Children Influenza Vaccination Subsidy Scheme

2015/16

Doctors' Guide
Third Edition
Department of Health,
Government of Hong Kong Special Administrative Region

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Disclaimer

This Doctors' Guide to Childhood Influenza Vaccination Subsidy Scheme is provided as a living document for doctors' reference and input. We welcome doctors' questions, comments or feedback on this Guide so that we can improve on it. In due course we will also be adding more diagrams, pictorial illustrations, web links, and updates. Therefore, the contents of the Guide will be updated continuously in the webpage http://www.chp.gov.hk/.

If you have any comments or questions, please send them to the Vaccination Office of the Department of Health:-

Address: Vaccination Office
Centre for Health Protection
2/F, 147C Argyle Street
Kowloon
Fax: 2713 9576
Email: vacs@dh.gov.hk
Telephone: 2125 2125
Quick Guide to join CIVSS

I. For New Enrollees

Pre-enrolment
a) Place purchase orders with vaccine suppliers as soon as possible.
b) Allocate sufficient storage space to maintain cold chain of seasonal influenza vaccine. Follow the guidelines for proper vaccine storage and handling as set out in Section 3.3 of the Hong Kong Reference Framework for Preventive Care for Children in Primary Care Settings - Module on Immunisation (http://www.pco.gov.hk/english/resource/files/Module_on_Immunisation_Children.pdf).
c) Read the Enrolment Information at CHP website.

Enrolment application
a) Click Enrolment Information button at CHP website for online or paper enrolment.
b) Send the following documents by mail to Vaccination Office:-
   (i) completed and signed Application Form;
   (ii) completed and signed Authority for Payment to a Bank Form(s);
   (iii) copy of Hong Kong Identity Card;
   (iv) address proof of enrolling doctor and medical organisation;
   (v) copy of Business Registration Certificate of medical organisation; and
   (vi) bank account information for reimbursement (e.g. certified true copy of bank correspondence showing the bank name, bank account number, name of the account holder).

Enrolment confirmation
(a) Receive confirmation of enrolment from Vaccination Office. Activate the “Service Provider Account” via eHealth System (Subsidies) and set up Smart Card Reader.
(b) Display CIVSS scheme logo at/near clinic entrance during the vaccination period.
(c) Display CIVSS price poster with seasonal influenza vaccination fee schedule at clinic waiting area.
(d) Make available copies of Consent to Use Vaccination Subsidy form for parents/guardians. Parents/guardians may bring along the signed online pre-filled form downloaded from web for your convenience of creating the eHealth (Subsidies) Account.
II. For Enrolled doctors

1. Re-enrolment is not required for existing enrolled doctor. 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. Participation in CIVSS 2015/16
   a) Receive information pack of CIVSS 2015/16.
   b) Display CIVSS scheme logo at/near clinic entrance during the vaccination period.
   c) Display CIVSS price poster with seasonal influenza vaccination fee schedule at clinic waiting area.
   d) Make available copies of Consent to Use Vaccination Subsidy form for parents/guardians. Parents/guardians may bring along the signed online pre-filled form downloaded from web for your convenience of creating the eHealth (Subsidies) Account.

3. Vaccination period for CIVSS

   **Starts from 15 October 2015 until stocks of vaccines expire**
   (a) Check child’s identity document and confirm child’s eligibility for receiving CIVSS subsidy.
   (b) Type in the information required by the CIVSS module of the eHealth System (Subsidies). Search if eHealth (Subsidies) Account is available. If not, create an eHealth (Subsidies) Account for the child.
   Print out the Consent to Use Vaccination Subsidy form for 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 in 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.
   (c) Check vaccination records and availability of subsidy in eHealth System (Subsidies) before vaccination. Claims will not be reimbursed if vaccination is provided to a person who has no available subsidy in his/her eHealth System (Subsidies) account.
   (d) Check vaccine contraindications and past vaccination records to ascertain the need and suitability for vaccination.
(e) Explain to parent/guardian the vaccine being administered, the possible side effects of vaccination and management.

(f) Administer vaccination and fill in the vaccination card for parent’s keeping.

(g) Advise the child to return four weeks later for the second vaccine dose, if indicated.

(h) Charge parent/guardian according to the displayed fee schedule.

4. Reimbursement (Starting from 15 October 2015)
   a) 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.

   b) Submission of claims onto the eHealth System (Subsidies) immediately after the vaccination is provided to the eligible children is highly recommended for timely processing of claims. Log on to the eHealth System (Subsidies), select the scheme (CIVSSD) 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.

   c) At the end of each month, the eHealth System (Subsidies) will generate payment files, based on the information submitted by the Enrolled Healthcare Providers (EHCP) to the eHealth System (Subsidies), for reimbursement directly into the designated bank accounts within 30 days after the end of each month.

   d) An EHCP and his/her medical organisation shall keep proper and full record in relation to the vaccination service (including date of vaccination, the vaccine being administered, 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.

5. Post-payment checking
   a) The Vaccination Office will conduct routine post-payment checking; an EHCP shall provide the Consent to Use Vaccination Subsidy forms and full record in relation to the vaccination service if indicated for ascertainment.

