

User Manual

of

eHealth System (Subsidies)

for

COVID-19 Vaccination Programme

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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 (Subsidies) account	Account registered in eHealth System (Subsidies) but has not 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 “[繁體](#)”, “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.



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.

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

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

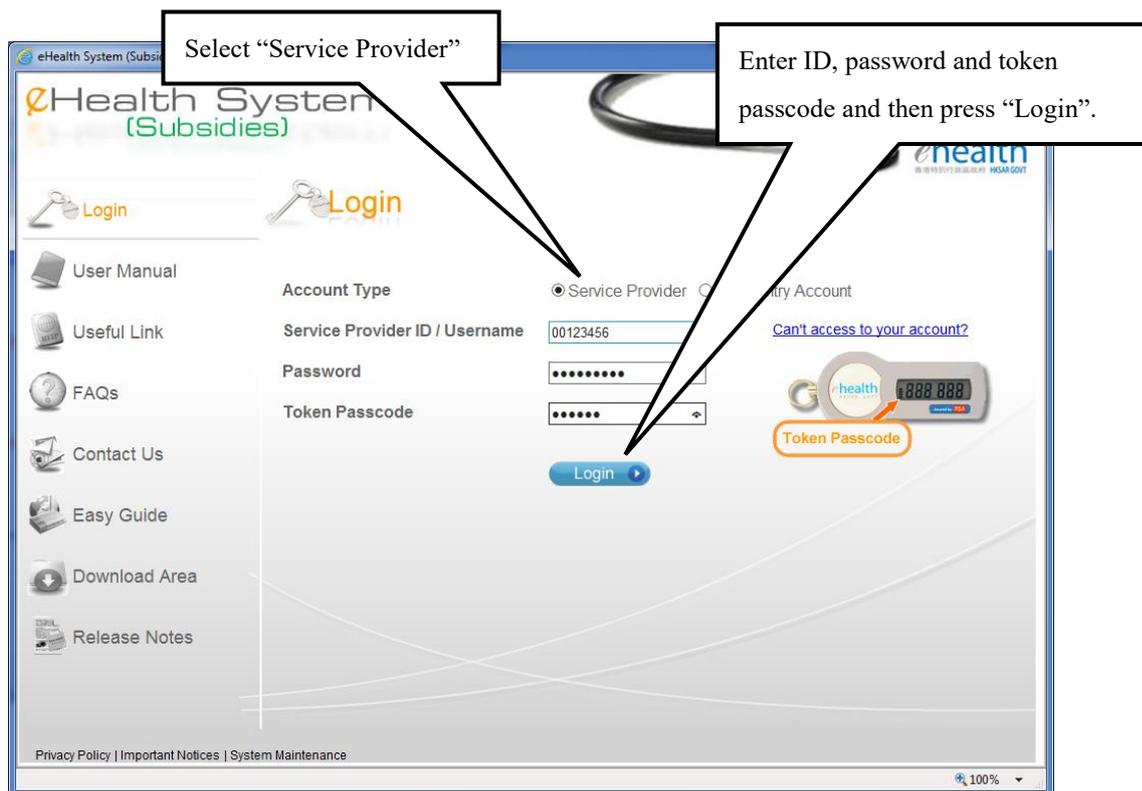


Fig. 3.1-1 Login Page

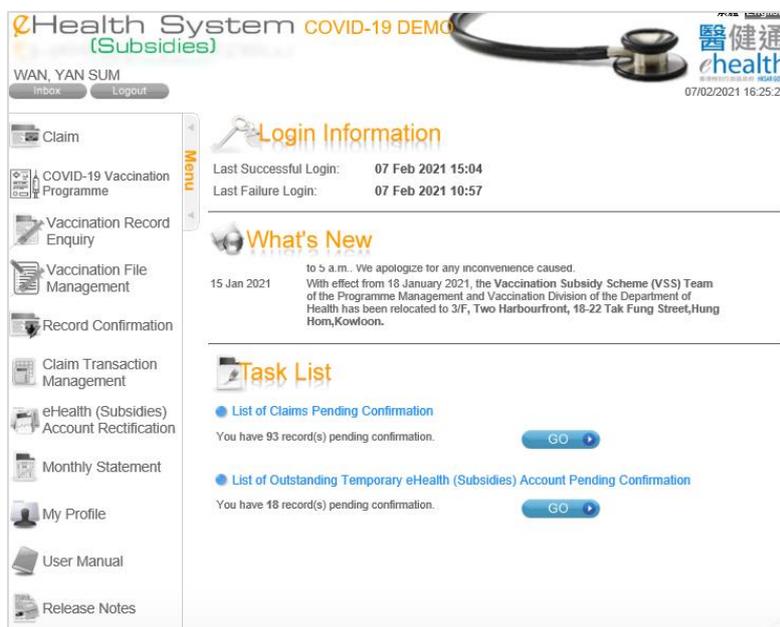


Fig 3.1-2 Home Page

Remarks:

- i. 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)

