User Manual

of

eHealth System (Subsidies)

for

COVID-19 Vaccination Programme

eHealth System (Subsidies) project team Version 1.3 Jan 2023

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Amendment History

Version No.	Date of Amendment	Prepared by	Description
1.0		HAIT	Initial version for COVID-19 Vaccination
			Programme
1.1	24 Feb 2021	HAIT	Revised screens
1.2	26 May 2022	HAIT	Revised screens
1.3	4 Jan 2023	HAIT	Revised screens

1 Introduction

Purpose

This document is prepared for the Service Provider and the delegated Data Entry Account to use the online eHealth System (Subsidies) in supporting the COVID-19 Vaccination Programme Documentation. The instructions and procedure to access the functions provided by eHealth System (Subsidies) for Service Providers are described.

This document covered the functions related to COVID-19 vaccine documentation, printing of vaccine record, voiding a vaccine record, eHealth (Subsidies) account creation, login and logout, inbox, service provider profile management and data entry account management.

2 Definitions

Validated eHealth (Subsidies) account	A registered and validated account in the eHealth System (Subsidies).
Temporary eHealth	Account registered in eHealth System (Subsidies) but has not
(Subsidies) account	been validated with Immigration Department.

3 Login

The system is available in Chinese and English version and some of the functions are available in text-only version. You can switch among the versions by pressing the "<u>繁</u>體", "English" and "Text only version" on the top right hand side.

Service Providers can login the system with their username, password and the token's passcode while the delegated data entry accounts can login the system with their username, password and the service provider ID or username.

			Tressing here to
			switch the language
🥑 eHealth System (Subsidies) - System I	Login - Internet Explorer		
CHealth S (Subsidi	System ies)		Text Only Version 1 新聞 一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一一
Login	Login		
User Manual	Account Type	● Service Provider ○ Data	Entry Account
Useful Link	Service Provider ID / Username	00123456	Can't access to your account?
PAQs	Password Token Passcode	••••••	G (health (288 888)
Contact Us		Login 💽	(Token Passcode)
Easy Guide			/ /
O Download Area			
Release Notes			
Privacy Policy Important Notices Sy	/stem Maintenance		€ 100% ▼

Fig. 3-1 Login Page

3.1 Service provider Login

Service Providers can access the System using the service provider ID or username created in the account activation process, own password and the passcode of the token.

- a. In the login page, select 'Service Provider' from the Account Type. (Fig 3.1-1)
- b. Input login ID, password and the token's passcode in the login screen.
- c. Click "Login" button to login.

d. After login is successful, the home page is displayed. (Fig. 3.1-2)



Fig. 3.1-1 Login Page



Fig 3.1-2 Home Page

Remarks:

- You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, please refer to section 6.1 'Service Provider – Forgot Password/ Account Locked' for details.
- ii. A warning message will be displayed at your home page if you haven't changed your password for over 60 days.
- iii. You will be logged out automatically after idling for 20 minutes.

3.2 Data Entry Account Login

Service Providers can create Data Entry account for the COVID-19 Vaccination Programme. The Data entry account can login the system using the username, password and the corresponding service provider ID or username.

- a. In the login page, select 'Data Entry Account' from the Account Type. (Fig 3.2-1)
- b. Input username, password and the service provider ID/username in the login screen.
- c. Click "Login" button to login.
- d. After login is successful, the home page is displayed. (Fig 3.2-2)

Select "Data E	ntry Account"		
eHealth System (Subsidies) - System L 2Health S (Subsidi	ogin - Internet by System es)		Text Only Version 繁體 國際 醫健通 ehealth
Login	Pelogin		the model of the maximum second
User Manual	Account Type	O Service Provider	Data Entry Account
Useful Link	Username	NURSE_DE	Can't access to your account?
FAQs	Password Service Provider ID / Username	00123456	
Contact Us		Login 🕥	_
Easy Guide			
Download Area			
Release Notes			
Privacy Policy Important Notices Sy	stem Maintenance		@ 100%

Fig 3.2-1 Login



Fig 3.2-2 Home Page

1

In the first successful login, the data entry account will be asked to change the password before going to the home page (Fig. 3.2-3).

- a. Enter the current password in the field 'Old Password'
- b. Enter the new password for fields 'New password' and 'Confirm password'
- c. Click the "Accept" and press the "Confirm" button to confirm.
- d. The password will be changed and the Home page will be displayed afterwards.

Change	Password	and accept the Agreement.
This is your first tin	ne to login this sys	stem, you m a password.
Username	NURSE_HO	
Old Password	[
New Password	1	
Cordirm Password	1	
1 Contains at waid 3 of th - English upper case ch - English lower case ch - Kumerals (6 through - Kumerals (6 through - Kumerals (6 through 2 Password length 8 - 20 3 Avoid using names, birth	e following 4 character g aracters (A through Z) aracters (A through Z) 0) 0) 0) digits 10395, phone numbers, t	proups 1 ID numbers or words or numbers that are easily identified as password
Agreement		
If you choose "Accept" a your diplar signiture, ar regroup difference of authorized privon, you m IF Accept	nd logal this system, the of the data in this syste ischose your password an ust inform system admini-	Is means that you are agreed to keep your password server. Remember, your password is equal to am is confidential. You must be responsible for any non-authoraud activities with your password, confidential or ben non-authoraud person. If you know or suspect your password is known by any non- strator and change your password immediately.
		Contras D Contras D

Fig 3.2-3 Data entry account to change password for 1st login

Remarks:

- You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, you should contact your Service Provider.
- ii. A warning message will be displayed at your home page if you haven't changed your password for over 60 days.
- iii. You will be logged out automatically after idling for 20 minutes.

4 Home Page

After successful login, the Home page will be displayed. The service provider Home page will have the Task List showing the outstanding tasks to be completed. (Fig. 4-1). What's new will be displayed if there is new information to be announced.



Fig. 4-1 Home page for Service Provider

MA	IK, MANGO		e	Chealth 07/12/2011 10:46:38
▲ Menu	Last Successful Login: 07 Dec 2011 10:43 Last Failure Login: 07 Dec 2011 10:34			
A	List of Unread Message You have 3 unread message(s).	G0 D		
	 List of claims pending completion You have 4 record(s) with incomplete information. List of claims pending confirmation 	GO D		
Done	You have 3 record(s) pending confirmation	GOO	Second in	

Fig. 4-2 Home page with collapsed menu.

Inbox button

Pressing this button will go to the Inbox function. "Inbox" is only available for service provider and not for data entry account.

Logout button

> Pressing this button will logout from the system.

Menu

User can access function by pressing the menu item on the left hand side. You can also collapse or expand the menu by clicking the 'Menu'.

Login Information

> To show the last successful login and last failure login time for user reference.

What's New

> What's new will be displayed if there is new information to be announced to users.

5 My Profile

In the function of "My profile", the service provider can view of his own information, change the web username, web password, IVRS password, default web interface language and maintain the data entry account. While for data entry account, only change password is allowed in this function.

You can access the "My profile" from the menu on the left hand side.



Fig. 5-1 The menu

5.1 Service Provider

5.1.1 Change System information

Click the tab page of "System Information" under "My Profile" (Fig 5.1.1). Click "Edit" button and you can change system information.

	My Profile				
	Personal Particulars Medical Orga	nization Information	Practice Informa	tion Bank Information	System Information
	Login Information				
	Service Provider ID	90002920			
	Username	CENTRE			
	Token Serial No.	88061370			
	System Settings				
	Default Web Interface Language	English V			
	Password Settings				
1	Change Web Password			Press "Edit" to	change details.
	Activate IVRS Password				8
			Edit		

Fig 5.1.1 System Information

5.1.2 Change username

You can enter a new username and check whether the new username is free to use by pressing the 'Check Availability" button. If you are the current user of PPI-ePR/eHRSS, you can get your username from PPI-ePR/eHRSS by pressing "Get Username from PPI-ePR/eHRSS' button. Please note that the username cannot be 8 numeric digits. You can press "Save" to save the change or "Cancel" to abort the change.

			Check whether	the user name	
Personal Particulars Medical Org	anization Information Practice Informa	tion Bank Information	is available for	use.	ntenance
Login Information		L	///		
Service Provider ID	90002920				
Username	CENTRE Check Availa	ability 🕑			
/	Get Usernam Web username tips 1. Username length: 4 - 20 characters 2. Available characters shown as below - English characters (A through Z) - Numerals (0 through 9) - Underscore "_" or full stop "."		You can get the t	iser name	
Token Serial No.	88061370	1	from PPI-ePR/el	IRSS if you	
System Settings Default Web Interface Language	English V		are their user.		
Password Settings Change Web Password Activate IVRS Password					
	Save Cancel X				
Join or add practice(s) to Prima	ry Care Directory				
vacy Policy Important Notices System Mair	itenance	Press "Save" af	ter change.		

Fig 5.1.2 Change username

5.1.3 Change default language

You can select the default language to either Chinese or English. The selection will also be applied to the subject of the email to your email address or the message to your Inbox. You should press "Save" to save the change and the selection will be effective in your next login.

Service Provider ID	90002920
Username	CENTRE Check Availability •
	Get Username from PPI-ePR/eHRSS > Web username length: 4 - 20 characters 2. Available characters shown as below - English characters (A through Z) - Numerals (0 through 9) - Underscore "_" or full stop "."
Token Serial No.	88061370
System Settings	
Default Web Interface Language	English V Select the default language.
Password Settings	
Change Web Password	
Activate IVRS Password	
	Save Cancel X
Fig. 5.1.3 Change defa	Press "Save" after change.

Fig. 5.1.3 Change default language

5.1.4 Change web password

To change your web password, you should click the checkbox of "Change web password". The old, new and confirm password will be displayed for input. You can enter the current password to the 'Old password' and enter new password to the "New Password" and "Confirm Password". You should press "Save" to save the change.

Jsername			
	CENTRE	Check Availability 🕑	
Г	Web username tip 1. Username lengt 2. Available charad Click the "Change	Get Username from PPI-ePR/eHRSS s th: 4 - 20 characters cters shown as below (A through Z) h 9) ull stop "."	
oken Serial No.	Web password".		
System Settings			
Default Web Interface Language	中文 V		
Password Settings	-		
Change Web Password		Web password tips	llowing 4 character groups
Old Password		Enter the old and new	rs (A through Z) rs (a through z)
New Password	Poor >>M	nassword	such as !, \$, #, %)
Confirm Password		password.	, phone numbers, ID
		password	s that are easily identified as

Fig. 5.1.4 Change web password

5.1.5 Maintain Data Entry Account

Service Providers can delegate data entry accounts to document COVID-19 vaccination records. To maintain the data entry account, Service Provider should click the tab page of "Data Entry Account Maintenance" under "My profile".



Fig. 5.1.5-1 Data Entry Account Maintenance

5.1.5.1 Create Data Entry Account

- a. Press "Add" button in tab page "Data Entry Account Maintenance" under "My Profile".
- b. Enter the data entry account username, select the available practices and enter the initial password. The username should be unique under the Service Provider. You should follow the password tips to input the password.
- c. Press "Save" to create the data entry account. Then the username of the new data entry account will be shown in the "Data Entry Account List" on the left hand side.

countList	Data Entry Account Information	
	Data Entry Account mormation	
_1 _2 _3	Login Information Username Username tips Username tis	
<u>_4</u> _5	Practice HEALTHY Clinic MEDICAL Clinic	
	Password Settings	
	New Password Confirm Password Web password tips 1. Contains at least 3 of the following 4 character groups. - English uppercase characters (A through Z) - English lower case characters (a through Z) - Numerals (0 through 9) - Non-alphabetic characters (such as !, \$, #, %) 2. Password length: 8 - 20 digits 3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password	
	Account Status	
	Account Status Suspended	
	Account Locked	
	Add	

Fig 5.1.5.1-1 Create Data Entry Account

Data Entry Account List		Data Entry Account Information		
Username 1 DE_90000010_1 2 DE_90000010_2 3 DE_90000010_3 4 DE_90000010_4 5 DE_90000010_5	Login Information Username Practice	NURSE_HO Username tips 1. Username length: 4 - 20 characters I HEALTHY Clinic I MEDICAL Clinic	Input the Data Account Userr and select prac	Entry name ctices.
	Password Setting New Password Confirm Password	S Poor >> Moderate>> Web password tips Contains at least 3 of the following 4 charace - English uppercase characters (A through - English lower case characters (a through - Numerals (0 through 9) - Non-alphabetic characters (such as !, \$, # 2. Password length: 8 - 20 digits 3. Avoid using names, birthdays, phone numbor or words or numbers that are easily identified :	Strong ter groups. Z) #, %) ers, ID numbers as password	password
	Account Status Account Status Account Locked	Suspended Locked		
cy Policy Disclaimer System Maintenance		Cancel X Save D	Press the in	"Save" after input Iformation.