   b) The Vaccination Office will contact randomly selected vaccine recipients to verify the information related to the vaccination service. (see Appendix B)
**List of Acronyms**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ADR</td>
<td>Adverse Drug Reaction</td>
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<tr>
<td>CHP</td>
<td>Centre for Health Protection</td>
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<tr>
<td>CIVSS</td>
<td>Childhood Influenza Vaccination Subsidy Scheme</td>
</tr>
<tr>
<td>CSSA</td>
<td>Comprehensive Social Security Assistance</td>
</tr>
<tr>
<td>DH</td>
<td>Department of Health</td>
</tr>
<tr>
<td>EHCP</td>
<td>Enrolled Healthcare Providers</td>
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<tr>
<td>eHS(S)</td>
<td>eHealth System (Subsidies)</td>
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<tr>
<td>EVSS</td>
<td>Elderly Vaccination Subsidy Scheme</td>
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<tr>
<td>GBS</td>
<td>Guillain-Barré Syndrome</td>
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<tr>
<td>HA</td>
<td>Hospital Authority</td>
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<tr>
<td>HCVS</td>
<td>Health Care Voucher Scheme</td>
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<td>HKID</td>
<td>Hong Kong Identity Card</td>
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<td>ImmD</td>
<td>Immigration Department</td>
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<tr>
<td>IVSS</td>
<td>Influenza Vaccination Subsidy Scheme</td>
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<tr>
<td>QIV</td>
<td>Quadrivalent Influenza Vaccine</td>
</tr>
<tr>
<td>SCVPD</td>
<td>Scientific Committee on Vaccine Preventable Diseases</td>
</tr>
<tr>
<td>SPID</td>
<td>Service Provider Identity Number</td>
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<tr>
<td>TIV</td>
<td>Trivalent Influenza Vaccine</td>
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1. Introduction

1.1 What is Childhood Influenza Vaccination Subsidy Scheme?

The Childhood Influenza Vaccination Subsidy Scheme (CIVSS), previously known as Influenza Vaccination Subsidy Scheme (IVSS), provides incentive to facilitate Hong Kong children between the age of 6 months and less than 6 years to get seasonal influenza vaccination from private medical doctors enrolled in the scheme. In 2015/16, the Government will subsidise parents/guardians **HKS 160 per dose of seasonal influenza vaccine** given to children eligible (see Section 1.3) under CIVSS. The subsidy is reimbursed by the Department of Health (DH) to private doctors joining CIVSS.

The scientific basis of CIVSS comes from the Scientific Committee on Vaccine Preventable Diseases (SCVPD) under the Centre for Health Protection (CHP). In July 2015, SCVPD recommended children aged 6 months to under 6 years, to among other, to have priority for seasonal influenza vaccination. The SCVPD recommendation can be viewed at this link:


Private doctors can enroll in CIVSS at any time. However, subsidy for the seasonal influenza vaccination will only be available for eligible children from 15 October 2015 onwards when CIVSS 2015/16 starts. Parents/guardians are advised to bring their children for seasonal influenza vaccination as soon as the vaccines become available.

The DH has set up the Vaccination Office to administer the scheme. Contact details are as follows:-

**Address:** Vaccination Office  
Centre for Health Protection  
2/F, 147C Argyle Street, Kowloon

**Fax:** 2713 9576  
**Email:** [vacs@dh.gov.hk](mailto:vacs@dh.gov.hk)  
**Telephone:** 2125 2125  
**Operating hours:** 9:00 a.m. – 5:30 p.m., (including lunch hours) Monday through Friday (closed on Saturdays, Sundays and public holidays)
1.2 What service providers can participate in CIVSS?

A doctor can join CIVSS if he/she:-

a) is a registered medical practitioner within the meaning of the Medical Registration Ordinance (Cap 161);

b) holds a valid annual practicing certificate; and

c) works in the private medical sector (including university and non-government organisations).

To join CIVSS, a doctor is required to enroll in advance (see Section 2).
1.3 Who are eligible for subsidy under CIVSS?

A child is eligible for subsidy by CIVSS if he/she fulfils criteria (a) AND (b) listed as follows:-

a) possesses Hong Kong Identity Card (HKID) or Hong Kong Birth Certificate or other travel documents proving Hong Kong resident status (please refer to Appendix A for assessment of Hong Kong resident status);

AND

b) meets either of the following conditions:-

(i) between the age of 6 months and less than 6 years on the day receiving the first dose of seasonal influenza vaccine;  OR

(ii) 6 years old or above attending a pre-primary institution e.g. kindergarten, child care centre, kindergarten cum child care centre (documentation by student handbook/student card/pick up card (接送卡)/stamped Pre-primary Institution Certification Form (學前教育證明)).
1.4 How to give seasonal influenza vaccination to young children under CIVSS?

Under CIVSS, children aged between 6 months and less than 6 years, who have received one or more doses of seasonal influenza vaccine in the past seasons, are recommended to receive one dose of influenza vaccine in 2015/16. For vaccine-naïve children aged below 6 years under CIVSS, two doses with an interval of 4 weeks are required and will be subsidised by the Government. Half the adult dose is recommended for children below 3 years*.

Influenza occurs in Hong Kong throughout the year, but is more common in periods from January to March and from July to August. As the influenza vaccine composition is updated every year and the immunity built up in a vaccinated person in the prior season may become too low to provide protection in the next season, unless with known contraindication, all persons, including children are recommended to receive seasonal influenza vaccination every year.

Vaccine Composition

The vaccine recommended by the SCVPD in 2015/16 contains the following:

- an A/California/7/2009 (H1N1)pdm09 -like virus
- an A/Switzerland/9715293/2013 (H3N2)-like virus
- a B/Phuket/3073/2013-like virus

If quadrivalent influenza vaccines is being used, it shall contain the above three viruses and a B/Brisbane/60/2008-like virus.
Vaccine Type

Both trivalent and quadrivalent inactivated influenza vaccines are registered for use in Hong Kong. Trivalent influenza vaccine may potentially prevent majority of influenza burden in Hong Kong, while quadrivalent influenza vaccine may potentially offer additional protection against influenza B.

Vaccination precautions

People who are allergic to a previous dose of inactivated seasonal influenza vaccine or other vaccine components (please refer to the insert of the vaccine) are not suitable to have the inactivated seasonal influenza vaccination. Individuals with mild egg allergy who are considering an influenza vaccination can be given inactivated seasonal influenza vaccine in primary care. Individuals with diagnosed or suspected severe egg allergy should be seen by an allergist/immunologist for evaluation of egg allergy and for administration of inactivated seasonal influenza vaccine if clinically indicated. Those with bleeding disorders or on anticoagulants may receive the vaccine by deep subcutaneous injection*. If an individual suffers from fever on the day of vaccination, the vaccination should be deferred till recovery.