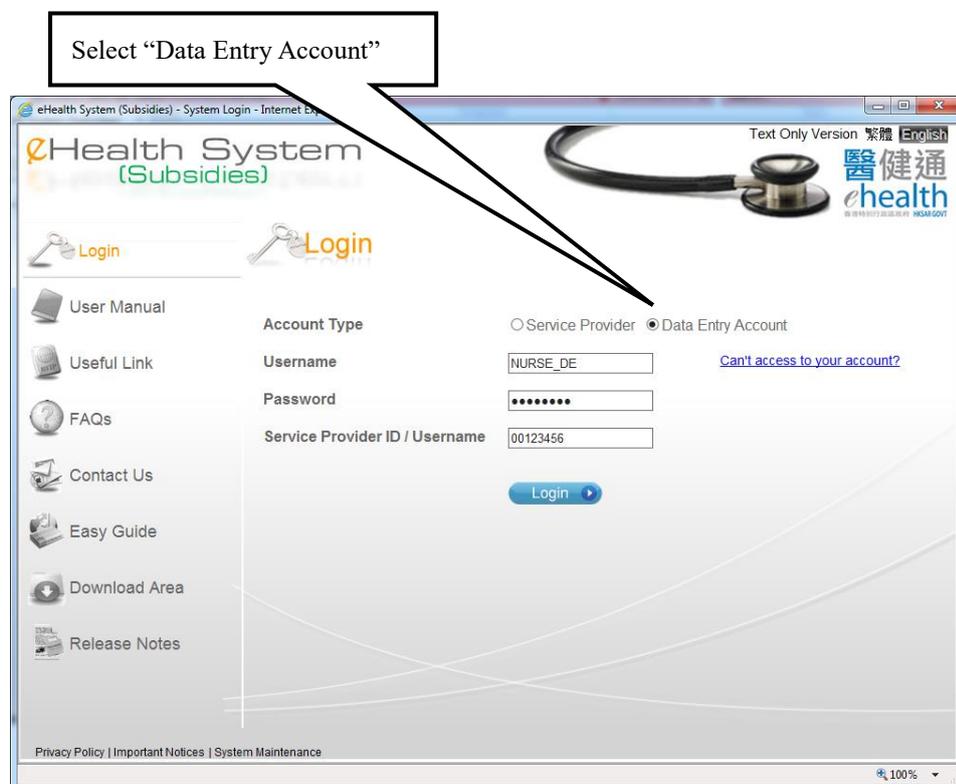


Fig 3.2-1 Login

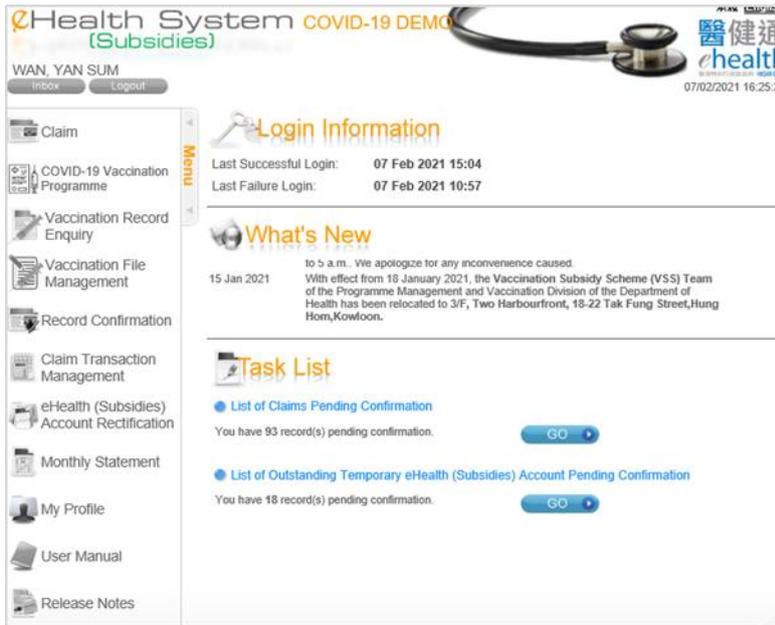


Fig 3.2-2 Home Page

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).

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



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

Remarks:

- i. 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

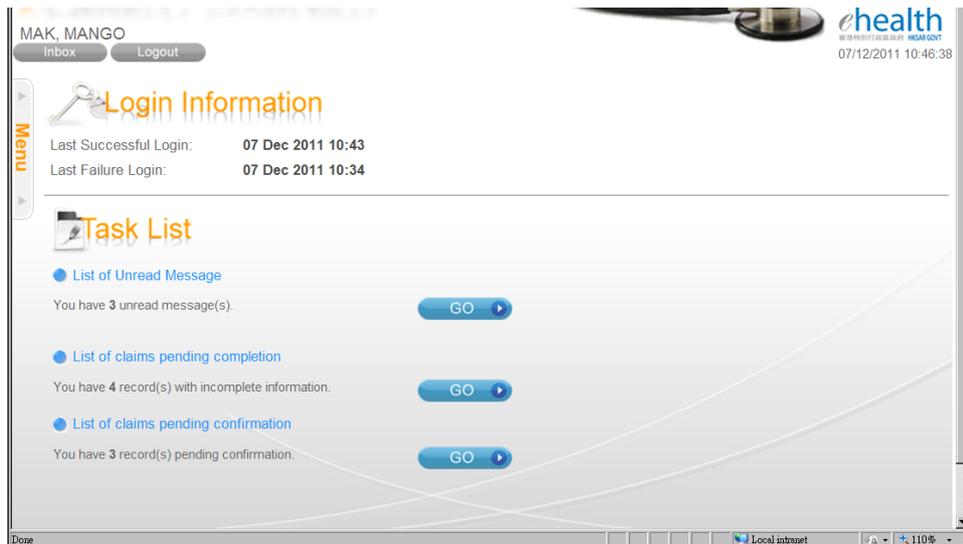


Fig. 4-2 Home page with collapsed menu.

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.

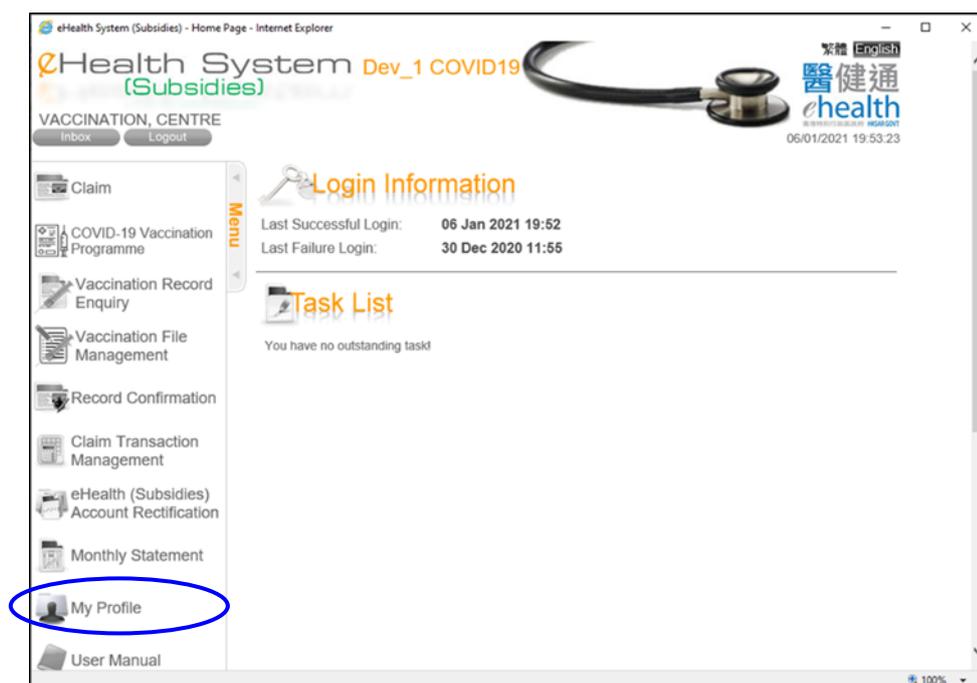


Fig. 5-1 The menu

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.



