

## **4. Other Highlights**

### **4.1. Amendment of particulars**

If there is any change of information provided e.g., bank information, address, please fax a completed Change Form (downloadable from CHP website at <http://www.chp.gov.hk>) with the required documentary proof to the VO of the DH.

For change of the registered medical organisation, VMO is required to:

- (i) complete a Change Form and send it to the DH by fax to remove the practice(s) under the previous medical organisation; and
- (ii) send in new Application Form and Authority for Payment to a Bank and the supporting documentary proof for re-enrolling with the new medical organisation (registered mail recommended).

Acknowledgement will be given by the VO.

### **4.2. De-enrolment**

VMO has the right to leave the programme at any time. In that case, he/she is required to furnish a Change Form (downloadable from CHP website at <http://www.chp.gov.hk>) and fax to the DH. Upon receiving the notification, DH will contact the VMO for confirmation.

The VMO's name, clinic addresses and telephone numbers will be removed from the VMO list which will be provided to RCHs upon request or being published for RCH information. Once a VMO has de-enrolled, he/she cannot claim reimbursement for any vaccination services given afterwards. However, outstanding claims pending reimbursement will still be processed.

If VMO plans to cease practice, he/she shall inform in writing to the VO at least one month before the practice ends.

### **4.3. De-listing**

The DH may de-list a VMO if:

- a) He/she ceases to be so registered;
- b) He/she is suspended from practicing as 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 VO will inform the VMO for the delisting. Once a doctor is de-listed, he/she cannot claim reimbursement for any vaccination services given afterwards. However, outstanding claims pending reimbursement will still be processed.

### **4.4. Monitoring and inspection**

The VO will conduct random checks to detect possible abuse of the RVP. For monitoring purpose, VMOs are advised to retain the vaccination records and the Consent Forms for at least seven years for the purpose. Be prepared for calls from the VO and provide relevant documents as required for checking. VMOs will be required to refund the vaccination fee reimbursed should any irregularity is detected and cannot be clarified. Randomly selected vaccine recipients and RCH in-charge will be contacted for verification purpose.

## 4.5. Data security and privacy

VMOs should be careful in handling personal data of clients. Keep the signed Consent Forms collected from recipients in locked cabinets and limit the number of persons who can access the personal data to prevent indiscriminate or unauthorized access, processing and use of personal data.

## 4.6. Reporting vaccine adverse reaction

Adverse drug reaction (ADR) reporting is important for vaccine safety surveillance and programme monitoring. You are therefore encouraged to report the following ADR cases to the DH.

1. All suspected serious ADR, even if the reaction is well known, which
  - is life-threatening or fatal;
  - results in or prolongs hospitalization;
  - causes persistent incapacity or disability; or
  - causes birth defect.
2. Suspected drug interactions including drug-drug and drug-herb interactions;
3. Non-serious ADRs but the reactions are deemed medically significant by the healthcare professional (e.g. increased frequency or unusual presentation of a known ADR);
4. Unexpected ADRs, i.e. the reactions are not found in the product information or labeling (e.g. an unknown side effect in a new drug).

Please refer to the website of Drug Office of the DH for the Reporting Guidelines and ADR Report Form at:

[http://www.drugoffice.gov.hk/eps/do/en/healthcare\\_providers/adr\\_reporting/index.html](http://www.drugoffice.gov.hk/eps/do/en/healthcare_providers/adr_reporting/index.html).