

Frequently Asked Questions – Population Health Survey 2025/26

Q1.

Can a household participate in the Survey if all household members do not speak Cantonese or English?

If all household members do not speak Cantonese, English or Putonghua and no one else in the household can assist in interpretation, the household member can inform the interviewer his/her usual language and leave a contact phone number. DH will arrange interpretation service and another appointment for an interview.

Q2.

What personal data will be collected during the interview? How can DH ensure that all personal data collected would be protected?

The online questionnaire will collect personal data, including name, address, sex, age and contact information such as mobile phone number or email address and will be used for the following purposes:

- (a) check responses from respondents of PHS 2025/26 for quality assurance of statistical analysis;
- (b) security measures for the Online Questionnaire System of PHS 2025/26 (e.g. receiving One-Time-Password for login); and
- (c) verify respondents' eligibility for receiving cash coupon.

If you are eligible, you will be invited to complete consent form for health examination after completing the online questionnaire and minimal personal data will be collected in the consent form.

Please be rest assure that all personal data will be kept confidential. Only aggregated data that cannot identify a particular respondent will be released to the public.

Q3.

Can the interview be conducted through telephone means or can you send me the paper questionnaire for our completion so that I can return the same for your processing?

We encourage selected household to complete the questionnaire through the Online Questionnaire System. If you have difficulty in completing the online questionnaire, our interviewer can visit you to assist you to complete the questionnaire. You can make a request for a household visit by an interviewer by submitting an online request after logging into the Online Questionnaire System, or by contacting MOV Data Collection Center Limited at 3900 1194 between 9:00 a.m. and 10:00 p.m. from Monday to Sunday (including public holidays).

Q4.

Can Household Online Questionnaire Reference No., Household Online Questionnaire Member No., Activation Key and password be changed?

The Household Online Questionnaire Reference No., Individual Online Questionnaire Reference

No. and Activation Key are used to identify different households and thus the information cannot be changed. You must create your account login password during account activation. After activation, the Activation Key is no longer valid and you have to enter your password to log in your account. If necessary, you can change your password any time.

Q5.

What should I do if I forget the online questionnaire account password?

You can click "Forgot Password" on the login page. Depending on the contact information provided by you during the account activation stage, you need to input the Household Reference No. or Household Member No., and your registered phone number or registered email address. The system will send a "one time password" by SMS or email. You need to input the one time password and then you can reset the account password to login into the Online Questionnaire System.

Q6.

Will the Department of Health (DH) contact the household representative or household members via email or SMS?

DH will contact the household representative or household members via email or SMS to provide an activation key or one time password to for logging in the online questionnaire system only. For households who have activated an online questionnaire before but not yet submitted the questionnaire before due date, the MOV interviewers will visit your household to follow up. DH will NOT ask households to submit information by email or SMS. If there is such case, please call the DH hotline at 2426 5208 during 9:00 a.m. - 1:00 p.m. and 2:00 p.m. - 5:30 p.m. from Monday to Friday for follow-up.

Q7.

Can I change to use online questionnaire after I have made an appointment for face-to-face interview?

Yes. You can continue to login into the Online Questionnaire System and fill in the questionnaire by yourself even if you have made an appointment for face-to-face interview.

Q8.

What are the internet browsers requirements for completing the online questionnaire?

Microsoft Edge 121 or newer versions

Firefox 108.0.1 or newer versions

Google Chrome 120 or newer versions

Safari 17.6 (Mac) or newer versions

You are recommended to use more recent versions of internet browsers for the best experience.

Q9.

Is it necessary for me to complete the entire online questionnaire in one go? Can I save a

partially completed online questionnaire for completion later?

You can complete and submit the online questionnaire immediately after activating your Household Questionnaire or Individual Questionnaire, or you can log out at any time. The system will save all the data you have provided when you click the “Next” or “Save” button. Subsequently, please log in your account again to complete and submit the online questionnaire.

Q10.

I have suspended using the Online Questionnaire System for a while to handle some other matters. Upon return, I find that the system has logged out. What should I do?

If you have neither made any request for action by the system nor entered data for 10 minutes, the system would automatically log out. You need to log in the system again.

Q11.

Do I need to re-enter information if I have been disconnected from the online questionnaire due to network problems when I am filling in the online questionnaire?

A: When you finish answering the questions for a part of online questionnaire and click the "Next" button, the system will save the entered data and proceed to the next part of the online questionnaire. Alternatively, you can at any time click the “Save” button to save your entered data. Saved data need not be re-input even if you have logged out or have been disconnected from the online questionnaire due to network problems.

Q12.

What should I do if I found that there are some mis-reported information in my submitted online questionnaire?

After the online questionnaire has been submitted, you cannot login into your Online Questionnaire System account again. If there are mis-reported data in your submitted online questionnaire, you may call MOV Data Collection Center Limited at 3900 1194 to provide the correct data.