

Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen

Frequently Asked Questions

Pilot Scheme on Dental Services for Civil Service Eligible Persons in Shenzhen & Expression of Interest	
Q1	What is the Pilot Scheme on Dental Services for Civil Service Eligible Persons (“CSEPs”) in Shenzhen (“PDSSZ”)?
A1	The Government launches the one-year PDSSZ in the first quarter of 2025. Around 2 000 CSEPs waiting for government dental service would be invited by the Department of Health (“DH”) to participate in the PDSSZ. Participants would receive a one-off oral radiographic (X-ray) examination and dental scaling service from the Shenzhen New Frontier United Family Hospital (“NFUFH”).
Q2	What is EOI? Who will receive the EOI? When will they receive it?
A2	<p>DH will, starting from January 2025, invite CSEPs, who are aged 18 or above and registered for New Dental Consultation Waiting List on or after 5 January 2024 (New Cons) to complete the Expression of Interest (“EOI”) in batches through SMS (#DH-CLINICS) and email (cims2_notification@dh.gov.hk), to indicate their interest to join the PDSSZ.</p> <p>Subject to availability of quotas, DH will invite other eligible CSEPs (Old Cons) who are waiting for government dental service appointments to join.</p>
Q3	After receiving the EOI, when should CSEPs reply? Could CSEPs choose not to respond?
A3	<p>CSEPs are required to reply within two weeks from the date of receiving the EOI. In case of repeated submissions within the 2-week timeframe, the last submission will be regarded as final.</p> <p>Any reply beyond the deadline or not responding beyond the deadline will be considered as not interested in joining the PDSSZ. The CSEPs concerned will be arranged to continue to wait for the dental services at Government dental clinics (GDC), and participate in the Pilot Scheme on Dental Services (Dental Scaling) (local PDS) (if invited).</p>

Q4	When will CSEPs receive the invitation after replying the EOI indicating an interest in participation?
A4	<p>DH will send formal SMS/email invitations in batches to those eligible persons who have expressed interest in participating in the PDSSZ within about two months after collecting the EOI.</p> <p>As there is a quota limit for PDSSZ, we may not be able to invite all CSEPs who have indicated interest to join.</p>
Q5	After expressing interest in participating PDSSZ in the EOI, could CSEPs choose not to participate either before or after receiving the invitation?
A5	DH will issue formal invitations to CSEPs indicating interest to join in the EOI. If the invited CSEP eventually decides not to participate in the PDSSZ, there is no need to respond to the formal invitation SMS/email.
Q6	What will the arrangement be if CSEPs express no interest in the EOI?
A6	If CSEPs expressed no interest in the EOI, or eventually decided not to participate in the PDSSZ hence did not make booking for the services under the scheme,, they will be arranged to continue to wait for the dental services at the GDC, and participate in the local PDS (if invited).

Eligibility & Invitation	
Q7	Who can join the PDSSZ? Do I need to apply for it?
A7	<p>Application is not required for CSEPs interested in joining the PDSSZ. DH will send invitation to CSEPs aged 18 or above who have registered for New Dental Consultation Waiting List on or after 5 January 2024 to complete the EOI.</p> <p>DH will issue formal invitations in batches through SMS/email to those (invitees) who reply indicating interest to participate in the PDSSZ.</p> <p>Invitees may decide whether to join the PDSSZ or not. If the invitee agrees to join, he/she should, within one month upon receipt of the invitation SMS/email, book a dental appointment with the NFUFH by telephone. Dental services should be completed within 2 months from the date of receipt of the invitation.</p> <p>If the invitee decides not to participate in the PDSSZ, there is no need to respond to the invitation SMS/email. Invitees will continue to wait for the dental appointments at the GDC, and participate in the local PDS (if invited).</p> <p>Invitees who are edentulous or pregnant (in the first trimester or the last trimester) are not recommended to join the PDSSZ.</p>
Q8	How could CSEPs know if they have been selected to join the PDSSZ? When will they receive the invitation?
A8	<p>DH will send SMS/email invitations in batches to those who have expressed interest in participating in the PDSSZ within about two months after collecting the EOI.</p> <p>For those CSEPs who have not received the formal invitation SMS/email, please wait patiently.</p>
Q9	For CSEPs who have missed the deadline or decided not to participate in the PDSSZ, what will their arrangement be?
A9	For CSEPs who have missed the deadline or decided not to participate in the PDSSZ by not responding to the invitation SMS/email, they will be arranged to continue to wait for the dental appointments at the GDC, and participate in the local PDS (if invited).