Fig. 5.1.5.1-2 Input and Save Data Entry Account



Fig 5.15.1-3 Input and Save Data Entry Account for CVC

5.1.5.2 Edit Data Entry Account

You should first select a data entry account to edit.

- a. Click the tab page "Data Entry Account Maintenance" under "My Profile".
- b. Select the data entry account from the "Data Entry Account List" on the left hand side. The corresponding data entry account details will be shown under the "Data Entry Account Information".
- c. Press "Edit" button. You can then change practice, reset password, suspend and reactive a data entry account. After all changes are done, press "Save" button to make the change effective.



Fig. 5.1.5.2-1 Edit Data Entry Account

5.1.5.2.1 Change practice for data entry account

You can change the practice for the data entry account by clicking the corresponding checkbox of the practice. Then press "Save" button to make effective the change.

N, HEALTHY me Inbox Logout My Profile		
Personal Particulars Medical Organizati	n Information Practice Information Bank Information System Information	ation Data Entry Account
Username 1 DE_9000010_1 2 DE_9000010_2 3 DE_9000010_3 4 DE_9000010_4 5 DE_9000010_5 6 NURSE_HO 7 TESTER1	Login Information Username NURSE_HO Practice F HEALTHY Clinic MEDICAL Clinic Password Settings C Change Web Password	
	Account Status Account Status Count Status Count Locked Count Locked	
	Cancel × Save •	Press "Save" after change.
y Policy Disclaimer System Maintenance		

Fig. 5.1.5.2.1-1 Change practice for data entry account

5.1.5.2.2 Change/Reset password for data entry account

To change the password, you should click the "Change web password" checkbox. The new and confirm password will be displayed for input.

Personal Particulars Medical Organiz	zation Information Practice Information Bank Information System Information Da	ta Entry Account I
Data Entry Account List Username 1 DE_90000010_1 2 DE_90000010_2 3 DE_90000010_3 4 DE_90000010_4 5 DE_90000010_5 6 NURSE_HO 7 TESTER1	Data Entry Account Information Login Information Username NURSE_HO Practice Practice Practice Practice Password Settings IC change Web Password New Password New Password New Password Poor Poor Veb password tips 1. Contains at least 3 of the folloying 4 character groups. - English lower case characters (A through 2) - English lower case characters (A through 2)	Please make sure the password is set according to the password tips.
x	Non-aliphability (Such as 1, \$, #, %) Non-aliphability (Such as 1, \$, #, %) Z rassWord length: 8 - 20 digits S. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password Account Status Account Status Cancel X Save	
	Press "Save" after chang	ge.

Fig. 5.1.5.2.2-1 Reset password for data entry account

5.1.5.2.3 Suspend and reactive data entry account

Click "Suspended" for the Account Status will suspend the data entry account. Unclick "Suspended" will reactive the account.

Data Entry Account List		Data Entry Account Information
Username DE_90000010_1 DE_90000010_2 DE_90000010_3 DE_90000010_4 DE_90000010_5 NURSE_HO TESTER1	 Login Information Username Practice Password Setting Change Web Pass New Password Confirm Password 	NURSE_HO ✓ HEALTHY Clinic ✓ MEDICAL Clinic
	Account Status Account Status	or words or numbers that are easily identified as password
=	Account Locked	Cancel X Save

Fig. 5.1.5.2.3-1 Suspend and reactive data entry account

5.1.5.2.4 Unlock data entry account

If the data entry account has attempted 5 consecutive invalid login, the account is locked and cannot login again. Service provider can unlock the account by un-clicking the "Locked" from the Account Locked field.

ersonal Particulars Medical Organ	ization Information Practice Information Bank Information System Information Data Entry Accour
Username USername USername UE_90000010_1 DE_90000010_2 DE_90000010_3 DE_90000010_4 DE_90000010_5 DE_90000010_5 NURSE_HO T TESTER1	Login Information Username NURSE_HO Practice If HEALTHY Clinic If MEDICAL Clinic Password Settings Change Web Password Account Status Isuspended Account Locked Icoked
	Cancel X Save D
Policy Disclaimer System Maintenance	近端内部網路 * 100%

Fig. 5.1.5.2.4-1 Unlock Data Entry Account

5.2 Data Entry Account

Data entry account can change password under "My profile".

5.2.1 Change Password

Click the "Edit" button. Then click the checkbox of "Change Web Password". The old password, new password and confirm password fields are shown. Input the current password to the 'Old password' and enter the new password to the "New Password" and "Confirm Password". Please make sure the new password follow the rules in web password tips. Press "Save" button to confirm the change. You can use the new password in next login.



Fig. 5.2.1-1 Change password

6 Recover Login

6.1 Service Provider – Forgot Password/ Account Locked

If Service Provider has forgotten the web password or the account has been locked, you can recover your login by "Can't access to your account" function.

- a. In the login page, select "Service Provider" from Account Type. (Fig. 6.1-1)
- b. Press the "Can't access to your account" link. The "Recover Login" page is displayed. (Fig 6.1-2)
- c. Enter the Service Provider ID, registered email address (the Service Provider's email address as recorded in the eHealth System (Subsidies)) and the token passcode. Then press "Next".
- d. The system will check whether your information is correct. If so, a verification code will be sent to your registered email address for password reset process. The verification code would be valid for 10 minutes and the last sending time is shown for reference. In case you cannot receive the email or the verification code is expired, you can click the "Resend" button to resend the verification code. (Fig. 6.1-3)
- e. Enter the verification code as shown in the email. If the account is locked, HKIC No. of the service provider is also required for further identification checking. Then press "Next".
- f. Enter the token passcode. Then press "Next". (Fig. 6.1-4)
- g. The new password is effective (Fig 6.1-6). You can now login the system with the changed password.

🥔 eHealth System (Subsidies) - System I	Login - Internet Explorer		
CHealth S (Subsidi	System les)	Text Only	Version 繁體 moles
Login	Login		
User Manual	Login Fail Account was locked. Please clic 00006]	k "Can't access to your account?" to recover your	login. [020001-E-
Useful Link	Account Type	● Service Provider ○ Data Entry Account	
PAQs	Service Provider ID / Username	00123456 Canvaccess to y	our account?
Contact Us	Token Passcode	Token Passco	EBBB BBB
Easy Guide		Login 💿	
O Download Area			
Release Notes			
Filvacy Folicy [important Notices] Sy	stern wantenance		a 100% 👻

Fig. 6.1-1 Login Page

Recover Login
>>>1. Account Information 2. Verification 3. Reset Password 4. Complete
Simply complete the following required details. Afterwards, an email will be sent to you to recover your login.
Service Provider ID 00123456
Registered Email Address doctor@clinic.com
Token Passcode
Cancel ×
Privacy Policy Important Notices System M Privacy Policy Important Notices System M address as recorded in the eHealth System (Subsidies)).

Fig. 6.1-2 Recover Login Page

1. Account Information >>>2. Verification 3. Reset Password 4. Complete Image: The verification code has been sent to your registered email address. The verification code has been sent to your registered email address.	In case you cannot receive the email or the code is expired, press the "Resend" button to resend the verification code
Verification Code HKIC No. of Service Provider Cancel X Privacy Policy Important Notices System Maintenance	8 105
	at 100% ←

Fig. 6.1-3 Recover Login Page – identification checking

Recover	Login			
1. Account Information	>>>2. Verification	3. Reset Password	4. Complete	
Please input the token pa	asscode.			
Verification Code	Pass			
HKIC No. of Service Prov	vider Pass			
Token Passcode		Chealth Texen Passcode		
Cancel ×			Next 🕟	
=				
Privacy Policy Important Notic	es System Maintenance			
				🔍 100% 🔻 🖽

Fig. 6.1-4 Recover Login Page – enter token passcode

Recover I Account Information 2 Please enter your new pass	. Verification >>>3. Reset Password 4. Complete	
Change Web Password		
New Web Password	Fpor >> Moderate >> Strong	
Confirm Web Passwork	Web percent line Contains at least 2 of the following 4 character groups. English uppercase characters (A through 2) English lower case characters (a through 2) Numerals (0 through 9) Numerals (0 through 9)	Enter new web account
Change IVRS Password	2. Password length: 8 - 20 digits 3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password	
New IVRS Password		
Confirm IVRS Password		
	1. Password must only consists of numerals (0 through 9) 2. Password length, 6 digits	Press "Next" after input and
Cancel X Privacy Policy Important Notices	System Maintenance	the entered new password(s) will be effective.

Fig. 6.1-5 Recover Login Page - enter new password



Fig. 6.1-6 Recover Login Page - completion of reset password/ unlock account

6.2 Data Entry Account

The Data Entry Account should contact the Service Provider to reset the password if he/she has forgotten the password.

Please refer to section 5.1.5.2.2 Change/Reset password for data entry account for details of re-setting the password.

7 Operation

7.1 Documentation for COVID-19 vaccination records

Healthcare professionals can document the COVID-19 vaccination records by the eHealth (Subsidies) system.

7.1.1 Search for eHealth (Subsidies) account

- a. In the menu, click the menu item 'COVID-19 Vaccination Programme'. (Fig. 7.1.1-1)
- b. If you have multiple practices, you should select the practice. (Fig. 7.1.1-2). Then press

0

- c. HKIC is selected by defaulted. You can change to other document type by choosing the related radio button.
 - You can click the next to the 'Document Type' for an accepted document list for different schemes. (Fig 7.1.1-3)
 - Press 'Help' button or follow the input tips (if applicable) for details to input the information for eHealth (Subsidies) Account search.
- d. If the recipient has a HKIC, click "Read Card and Search" button. Insert the card and Click "Confirm" button. Remove the HKIC after the system has read the personal information successfully. (Fig 7.1.1-4)
- e. If the recipient does not have a HKIC or the card does not work, you can input the HKIC no. and Date of Birth, then click "Search" button. (Fig 7.1.1-5)
- f. Several results after searching the patient in system:
 - i) Patient with un-matched identity document and date of birth information

The system will display error message for following cases:

- 1. For document type of HKIC and EC, same document no. and date of birth exists for another document type. (no matter validated/temporary eHealth (Subsidies) account). (Fig. 7.1.1-6)
- 2. There is a validated eHealth (Subsidies) account with same identity document type and no. but with unmatched date of birth information in

the system. (Fig. 7.1.1-7)

ii) The patient has a validated eHealth (Subsidies) account

If the patient is an active validated eHealth (Subsidies) account, the system will display the account information in '2. Enter Details' for you to input the COVID-19 vaccination records. For steps to input COVID-19 vaccination records, please refer to the 'Documentation of COVID-19 Vaccination Records' in section 7.1.3.

iii) The patient has <u>not registered</u> in the system

- 1. You can select gender and tick the checkbox of the declaration statement to register a recipient if HKIC insertion is used.
- 2. You can input the personal information of the recipient according to the HKIC, click "Next" button and tick the declaration statement for registration if manual input is used.