Seasonal influenza vaccination may be rarely followed by serious adverse events such as Guillain-Barré syndrome (GBS) (1 to 2 case per 1 million vaccinees), meningitis or encephalopathy (1 in 3 million doses distributed), and severe allergic reaction (anaphylaxis) (9 in 10 million doses distributed).

GBS is a polyneuritis which may follow about two weeks after viral infection, surgery or rarely after immunisation. It is characterised by progressive weakness of all limbs and areflexia. So far, no clear association has been found between GBS with seasonal influenza vaccine.

*Note: All doctors are advised to read carefully the product information of the vaccine they have procured, noting especially the contra-indications, route of administration, dosage and expiry date, storage and handling.
Please note that the key steps including online enrolment, enrolment confirmation, login process, voucher/subsidy claims, together with reimbursement with respect to the screens shown on eHealth System (Subsidies) [eHS(S)] are ESSENTIALLY the same for

a) Childhood Influenza Vaccination Subsidy Scheme (CIVSS);

b) Elderly Vaccination Subsidy Scheme (EVSS); and

c) Health Care Voucher Scheme (HCVS).

You may skip the relevant parts in the Doctors' Guide for CIVSS if you have already read through them in Doctors’ Guide for EVSS or vice versa.
I. For New Enrollees

2. Participating in CIVSS

This section leads doctors through the five main steps for participating in CIVSS, namely pre-enrolment, enrolment application, enrolment confirmation, vaccination and reimbursement.

2.1 Pre-enrolment

Doctors who are interested in joining CIVSS are encouraged to:

a) place purchase orders early to secure supplies of seasonal influenza vaccines with pharmaceutical manufacturers/suppliers. **Vaccine supplies are less reliable with late orders.**

b) allocate sufficient storage space to maintain cold chain of vaccines, and follow the guidelines for proper vaccine storage and handling as set out in Section 3.3 of the Hong Kong Reference Framework for Preventive Care for Children in Primary Care Settings - Module on Immunisation ([http://www.pco.gov.hk/english/resource/files/Module_on_Immunisation_Children.pdf](http://www.pco.gov.hk/english/resource/files/Module_on_Immunisation_Children.pdf)). Please pay particular attention to the following points:

   (i) strictly follow the vaccine manufacturers’ recommendation on storage of individual vaccines

   (ii) purpose-built vaccine refrigerators (PBVR) are the preferred means of storage for vaccines

   (iii) cyclic defrost and bar refrigerators are not recommended because they produce wide fluctuations in the internal temperatures and regular internal heating

   (iv) fill the lower drawers and the door with plastic water bottles or containers to maintain temperature stability if not using a PBVR

   (v) each refrigerator storing vaccines should have a minimum/maximum thermometer and a temperature recording chart

   (vi) check and record temperatures manually at least twice daily


d) read **Enrolment Information** at CHP website carefully.
2.2 Enrolment application

It takes up to 14 working days to process an enrolment application. Doctors have to login the eHS(S) 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 organisation\(^1\) 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 (Subsidies) 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 (Subsidies). 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(S) 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

Visit the eHS(S) website via CHP website (http://www.chp.gov.hk)
↓
Download and print the enrolment forms
↓
Complete the ŒApplication FormŒ
(the field for Œenrolment reference numberŒ should be left blank)
↓
Sign the ŒApplication FormŒ
(Part V ŒExecutionŒ to be signed by the applicant; and where applicable, the authorised signatory of the medical organisation)
↓
Complete the ŒAuthority for Payment to a BankŒ form(s)
↓
Sign the ŒAuthority for Payment to a BankŒ form(s)
(Part 2 ŒDeclarationŒ to be signed by the applicant; and where applicable, the authorised signatory of the medical organisation)
↓
Send the followings to Vaccination Office preferably by registered mail:-
a) the completed ŒApplication FormŒ (with Part V ŒExecutionŒ signed);
b) the completed ŒAuthority for Payment to a BankŒ form(s) (with Part 2 ŒDeclarationŒ 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).
II. For Existing Enrolled Doctors

2.2.3 Participating in CIVSS 2015/16

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)–(v) of CIVSS 2015/16.

*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:-

a) for newly enrolled doctor, please activate your "Service Provider Account" via eHealth System (Subsidies) (see Section 2.6.2) and set up the Smart Card Reader;

b) 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

c) fill in the clinic charge on the CIVSS price poster and display the fee schedule at clinic waiting hall.
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 15 October 2015 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 2015/16. 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 (Subsidies) and click to select the scheme of CIVSS.
f) Input the information as required by the eHS(S) to search for the child\(^\circ\) eHealth (Subsidies) Account manually or using Smart Card Reader (for HKID only). If no eHealth (Subsidies) Account matching the child\(^\circ\) particulars is found, create an eHealth (Subsidies) Account for the child. Please note that child\(^\circ\) eHealth (Subsidies) 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\(^\circ\) 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 \(\text{Pre-filled Consent No.}\) on the form to retrieve the pre-filled information of the child. Check the pre-filled information against the child\(^\circ\) identity document. Make sure the parents/guardians signed on the Consent to Use Vaccination Subsidy form. Search and complete required information in the eHS(S) to create an eHealth (Subsidies) Account for the child as the above mentioned)

g) Enrolled doctor should check the child\(^\circ\) vaccination records in the eHS(S) 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\(^\circ\) 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(S) 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

1. Check vaccine recipient's identity
2. Check vaccine recipient's eligibility
3. Obtain consent from vaccine recipient
4. Log in eHS(S)
5. Search if validated eHealth (Subsidies) Account available
   - Validated eHealth (Subsidies) Account not yet created
     - Create temporary eHealth (Subsidies) Account
   - Validated eHealth (Subsidies) Account available
     - Check the available subsidy in the account
6. View vaccination record (sharing with HA) in eHS(S) and Verify vaccine recipient's vaccination history
7. Vaccination
8. Enter claim information and confirm claim
9. Keep Consent to Use Vaccination Subsidy forms and vaccination records in clinic for 7 years
2.5 Reimbursement

Vaccination subsidies can be claimed using the eHS(S). The eHS(S) 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(S) immediately after the vaccination is provided to the eligible children is highly recommended for timely processing of claims. Log on to the eHS(S), select the scheme รกIVSS ง 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 2015 should be claimed for reimbursement on or before 6th January 2016.