Q10	Would CSEPs' participation in the PDSSZ affect their eligibility for receiving dental services provided by DH in future?
A10	Participation in the PDSSZ will not affect CSEPs' future entitlement to dental services provided by DH.
Q11	If the eligibility of CSEPs for civil service dental benefits cannot be verified by the eligibility checking system after appointment booking or on the appointment day, can the CSEPs receive the dental services under the PDSSZ? Is there any way to find out why the eligibility cannot be verified?
A11	<p>CSEPs will be able to receive dental service under the PDSSZ on the appointment day only if their eligibility for civil service dental benefits is confirmed through the eligibility checking system.</p> <p>If CSEPs have received SMS/email informing them that they are not eligible for civil servant dental benefits after appointment booking, the CSEPs concerned cannot receive dental service under the PDSSZ. DH will notify the NFUFH to cancel the appointment. The CSEPs concerned should contact their respective bureaux / departments (for serving civil servants and their dependants) or the Treasury (for retired civil servants and their dependants) as soon as possible to update their information (if applicable). If the eligibility is updated and can be verified before the 2-month deadline upon invitation, the CSEP concerned can still call the NFUFH to book appointment under the PDSSZ.</p> <p>*If the CSEP is a student aged 19-20, he/she must meet the full-time student requirement and update his/her civil service dental benefits record with the respective bureau / department. According to the eligibility requirement, the CSEP concerned must ensure he/she remains eligible from the booking day until the dental appointment day in order to be eligible to join the PDSSZ.</p>

Booking / Rescheduling / Cancelling Appointment	
Q12	How to book appointment after receiving the invitation SMS/email for the PDSSZ?
A12	<p>Call NFUFH's Customer Service Hotline (Hong Kong Number: 5801 1515 or Mainland Number : +86 4008 919191) to book a dental appointment within one month from the date of receipt of the SMS/email (i.e. the deadline for booking shown on the invitation SMS/email). The Customer Service Hotline operates from 9 a.m. to 6 p.m. CSEPs should inform the staff of NFUFH of their identity as civil service eligible persons.</p> <p>The appointment should be within 2 months from the date of receipt of the SMS/email (i.e. the deadline for dental service shown on the invitation SMS/email).</p>
Q13	Will the NFUFH remind the CSEPs before the appointment date?
A13	The NFUFH will confirm the appointment date and time with the CSEPs by SMS after booking, and also call and send SMS to remind CSEPs concerned 24 hours before the appointment.
Q14	Is the dental scaling service in the NFUFH provided by dentist?
A14	Dental scaling service in the NFUFH is provided by dentists.
Q15	If CSEPs have doubts on whether they are suitable for dental services, can they ask the NFUFH at the time of booking appointment or on the appointment date? Can the NFUFH access their medical records at GDCs?
A15	The dental service under the PDSSZ include oral radiographic (X-ray) examination and dental scaling service. If CSEPs have doubts whether their latest health condition is suitable for specific dental service, they can provide the relevant information to the dentists of the NFUFH, who will offer professional advice. The NFUFH does not have the authority to access CSEPs' medical records at GDCs.
Q16	How to reschedule a dental services appointment?
A16	<p>CSEPs can reschedule their appointments before the scheduled appointment date. The earliest available date for rescheduling is three days after making the call.</p> <p>The dental service should be completed within 2 months from the date of receipt of the invitation SMS/email.</p>