Fig. 7.1.1-1 "COVID-19 Vaccination Programme" in Menu

CHealth System COVID-19 DEMO (Subsidies) DE_21 (for CHAN, FIVE MAN)	第歳 回回国 登健通 23/02/2021 15:50:55
COVID-19 Vaccination Programme	
Please select Practice	
Hong Kong Central Library - Booth 1 (1)	<u>Q</u>
Hong Kong Central Library - Booth 2 (2)	<u>Q</u>
Hong Kong Central Library - Booth 3 (3)	Q
Hong Kong Central Library - Booth 4 (4)	
Hong Kong Central Library - Booth 5 (5)	2
Hong Kong Central Library - Booth 6 (6)	
Hong Kong Central Library - Booth 7 (7)	
Hong Kong Central Library - Booth 8 (8)	Select the practice by pressing the 🐸 icon.
Hong Kong Central Library - Booth 9 (9)	(CVC years should select the vession tion
Hong Kong Central Library - Booth 10 (10)	(CVC users should select the vaccination
Hong Kong Central Library - Booth 11 (11)	booth number accordingly.)

Fig. 7.1.1-2 Selection of practice

CHealth System COVID-19 DEMO (Subsidies)	₩ English
DE01 (for WAN, YAN SUM)	
	19/02/2021 12:07:15
Home Logout	
COVID-19 Vaccination Programme	
>>>1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete Vaccination Records	
E Search eHealth (Subsidies) Account	
Practice Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre (4) 🙋
Scheme COVID-19 Vaccination Programme	
Document Type	Select the document type.
Hong Kong Identity Card Certificate of	<u></u>
Consular Corps Identity Card Acknowledgement of applicant Kong permanent identity card	You can press 🛄 icon,
	the accepted document list
Please input information OR read Smart ID Card to search eHealth (Subsidies) Accoun	
New software for reading Smart	will be shown.
Manual Input December 2010 Pead Old Form of Smart ID	
Chip facing up)	
HKIC No	香港永久性居民身份證 樣本 SAMPLE
HONG KONG PERM HKIC Symbol (De for ideated which can	HONG KONG PERM HKIC Symbol
LEE, Chi Nan be A.C.R. U or other alphabet)	P E #6 (The first sighsbet, which can be A, C, R, U or other sighsbet)
Date of Birth HISTING Date of Birth	Date of Birth 3947 2535 5174
01-01-1968 MM 25 23	95,9 23-01-1968 9M
(01-79)	HereInt Date of Issue (06-96)
HKIC No. C668668(E)	HKIC No. C668668(E)
Search Card and Search	Read Card and Search
Privacy Policy Important Notices System Maintenance	

Fig. 7.1.1-3 Selection of Document Type



Fig 7.1.1-4 Search Account by HKIC insertion

CHalth System COVID-19 DEMO (Subsidies) CHAN, FIVE MAN Home Inbox Logout Logout Logout Logout	
Image: Covid-19 Vaccination Programme >>>1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete Vaccination Records Search eHealth (Subsidies) Account Practice Hong Kong Central Library - Booth 1 (1) @ Scheme COVID-19 Vaccination Programme	
Document Type A Hong Kong Identity Card Certificate of Exemption One-way Permit Holders of an acknowledgement of application For an identity card Please input information OR read Smart ID Card to search eHealth (Subsidies) Account Heine Consult of the plane Card Smart ID	
Manual Input New software for reading Smart ID Card is available Update Now Manual Input Read Old Form of Smart ID Read Old Form of Smart ID HKIC No. VE256845(7). Chip facing up) Date of Birth 01011950 Bearch IP Read Card and Search Manual Input Image: Chip facing up) Image: Chip facing up) Image: Chip facing up)	

Fig 7.1.1-5 Search Account by Manual Input

🧉 eHealth System (Subsidies) - C	laim - Internet Explorer			
CHealth (Subs SHUM, WOON WO Home Inbox	Systen sidies)		※糖 回回 管健通 の9/02/2016 15:57:42	
COVID-19 Vaccination Programme Validation Fail An eHealth (Subsidies) Account with the same "HKIC No." of a Hong Kong Identity Card holder has been located in the System. Please verify all information against those on the recipient's Certificate of Exemption. Contact the Department of Health if assistance is required. [990000-E-00142]				
Search eHealth (Subsidies) Account			
Practice	Sun Yat Sen Memorial F	Park Sports Centre - Vaccination Centre (4)	
Scheme	COVID-19 Vaccination F	Programme		
Document Type O Hong Kong Identity C Hong Kong Birth Cer Non-Hong Kong Trat	Card rtificate (Established) vel Documents	Certificate of Exemption Hong Kong Re-entry Permit Certificate issued by the Births and Dealth Report for adopted children		
Please input the info	ormation for eHealth (Subsidies) Account search		
HKIC No.	BB108971(4)	Input Tips: Please in	put as shown on presented identity document.	
Date of Birth / Year of Birth reported	1925 Or Age On Da Search	Input Tips: Enter Da	e of Birth (YYYY) or (MM-YYYY) or (DD-MM-YYYY).	
Privacy Policy Important Notic	ces System Maintenance		€,100% ·	

Fig. 7.1.1-6 Error message for HKIC No. of different kind of holder



Fig. 7.1.1-7 Error message for unmatched date of birth information in the system.

7.1.2 Create temporary eHealth (Subsidies) account

If there is no existing account for the recipient, you have to create a temporary account for his/her.

7.1.2.1 Create temporary eHealth (Subsidies) account by manual input

- 1. Input HKIC No. and Date of Birth in the Manual Input box and click "Search" button. (Fig 7.1.2.1-1)
- Input English name, CCC, gender and Date of Issue. After entering the CCC, press the 'Chinese Name' button. A pop up window is displayed for you to select the Chinese character corresponding to the CCC (Fig 7.1.2.1-2). Then press 'Confirm' button after selection. The Chinese name will be displayed above the English name.
- 3. Press 'Next' after the information is entered. The 'Confirm Details' page is shown. (Fig. 7.1.2.1-3)
- 4. You should tick the checkbox of 'I declare...' and press 'Confirm' button to confirm the creation.

The temporary account is created and you can document the COVID-19 vaccination records now.



F: 71011 C + +

Fig. 7.1.2.1-1 Create temporary account by manual input



Fig. 7.1.2.1-2 Search for Chinese character for CCC

CHealth S	ystem coviD-19 DEM(ies)	*** Eusine 醫健通 chealth
Home Inbox	Logout	07/02/2021 16:53:59
Nervice State Stat	Vaccination Programme iddies) Account 2. Enter Details 3. Complete Vacci 1b. Enter Details	ination Records
Account Information Document Type Name DOB	Hong Kong Identity Card PEI, WAI CHI (貝偉志) 01-01-1945	Click the checkbox of 'I declare' and press 'Confirm' button to confirm the creation.
Gender Date of Issue HKIC No.	Male 19-06-18 VE622545(9)	
	I declare that the information given in this complete. I have obtained consent from the applic of his/her personal information for creating an administration and monitoring of respective Sche including but not limiting to a verification procedure data kept by the immigration Department.	return is true, correct and ant for the collection and use Hetathi (Subsidies) Account, mes related to such account, e by electronic means with the
	Back Confirm	

Fig. 7.1.2.1-3 Confirm Details

7.1.2.2 Create temporary eHealth (Subsidies) account by HKIC insertion

1. Click "Read Card and Search" button. (Fig. 7.1.2.2-1)

- 2. Insert the HKIC and click "Confirm" button.
- 3. Select gender and tick the checkbox of 'I declare...' and press 'Confirm' button to confirm the creation. (Fig. 7.1.2.2-2)
- 4. Click "Confirm" button.



Fig. 7.1.2.2-1 Create temporary account by HKIC insertion

遵 eHealth System (Subsidies) - Claim -	Internet Explorer	-	□ ×]	
CHealth S (Subsidie	ystem Dev_1 COVID19	₩ 回回 醫健通			
Home Inbox	Logout	06/01/2021 20:15:03			
COVID-19 >>>1. Search eHealth (Subsi 1a. Get Consent)>>> Confirm eHealth (Subsi Account Information	Vaccination Programme dies) Account 2. Enter Details 3. Complete Vaccination Records 1b. Enter Details sidies) Account				
Document Type HKIC No. Name Chinese Commercial Code Date of Birth Gender Date of Issue	Hong Kong Identity Card G700845(6) WONG, SHAN (王山) 3789 1472 26-05-2000 OPemale OMale 28-07-16 In declare that the information given in this return is true, correct and complete. I have	s c t	Select 'Gender' and check the checkbox, and then click 'Confirm'.		
	obtained consent from the applicant for the collection and use of his/her personal information for creating an eHealth (Subsidies) Account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the Immigration Department.	_			
	Cancel X Confirm >				
Privacy Policy Important Notices Sys	tem Maintenance				
			💐 100% 👻 🔄		

Fig. 7.1.2.2-2 Select gender

7.1.3 Documentation of COVID-19 Vaccination Records
After you have created account for a new recipient/ searched for an existing recipient, you can document the COVID-19 vaccination records in the input page. (Fig 7.1.3-1) Practice and Scheme are shown by defaulted. Injection date is defaulted as today. No back date or future date is allowed. If there is no COVID-19 vaccination record in the system, the dose sequence is defaulted as 1st dose. If the 1st dose record is available in the system, 2nd dose is show by defaulted.

- 1. Input remarks if any.
- 2. Tick the first checkbox to confirm the verification checklist of the COVID-19 vaccination.
- 3. If the recipient agrees to register with eHealth at the same time, please tick the second checkbox as well.
- 4. Click "Save" button.
- 5. Verify the correctness of the information. Click "Confirm" button to save the record. (Fig 7.1.3-2)

Document Type Name	Vaccination Record Hong Kong Identity Card PEI, WAI CHI (目偉志)	Date of Birth	Gender 01-01-19	045 / Male
HKIC No.	VE622XXX(X)	Date of Issue	19-06-18	1
COVID-19 Vaccination	Record			
Injection Date	Vaccine	Dose Seq.	nformation Provider	Remarks
No COVID-19 vaccination	on records found.			
Vaccino Information				
Practice	Sun Yat Sen Memorial Park	Sports Centre - Vac	cination	
	Centre (4)		onnation	
Scheme	COVID-19 Vaccination Progr	amme		
njection Date	07 Feb 2021			
Vaccine	BNT162b2 (COVID-19 (SARS-CoV-	2) (mRNA)) vaccine)	~	
Lot No.	BNT202100001	~		
Dose Sequence	1st Dose	~		
Remarks				
Verification Checklist 1. The identity of the vacc 2. The vaccine recipient u 599K) for specific use il Ordinance (Cap. 138). 3. The vaccine recipient o ™ COVID-19 mRNA Vareceting COVID-19 va 4. Suitability for vaccinatic 5. The vaccine recipient a by DH, HA or relevent (6. If the recipient is not leg consent on the recipient	ine recipient has been verified. nderstood that the vaccine is authorize n prevention of COVID-19 infection an onsented to receive the COVID-19 var- accine (BNT 162b2)". All risks has been contation. In has been confirmed with reference for grees for continuous monitoring of saf organizations collaborated with the Go galiy capable of giving consent to the a the behalf above verifications are completed.	ed under the Prevention d the vaccine product has ccination and has read a n explained to the recip o previous COVID-19 v ety related to COVID-19 vernment; and dministration of the vac	and Control of Disease (Us as not been registered unde and understood "Factsheet f ient and he/she has declare accination record (if any) vaccination, his/her person cine, a person who is legall	e of Vaccines) Regulation (Cap. r the Pharmacy and Poisons or Vaccination of COMIRANTY d no contraindication in al information may be accessed y capable of giving the relevant

Fig 7.1.3-1 COVID-19 vaccine input page



Fig 7.1.3-2 Confirmation Page

7.1.4 Printing a COVID-19 Vaccination Record

After you have saved the COVID-19 vaccine record, a pdf record will popup.