3) At the end of each month, the eHS(S) will generate payment files, based on the information submitted by the Enrolled Healthcare Providers (EHCP) to the eHS(S), 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

**Pre-enrolment period**

- Participating in CIVSS?
  - Yes
  - Place early orders for influenza vaccines
  - Follow the steps in Enrolment Guide to enroll

*Send the following documents to Vaccination Office preferably by registered mail:*-1. completed and signed Application Form
2. completed and signed Authority for Payment to a Bank Form(s)
3. HKID (copy)
4. address proof of the applicant and where applicable, medical organisation (copy)
5. business registration certificate of the medical organisation (copy)
6. bank account information document (certified true copy)
(Re-enrolment is not required for existing enrolled doctor. 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)).

**Scheme logo display and pricing**

1. Receive confirmation letter and email from DH
2. Activation of Service Provider Account via the eHealth System (Subsidies)
3. Display CIVSS scheme logo and price poster at the clinic for clients reference

**Vaccination period**

(starts from 15 October 2015 until stocks of vaccines expire)

1. Collect duly completed Consent to Use Vaccination Subsidy form, check for accuracy of information provided
2. Check/create eHealth (Subsidies) Account in the eHS(S)
3. Deliver influenza vaccination to eligible children

**Reimbursement**

1. Input and confirmation of Consent to Use Vaccination Subsidy form information in the eHS(S) immediately after vaccination is highly recommended. Claims have to be submitted WITHIN 7 DAYS after the delivery of service.
2. Keep Consent to Use Vaccination Subsidy forms and vaccination records for 7 years.
3. Check monthly statement at the end of each month.
4. Electronic reimbursement will be done monthly.
5. Routine checking will be conducted by DH.
2.6 The eHealth System (Subsidies) [eHS(S)]

2.6.1 The database of enrolled doctors and vaccine recipients

The eHS(S) 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 ŔService Provider AccountŠ or access to the eHS(S) (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 ŔService Provider AccountŠ, an authentication token will be sent with the confirmation letter. The EHCP should activate the account.

To activate the ŔService Provider AccountŠ 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 ŔService Provider AccountŠ 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(S) for operation at https://apps.hcy.gov.hk/en/index.htm and select ÑService Provider LoginÑ. 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 to the eHS(S) with his/her SPID, password and the authentication token.

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

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

The Data Entry Account will allow certain data management work (such as search/retrieve vaccine recipients' eHealth accounts, create eHealth (Subsidies) 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 to the eHS(S) (using his/her SPID and authentication token) for checking and confirming the eHealth (Subsidies) Accounts being created and claim information entered through the Data Entry Account.

The eHealth System (Subsidies) 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 (Subsidies) Accounts for vaccination recipients

To create an eHealth (Subsidies) Account for vaccine recipient, the doctor is required to:

a) 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);

b) check the HKID/birth certificate/other identity documents of the child who comes for subsidised vaccination;

c) explain to the eligible child’s parent/guardian the need and purpose for the collection of personal data, including its subsequent use;

d) search in eHS(S) to see if the eligible child’s eHealth (Subsidies) Account already exists;

e) if no existing eHealth (Subsidies) Account is found in the eHS(S), input required information of the eligible child into the eHS(S) to create an eHealth (Subsidies) Account; and

f) upon submission of the information to the eHS(S), a temporary eHealth (Subsidies) Account will be created for the eligible child.

The eHealth (Subsidies) 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.
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 (Subsidies), "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(S) 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(S).

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(S). Doctor/clinic staff should cross-check information against the child's identity document type and information. If affirmative, eHealth (Subsidies) 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(S) before providing vaccination to avoid over-vaccinating the child.

Electronic vaccination record showed vaccine recipient’s vaccination history from both eHS(S) 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 (Subsidies) 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(S).

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 (Subsidies) 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(S) and select the claim function;

![Login Information](image)

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

![Claim](image)
c) search if validated eHealth (Subsidies) Account of the child is available, if not, create a temporary recipient eHealth (Subsidies) 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 (Subsidies) Account is found, verify the details and then confirm the account;

e) view eligible child's vaccination records in the eHS(S) and ascertain availability of subsidy in the eHS(S) 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(S) 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; and

k) fill in the vaccination card for the child.

Post-payment check and future inspection will be randomly arranged. Hence, it is necessary to keep proper documentation, including

i) properly keep the signed Consent to Use Vaccination Subsidy forms and vaccination record; and

ii) maintain a master list or a register on those clients receiving vaccinations and using vaccination subsidies.
The eHealth (Subsidies) 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(S) 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(S).
2.6.10 Confirming the transaction record

If the claim is entered by the enrolled doctorâ€™s delegates using Data Entry Account, the enrolled doctor is required to log on to the eHS(S) at the end of each dayâ€™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(S). Confirmation procedure is not required if transaction claim is made using Enrolled Service Provider account.

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

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 ųClaim Transaction Managementš function in the eHS(S) within 24 hours of making the claims. The concerned transaction record would be selected and marked as ųvoidedš. Doctor has to input the void reason and click ųconfirmš. The eHS(S) will generate a ųVoid Transaction Numberš for the voided claim.

2.6.12 **Validation of temporary eHealth (Subsidies) 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 dayš 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(S) 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 (Subsidies) Account, doctors are required to rectify the information in the eHS(S) as soon as possible. Unless the eHealth (Subsidies) Account information has been rectified and the "temporary" account is converted to a validated eHealth (Subsidies) 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 (Subsidies) Account information, the temporary eHealth (Subsidies) Account may be deleted by the eHS(S) 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(S) will generate payment files based on the transaction claims logged by the eHS(S) for processing reimbursement. The eHS(S) will generate notification message to the enrolled doctor (to the Message Inbox which will be accessible through logging on the eHS(S)).

