D12 öFeesö;
- b) part II E21 öCovering or improper delegation of medical duties to non-qualified personsö; and
- c) part II G26 öUntrue or misleading certificates and similar documentsö.

2.13 Reporting vaccine adverse reaction

Adverse drug reaction (ADR) reporting is important for vaccine safety surveillance and programme monitoring. Health care professionals are therefore encouraged to report suspected serious or unexpected ADR.

Serious ADR is defined as an adverse reaction which:-

- a) is fatal;
- b) is life-threatening;
- c) results in or prolongs hospitalisation;
- d) causes persistent incapacity or disability; or
- e) causes birth defects.

Please refer to the website of the Pharmacovigilance Unit of Drug Office, the Department of Health for Reporting an Adverse Drug Reaction Guidance notes and ADR report form.

(http://www.drugoffice.gov.hk/eps/do/en/healthcare_providers/adr_reporting/adr_report_form.html)