- 1. Click the print icon on the pdf. (Fig 7.1.4-1)
- 2. Click "Print" button on the popup. (Fig 7.1.4-2)
- 3. Click "Reprint Vaccination Record" if you need to reprint. (Fig 7.1.4-3)

	日本 San Ale 香港特別行政區政府 2019 冠状病毒病疫苗接種紀錄 The Government of the Hong Kong Special Administrative Region COVID-19 Vaccination Record								
姓名 Name		祝健	選び 二級 電影 Code Record 選び KIN HONG						
身份證明之	文件類別及號碼	香港	身份證						
Document	Type & No.	Hong	Kong Identity Card						
出生日期 性別 Gend	Date of Birth ler	1970年 男 / N	平1月1日/01.Jan-1970 Gale						
	疫苗名稱 Vaccine Name		2019 出於病毒病疫苗(充扁木福) CoronaVae COVID-19 Vaccine (Vero Cell), Inactivated						
第一針	生產商 / 批號 Manufacturer / Lot No) .	- Sinovac/ A2021010022						
1. 20.	接種日期 Vaccination	n Date	2021年12月29日 / 29-Dec-2021						
	接種地點 Vaccination Premises		香港中央圖書館(展覽館)社區疫苗接種中心 Community Vaccination Centre, Hong Kong Central Library (Exhibition Gallery)						
	疫苗名稱 Vaccine Name								
第二針	生產商 / 批號 Manufacturer / Lot No.		沒有資料						
2nd Dose	接種日期 Vaccination Date		No Information						
	接種地點 Vaccination Premises								
	疫苗名稱 Vaccine Name 生產商 / 批號								
第三針			沒有資料						
3rd Dose	接種日期 Vaccination	n Date	No Information						
	接種地點 Vaccination Premises								
<u> </u>	疫苗名稱								
	Vaccine Name								
第四針	生產商 / 批號 Manufacturer / Lot No) .	沒有資料						
4th Dose	接種日期 Vaccination	n Date	No Information						
	接種地點 Vaccination Premises								
此新冠疫苗操 This COVID-19 outside of Hone	種紀錄只包括在香港機種的 9 vaccination record includes or g Kong in a consolidated manne	り新冠接き aly COVII er, please f	4、如果一件表示在音楽和音楽以外地方接種的新冠疫品記錄。講面度疫品接種構成ovidvaciane.gov.hk/公件・ >1-9 vaccine doese administered in Hong Kong. To display COVID-19 vaccine doese administered in Hong Kong and places olive the anomacement on the vaccinesion webbite (volvaricane gav hk).						
*由私家醫生 基金並不適用 assumes no res vaccine. AEFI	出私家藝生在政府計劃以外機種的新冠疫苗。政府就業等約3季酸性、接種疫苗的品質。以及任何因後種疫苗所引起的播售。損害或損失均不承擔任何責任。保護 基金工業週刊・評博司参考疫苗機種構成 (oxydwacine.gov.ib) / COVID-19 vaccination administrated by private doctors outside the Government Programme. The Government assumes no responsibility for the accuracy of the information, the quality of the vaccine administrated as well as any injuries, damage or loss arising from the administration of the assume. ACEP Fland not applicable. For details please with vaccine to doministred, as well as any injuries, damage or loss arising from the administration of the ascence. ACEP Fland not applicable. For details please with vaccination arbeints (oxydractine gov lab.)								

Fig 7.1.4-1 Print COVID-19 Vaccination Record

Print		
Printer: HP Color LaserJet Pro MFP M477 PCL 6 Properties Ar Copies: 1 Print in grayscale (bl	dvanced Help ⑦ ack and white) Save ink/toner ①	
Pages to Print All Current Pages More Options Page Sizing & Handling	Scale: 96% 8.27 x 11.69 Inches	
Size Poster Multiple Booklet Fit O Actual size O Shrink oversized pages O Custom Scale: 100 % Choose paper source by PDF page size Print on both sides of paper	Bit Note: Control to the second	
Orientation: OAuto OPortrait OLandscape	The second secon	
Comments & Forms Document and Markups V Summarize Comments Page Setup	< Page 1 of 1	Click "Print" button .

Fig 7.1.4-2 Print COVID-19 Vaccination Record



Fig 7.1.4-3 Reprint COVID-19 Vaccination Record

7.2 Rectify Temporary eHealth (Subsidies) Account with failed validation result

All temporary eHealth (Subsidies) accounts are validated with the Immigration Department before becoming validated eHealth (Subsidies) accounts. If a temporary eHealth (Subsidies) account cannot pass the validation, service provider should verify the details with the service recipient and use 'eHealth (Subsidies) Account Rectification' to rectify temporary account details. The rectified temporary eHealth (Subsidies) account will be passed to Immigration Department for validation again. If there is claim using temporary eHealth (Subsidies) account created by other service provider but with failed validation result, the service provider can choose to modify the details with creation of another temporary eHealth (Subsidies) account for the claim.

The system will notify the service provider to rectify the temporary account by:

- sending a message with subject of 'Notice to rectify details in eHealth (Subsidies) account' to Inbox;
- showing a task list of "List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification" under 'Task List' in Home page.

Different reminders will be created to the service provider to remind about the un-rectified temporary account in different period. Ultimately, if the temporary eHealth (Subsidies) account has been outstanding for 29 days, the Scheme Administrator may remove the account and void the related claim(s), if any.

- a. In the menu, click the menu item 'eHealth (Subsidies) Account Rectification' or pressing 'Go' besides the task list of 'List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification' in Home Page. (Fig. 7.3-1) The page of 'eHealth (Subsidies) Account Rectification' is shown. (Fig. 7.3-2)
 - By pressing the 'Go', the system will automatically retrieve the outstanding records to place in the result list. (go directly to step (d))
- b. Select 'Validation Failed' from the eHealth (Subsidies) Account Rectification List.
- c. Press 'Search'. A result list is shown. (Fig. 7.3-3)
 - If the temporary account is created without any claim, the 'Transaction No.' will be 'N/A'.
- d. Select the corresponding temporary account by pressing the Identity Document No.. The details of temporary eHealth (Subsidies) account are shown.
 - The details of a temporary account can only be rectified by the service provider who owns the practice where the account was created (please refer to step (e) below).
 - If the temporary account is created by other service providers, you can modify the details with creation of another temporary eHealth (Subsidies) account for the claim (please refer to step (i) below).
 - If the temporary account is a holder of HKIC, you can update the respective personal information by reading the Smart ID Card.
 - However, once a temporary account was created through reading Smart ID Card, its personal information (except gender) can only be rectified through reading Smart ID Card.



Fig 7.3-1 Home Page



Fig 7.3-2 Search Temporary eHealth (Subsidies) Account

<u>@</u> e	🧭 eHealth System (Subsidies) - eHealth (Subsidies) Account Rectification - Internet Explorer								
8	《Health System (Subsidies) 繁耀 English								
S	ΗU,	YUET	SIN						WE ARE NOT THE AREA AND A SAR GOVE
	Hor	ne	Inbox Lo	ogout				15/	03/2016 14:23:45
►	Ē	let	lealth (Sub	sidies)	Account Rectifica	ition			
Me	еH	lealth ((Subsidies) Acco	ount Recor	d				
nu	eH Re	ealth (Su ctificatio	ubsidies) Account in List	Pendin	g Validation				
		Docume Type	ent Identity Document	Date of Issue	<u>Name</u>	DOB	Gender	Reference No.	Transaction No.
	1	нкіс	<u>0000XXX(X)</u>	01-01-2004	LEE GUTIERREZ	01-01-1940	Female	C13A08-4657157- 5	N/A I
	2	нкіс	<u>C750XXX(X)</u>	05-05-2013	WONG, KEI KEI (王技技)	1942	Female	C16312-22-1	TV16312-9-3 I
	3	нкіс	<u>V541XXX(X)</u>	16-05-2008	SHEK, AH HO (石亞好)	25-11-1940	Female	C16315-32-6	TV16315-16-5 I
3 HKC V541XXXX) 16-05-2008 SHEK, AH HO (石豆が) 25-11-1940 Female C16315-32-6 TV16 Page 1 of 1 (3 items) ● Back Privacy Policy Important Notices ●							> €100% •		
	Press the Identity Document No. to modify the details.								

Fig 7.3-3 Temporary eHealth (Subsidies) Account Record

Temporary eHealth (Subsidies) account created under your practice:

- e. Buttons 'Back', 'Save' and 'Remove'/'View Transaction' are shown. If the temporary account has claim, the 'View Transaction' button will be displayed instead of 'Remove' button. (Fig 7.3-4)
 - > You can press 'Back' to cancel the rectification.
 - You may press "View Transaction" button to view and void the temporary eHealth (Subsidies) account and the related transaction.
 - You may press 'Remove' button to remove the temporary account if he/she does not have any claim.
 - > You may press 'Save' button to save the change.
- f. Rectify the temporary account information and press 'Save' after information is rectified.
- g. Press 'Confirm' to confirm the rectification (Fig. 7.3-5). Rectification is completed.
- h. Press 'Return' to go back to 'eHealth (Subsidies) Account Rectification' page. (Fig. 7.3-6)

	2Health S (Subsidi	ystem es)	₩ 回國 8
	PUI, YAN SUT Home Inbox	Logout	21/02/2019 13:17:40
-	Rectify eHealth (Subsi	ubsidies) Account R	ectification
- N112	Reference No. Document Type HKIC No. Date of Birth Name in English	C13817-470198-1 Hong Kong Identity Card BI707306(1) 01-01-1942 KWOK , AH SHING (Surname) (Given name)	
	Chinese Commercial Code	(Stantano) [6753][0068][0524] [][] 郭亚勝	Chinese Name
	Gender Date of Issue	● Female ○ Male 17-03-07	Press "Save" button after change.
	Creation Method Transaction No.	Manual Input TV13817-4026118-1 C Back Save View (Chip facing up)	W Transaction >> (Chip facing up) Tips on reading Smart ID
¢	If you notice that the use the "View Transa (Subsidies) Account	Read Old Form of Smart ID HKIC No. does not match with the raction" button to void the claim an will be removed automatically.	Read New Form of Smart ID respective person, please ad the respective eHealth

Fig 7.3-4 Rectify eHealth (Subsidies) Account Information



Fig 7.3-5 Confirm Information Rectified





Temporary eHealth (Subsidies) account created through other service provider:

- i. The buttons 'Back', 'Modify' and 'Remove' /'View Transaction' are shown. If the temporary account has claim, the 'View Transaction' button will be displayed instead of 'Remove' button. (Fig 7.3-7)
 - > You can press 'Back' to cancel the rectification.
 - You may press 'Modify' button to modify temporary eHealth (Subsidies) account details with creation of another temporary eHealth (Subsidies) account for the claim.
 - You may press "View Transaction" button to view and void the temporary eHealth (Subsidies) account and the related transaction.
 - You may press 'Remove' button to remove the temporary account if he/she does not have any claim.
- j. Press 'Modify' button. A pop-up window is shown to remind you that you are going to create another temporary eHealth (Subsidies) account for the modification (Fig. 7.3-8).
- k. Press 'Yes' button to continue.
- 1. If you have more than 1 practice, the system will ask you to select the practice for the creation (Fig. 7.3-9).
- m. The system will copy the original temporary eHealth (Subsidies) account details to the input screen. You can modify the information (Fig. 7.3-10). Press 'Save' button after the details is modified.
- n. You should click the checkbox of 'I declare...' and press 'Confirm' button to confirm the creation (Fig. 7.3-11).