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

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 (Subsidies) 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(S) 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(S).

After validation, an email will be sent automatically by the eHS(S) 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(S). 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(S) 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(S).
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 CIVSSS 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 behaviour which may lead to disciplinary action by the Medical Council:-
a) Part II D12 "Fees";
b) part II E21 "Covering or improper delegation of medical duties to non-qualified persons" and
c) part II G26 "Untrue or misleading certificates and similar documents".

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.

3. Forms and Documents

3.1 Enrolment documents

The following transaction documents are downloadable from CHP website at http://www.chp.gov.hk/en/view_content/18002.html :-

(a) the Application Form;
(b) the Authority for Payment to a Bank form; and
(c) the Definition, Terms and Conditions of Agreement and Schedule.

3.2 Other forms and documents

The following documents are also downloadable from CHP website:-

(a) Consent To Use Vaccination Subsidy form;
(b) Change Form; and
(c) Request for Vaccination Record Cards and Consent to Use Vaccination Subsidy form.
### 3.3 Consent to Use Vaccination Subsidy Form

**Consent to Use Vaccination Subsidy**  
Childhood Influenza Vaccination Subsidy Scheme  
Department of Health

Note: Please complete this form in BLOCK letters using black or blue pen and use a new form each time you use the vaccination subsidy. Please read the information sheet about the Subsidy Scheme and the seasonal influenza vaccine before you sign this form.

![Form Image]

**To be completed by parent or legal guardian**  
*Dates as appropriate*

<table>
<thead>
<tr>
<th>Transaction No.</th>
<th>IF Vaccine Card</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I consent to use Government subsidy for my child/ward to receive seasonal influenza vaccination under the Childhood Influenza Vaccination Subsidy Scheme with details as follows:

**Name of Doctor**  
**Place of Vaccination**  

<table>
<thead>
<tr>
<th>Name of Doctor</th>
<th>Date of Vaccination</th>
<th>/ / 20 (dd/mm/yyyy)</th>
</tr>
</thead>
</table>

☐ I declare my child/ward (Full name where appropriate):  
- **has already received** seasonal influenza vaccination in previous season and my child/ward is receiving the first and only dose of seasonal influenza vaccine in this vaccination season.  
- **has never received** seasonal influenza vaccination at any place before and can use subsidy for 1 dose of seasonal influenza vaccine in this vaccination season. My child/ward is receiving:  
  - the first dose of seasonal influenza vaccine in this vaccination season.  
  - the second dose of seasonal influenza vaccine in this vaccination season.

*Note: A child is eligible for vaccination subsidy if the child is either (i) between the age of 0 months and less than 5 years on the day of vaccination, or (ii) aged 5 years or above on the date of vaccination but is still attending kindergarten or Day Care Centre in Hong Kong, or received the first dose of seasonal influenza vaccine before the age of 5 in this vaccination season. For (ii), please provide copy of documentary proof to the service provider for verification of the eligibility."

**The personal particulars of my child/ward** (as stated on identity document):

<table>
<thead>
<tr>
<th>Name</th>
<th>(English)</th>
<th>(Chinese)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sex</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Male</td>
<td>☐ Female</td>
<td></td>
</tr>
</tbody>
</table>

**Identity document** (Please select an identity document and tick box as appropriate and fill in the information required)

- □ Hong Kong Birth Certificate Registration No.  
- □ Hong Kong Identity Card No.  
- □ Hong Kong Re-entry Permit No.  
- □ Document of Identity - Document No.  
- □ Permit to Remain in HKSAR (ID 2515): Birth Entry No.  
- □ Visa/Hong Kong Travel Document No.  
- □ Certificate issued by the Surname Registry for adopted children - No. of Entry

This form also serves as consent for the attending doctor and the medical organisation to provide the personal data of the child to the Government for the purpose of CIVSS.
3.4 Change Form

The Director of Health
(Em Health Care Voucher Unit)
Fax: 392 4115

Request to Change Particulars

Enrolled Health Care Provider (EHCP) using the eHealth System

<table>
<thead>
<tr>
<th>(A) Personal particulars of EHCP:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Correspondence address:</td>
</tr>
<tr>
<td>(in English):</td>
</tr>
<tr>
<td>(in Chinese):</td>
</tr>
<tr>
<td>□ Contact e-mail address:</td>
</tr>
<tr>
<td>□ Daytime contact tel. no.:</td>
</tr>
<tr>
<td>□ Fax no.:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(B) Particulars of Medical Organization:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Correspondence address: (in English):</td>
</tr>
<tr>
<td>□ Contact e-mail address:</td>
</tr>
<tr>
<td>□ Daytime contact tel. no.</td>
</tr>
<tr>
<td>□ Fax no.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>(C) Details and other fees:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Practice details and service fees:</td>
</tr>
<tr>
<td>□ Practice name (in English):</td>
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<tr>
<td>□ Practice address (in English):</td>
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<td>□ Practice tel.:</td>
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<tr>
<td>□ Practice details (in Chinese):</td>
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<tr>
<td>□ Practice tel.:</td>
</tr>
</tbody>
</table>

Example Form

Request to Change Particulars

Name of EHCP: (HKIC No.)
Name of Medical Organization: 

CHANGE REQUEST TO BE MADE (please put a B in the box below as appropriate)
3.5 Vaccination Card
4. CIVSS in Non-clinic Settings

As vaccination is invasive in nature, community groups, personnel and healthcare professionals should give due consideration to safety and liability issues when organising vaccination service in non-clinic settings. Staff of DH may randomly perform on site inspection of the services provided. Organisers should stay clear of associating with any improper financial transactions. It is the prime responsibility of the doctors/healthcare providers to ensure the safety and quality of vaccination service delivered to clients at non-clinic setting. The following notes aim to highlight areas that doctors should consider or note when offering vaccination services to eligible children under CIVSS in non-clinic settings (e.g. kindergarten or child care centre). Please refer to the other sessions in this guide for the general requirement and logistics under CIVSS.