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.

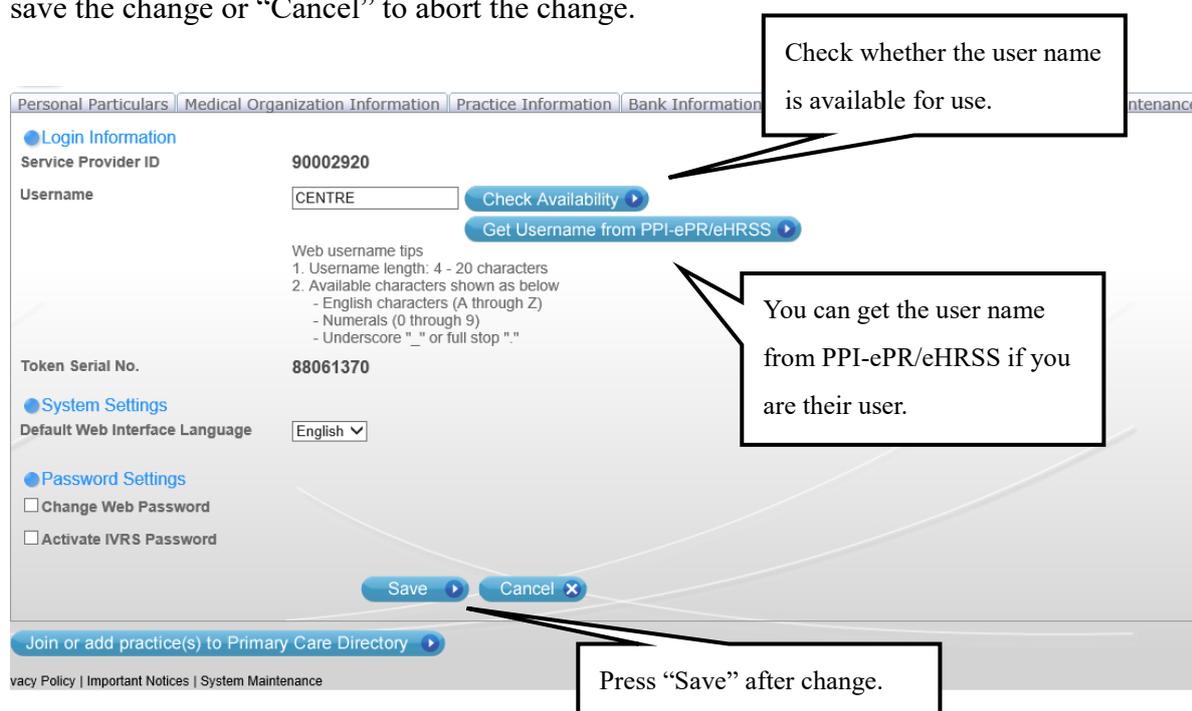


Fig 5.1.2 Change username

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.

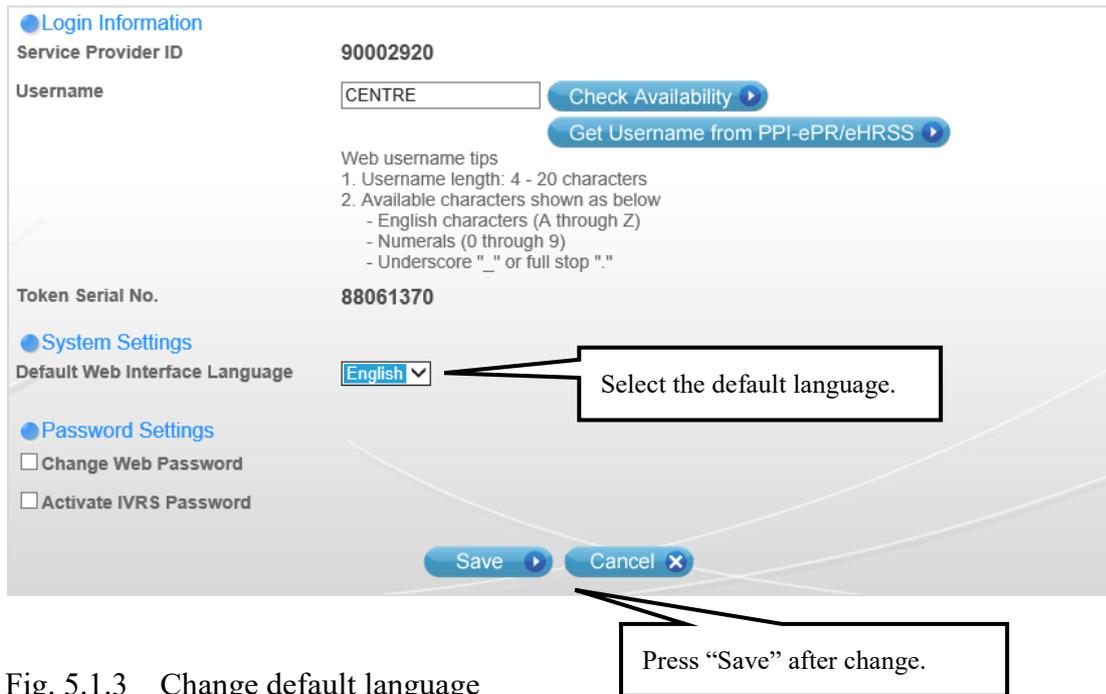


Fig. 5.1.3 Change default language

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.