Q17	Do CSEPs need to inform the NFUFH to cancel the appointment if they cannot attend the scheduled appointment? Can they book another appointment afterwards?
A17	If CSEPs cannot attend the scheduled appointment, please inform the NFUFH as soon as possible and book another appointment before the deadline. The rescheduled appointment must be within 2 months from the date of receipt of the invitation SMS/email.
Q18	If a CSEP has cancelled his/her scheduled appointment without making a new appointment with the NFUFH during the specified period, could he/she continue to wait for the dental service appointment at GDC?
A18	<p>If a CSEP has cancelled his/her scheduled PDSSZ appointment without booking a new appointment within the specified period, he/she will lose the eligibility for the PDSSZ but can participate in the local PDS (if invited).</p> <p>New Cons will continue to wait for the new consultation appointment at the GDC.</p> <p>Old Cons holding an exact date for recall appointment will need to contact DH or relevant GDC to arrange the recall appointment afresh. Their follow-up appointment like appointment for dental filling (if any) will not be affected.</p>
Q19	If a CSEP fails to attend the scheduled appointment without cancellation with the NFUFH, could he/she continue to wait for appointment at the GDC?
A19	<p>CSEPs who fail to attend their scheduled appointment without cancellation with the NFUFH will no longer be eligible for the PDSSZ or not be invited to participate in the local PDS.</p> <p>New Cons will continue to wait for new dental consultation appointment at the GDC.</p> <p>Old Cons holding an exact date for recall appointment will need to contact DH or relevant GDC to arrange the recall appointment afresh. Their follow-up appointment like appointment for dental filling (if any) will not be affected.</p>

Procedure on Appointment Date & Verification Code

Q20	How much early should the CSEP arrive before the appointment?
A20	CSEPs are advised to arrive at the hospital 15-20 minutes earlier before their appointment for registration. The dental services take about 45-60 minutes.
Q21	What information/documents should be provided by the CSEPs on the day of the appointment?
A21	<p>On the day of appointment, CSEP has to, at the reception counter on the ground floor of the hospital, fill in the patient registration form providing both Chinese and English names, sex, HKID card number or other identity document number, date of birth, residential address, mobile number, email address and information of emergency contact person (which includes name, relationship with patient and mobile number).</p> <p>Apart from completing initial registration at the reception counter, CSEPs should proceed to the reception of the Dental Clinic on the 4/F, and present their Hong Kong Identity Card (HKID) or other identity document used for dental consultation registration for checking of their eligibility to receive dental services under the PDSSZ. NFUFH's staff would input CSEP's name, HKID or other identity document number, date of birth and sex into the web-based system for checking. If the CSEP has lost eligibility for the civil service dental benefits on the appointment day, he/she should not receive dental services under PDSSZ.</p> <p>During registration, CSEPs should sign the Consent part of Joint Consent and Acknowledgement (JC&A) Form to indicate their willingness to receive the dental services under PDSSZ, and to allow access of information by DH.</p> <p>After receiving the dental services, CSEPs should sign the Acknowledgment part of JC&A Form to acknowledge receipt of the dental services and provide the verification code to the NFUFH.</p> <p>If CSEPs' eligibility cannot be verified on the appointment day due to special circumstances (e.g. system failure in the web-based system error or computers of the NFUFH are not functioning properly), and CSEPs firmly claim to be eligible for civil service dental benefits, CSEPs should sign a Declaration form to confirm their eligibility for the PDSSZ. The Declaration form will be submitted to DH for verification of eligibility.</p>