4.1 Preparation

a) Ensure you have enrolled and received confirmation of enrolment before providing subsidised service.

b) Once confirmed the plan, submit the completed Out-reaching Activities Pre-activity Notification form to the DH at least two weeks prior to the vaccination activity. The form can be downloaded from the CHP website (http://www.chp.gov.hk/en/view_content/18449.html). Staff of DH may randomly perform on site inspection of the services provided.

c) Check the promotion materials, if any, to ensure the information regarding the Medical Organisation providing vaccination service; vaccine information and contraindication is correct.

d) Have sufficient vaccine storage space in clinic, and equipment for vaccine transport and maintenance of cold chain with regular checking by a thermometer during transport and administration
of vaccines. Follow the guidelines for proper vaccine storage and handling as set out in Section 3.3 of the Hong Kong Reference Framework for Preventive Care for Children in Primary Care Settings - Module on Immunisation (http://www.pco.gov.hk/english/resource/files/Module_on_Immunisation_Children.pdf). Breach in the cold chain will render the vaccines ineffective.

e) Ensure the vaccine and all the equipment including emergency kids are sufficient and not expired.

f) Ensure that personnel involved in vaccinating children are qualified/trained to perform vaccination duties. Written protocol and training material must be kept for inspection. Personnel involved should also be trained in emergency management of severe immediate reactions and equipped to do so. Qualification such as Basic Life Support is preferred. Qualified personnel should standby for emergency management and give timely intervention as indicated. Training should be kept up to date and under regular review.

g) Make sure there is adequate briefing to all personnel including the logistic of the vaccination activities on that day, infection control practice and safety concerns before the vaccination activity starts.

h) Give advice on choice of vaccination venue. Find out if the venue’s Terms of Use have any restrictions for such types of activities. The venue should be well ventilated, adequately lighted and clean, and allow vaccinated children to stay for a short while under observation.

i) Sharps and wastes (e.g. needles, blood-stained cotton wool balls or alcohol swabs) must be properly handled and disposed of. Get prepared for the handling of sharps and wastes, to comply with the requirements set by the Environmental Protection Department. (http://www.epd.gov.hk/epd/clinicalwaste/file/doc06_tc.pdf)
j) Inform DH using Change Form should there be a change in service fee (see Section 3.4) (downloadable from CHP website at http://www.chp.gov.hk). Make the vaccination service fee transparent to parents/guardians before providing service.

4.2 Safety and legal issues

a) According to the Pharmacy and Poisons Ordinance (Cap.138), vaccines should be prescribed by doctors.

b) It is the prime responsibility of all doctors to ensure safety and quality of the vaccination service provided to recipients. Having an on-site registered medical doctors are preferred to ensure the safety and quality of the service.

c) All doctors should observe the Code of Professional Conduct issued by the Medical Council of Hong Kong as the standard to provide quality health care. Doctors who fail to comply with the aforementioned may be subject to administrative sanctions.

d) Sufficient numbers of qualified/trained healthcare personnel to provide service and support must be present.

e) The recipient’s suitability for vaccination should be assessed by health care professionals before vaccination.

f) For safety reason, vaccination should be administered by qualified health care professionals or by trained personnel under their personal supervision.

g) Vaccination may cause untoward reactions. Some recipients may even develop allergic reactions to the vaccine(s). Failure to give timely intervention may result in serious consequences.

h) Relevant staff should read carefully the terms of services provided by the private doctor, and understand the organiser’s liability.
4.3 Venue consideration

a) Find out if the venue’s Terms of Use have any restrictions for such types of activities.

b) The vaccination venue should be well lit and ventilated. A designated place for vaccinated recipients to stay and remain under observation should be provided.

c) The vaccination venue should have enough space in preparation for any emergency treatment or resuscitation.

4.4 Provide adequate information

a) Provide vaccine recipients and/or their parents/guardians/carers with essential information on the vaccines and the vaccination subsidy schemes to ensure that they understand the aims and possible side-effects of vaccination and their eligibility for vaccination subsidy. Related information is available on the CHP website (www.chp.gov.hk).

b) Ensure vaccine recipients and/or their parents/guardians/carers understand that participation in the Government’s vaccination subsidy schemes is voluntary. Sufficient time should be allowed for the recipients to consider if they should join the subsidy schemes or refuse to accept Government subsidy.

c) Inform vaccine recipients that the DH may contact vaccine recipients for information verification.

4.5 Ensure proper documentation

It is the responsibility of enrolled doctors to ensure that the following documents are checked or collected before administering seasonal influenza vaccine:-

a) vaccine recipients or their parents/guardians acting on their behalf must complete legibly a Consent to Use Vaccination Subsidy form that permits the doctor to provide vaccine recipients’ personal data to the Government, Hospital Authority or other relevant healthcare personnel for processing of
reimbursement claims. Any adult accompanying a child to receive vaccination should submit a *Consent to Use Vaccination Subsidy* form duly completed and signed by the child's parent/guardian;

b) check the child's identity document against *Consent to Use Vaccination Subsidy* form and confirm child eligibility to receive CIVSS subsidy. If the child is not holding a HKID or a HK Birth Certificate (with their status of permanent resident indicated as *Established*), the child should have a valid travel document showing his/her Hong Kong resident status. Please refer to Appendix A for assessing the child eligibility. You may consider making arrangements with school for collecting the child's identity document. Vaccination given to ineligible child will not be reimbursed;

c) if the child is 6 years old or above, the parent would have to show the child's pre-school attendance proof. Collect from the adult a photocopy of the student handbook/student card/pick up card bearing the child name or a stamped Pre-primary Institution Certification Form (學前教育證明);

d) doctor has the responsibility to ascertain the availability of subsidy in the eHS(S) for the eligible child and verify the eligible child's past vaccination history and vaccination record in the eHS(S) before providing vaccination. Claims will not be reimbursed if vaccination is provided to a person who has no available subsidy in his/her eHealth (Subsidies) Account;

