

本署檔號 Our Ref. : (51) in DH CDB/9/12/6/4 Pt.1

8 April 2020

Dear Medical Superintendent,

**Enhancement of specimen collection service for COVID-19 testing for patients of Private Medical Practitioners**

Further to our letter dated April 6, 2020 to solicit the support of Private Medical Practitioners (PMPs) to collect specimens from as many patients as possible for COVID-19, we would like to inform you the following enhancements on specimen collection.

Firstly, the opening hours of the 13 clinics under the Department of Health (DH) for specimen collection for patients of PMPs will be extended to Saturday, Sunday and Public holidays from 9am to 11am, in addition to 9am to 1pm during weekdays. Please inform your patients that they can submit their deep throat saliva sample to one of the 13 clinics during the above period. Please refer to the website of the Centre for Health Protection (CHP) for the latest list of collection points (Chinese - [https://www.chp.gov.hk/files/pdf/list\\_of\\_collection\\_points\\_tc.pdf](https://www.chp.gov.hk/files/pdf/list_of_collection_points_tc.pdf); English - [https://www.chp.gov.hk/files/pdf/list\\_of\\_collection\\_points\\_en.pdf](https://www.chp.gov.hk/files/pdf/list_of_collection_points_en.pdf)).

Secondly, ***starting from April 14***, two of the member companies of the Cyberport Startup Alumni Association, namely GoGo Tech Limited ("GOGO VAN") and HK PICK-UP LIMITED ("Pickup") (hereafter "service providers") will provide door-to-door specimen collection service for patients who have been arranged with COVID-19 testing by PMPs at a charge of \$100 to be paid by the patients. Patients can choose to use the service by contacting the service providers directly and making their own direct payment. Upon receipt of a request from the patients concerned, one of the two service providers will collect their specimen bottles from the address provided by the patients (except outlying islands and other remote areas) and send to either the 13 clinics under the DH or the Public Health Laboratory Services Branch



(PHLSB) of the CHP. The service providers will directly contact the patients who request the service and charge them a fee of \$100.

For service subscriptions and enquiries related to the two companies, please refer to the information below:

	GOGO VAN	Pickupp
Service Subscription	<a href="http://www.gogovan.com.hk/covid-19-testing-en/">www.gogovan.com.hk/covid-19-testing-en/</a>	<a href="http://hk.pickupp.io/en/blog/COVID-19-sample">hk.pickupp.io/en/blog/COVID-19-sample</a>
General Enquiry	5681 4989 (hotline)	<a href="mailto:hk@pickupp.io">hk@pickupp.io</a>

For more information about the service, please refer to the following link of the Cyberport Startup Alumni Association: [www.csaa.com.hk/blog/door-to-door-specimen-collection-service-new](http://www.csaa.com.hk/blog/door-to-door-specimen-collection-service-new).

You are again urged to collect specimens from as many patients as possible for testing of COVID-19 in order to ensure early identification of confirmed cases for the better protection of public health. This would help to identify infected patients early so that they could be isolated for treatment to minimize community spread. As a significant proportion of COVID-19 patients presented with vague or mild symptoms, specimens could be collected from patients with any acute symptom irrespective of the severity and types of symptoms or travel history.

Please provide a specimen bottle and two specimen bags to the patients. The specimen bottles and bags can be obtained from a private laboratory providing existing microbiology testing. Please refer to the following website for a list of private laboratories: <http://www.hkaml.org/index.php/members/ordinary-member>. You are reminded to complete the laboratory request form of PHLSB (available from: [https://www.chp.gov.hk/files/pdf/test\\_request\\_form\\_public\\_health\\_laboratory\\_centre\\_dh2546.pdf](https://www.chp.gov.hk/files/pdf/test_request_form_public_health_laboratory_centre_dh2546.pdf)) and hand it to the patients. The specimen should be put into a plastic bag. Then, the bagged specimen together with the form should be put into a second plastic bag.

Laboratory reports will normally be available on the next working day upon receipt of specimens by PHLSB and will be sent out by fax to the requesting private laboratories. The requesting doctor would be informed of cases with positive results. The CHP will also directly inform all patients tested positive to arrange admission to a public hospital for isolation and

further management. Please contact PHLSB (Tel: 2319 8360) if you have any enquiry.

Thank you again for your unfailing support in the prevention and control of communicable diseases.

Yours faithfully,

A handwritten signature in red ink, appearing to read 'SK CHUANG', written in a cursive style.

(Dr. SK CHUANG)

for Controller, Centre for Health Protection  
Department of Health