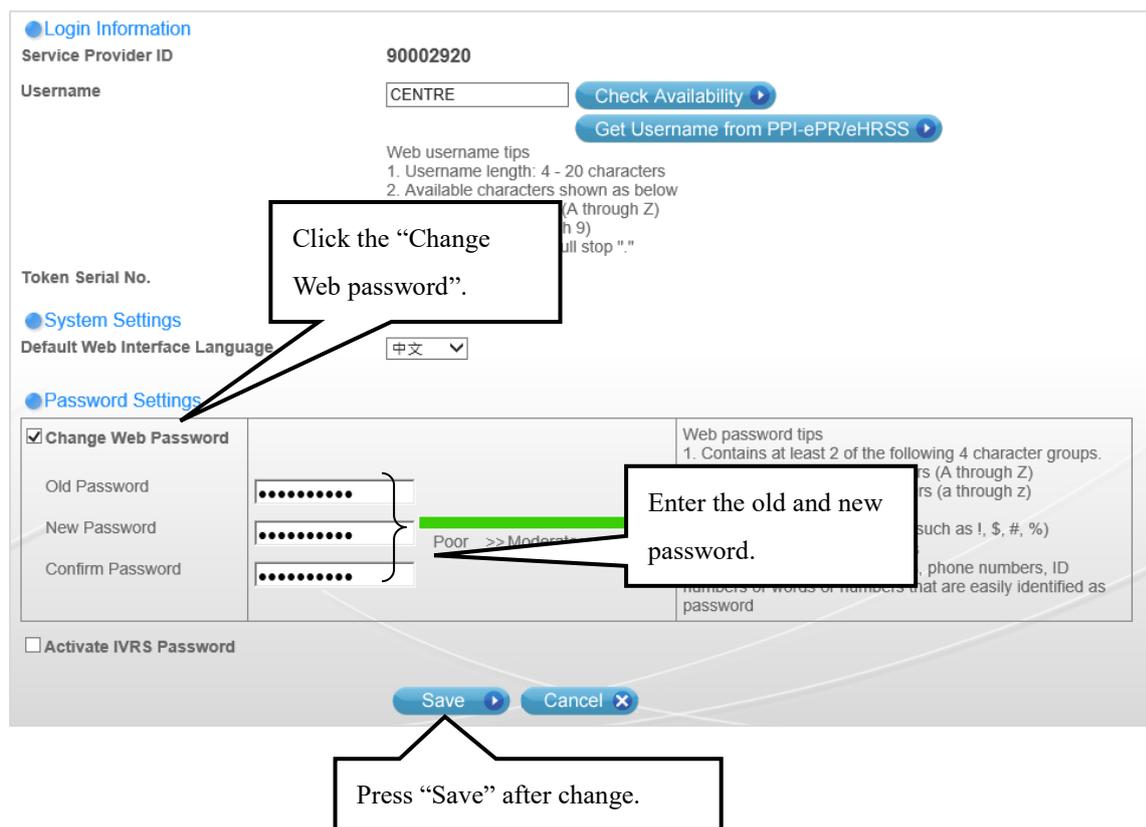


Fig. 5.1.4 Change web password

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”.

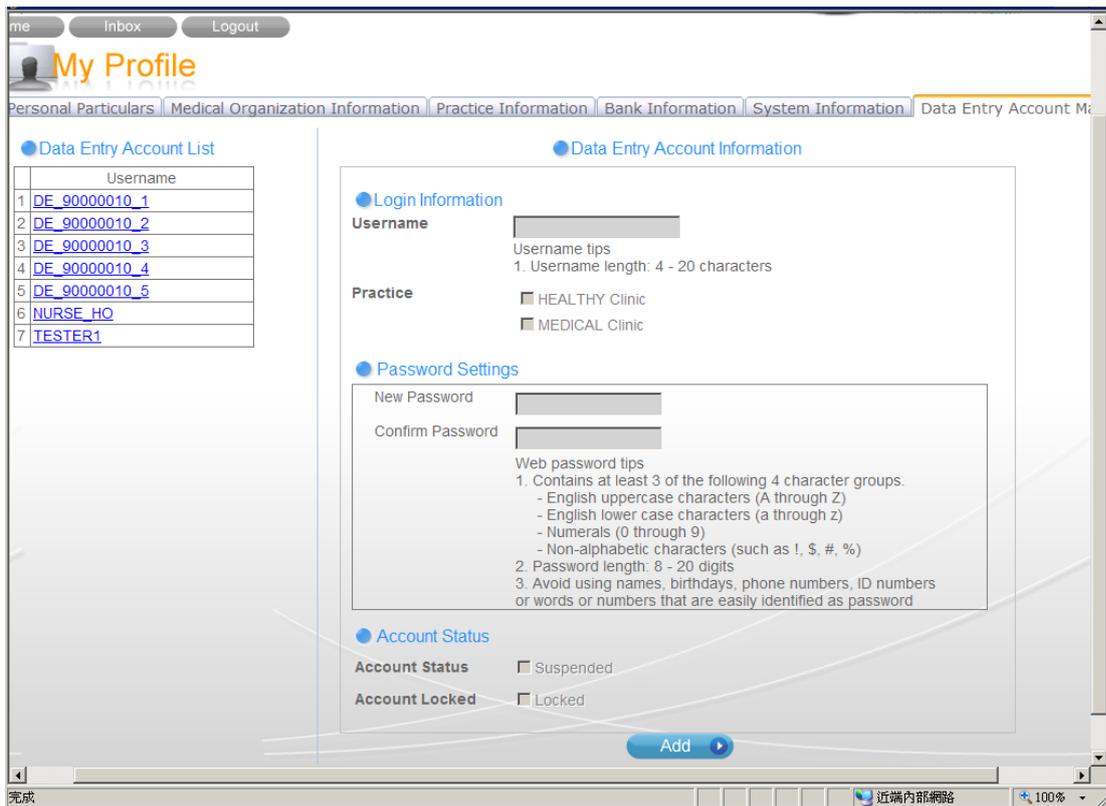


Fig. 5.1.5-1 Data Entry Account Maintenance

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.