- o. A reference no. for the newly created temporary eHealth (Subsidies) account will be generated (Fig. 7.3-12).
- p. You may press 'Return' to go back to 'eHealth (Subsidies) Account Rectification' page.

8	Health S	ystem <u>Stem</u>
Р	UI, YAN SUT	chealth 2102/2019 41/12/22
Å	eHealth (S	ubsidies) Account Rectification
Me	Rectify eHealth (Subsi	idies) Account Information
nu	Reference No.	C19221-62-6
*	Document Type HKIC No.	MD967935(4)
	Date of Birth	01-01-1944
	Name in English	CHAN , LOI HING (Surname) (Given name)
	Chinese Commercial Code	
	Gender	○ Female Male
	Date of Issue	27-07-05
	Creation Method	Manual Input
	Transaction No.	TV19221-7-9
		Back Modify View Transaction
		(Chip facing up) (Chip facing up) Tips on reading Smart ID
		Read Old Form of Smart ID 🕖 Read New Form of Smart ID 🕑
	If you notice that the use the "View Trans (Subsidies) Account	HKIC No. does not match with the respective person, please action" button to void the claim and the respective eHealth will be removed automatically.
F	rivacy Policy Important Notices Sys	stem Maintenance

Fig 7.3-7 Temporary eHealth (Subsidies) Account Information

8	Health S	ystem
	(Subsidi	es)
P	JI, YAN SUT	enealth
	Home Inbox	Logout 21/02/2019 14:15:30
•	EleHealth (S	ubsidies) Account Rectification
Me	Rectify eHealth (Subsi	idies) Account Information
nu	Reference No.	C19221-62-6 (Temperany elles)th (Subsidies) Assount Besard Created by other Service Provider)
►	Document Type	Hong Kong Identity Card
	HKIC No.	MD967935(4)
	Date of Birth	01-01-1944
	Name in English	CHAN , LOI HING (Surname) (Given name)
	Chinese Commercial Code	
		Confirmation
	Gender	Female M Please correct the information shown in the current eHealth (Subsidies) Account. The updated information will be recorded in a new eHealth
	Date of Issue	27-07-05 (Subsidies) Account. Do you confirm to modify?
	Creation Method	Manual Input
	Transaction No.	TV19221-7-9
		Back Modify View Transaction
		(Chip facing up) (Chip facing up) Tips on reading Smart ID
		Read Old Form of Smart ID Read New Form of Smart ID
	•	
	If you notice that the use the "View Transa	HKIC No. does not match with the respective person, please action" button to void the claim and the respective eHealth
	(Subsidies) Account v	will be removed automatically.
P	rivacy Policy Important Notices Sys	stem Maintenance

Fig 7.3-8 Popup window to remind creation of another temporary eHealth (Subsidies) account for the modification

🔄 eHealth System (Subsidies) - Claim - Internet Explorer	
CHealth System	^{繁體} English 醫健通
WONG, TAI KWOK SAU Home Inbox Logout	03/12/2016 11:46:00
Claim	
Please select Practice	
WONG TAI KWOK SAU Clinic (1) [000-X0X-X05X59X] [Room 37, Floor 37, TAI KWOK SAU Building, 4590 TAI KWOK SAU Road, JORDAN, KOWLOON] - Vacination Subsidy Scheme (Provide vaccination services at non-clinic setting)	
WONG TAI KWOK SAU - Branch 2 Clinic (2) [000-X0X-X05X59X] [Room 37, Floor 37, TAI KWOK 5 HONG KONG] - Health Care Voucher Scheme - Vaccination Subsidy Scheme	
WONG TAI KWOK SAU - Branch 4 Clinic (4) [000-X0X-X05X59X] [Room D, G/F, KWOK SAU Building, 100 KWOK SAU Road, SHAP SZE HEUNG, NEW TERRITORIES] - Vaccination Subsidy Scheme. (Provide vaccination services at non-clinic setting)	
WONG TAI KWOK SAU - Branch 5 Clinic (5) [000-X0X-X05X59X] Image: Constraint of the second	
Privacy Policy Important Notices System Maintenance	
	a 100% 🔻

Fig 7.3-9 Selection of practice

P	Health S (Subsidie JI, YAN SUT Home Inbox	Logout	繁體 English 醫健通 Chealth 21/02/2019 14:17:34
2	erealth (Si	ubsidies) Account Rectification	
len	Rectify eHealth (Subsi	dies) Account Information	
Ē	Reference No.	C19221-62-6	
►	Document Type	(Temporary eHealth (Subsidies) Account Record Created by other Service Provi Hong Kong Identity Card	The original
	HKIC No.	MD967935(4)	temporary eHealth
	Date of Birth	01-01-1944	(Subsidies) account
	Name in English	CHAN , LOI HING (Surname) (Given name)	details are copied
	Chinese Commercial Code		nere.
	Gender	○ Female Male	
	Date of Issue	27-07-05	
	Creation Method	Manual Input	
	Transaction No.	TV19221-7-9	
		Back Save View Transaction View	
		(Chip facing up) (Chip facing up)	ding Smart ID
		Read Old Form of Smart ID Read New Form of Smart ID	
	If you notice that the l use the "View Transa (Subsidies) Account v	HKIC No. does not match with the respective person, please action" button to void the claim and the respective eHealth vill be removed automatically.	
P	rivacy Policy Important Notices Sys	tem Maintenance	



🤗 eHealth System (Subsidies) - eHealth (Subsidies) Account Rectification - Internet Explorer	
CHealth System (Subsidies)	繁體 English
Confirm Information Postified	
Document Type Hong Kong Identity Card HKIC No. T303056(8) Name CHAN, TAI MAN DOB 1930 Gender Male Date of Issue 05-06-09 I declare that the information given in this return is true, correct and complete. I have obtained council from the applicant for the collection and use of hisher personal information to reteating an exheatin (Subides) Account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the immigration Department. Image: Back Confirm	
	100% •

Fig 7.3-11 Confirm Input



Fig 7.3-12 Completion

7.3 Modify temporary eHealth (Subsidies) account details

Data entry account and Service Provider can modify temporary eHealth (Subsidies) account details by using the 'eHealth (Subsidies) Account Rectification'. The steps are similar to steps in section 7.3 'Rectify temporary eHealth (Subsidies) account with failed validation result'. Data entry account is restricted to modify his own created temporary eHealth (Subsidies) accounts before confirmation by service provider.

- a. In the menu, click the menu item 'eHealth (Subsidies) Account Rectification'. (Fig. 7.4-1) The corresponding page is shown. (Fig. 7.4-2)
- b. Select the temporary eHealth (Subsidies) account status.
 - Account Status:
 - i. *Pending Confirmation:* temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
 - ii. *Pending Validation:* temporary eHealth (Subsidies) account pending validation with Immigration Department.

- iii. Validation Failed: temporary eHealth (Subsidies) account with failed result after validation with Immigration Department. Service provider is required to rectify the failed account and the account will resubmit to Immigration Department for validation again.
- For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.4-3).
 - If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
 - You can press the ⁽¹⁾ in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown (Fig. 7.4-4). The remaining steps are similar to the steps in section 7.3 'Rectify temporary eHealth (Subsidies) account with failed validation result'. Please refer to that section for details.



Fig 7.4-1 Home Page



Fig 7.4-2 eHealth (Subsidies) Account Rectification

<u>(</u>	🦪 eHealth System (Subsidies) - eHealth (Subsidies) Account Rectification - Internet Explorer								
8	CHealth System <t< td=""></t<>								
S	SHU, YUET SIN Home inbox Logout 15/03/2016 14:23:45								
Þ	Ē	e	lealth (Sul	osidies)	Account Rectifica	ation			
Mer	e⊦	lealth	(Subsidies) Acc	ount Recor	d				
Ē	eH Re	ealth (S ctificatio	ubsidies) Account on List	Pendir	ng Validation				
9		Docum Type	Identity Documer <u>No.</u>	It Date of Issue	Name	DOB	Gender	Reference No.	Transaction No.
	1	нкіс	<u>0000xxx(x)</u>	01-01-2004	LEE GUTIERREZ	01-01-1940	Female	C13A08-4657157- 5	N/A I
	2	нкіс	<u>C750XXX(X)</u>	05-05-2013	WONG, KEI KEI (王技技)	1942	Female	C16312-22-1	TV16312-9-3
	3	нкіс	<u>V541XXX(X)</u>	16-05-2008	SHEK, AH HO (石亞好)	25-11-1940	Female	C16315-32-6	TV16315-16-5
P	3 HKC V541XXXX 16-05-2008 (7432547) 25-11-1940 Female C16315-32-6 TV16315-16-5 Page 1 of 1 (3) items) • Back • • • • • Back • • • • • •								> €100% ▼
	Press the Identity Document No. to modify the details.								

Fig 7.4-3 Temporary eHealth (Subsidies) Account Record



Fig 7.4-4 Rectify Temporary eHealth (Subsidies) Account Information

7.4 Removal of temporary eHealth (Subsidies) account (without any claim transactions)

The functions of 'Record Confirmation' and 'eHealth (Subsidies) Account Rectification' are available for removal of temporary eHealth (Subsidies) account without any related claims. For temporary eHealth (Subsidies) account with claim transaction(s), by voiding the claim transaction(s), the temporary account will also be removed.

7.4.1 Remove via 'Record Confirmation'

- a. In the menu, click the menu item 'Record Confirmation'. (Fig. 7.5.1-1)
- b. In the page 'Record Confirmation', select the radio button of 'eHealth (Subsidies)
 Account' for the 'Confirmation Type' and input the selection criteria of Cut-off Date,
 Practice, Data Entry Account and Scheme. (Fig. 7.5.1-2)
 - > Cut-off Date is defaulted to today. You can input another date or press the

calendar 🔳 to select another date.

- c. Press 'Search'. A result list is shown. (Fig. 7.5.1-3)
 - > You can sort the result list by pressing the column header.
 - > The total no. of retrieved records is shown in the footer.
 - > You can navigate among pages by pressing the page no. shown on the footer.
 - You can press the ⁽¹⁾ in the header to view the supporting information of that column.
- d. Select the temporary eHealth (Subsidies) account by clicking the checkbox of the row.
- e. Click the 'Reject Selected' button to reject/remove the selected temporary eHealth (Subsidies) accounts.
- f. Press 'Reject' button to re-confirm the removal. (Fig. 7.5.1-4)
- g. Press 'Return' to go back to 'Record Confirmation' page. (Fig. 7.5.1-5)



Fig 7.5.1-1 Home Page

2	eHealth System (Subsidies) - Reco	ord Confirmation - Internet Explorer		
S	Health S (Subsid HUM, WOON WO Home Inbox	System dies)		繁體 國國的 醫健通 (health 21/12/2015 15:34:41
A Menu	Search Record			
Þ	Cut-off Date	21-12-2015	erealth (Subsidies) Account	
-	Practice	Any	~	
	Data Entry Account	Any	~	
	Scheme.	Any Search D	✓	
	Privacy Policy Important Notices	System Maintenance		€ 100% ▼