Q22	What should the CSEP do if he/she is an incapacitated person and unable to sign the forms of PDSSZ?
A22	The CSEP concerned should be accompanied by his/her parent/spouse/adult child/legal guardian, or any adult authorised by his/her parent/spouse/legal guardian/adult child who should sign the forms on his/her behalf.
Q23	Are staff of the NFUFH allowed to engage in active marketing of their treatment or services when providing the dental services?
A23	<p>According to DH's Service Guidelines, staff of the NFUFH should not engage in active marketing of their dental treatments or services outside the scope of the PDSSZ.</p> <p>If the CSEPs ask for other dental treatments or services from the NFUFH outside the scope of the PDSSZ out of their initiation, they should sign the "Consent Form for Self-Pay Services" and bear the related service fees and responsibilities themselves.</p>
Q24	Can serving civil servants apply for their bureau/department's approval for time-off from duty for receiving dental services under PDSSZ? Will the NFUFH provide proof of attendance for participation in the PDSSZ?
A24	<p>Serving civil servants who choose to join PDSSZ should make their own arrangement to attend the dental appointment on their holiday or non-working day. The arrangement on time-off from duty for treatment, examination or consultation stipulated in Civil Service Regulation 904 is not applicable.</p> <p>The NFUFH will issue attendance certificates to all CSEPs after their attendance.</p>
Q25	When will CSEPs receive the verification code?
A25	Once the appointment is successfully made, an SMS/email containing a verification code will be sent to the CSEP who is eligible for civil service dental benefits on the following day. In case the appointment is rescheduled, another SMS/email containing a verification code will be sent to the CSEP who is eligible for civil service dental benefits two calendar days before the rescheduled appointment. The verification code should be provided to the NFUFH after completion of dental services to facilitate the validation process.

Cont A25	If the selected CSEP has not received the verification code before the appointment, he/she may no longer be eligible for civil service dental benefits and cannot receive dental services under the PDSSZ, or if he/she has not received or lost the verification code, please call the verification code enquiry number at 2892 1044 from Monday to Friday, from 9 a.m. to 5:30 p.m. (except public holidays), or send an email to DH pdsvcode@dh.gov.hk for follow-up.
Q26	When should CSEPs provide the verification code to the NFUFH?
A26	CSEPs should provide the verification code to the NFUFH only after the dental services have been completed.
Q27	If a CSEP has received the SMS/email with a verification code before the appointment, but cannot provide the code on the day of appointment, say due to loss of mobile phone or accidental deletion of the SMS/email, what should the CSEP do?
A27	If a CSEP cannot produce the verification code, the CSEP should sign a Declaration form to confirm their eligibility for the PDSSZ. The Declaration form will be submitted to DH for verification of eligibility. CSEPs must be eligible on the appointment day to receive dental services under PDSSZ. If the CSEP has lost eligibility for the civil service dental benefits on the appointment day, he/she should not receive dental services under PDSSZ.
Q28	How to upload the medical records to "Personal Folder" Electronic Health Record Sharing System (eHealth) App?
A28	Please refer to the "Flow Chart of depositing medical record in 'Personal Folder' of eHealth App" or information of uploading medical records in eHealth https://app.ehealth.gov.hk/personal-folder for details.
Q29	What should CSEP do if the medical record could not be uploaded on the appointment day?
A29	The NFUFH will email the medical records including oral radiographic image to the email address provided by the participants. Hard copy of medical records except radiographic image can be provided to participants, if necessary. Participants should upload their medical records via eHealth App as soon as possible afterwards to facilitate follow-up by DH accordingly.

Follow-up Arrangement

Q30 If oral and dental problems are identified during the dental services, how will it be handled?

A30 After receiving the dental services, the NFUFH will provide the medical records for the participants. CSEPS should upload and deposit the medical records provided by the NFUFH into their eHealth personal accounts through the "Personal Folder" in eHealth App for DH to review and make appropriate follow-up arrangement for those-in-need. Therefore, CSEPs should download eHealth App and register eHealth account before attending the appointment.

Participants who do not have follow-up needs will continue to wait for the arrangement of appointments at GDCs. DH will send an SMS containing the actual date and time to the CSEPs about three months before the appointment.