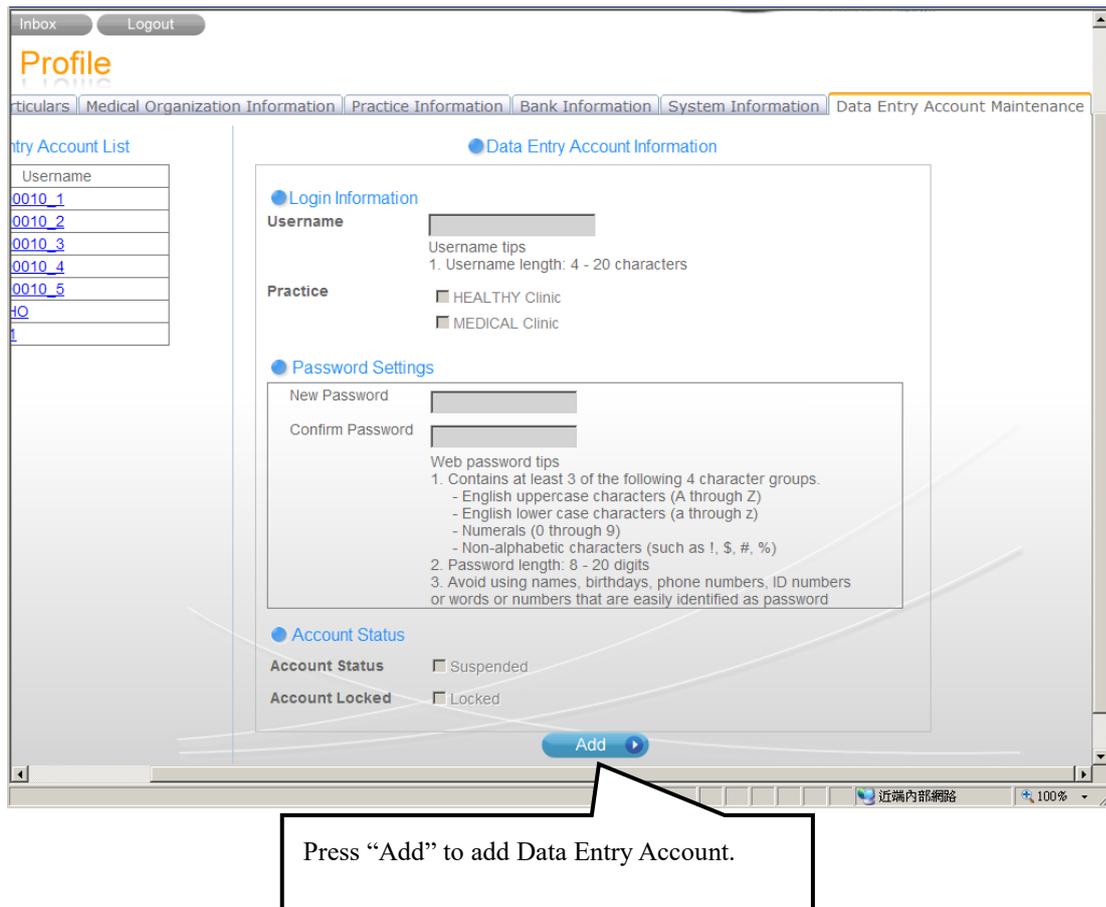


Fig 5.1.5.1-1 Create Data Entry Account

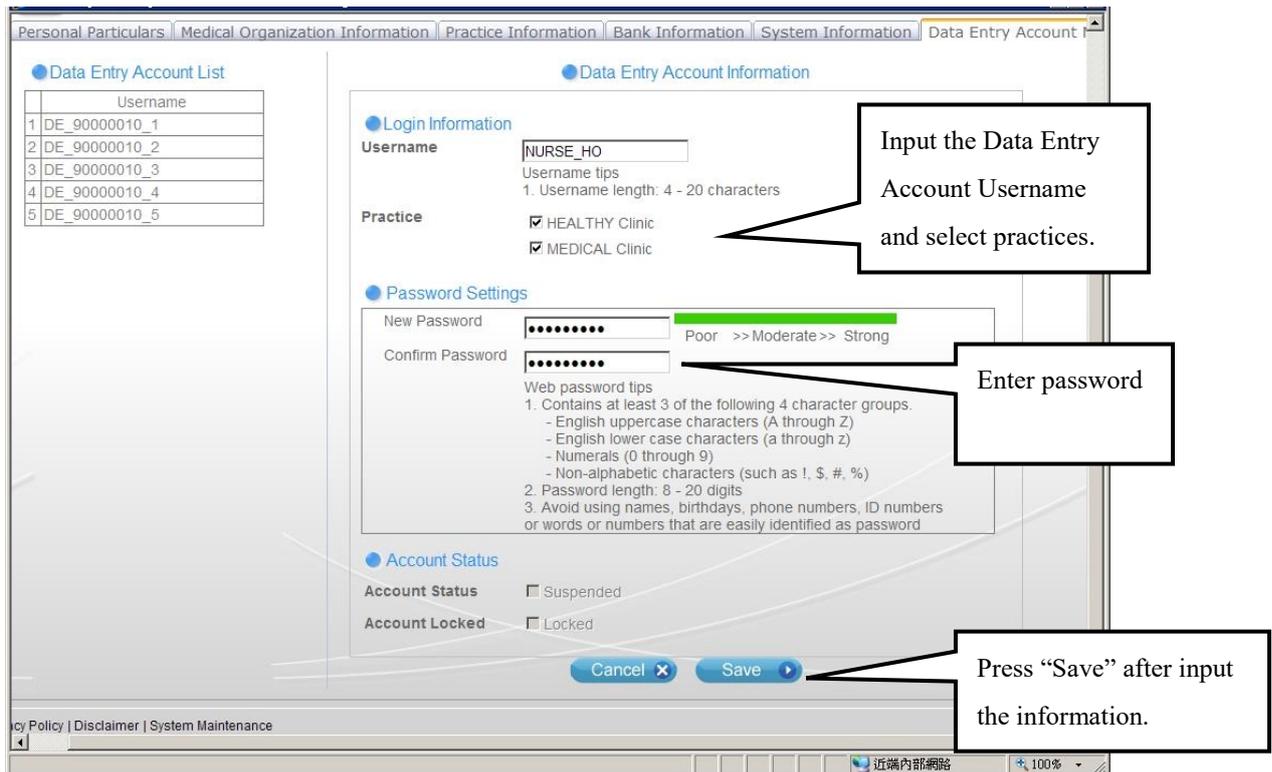


Fig. 5.1.5.1-2 Input and Save Data Entry Account

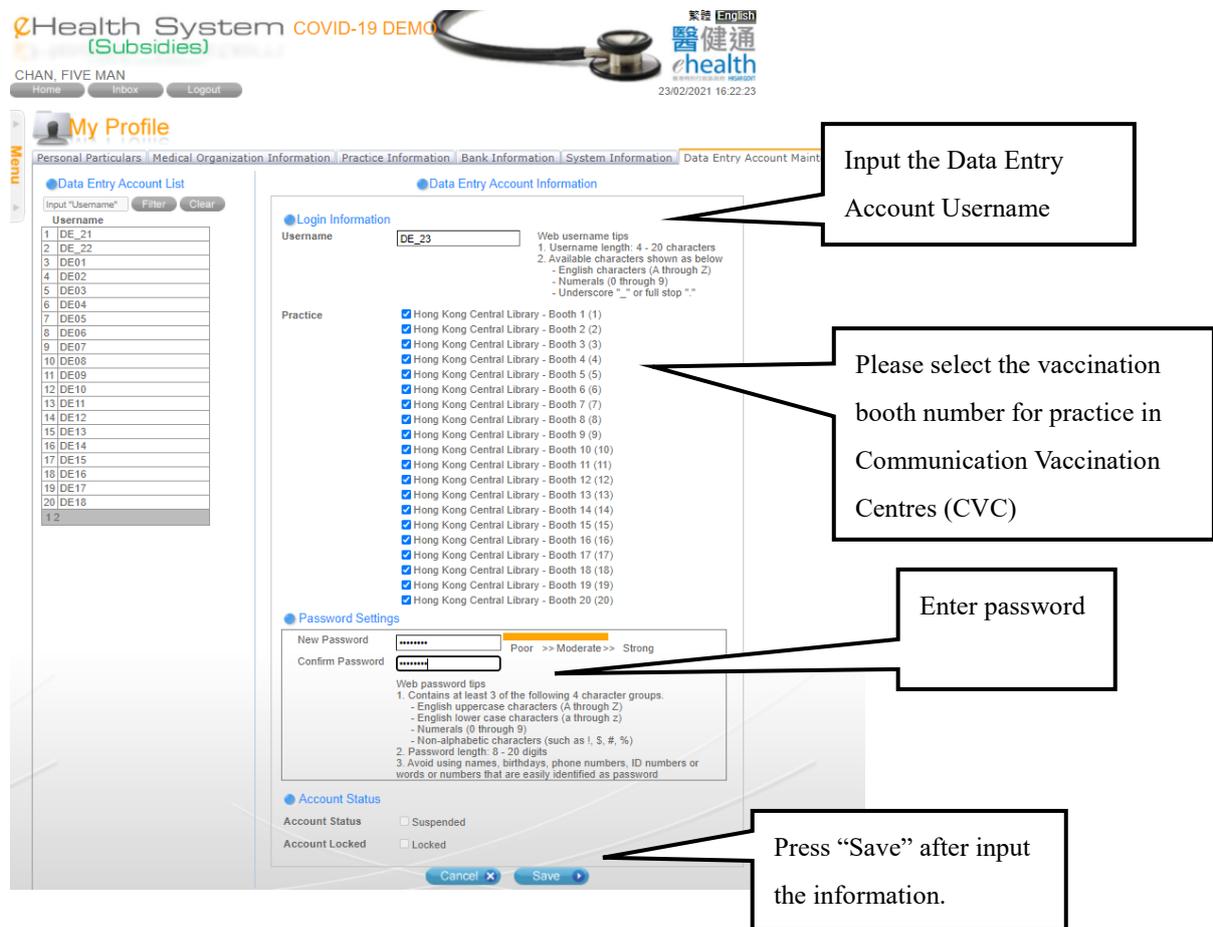