e) collect the *Consent to Use Vaccination Subsidy* form and ensure that it is duly completed and signed;

f) vaccination should be given to recipient as soon as the *Consent to Use Vaccination Subsidy* form is duly signed and completed. The doctor has the responsibility to ensure recipient has duly signed and completed *Consent to Use Vaccination Subsidy* form form before the administration of vaccine. (Please refer to Section 4.6 for the points to note before administration of the vaccine);

g) **claims should only be made after vaccination has been given.** The organizer should have a system in place to record clearly if a recipient named in the *Consent to Use Vaccination Subsidy* form has actually received the vaccination on the scheduled day. The doctor who makes a claim for reimbursement has a duty to ensure that the date of vaccination is clearly and
accurately marked on the recipient’s vaccination record/card, clinical notes/Consent to Use Vaccination Subsidy form, and eHealth (Subsidies) Account. Since the signing of a Consent to Use Vaccination Subsidy form does not equate receiving vaccination, the doctor who accesses the recipient’s eHealth (Subsidies) Account has a duty to ensure that vaccination has indeed been provided before submitting a claim;

h) 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. It is required to log in the eHS(S) 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;

i) all vaccinations given should be clearly documented on a vaccination record and vaccination card should be issued to the vaccine recipient’s parents or guardians; and

j) all vaccinations given should be clearly documented with the name of vaccine, lot number and expiry date, name of person who administered the injection and doctor responsible on a vaccination record which should be kept in a database for record traceability.

4.6 Administration of seasonal influenza vaccination

Vaccination administration is a medical procedure that carries risks. Health care professionals have personal responsibility for the duties delegated to other persons. Improper delegation of medical duties to non-qualified persons transgresses accepted codes of professional ethical behaviour which may lead to disciplinary action by the Medical Council (Please refer to part II E21 Covering or improper delegation of medical duties to non-qualified persons of the Code of Professional Conduct).

a) Health care professionals should obtain vaccination history and screen if there are any contraindications or precautions to the vaccines that are to be administered.
b) For the safety of vaccine recipients, vaccination should be administered by qualified health care professionals or by trained personnel under personal supervision. As basic requirement, 3 checks (check when taking out the vaccine from the storage; check before preparing the vaccine; check before administering the vaccine) and 5 rights (right person; right drug; right dose; right time; right route) for vaccine administration should be properly followed.

c) Make sure there is sufficient number of qualified/trained health care personnel to administer vaccinations and to provide immediate medical treatment to vaccinated children.

d) Observe infection control and ensure that all sharps and medical wastes are properly handled and disposed. Infection control practice must be complied by all personnel. Hand hygiene protocol must be strictly followed before and after administering vaccination to an elder. Clean hands with liquid soap and water when visibly soiled or likely contaminated with body fluid. When hands are not visibly soiled, clean them with 70-80% alcohol-based handrub is also effective. If surgical gloves are used, they should be changed before each injection. Rub hands with soap or alcohol-based handrub should be done for at least 20 seconds each time. Wearing surgical gloves cannot replace the proper hand hygiene. Use a new alcohol swab or sterile gauze for compression of injection site for better infection control.

e) Keep vaccinated children under observation in the vicinity of the place of vaccination for at least 15 minutes to ensure that they do not experience an immediate adverse event.
4.7 Post-vaccination

a) Ensure proper disposal of expired and wasted vaccines and keep record of documentation of such disposal including the date of disposal, quantity, lot number and receipt of disposed vaccines by appropriate agency.

b) Keep the Consent to Use Vaccination Subsidy forms and documents (Pre-primary Institution Certification forms (學前教育證明) and photocopies of student handbook/student card/pick up card) 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.

c) Retain the documentary proofs for attending pre-primary institutions, if any, relevant vaccination records and Consent to Use Vaccination Subsidy forms for at least seven years.

d) Staff of the DH may contact the vaccine recipients and /or their parents/guardians to enquire about the information related to vaccination subsidy schemes. (See Appendix B)

The above notes are by no means exhaustive. Please refer to CHP website for more information regarding the use of the subsidy schemes. You are required to follow all necessary steps in using the schemes, failing which reimbursement may not be effected.
Reference

1. Pharmacovigilance Unit of Drug Office, the Department of Health 
2. Centre for Health Protection website http://www.chp.gov.hk
3. Code of Professional Conduct, the Medical Council of Hong Kong 
   http://www.mchk.org.hk/code.htm
   Scientific Committee on Vaccine Preventable Diseases Recommendations on Seasonal 
   Influenza Vaccination for the 2015/16 Season 
Appendix A. Assessment of Eligible Person (EP) status of children for CIVSS

a) Hong Kong Birth Certificate (Established)
   Appendix A1

b) Hong Kong Identity Card issued to a person under the age of 11
   Appendix A2

c) Hong Kong SAR Re-entry Permit (回港證)
   Appendix A3

d) Document of Identity for Visa Purposes bearing one of the following endorsements on the observations page:
   (i) The bearer has the right to return to the Hong Kong Special Administrative Region during the validity of this document;
   (ii) The bearer has the right to return to the Hong Kong Special Administrative Region provided that the limit of stay in the Region imposed upon the bearer (as endorsed on this document) has not expired; or
   (iii) The bearer has the right of abode in and the right to return to Hong Kong Special Administrative Region.

   Appendix A4

e) ID 235B showing the holder is:
   (i) Of no condition of stay imposed; or
   (ii) Permitted to remain until specific date.

   Appendix A5

f) Non-Hong Kong issued travel documents bearing:
   (i) Endorsement showing that the holder has the right to land in Hong Kong;
   (ii) Endorsement showing the holder was permitted to land;
   (iii) Endorsement showing Previous conditions of stay are hereby cancelled;
   (iv) Endorsement showing that holder eligibility for Hong Kong permanent identity card verified;
   (v) Certificate of Entitlement to the right of abode in the Hong Kong SAR;
   (vi) Endorsement showing unconditional stay in HKSAR granted;
   (vii) Endorsement showing the holder is permitted to remain until (date) or permission to remain extended until (date) and the limit of stay has not expired; or
   (viii) Endorsement showing permission to remain until (date) as a dependant under the Quality Migrant Admission Scheme.