Fig 7.5.1-2 Record Confirmation

	He I, Y/	ealth (Sul	ox Logout	em <mark>c</mark>	OVID-19 DEMO			** ** **	健通 ealth 21 15:43:05	
		Recor	d Confirma	ition						
Т	emp	orary eH	ealth (Subsidies) Account I	Record					
Cı	ıt-ofi	Date	07 Feb 20)21	Practice	Any				
Da	ita E	intry Accou	nt Any		Scheme	Any				
	E	Scheme (1)	Doc Type Identity Doc No.(1)	Date of Issue	Name	DOB	Gender	Creation Time	Name of Practice	Data Entry Account
1		COVID19	HKIC Z558525(3)	19-06-2018	LI, WAI YIN (李倫賢)	31-08-1975	Male	22 Jan 2021 16:42	Wong Tai Sin - Vaccination Centre	DE03
2		COVID19	HKIC VE622545(9)	19-06-2018	PEI, WAI CHI (貝倫志)	01-01-1945	Male	29 Jan 2021 09:37	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE01
3		COVID19	HKIC R749238(2)	23-03-2004	TIN, CHI YAN (田芷茵)	17-06-1996	Male	29 Jan 2021 15:23	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE04
4		~	CIC 254(2)	15-11-2006	KO, CHI WAH (高志華)	28-03-1948	Male	29 Jan 2021 15:29	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE05
5		COVID19		3-06-2003	CHONG, PO KAM (莊寶琴)	31-12-1959	Male	29 Jan 2021 15:30	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE05
ŕ		1 4 1	нка	41 1	SING LI	os 4055	Famala	60 les 0004 45-46	Sun Yat Sen Memorial Park Sports cination	DE04
	S	electe	d" button.	the che	eckbox of the ro	w. Then]	press	s Reject	k Sports	DE04
8		COVID19	HKIC T748411(3)	19-06-2018	MIU, CHUNG NGAN (苗神額)	01-07-1968	Male	01 Feb 2021 11:25	Memorial Park Sports Centre - Vaccination Centre	DE01
9		COVID19	HKIC 0000363(9)	25-10-2007	CHAN HAMMERS	07-1938	Female	01 Feb 2021 11:25	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE04
10		COVID19	HKIC 0000363(9)	31-01-1998	LEE, CHI (李智能)	07-1938	Male	01 Feb 2021 11:33	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE04
1	2	Page 1 of 2 (18 items)							
<	B	ack	Confirm Selected	Rejec	t Selected					

Fig 7..1-3 Temporary eHealth (Subsidies) account Record

Q.	Hea AN, YAN Home Rejectio	alth Sys (Subsidies ^{SUM} Inbox Lo ecord Confi n record	ster a) rmation	COVID-19 [DEMO		ar	**** CULURAN 管健通 chealth 07/02/2021 15:43:51	
H A	Scheme ()	Doc Type Identity Doc No. (1)	Date of Issue	Name LI, WAI YIN	DOB	Gender	Creation Time	Name of Practice Wong Tai Sin -	Data Entry Account
	Page 1 of 1	Z558525(3) 1 (1 items)	19-06-2018	(李偉賢)	31-06-1975	Male	22 Jan 2021 16:42	Vaccination Centre	DE03
	Back	Reject X							
					Press "Rej	ect" l	button to rej	ject the conf	irmation.

Fig 7.5.1-4 Reject record



Fig 7.5.1-5 Reject Complete

7.4.2 Removal via 'eHealth (Subsidies) account Rectification'

- a. In the menu, click the menu item 'eHealth (Subsidies) account Rectification'. (Fig. 7.6.2-1) The corresponding page is shown. (Fig. 7.5.2-2)
- b. Select the temporary eHealth (Subsidies) account status.
 - Account Status:
 - i. *Pending Confirmation:* temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
 - ii. *Pending Validation:* temporary eHealth (Subsidies) account pending validation with Immigration Department.
 - iii. *Validation Failed:* temporary eHealth (Subsidies) account with failed result after validation with Immigration Department.
 - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.5.2-3)
 - If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
 - You can press the in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown. (Fig. 7.5.2-4)
- e. Press 'Remove' button to remove the temporary eHealth (Subsidies) account. A pop up window is displayed to ask for confirmation of the removal. (Fig. 7.5.2-5)
- f. Press 'Confirm' to confirm the removal. The temporary eHealth (Subsidies) account is removed.
- g. Press 'Return' to go back to 'eHealth (Subsidies) account Rectification' page. (Fig. 7.5.2-6)



Fig 7.5.2-1 Home Page



Fig 7.5.2-2 eHealth (Subsidies) account Rectification

<i>(</i> e	Health	h System (Sub	osidies) - eHealth (Subsi	idies) Account Re	ectification - Internet Explorer					×
SI	HU, Hon	leal (S YUET SI	th Sy Bubsidies N Inbox Lo	ster 5) ^{Dgout}	n			15	繁體 画 醫健 Cheal	回国和 通 th 23:45
►	1	. eHe	ealth (Sub	sidies)	Account Rectifica	ition				
Men	еH	lealth (S	ubsidies) Acco	ount Recor	ď					
	eHe Ree	ealth (Subs ctification I	sidies) Account _ist	Pendir	ng Validation				_	
		Document Type	Identity Document	Date of Issue	Name	DOB	Gender	Reference No	Transactio	Select the eHealth
	1	нкіс	<u>0000XXX(X)</u>	01.01.000				•		(Subsidies) account by
	2	нкіс	<u>C750XXX(X)</u>	05-05-2013	WONG, KEI KEI (王技技)	1942	Female	C16312-22-1	TV16312-9	pressing the "Identity
	3	нкіс	<u>V541XXX(X)</u>	16-05-2008	SHEK, AH HO (石亞好)	25-11-1940	Female	C16315-32-6	TV16315-1	Document No.".
	Pag	ge 1 of 1 (3	items)							
	0	Back								
Р	rivacy	Policy Impo	rtant Notices System	Maintenance						
<									● 100%	>
									~ 100%	•

Fig 7.5.2-3 Temporary eHealth (Subsidies) account Record

R	Health S (Subsidie	System	≥ 醫健通
PA	AU, LOI YAU		enealtn a 港特制行政国政府 HKSAR GOVT
	Home Inbox	Logout	21/02/2019 14:49:12
•	Health (Si	ubsidies) Account Rectification	
2			
len	Rectify eHealth (Subsi	idies) Account Information	
Ξ	Reference No.	C19221-64-8	
•	Document Type	Hong Kong Identity Card	
	HKIC No.	A570488(2)	
	Name in English		
	Name in English	(Surname) (Given name)	/
	Chinese Commercial Code	2621 0256 2837 Chinese Name	
		李健榮	
	Gender	O Female Male Press "Remove" hu	tton to remove
	Date of Issue	01-01-01 the eHealth (Subsid	ies) account
	Creation Method	Manual Input	ies) account.
		Back Save Remove	
		(Chip facing up)	on reading Smart ID
		Read Old Form of Smart ID Read New Form of Smart ID	
P	rivacy Policy Important Notices Sys	stem Maintenance	

Fig 7.5.2-4 Rectify eHealth (Subsidies) account Information

8	Health S (Subsidi	ystem es) Bedeut
P	AU, LOI YAU	
	Home	21/02/2019 14:49:8
►	eHealth (S	ubsidies) Account Rectification
Me	Rectify eHealth (Subsi	dies) Account Information
nu	Reference No.	C19221-64-8
•	Document Type	Hong Kong Identity Card
	HKIC No.	A570488(2)
	Date of Birth	1940
	Name in English	LEE , KIN WING (Surname) (Given name)
	Chinese Commercial Code	2621 0256 2837 Chinese Name
		李健榮 Confirmation
	Gender	○ Female [®] M
	Date of Issue	01-01-01 Confirm to Remove eHealth (Subsiders) Account?
	Creation Method	Manual Input Cancel 10 Confirm D
		Back Save Remove R
		🗊 ((🐨 (Chip facing up) 👔 ((🛸 Chip facing up) 🛛 Tips on reading Smart ID
		Read Old Form of Smart ID • Read New Form of Smart ID •
F	Privacy Policy Important Notices Sys	tem Maintenance

Fig 7.5.2-5 Popup window for confirmation



Fig 7.5.2-6 Completion of Removal

7.5 Void COVID-19 Vaccination Record

COVID-19 vaccination record can be voided via functions of 'Record confirmation', 'Claim Transaction Management' and 'eHealth (Subsidies) account rectification'. Data Entry account can only void his own created vaccination records. In voiding claim for a temporary eHealth (Subsidies) account, the temporary account will also be removed.

Claim transaction should be voided within 24 hours after creation of claim transactions by service provider or confirmation by service provider of the claims made through the data entry account. If the temporary eHealth (Subsidies) account for a claim has failed validation result from Immigration Department, service provider can void the claim even if the claim has been created for over 24 hours.

7.5.1 Void COVID-19 Vaccination Record via 'Record Confirmation'

- a. In the menu, click the menu item 'Record Confirmation'.
- b. In the page 'Record Confirmation', select 'Claim Transaction' from Confirmation Type'
- c. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.6.1-1)
 - Cut-off Date is defaulted to today. You can input another date or press the calendar

to select another date.

- d. Press 'Search'. A result list is shown. (7.6.1-2)
 - > You can sort the result list by pressing the column header.
 - > The total no. of retrieved records is shown in the footer.
 - > You can navigate among pages by pressing the page no. shown on the footer.
 - You can press the ⁽¹⁾ in the header to view the supporting information of that column.
 - > You can press the transaction no. to view the transaction details.
 - > If you check 'Include "Incomplete" Claims', incomplete claims will be shown..
- e. Select the transaction by pressing the Transaction No. of the row.
- f. Press 'Void' in page 'Claim Information. (Fig. 7.6.1-3) The Void Reason is enabled for input.
- g. Press 'Confirm Void' to confirm. (Fig. 7.6.1-4) A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.6.1-5)
- h. Press 'Return' to go back the 'Record Confirmation' page.

🧉 eHealth System (Subsidies) - Reco	rd Confirmation - Internet Explorer	×
CHealth S (Subsid	System	^{繁體} English 醫健通
LIN, CHUNG SHUN CHI Home Inbox	RISTABELLA Logout 20	6/02/2016 17:47:20
Record C	enfirmation	
Confirmation Type	Claim Transaction O eHealth (Subsidies) Account	
Cut-off Date	⊠Include "Incomplete" Claims 26-02-2016 IIII	
Practice	Any 🗸	
Data Entry Account	Any	
Scheme	Any	
	Search •	
		/
Privacy Policy Important Notices	I System Maintenance	
		€ 100% ▼

Fig. 7.6.1-1 Search Claim Record

R	H N, Y		alth Sys (Subsidies) ISUM	stem	COVID-19 DEM	e		健通 ealth 0021 15:48:28				
A	115 Q	F	ecord Confir	mation								
Me	Clai	m F	Record									
Ε,	Cut-c	off D	ate 07 F	eb 2021	Practice	Any						
Þ. I	Data	Ent	ry Account Any		Scheme	Any						
Γ.	🗆 In	clud	e "Incomplete" Claims	-	D T				0			
			Transaction No. (1)	Time	Identity Doc No. (1)	Name	Amount Claimed (\$)	Status	Info ()	Name of Practice	Account	
	1		COVID19 TC21201-300-1	01 Feb 2021 17:12	HKIC TK807XXX(X)	LO, LO PAK (盧姥柏)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE02	
	2		COVID19 TC21201-301-3	01 Feb 2021 17:13	HKIC F684XXX(X)	SHEUNG KWUN KWOK, YEUK LAM (上官郭若琳)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE12	
	3		COVID19 TC21201-302-5	01 Feb 2021 17:13	HKIC C397XXX(X)	LAU, KA FU (劉家富)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE06	
	4		COVID19 TC21201-303-7	01 Feb 2021 17:13	HKIC I966XXX(X)	CHENG, FOON (解默)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE13	
	5		COVID19 TC21201-304-9	01 Feb 2021 17:13	HKIC B260XXXXX	PANG, HON KEI	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination	DE04	Duagain a tha
		_	COVID19	01 Feb 2021	HKIC	LUK WAN CHI						Pressing the
	6		TC21201-305-2	17:13	G709XXX(X)	(陸韻芝)	100	Pending Confirmation	Details	Centre		"Transaction No."
	7		COVID19 TC21201-306-4	01 Feb 2021 17:13	HKIC H827XXX(X)	FUNG, KA HO (馮嘉豪)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE05	to view claim
	8		COVID19 TC21201-307-6	01 Feb 2021 17:13	HKIC K487XXX(X)	CHU KOT SZE TO, CHING (諸葛司徒靜)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE08	details.
	9		COVID19 TC21201-308-8	01 Feb 2021 17:14	HKIC A150XXX(X)	YAU, PUI MAN (丘珮雯)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE11	
	10		COVID19 TC21201-309-0	01 Feb 2021 17:14	HKIC 0557XXX(X)	CHAN, SHUN LEE SHIRLEY (陳順利)	100	Pending Confirmation	Details	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre	DE03	
	123	456	78910 Page 1 of 10 (90	3 items)								ł
	0	вас	K Confirm Selec	ted Con	hirm All 🕑							
Pris	acy P	olicy	Important Notices System Ma	aintenance								