Fig 5.15.1-3 Input and Save Data Entry Account for CVC

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.

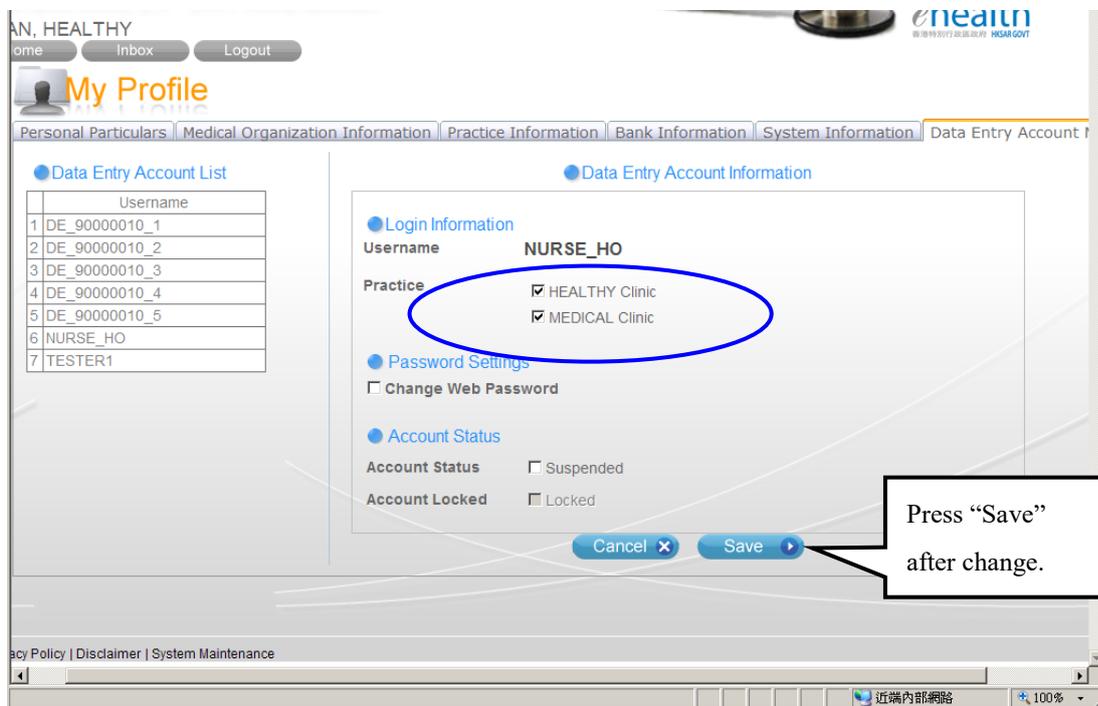


Fig. 5.1.5.2.1-1 Change practice for data entry account

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.