   Appendix A6

g) Certificate issued by the Births Registry for Adopted Children
   (with their status of permanent resident indicated established)

   Appendix A7
Appendix A1

(a) Samples of Hong Kong Birth Certificate (Established)
(with status of permanent resident indicated as “Established”)

Issued between 1.7.1997 and 27.4.2008

Issued on or after 28.4.2008

Remarks:
- For births registered in Hong Kong between 1 July 1997 and 27 April 2008, item 11 of the Hong Kong Birth Certificate will specify whether the Hong Kong permanent resident status is “Established/Not Established”.
- For births registered in Hong Kong on or after 28 April 2008, item 11 of the Hong Kong Birth Certificate will specify whether the Hong Kong permanent resident status is established under paragraph 2(a), paragraph 2(e) or paragraph 5(3) of Schedule 1 to the Immigration Ordinance, Cap. 115, Laws of Hong Kong.
- The letter "S" is used as the prefix of the registration number for births registered from April 2005 to present.
Appendix A2

(b) **Samples of Hong Kong Identity Card issued to a person under the age of 11**

**Issued in Hong Kong**

(正面 Front)

**Issued Overseas**

(背面 Back)
(c) **Samples of Hong Kong SAR Re-entry Permit**

**Appendix A3**

**Re-entry Permit**

![Image of Re-entry Permit]

**Remarks:**
- The format of Hong Kong SAR Re-entry Permit’s document number is RM1234567 (Multiple Re-entry Permit) or RS1234567 (Single Re-entry Permit). The prefixes “RM” and “RS” are followed by 7 numbers.
Appendix A4

(d) **Samples of Document of Identity for Visa Purposes bearing endorsement showing holder is permitted to remain in Hong Kong**

![Sample Document Image]

**Remarks:-**

- The format of the Document of Identityâ€”document number is either D12345678 (normal size), DJ1234567 or DA1234567 (jumbo size). The prefix of "D" is followed by 8 numbers and the prefixes "DA" and "DJ" are followed by 7 numbers.
(e)(i) **Samples of ID235B showing no condition of stay imposed**

**Appendix A5**

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**Remarks:**

- ID235B is an A5 size document.
Appendix A5

(e)(ii) Sample of ID 235B showing the holder is permitted to remain in Hong Kong until a specific date or permitted to remain extended until a specific date

Remarks:

(Authenticating stamp on or after 23 January 2008)  (Authenticating stamp before 23 January 2008)
Appendix A6

(f)(i) Samples of Endorsement showing “The holder of this travel document has the right to land in Hong Kong. (Section 2AAA, Immigration Ordinance, Cap.115, Laws of Hong Kong.)”

The holder of this travel document has the right to land in Hong Kong.
(Section 2AAA, Immigration Ordinance, Cap.115, Laws of Hong Kong.)

(f)(ii) Sample of Endorsement showing “the holder arrived Hong Kong on (date) and was permitted to land”

The holder arrived Hong Kong on (date) and was permitted to land.
Appendix A6

(f)(iii) Sample of Endorsement showing “Previous conditions of stay are hereby cancelled”

Previous condition of stay are hereby cancelled
以往規定的逗留條件現告撤消

(f)(iv) Sample of Endorsement showing “Holder’s eligibility for Hong Kong permanent identity card verified”

Holder’s eligibility for Hong Kong permanent identity card verified.
持證人證實有資格領取香港永久性居民身份證。
Appendix A6

(f)(v) Sample of Endorsement of “Certificate of Entitlement to the right of abode in Hong Kong SAR”

Visa/Reference No

SPECIMEN

樣本
(f)(vi) **Samples of Endorsement on the child’s valid travel document showing “unconditional stay in HKSAR had been granted”**

Unconditional stay in HKSAR had been granted can be identified by a Hong Kong landing stamp on a person’s valid travel document showing that he/she is permitted to stay with no condition attached (獲准無條件在香港居留) (i.e. an arrival stamp without any condition attached on top of the landing endorsement).

**Landing Endorsement**

- **(for person arrived in Hong Kong before 23 January 2008)**

- **(for person arrived in Hong Kong on or after 23 January 2008)**
Appendix A6

(f)(vii) Samples of Endorsement showing “Permitted to remain until (date)” and “Permitted to remain extended until (date)” – the date showing the stay in Hong Kong to be still valid at the time the child receiving influenza vaccination provided by private doctors under CIVSS

Remarks:-
- The Immigration Officer’s authenticating stamp has been changed since 23 January 2008, a sample of the old and the new authenticating stamp is illustrated below:

(Authenticateing stamp before 23 January 2008) (Authenticateing stamp on or after 23 January 2008)
Appendix A6

(f)(viii) **Samples of Endorsement showing “Permitted to remain extended until (date)” as a dependant under the Quality Migrant Admission Scheme**

Quality Migrant Admission Scheme (Dependant)
Permission to remain extended until (date).
獲准逗留期限延至 年 月 日
Appendix A7

(g) Samples of Certificate issued by the Births Registry for Adopted Children
(With their status of permanent resident indicated “Established”)

Issued before 25 January 2006

Issued on or after 25 January 2006
Appendix B. Post-payment checking

**Post-payment checking**

- EHCP contacted by DH for arrangement of post-payment check
- Letter for confirmation of arrangement will be faxed to EHCP

**On the day of Post-payment checking**

- Consent to Use Vaccination Subsidy forms for selected transactions will be collected for checking
- Receipt will be provided for Consent to Use Vaccination Subsidy forms collected
- Information on Consent to Use Vaccination Subsidy forms will be cross-checked with information on eHS records (Medical records may need to be provided for verification of information)
- Clients will be randomly selected for ascertainment of claim by DH
- Consent to Use Vaccination Subsidy forms will be returned to EHCP