Fig. 7.6.1-2 Claim Record

CHealth S (Subsid WAN, YAN SUM Home Inbox	System covid- ies)	19 DEMO		**** 留理語 合 合 合 合 た <
Claim Information Account Information Document Type Name HKIC No.	Dnfirmation Hong Kong Identity Card LO, LO PAK (盧姥伯) TK807444(2)	Date of Birth / Gender Date of Issue	20-09-1932 / Female 19-06-18	
Vaccine Information Transaction No	TC21201-300-1 (01 Feb 2021 1	17:12)		
Confirmed Time	N/A			
Scheme	COVID-19 Vaccination Progra	mme		
Transaction Status	Pending Confirmation			
Injection Date	01 Feb 2021			
Practice	Sun Yat Sen Memorial Park S	ports Centre - Vaccination C	entre (4)	
Vaccine	BNT162b2 (COVID-19 (SARS-	CoV-2) (mRNA)) vaccine)		
Lot No.	BNT202100001		Press "Void"	
Dose Sequence	2nd Dose		button	
Remarks	Not Provided		oution.	
Join eHealth	Yes			
Created By	DE02 (90002920)			
Privacy Policy Limportant Notices LS	Back Void	Management		

Fig. 7.6.1-3 Claim Information

CHealth S (Subside WAN, YAN SUM Home Inbox	System covid- dies)	19 DEMO		繁耀 回回到 </th
Input void reason Account Information Document Type Name	Confirmation Hong Kong Identity Card LO, LO PAK (盧姥柏)	Date of Birth / Gender	20-09-193	32 / Female
HKIC No.	TK807444(2)	Date of Issue	19-06-18	
Vaccine Information				
Transaction No.	TC21201-300-1 (01 Feb 2021 1	17:12)		
Confirmed Time	N/A			
Scheme	COVID-19 Vaccination Progra	imme		
Transaction Status	Pending Confirmation			
Injection Date	01 Feb 2021			
Practice	Sun Yat Sen Memorial Park S	ports Centre - Vaccination C	entre (4)	Enter the word
Vaccine	BNT162b2 (COVID-19 (SARS-	CoV-2) (mRNA)) vaccine)		Enter the volu
Lot No.	BNT202100001		/	reason and then
Dose Sequence	2nd Dose			press "Confirm
Remarks	Not Provided			
Join eHealth	Yes			void ^{**} button.
Created By	DE02 (90002920)			
Void Reason	Wrong Input	-	×	
	Cancel X Confirm Void	0		

Fig. 7.6.1-4 Input Void Reason



Fig. 7.6.1-5 Completion of Void Claim

7.5.2 Void COVID-19 Vaccination Record via 'Claim Transaction Management'

- a. In the menu, click the menu item 'Claim Transaction Management'. (Fig. 7.6.2-1) The corresponding page is shown. (Fig. 7.6.2-2)
- b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.
 - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
 - > You can click the calendar image \blacksquare to select the transaction date.
- c. Press 'Search'. A result list with record summary is shown. (Fig. 7.6.2-3)
 - The Record Summary shows the total amount for different claim status in the result list.
- d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.6.2-4)
- e. Press 'Void'. The Void Reason is enabled for input. (Fig. 7.6.2-5)
- f. Press 'Confirm Void' to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.6.2-6)
- g. Press 'Return' to return to the 'Claim Transaction Management' page.

CHealth Sy (Subsidie	vstem		^{₩體} Engli ● 醫健道
SHUM, WOON WO		स	31/03/2016 17:25:
Claim	P-Login Information		
Vaccination Record Enquiry	Last Successful Login: 31 Mar 2016 17:23 Last Failure Login: 22 Dec 2015 09:28		
Record Confirmation	Task List		
Claim Transaction Management	List of Unread Message		
eHealth (Subsidies) Account Rectification	You have 6 unread message(s).	GO 🔊	
Monthly Statement	List of Claims Pending Completion You have 11 record(s) with incomplete information.	GO 🕥	
My Profile	List of Claims Pending Confirmation		
User Manual	You have 1 record(s) pending confirmation.	60 🕖	
Proper Practice			
Release Notes			
			3 100%

Fig. 7.6.2-1 Home Page

🧉 eHealth System (Subsidies) - Clai	im Transaction Management - Internet Explorer	
Claim Tr	System idies) HRISTABELLA Logout ransaction Management	繁體 @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @
Practice Status Transaction Time Transaction No. Scheme	Any Any From 26-02-2016 To 26-02-2016	
Privacy Policy Important Notice:	s System Maintenance	€ ,100% ▾

Fig. 7.6.2-2 Search Claim Record

Claim Tra	ansaction	Manage	ment								
aim Record											
actice	Any										
itus	Any										
insaction Time	From 07 Feb 2	021 To 07 Feb 2	2021								
insaction No.	Any										
neme	Any										
Transaction No. (1)	Transaction Time	Loc Type Identity Doc No	2.00 <u>Name</u>	9	Health (Subsidies) Account Type	Amount Claimed (\$)	<u>Status</u>	Other Info (1)	Name of Practice	Bank Account No.	Data Entry Account
COVID19 TC21207-403-2	07 Feb 2021 15:13	HKIC VE622XXX(X)	PEI, CHI WAI (貓座志)	т	emporary Account	100 Pen Acci	ding eHealth (Subsidies) ount Validation	Details	Tsuen Wan - Vaccination Centre	000-X0X-X00X64X	N/A
ge 1 of 1 (1 items)											
ecord Summary											
Claim	Incomplete	Pending Confirmation	Pending eHealth (Sta Account Validation	Ready to	Voided	Reimbursed	Suspended				
Total Amount Claimed (\$)	0	0	100	\sim	-	0	0				
Rack											
Daux											



With Claim Information Account Information Document Type Meng Kong Identity Card Name PEI, CHI WAI (續險去) Date of Birth / Gender 01-01-1945 / Male HKTC No. VE622XXX(X) Date of Birth / Gender 01-01-1945 / Male HKTC No. VE622XXX(X) Date of Issue 19-06-18 Percone Information TC21207-403-2 (07 Feb 2021 15:13; Scheme OCVID-19 Vaccination Programme Transaction Status Pending eHealth (Subsidies) Account Validation Miectie OT Feb 2021 Yeacine OT Feb 2021 Yeacine OT Feb 2021 15:13; Scheme COVID-19 Vaccination Programme Transaction Status Pending eHealth (Subsidies) Account Validation Miectie OT Feb 2021 Yeacine SNV20210008; Yeacine Ist Dose Remarks Not Provided Join eHealth Yes Created By Yeacine Void Press "Void" button.	8 W	ZHealth System COVID-19 DEMO (Subsidies) WAN, YAN SUM Home Inbox Logout 07							
Claim Information Account Information Document Type Hong Kong Identity Card Nme PEI, CHI WAI (續儉志) Date of Birth / Gender 01-01-1945 / Male HKIC No. VE622XXX(X) Date of Issue 19-06-18 Vaccine Information Transaction No. TC21207-403-2 (07 Feb 2021 15:13) Confirmed Time 07 Feb 2021 15:13 Scheme COVID-19 Vaccination Programme Transaction Date 07 Feb 2021 Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Press "Void" button. 	A	Claim Trar	Claim Transaction Management						
Account Information Document Type Hong Kong Identity Card Name PEI, CHI WAI (编隐志) Date of Birth / Gender 01-01-1945 / Male HKIC No. VE622XXX(X) Date of Issue 19-06-18 Vaccine Information Transaction No. TC21207-403-2 (07 Feb 2021 15:13) Confirmed Time 07 Feb 2021 15:13 Scheme COVID-19 Vaccination Programme Transaction Status Pending eHealth (Subsidies) Account Validation Injection Date 07 Feb 2021 Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920	Mer								
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Confirmed Time 07 Feb 2021 15:13 Scheme COVID-19 Vaccination Programme Transaction Status Pending eHealth (Subsidies) Account Validation Injection Date 07 Feb 2021 Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Void Press "Void" button.		Transaction No.							
Scheme COVID-19 Vaccination Programme Transaction Status Pending eHealth (Subsidies) Account Validation Injection Date 07 Feb 2021 Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Void Press "Void" button.		Confirmed Time	07 Feb 2021 15:13						
Transaction Status Pending eHealth (Subsidies) Account Validation Injection Date 07 Feb 2021 Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Press "Void" button.		Scheme	COVID-19 Vaccination Progra	mme					
Injection Date 07 Feb 2021 Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Press "Void" button.		Transaction Status	Pending eHealth (Subsidies)	Account Validation					
Practice Tsuen Wan - Vaccination Centre (3) Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Void Press "Void" button.		Injection Date	07 Feb 2021						
Vaccine CoronaVac (COVID-19 (SARS-CoV-2) (inactivated whole virus)) vaccine) Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Image: Construction of the second se		Practice	Tsuen Wan - Vaccination Centre (3)						
Lot No. SNV202100001 Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Created By Press "Void" button.		Vaccine	CoronaVac (COVID-19 (SARS-	CoV-2) (inactivated whole vi	irus)) vaccine)				
Dose Sequence 1st Dose Remarks Not Provided Join eHealth Yes Created By 90002920 Image: Construction of the second		Lot No.	SNV202100001						
Remarks Not Provided Join eHealth Yes Created By 90002920 • Back Void Press "Void" button.		Dose Sequence	1st Dose						
Join eHealth Yes Created By 90002920 Ress "Void" button.		Remarks Not Provided							
Created By 90002920 Back Void Press "Void" button.		Join eHealth Yes							
Back Void Press "Void" button.		Created By 90002920							
Press "Void" button.									
			Sack Void D	Pr	ess "Void" button.				

Fig. 7.6.2-4 Claim Information



Fig. 7.6.2-5 Claim Information – input void reason



Fig. 7.6.2-6 Completion of void claim

7.5.3 Void COVID-19 Vaccination Record via 'eHealth (Subsidies) account Rectification'

a. In the menu, click the menu item 'eHealth (Subsidies) account Rectification'. The corresponding page is shown.