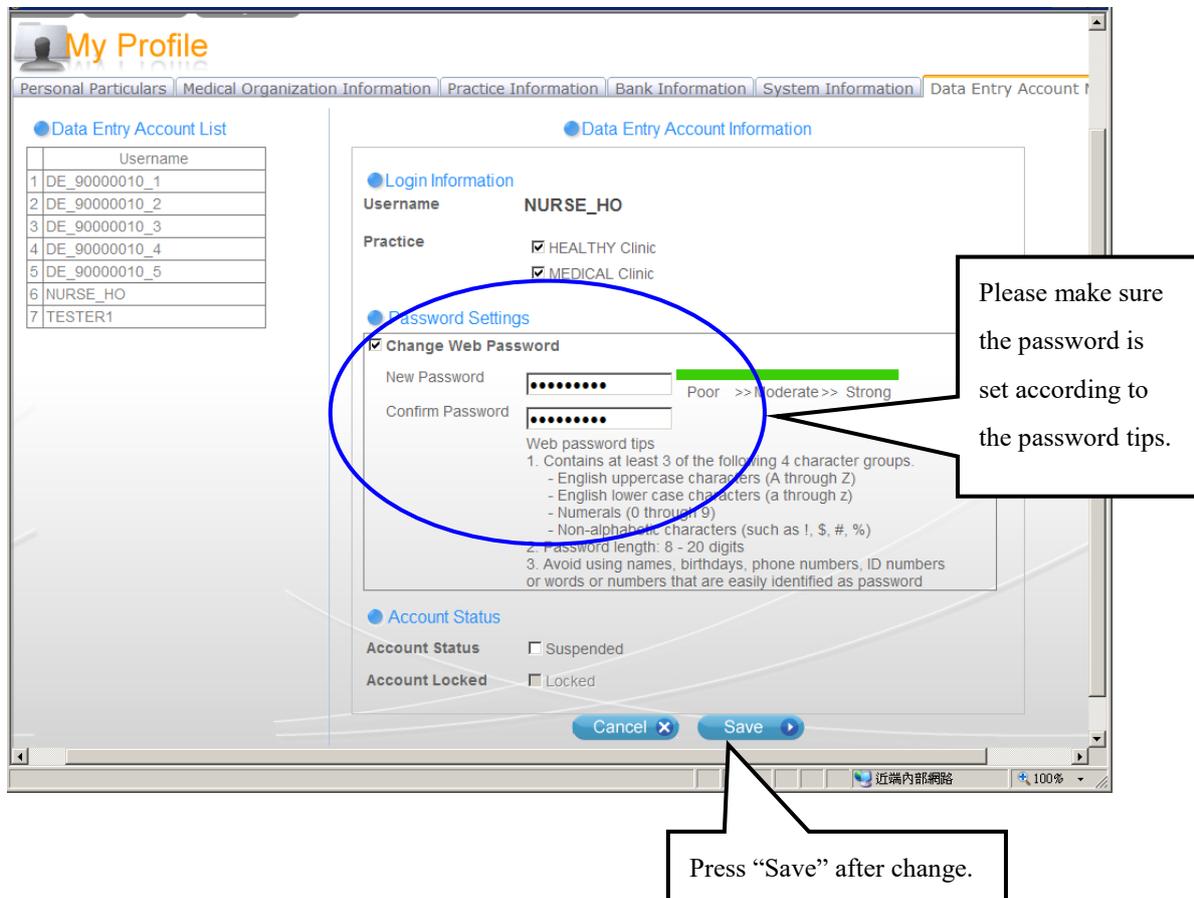


Fig. 5.1.5.2.2-1 Reset password for data entry account

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.

