

## **Applicable departments/services for using Elderly Health Care Voucher and treatment flow at three medical institutions in Shenzhen**

### Shenzhen New Frontier United Family Hospital in Shenzhen (NFUFH)

- Elderly persons can use Elderly Health Care Vouchers (EHCVs) to pay for outpatient healthcare services provided by the following nine designated departments of NFUFH: Family Medicine, Health Management, Dental, Ophthalmology, Surgery, Orthopaedics, Internal Medicine, Gynaecology and ENT (Ear, Nose, Throat).
- After making a reservation through the NFUFH's (Mainland/Hong Kong) 24-hour telephone hotline, official mini-program of WeChat or Whatsapp, etc., elderly persons should undergo identity verification and registration in person by presenting a valid Hong Kong Identity Card (HKID) or Certificate of Exemption (CoE) issued by the Immigration Department (ImmD) at the "Hong Kong Elderly Health Care Voucher Reception" located at the lobby on 1/F of the hospital. After receiving outpatient services at the designated departments, elderly persons can use EHCVs to pay the relevant fees at the front desk of the department.

### Shenzhen C.K.J Stomatological Hospital in Shenzhen (C.K.J Hospital)

- Elderly persons can use EHCVs to pay for outpatient dental services at C.K.J Hospital.
- Elderly persons can make online reservations through the Hong Kong official website of the hospital or by phone. They can also proceed to the reception located at the lobby on 1/F of the hospital and await triage by hospital staff. After triage, elderly persons may proceed to 5/F, 6/F or 7/F to undergo identity verification and registration by presenting a valid HKID card or CoE issued by the ImmD. After receiving dental treatment, elderly persons can use EHCVs to pay the service fees at designated counter according to the instruction of the hospital.

### Dental Bauhinia Specialty Service Center (Shenzhen)/Dental Bauhinia General Care Center (Shenzhen) (Dental Bauhinia)

- Elderly persons can use EHCVs to pay for outpatient dental services at Dental Bauhinia.
- Elderly persons should first undergo identity verification and registration in person by presenting a valid HKID or CoE issued by the ImmD at the "Hong Kong Elderly Health Care Voucher Service Point" at the front desk reception on 9/F or 19/F of Dental Bauhinia. They can also make a reservation through the official website of Dental Bauhinia or the official WeChat account. Upon attending a medical appointment, elderly persons should first register at the "Hong Kong Elderly Health Care Voucher Service Point" at the front desk reception on 9/F or 19/F and wait for triage by the front desk staff. After receiving outpatient services, elderly persons can follow the lead of staff to the "Hong Kong Elderly Health Care Voucher Service Point" at the front desk and to pay the relevant service fees with EHCVs.