- b. Select the temporary eHealth (Subsidies) account status.
 - Account Status:
 - i. *Pending Confirmation:* temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
 - ii. *Pending Validation:* temporary eHealth (Subsidies) account pending validation with Immigration Department.
 - iii. *Validation Failed:* temporary eHealth (Subsidies) account with failed result after validation with Immigration Department.
 - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.6.3-1)
 - If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
 - You can press the ⁽¹⁾ in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown. (Fig. 7.6.3-2)
- e. Press 'View Transaction' button to view and then void the claim transaction.
- f. Press 'Void' button in the page 'Claim Information'. (Fig. 7.6.3-3)
- g. The void reason is enabled to input. (Fig. 7.6.3-4)
- h. Press 'Confirm Void' to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.6.3-5)

8	🧭 eHealth System (Subsidies) - eHealth (Subsidies) Account Rectification - Internet Explorer									
9	CHealth System (Subsidies)						15	繁體 医间 醫健通 <u>ehealth</u> 03/2016 14:23:45		
▲ Menu ▲	eHealth (Subsidies) Account eHealth (Subsidies) Account Record eHealth (Subsidies) Account Rectification List Pending Validation Document Identity Document Subsidies		Account R d g Validation	n Pres Doc view		Press Docu view	ess "Identity cument No." to w details.			
	1	нкіс	<u>0000xxx(x)</u>	01-01-2004	LEE GUTIERREZ		01-01-1940	Female	C13A08-4657157- 5	N/A
	2	нкіс	C750XXX(X)	05-05-2013	WONG, KEI KEI (王技技)		1942	Female	C16312-22-1	TV16312-9-3
	3	HKIC	<u>V541XXX(X)</u>	16-05-2008	SHEK, AH HO (石亞好)		25-11-1940	Female	C16315-32-6	TV16315-16-5
	Pa	ge 1 of 1 (3 Back	items)							
	Privacy Policy Important Notices System Maintenance									

Fig. 7.6.3-1 Temporary eHealth (Subsidies) account Record

CHealth S (Subsidie PUI, YAN SUT Home Inbox	ystem	繁濃 English 警健通 Chealth 21/02/2019 14:17:34
Rectify eHealth (Subsi	ubsidies) Account Rectification dies) Account Information	
Reference No. Document Type HKIC No. Date of Birth	C19221-62-6 (Temporary eHealth (Subsidies) Account Record Created by Hong Kong Identity Card MD967935(4)	v other Service Provider)
Name in English Chinese Commercial Code	CHAN , LOI HING (Surname) (Given name) Chinese Name	Press "View Transaction" button.
Gender Date of Issue Creation Method Transaction No.	O Female Male 27-07-05 Manual Input TV19221-7-9 Back Save View Transaction	
If you notice that the l use the "View Transa (Subsidies) Account v	Image: Chip facing up) Image: Chip facing up) Read Old Form of Smart ID Read New Form of Smart HKIC No. does not match with the respective person, please action" button to void the claim and the respective eHealth vill be removed automatically.	ing up) Tips on reading Smart ID
Privacy Policy Important Notices Sys	tem Maintenance	

Fig. 7.6.3-2 Rectify eHealth (Subsidies) account Information

	Ke 回回 Subsidies) WAN, YAN SUM Home Inbox Logout Logout Logout Subsidies Logout Subsidies Logout Logout Subsidies Logout							
•	Claim Transaction Management							
Menu Do Na	laim Information Account Information occument Type ame	Hong Kong Identity Card LO, LO PAK (盧姥柏)	Date of Birth / Gender	20-09-1932 / Female				
Hł	KIC No.	TK807XXX(X)	Date of Issue	19-06-18				
•	Vaccine Information							
Tr	ansaction No.	TC21217-449-0 (17 Feb 2021 18:26)						
Co	onfirmed Time	N/A						
So	cheme	COVID-19 Vaccination Programme						
Tr	ansaction Status	Pending Confirmation						
Inj	ection Date	17 Feb 2021						
Pr	actice	Tsuen Wan - Vaccination Centre (3)						
Va	accine	Sinopharm COVID-19 Vaccine (COVID-19 (SARS-CoV-2) (non-replicating viral vector)) vaccine)						
Lo	t No.	SNP202100001						
Do	ose Sequence	1st Dose						
Re	emarks	Lt arm						
Jo	in eHealth	Yes						
Cr	eated By	DE01 (90002920)						
Privac	v Policy Important Notices Sys	Back Void o						

Fig. 7.6.3-3 Claim Information – void

8 W	CHealth System COVID-19 DEMO (Subsidies) WAN, YAN SUM Home Inbox Logout Logout 17/02/2021 23:14:40								
▲ Menu	Claim Transaction Management Claim Information								
•	Document Type	Hong Kong Identity Card							
	Name	LO, LO PAK (盧姥相)	Date of Birth / Gender	20-09-1932 / Fema	ale				
	HKIG NO.	1K80/XXX(X)	Date of Issue	19-06-18					
	Vaccine Information								
	Transaction No.	TC21217-449-0 (17 Feb 2021 18:26)							
	Confirmed Time	N/A							
	Scheme	COVID-19 Vaccination Programme							
	Transaction Status	Pending Confirmation							
	Injection Date	17 Feb 2021							
	Practice	Tsuen Wan - Vaccination Centre (3)							
	Vaccine	Sinopharm COVID-19 Vaccine (COVID-19 (SARS-CoV-2) (non-replicating viral vector)) vaccine)							
	Lot No.	SNP202100001							
	Dose Sequence	1st Dose							
	Remarks	Lt arm							
	Join eHealth	Yes							
	Created By	DE01 (90002920)							
	Void Reason	Wrong input			Enter the near of the				
F	Privacy Policy Important Notices Sy:	then press "Confirm Void" button.							

Fig. 7.6.3-4 Claim Information – Input void reason

CHealth S (Subsid	System	*# Ecolisti 管健通 chealth
Home Inbox	Logout ISACTION MANAGEMENT Completed! Please record the Void Transaction	15/03/2016 12:17:45 No. (V16315-8-8) in consent form.
Void Transaction Time Void Transaction No.	15 Mar 2016 12:17 V16315-8-8	
Privacy Policy Important Notices S	ystem Maintenance	

Fig. 7.6.3-5 Completion of void claim

7.6 Vaccination Record Enquiry

Service provider and data entry account can enquire immunisation records for service recipient via the 'Vaccination Record Enquiry' function in the menu.

- a. In the menu, click the menu item 'Vaccination Record Enquiry'. (Fig. 7.7-1)
- b. Select the document type, input document no. and date of birth. Then press 'Search' button. Or you can choose to read data from Smart IC. (Fig 7.7-2)
 - Document type, document no., date of birth, English name and gender are the keys to match immunization records from different information providers. For validated eHealth (Subsidies) Account, the corresponding English name and gender are retrieved from system for matching.
 - If the service recipient is not a validated eHealth (Subsidies) account, you have to input the English name and select the gender. Then press 'Next' button. (Fig. 7-7.3) The entered details are shown and you can press 'Proceed to Enquiry' button. (Fig. 7-7.4)
- c. Vaccination records are shown. (Fig 7.7-5a)
- d. For the available document types of different information providers and the available types of immunization records, you can refer to the legend in the screen (Fig 7.7-5b).



Fig 7.7-1 Home page - Select "Vaccination Record Enquiry"



Fig 7.7-2 Search Account

<i>é</i> eHealth System (Subsidies) - Vaccina	ation Record Enquiry - Internet Explorer					
CHealth System (Subsidies) SHUM, WOON WO Home Inbox Logout Cogout Vaccination Record Enquiry No validated eHealth (Subsidies) Account can be found in eHealth System. To view patient's vaccination						
Input Recipient Infor	mation					
Recipient Information						
Document Type	Hong Kong Identity Card					
HKIC No.	AA863565(5)					
DOB	1940					
Name in English	CHAN , TAI MAN (Surname) (Given name)					
Gender	○ Female Male					
	Cancel 🗴 Next 💿					
Privacy Policy Important Notices S	System Maintenance	@ 100%				
		∞ 100% ▼				

Fig 7.7-3 Input Recipient Information for non-validated eHealth (Subsidies) account.

<i>(2)</i> e	Health System (Subsidies) - Vac	ccination Record Enquiry - Internet Explorer				
SI	Health (Subs HUM, WOON WO Home Inbox	System idies)		繁體 回回國 醫健通 <u>Chealth</u> 09/02/2016 15:50:51		
►	Vaccinat	tion Record Enquiry				
Menu	Confirm Recipient	Information				
	Recipient Information	n				
	Document Type HKIC No.	Hong Kong Identity Card AA863565(5)				
	DOB	1940				
	Name in English	CHAN, TAI MAN				
		Back Proceed to Enquiry				
Р	rivacy Policy Important Notice:	s System Maintenance				
				🔍 100% 🔻 💡		

Fig 7.7-4 Service Recipient Information
Chealth System COVID-19 DEMO (Subsidies) WAN VAN SIM									
Home Inbox Logout 07/02/2021 16:09:03									
A Me	Vaccina	Vaccination Record Enguiry							
Ű.	Recipient Information								
Document Type Hong Kong Identity Card									
Name PEI, WAI CHI Date of Birth / Gender 01-01-1945 / Male									
	HKIC No. VE622545(9)								
	Vaccination Reco								
	No. of records:	eHealth System (Subsidies) 1	Ho	ospital Authority 0	Department of Health 0				
	Injection Date	Vaccine	<u>Dose</u>	Information Provider	Remarks				
	1 07 Feb 2021	BNT162b2 (COVID-19 (SARS-CoV-2) (mRNA)) vaccine)	1st Dose	Enrolled Doctors (eHS(S))					
	Page 1 of 1 (1 items)								
	Disclaimer The immunization reco influenza vaccination Provider is advised to	ord shown on this page (only include pne and COVID-19 vaccination) is to the be verify the vaccination history with the patie	ccination, seasonal influenza v of the information provider and ninistering the vaccine.	accination, measles, human swine I may not be exhaustive. Service					
	Return Pr	oceed to Claim 💽							

Fig 7-7.5a Vaccination Records are shown.

PAU, LOI YAU									
A		/accination Record Provider							
Me				Information Provider					
nu	Recipient I Document Type	Document Type	eHealth System (Subsidies)	Hospital Authority	Department of Health				
	Name	Hong Kong Identity Card	✓	✓	\checkmark				
	HKIC No.	Certificate of Exemption	✓	✓	\				
	Vencinatio	Document of Identity	✓		<				
	No. of record	Hong Kong Birth Certificate (Established)	✓	✓	✓				
		Hong Kong Re-entry Permit	✓		✓				
	No vaccinati	Permit to Remain in HKSAR (ID 235B)	 ✓ 						
	Disclaimer The immuniza influenza vacc the vaccination Return	Certificate issued by the Births and b adopted children The immunization records shown in the enquiry only include a swine influenza vaccination.	Click the (i) will be shown.						
Privacy Policy Important Notices System Maintenance									

Fig 7-10.5b Legend of Vaccination Record Provider

Appendix 1 – Good practice related to Security for eHealth System (Subsidies) user

Handling of Data:

- a. Service providers should ensure that the access rights to information are granted on a need-to-know basis.
- b. Every user has responsibility to safeguard the confidentiality of the data.
- c. Sensitive data in printed format (such as eHealth (Subsidies) account creation form, consent form) or pre-printed printout should be stored in secure locations (i.e. locked filing drawers and cabinets).
- d. Access rights to the physical premises where information are located, should also be managed based on need-to-know basis.

Authentication:

- e. Users should logout of the eHealth System (Subsidies) immediately after use to avoid the risk of exposing data in the system to other persons.
- f. Users must ensure their accounts/passwords/tokens are protected properly.
- g. Users should protect own password carefully to avoid misused by others. Some suggestions are as below:
 - change your password regularly;
 - change your password immediately if you suspect that it has been compromised;
 - > do not write down your password unless with sufficient protection;
 - > do not tell or give out your passwords even for a very good reason;
 - do not display your password on the monitor;

> do not send your password unencrypted especially via Internet email;

Data Entry Account Management:

- h. Service provider should suspend data entry account in a timely manner when the user is no longer working for the post.
- i. The use of group accounts should be avoided.

Appendix 2 – Function Access Right

	Access Right			
Function	Service Provider	Data Entry Account		
Claim	\checkmark	✓		
COVID-19 Vaccination Programme	\checkmark	✓		
Vaccination Record Enquiry	\checkmark	✓		
Record Confirmation	\checkmark	X		
Claim Transaction Management	\checkmark	✓		
eHealth (Subsidies) account Rectification	\checkmark	✓		
Monthly Statement	\checkmark	X		
My Profile	\checkmark	✓		
Inbox	\checkmark	X		
Claim (Text-only version)	\checkmark	✓		
Claim (IVRS version)	√ *	X		
Void Claim Transaction (Text-only version)	\checkmark	✓		
Void Claim Transaction (IVRS version)	\checkmark	x		

Remark:

* IVRS is available for service providers enrolled in HCVS.