Enquiries and Feedback	
Q31	How to raise enquiries or complaints on dental services provided by the NFUFH?
A31	<p>If CSEPs have any questions or feedback regarding the dental services or procedures of the NFUFH, CSEPs can directly contact the hospital for prompt handling.</p> <p>NFUFH's Customer Service Hotline (9 a.m. to 6 p.m.): (Hong Kong Number) 5801 1515/ (Mainland Number) +86 4008 919191</p> <p>If the issues remain unresolved, CSEPs may contact DH via pdsuser@dh.gov.hk for assistance.</p>
Q32	How to give feedback on the PDSSZ and the dental services?
A32	<p>DH will send an SMS/email with a link to a service opinion survey to collect feedback from participants the following day after their completion of the dental service. Personal information will not be collected in the survey. The opinion and data collected will only be used for analysing and evaluating the effectiveness of the PDSSZ. Participants may also send their feedback to DH via pdsuser@dh.gov.hk.</p>

Others	
Q33	How will the NFUFH handle the personal data and medical records of CSEPs?
A33	According to regulations in the Mainland, outpatient medical records must be retained for at least 15 years. The Government will ensure all the relevant personal data is used with the consent of the CSEPs who participated in the PDSSZ.
Q34	Will the NFUFH provide interpretation service if needed?
A34	NFUFH's Customer Service Hotline will be answered by staff who can speak Cantonese. They will endeavour to make appropriate arrangement on the appointment day according to the need of the CSEP concerned.
Q35	If a tropical cyclone warning signal no. 8 or above or a black rainstorm warning signal is hoisted by the Hong Kong Observatory or an "extreme situation" is announced by the Government, can CSEP reschedule or cancel the appointment for that day?
A35	<p>Before a tropical cyclone warning signal no. 8 or above or a black rainstorm warning signal is hoisted by the Hong Kong Observatory or an "extreme condition" is announced by the Government, there is normally a period of fore-warning. Affected CSEPs can contact the NFUFH to reschedule the appointment. In case of inclement weather or even extreme weather condition occurs in Shenzhen, the NFUFH would contact the affected CSEPs to reschedule their appointments as soon as possible.</p> <p>Please note that the original appointment has to be cancelled before booking a new appointment. The rescheduled appointment date should fall within two months from the date of receipt of the invitation SMS/email from DH.</p>
Q36	How to make enquiries about the PDSSZ?
A36	<p>Information on the PDSSZ (including selection criteria for participants, information of the NFUFH, procedures for booking appointment, etc.) can be obtained by the following means:</p> <ol style="list-style-type: none"> 1. PDSSZ webpage https://www.dh.gov.hk/english/main/main_ds/main_pdssz.html (English) https://www.dh.gov.hk/tc_chi/main/main_ds/main_pdssz.html (Traditional Chinese) https://www.dh.gov.hk/chs/main/main_ds/main_pdssz.html (Simplified Chinese) 2. Email enquiry to pdsuser@dh.gov.hk 3. Call 2892 1033 (available from Monday to Friday, from 9 a.m. to 5:30 p.m. (except public holidays))

Cont A36	4. For enquiries regarding verification code, please call the enquiry number 2892 1044 (available from Monday to Friday, from 9 am to 5:30 pm (except public holidays)), or send an email to DH at pdsvcode@dh.gov.hk for follow-up.
Q37	How can CSEPs register for new consultation?
A37	CSEPs can fill in the e-Registration Form for New Dental Consultation Waiting List through the link on the Civil Service Bureau (www.csb.gov.hk) or Department of Health website (www.dh.gov.hk). As the e-Registration Form must be submitted by using the “iAM Smart+” account, CSEPs who wish to make new registration via the said platform are encouraged to register/upgrade to “iAM Smart+” account in advance. For the registration methods of “iAM Smart+”, please visit the website of iAM Smart at https://www.iamsmart.gov.hk/en/reg.html . More details of the registration arrangements are available in CSB/DH’s websites.
Q38	How to register the Electronic Health Record Sharing System (eHealth) and eHealth App?
A38	Download and register in eHealth Website: https://www.ehealth.gov.hk/en/you-and-your-family/how-to-register/register-online.html