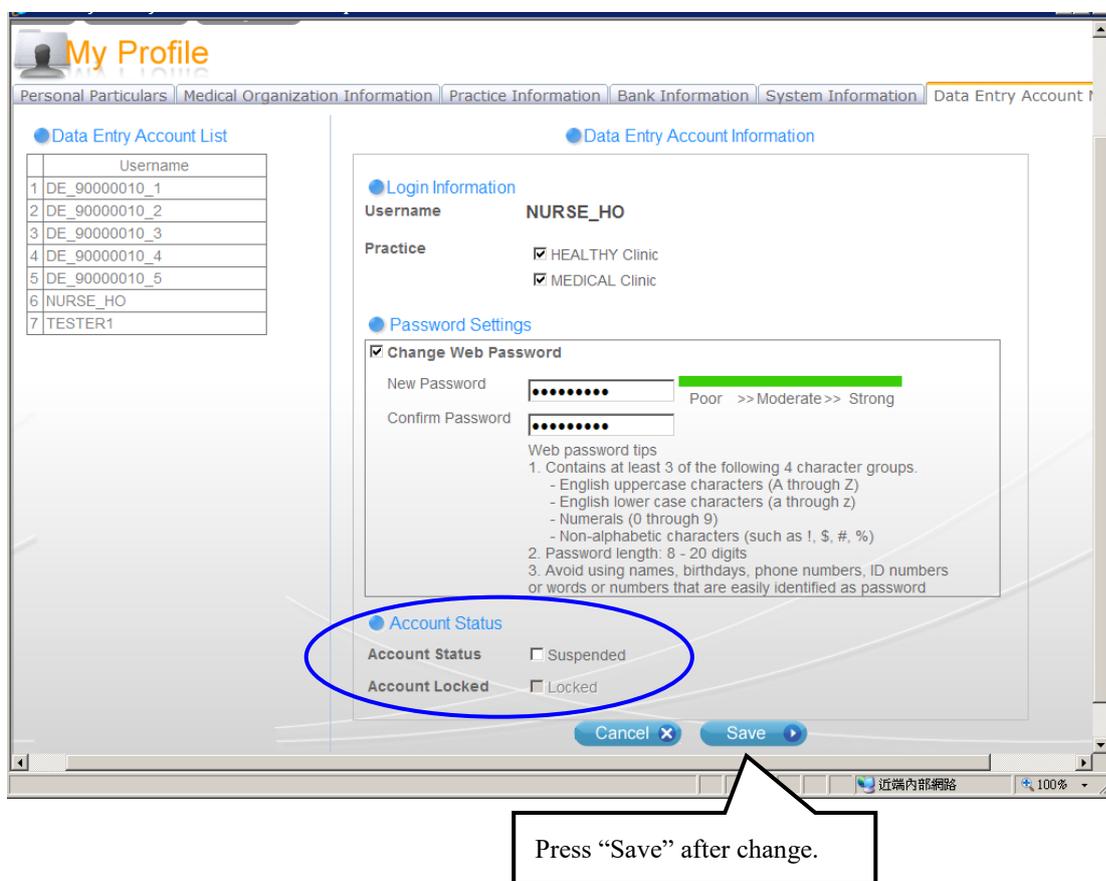


Fig. 5.1.5.2.3-1 Suspend and reactive data entry account

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.

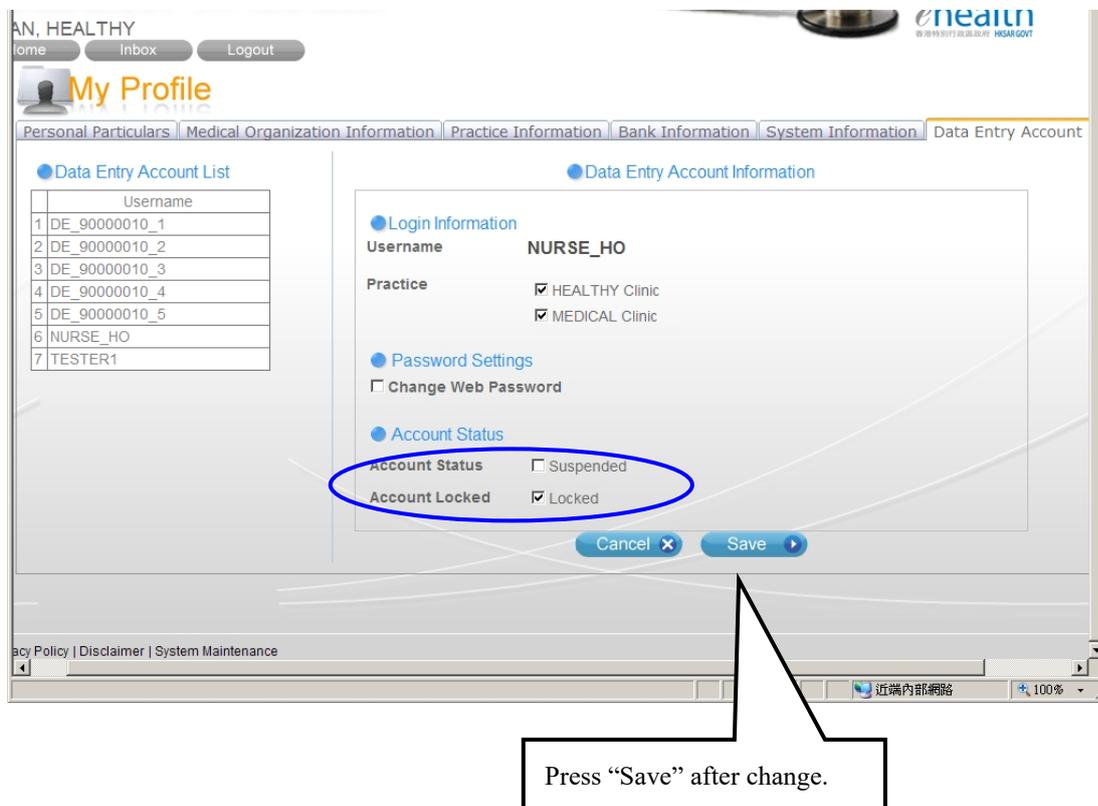


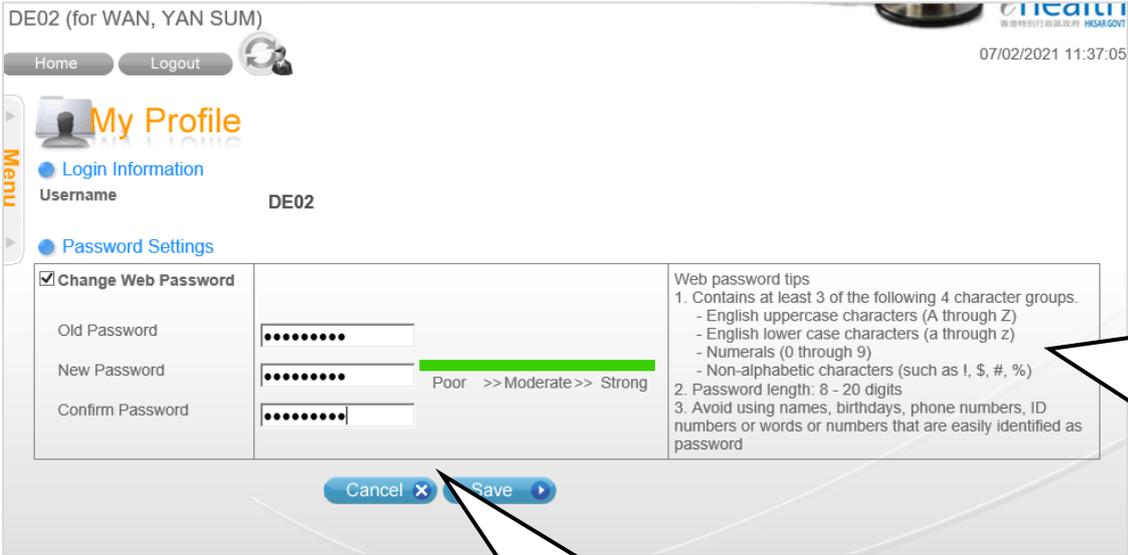
Fig. 5.1.5.2.4-1 Unlock Data Entry Account

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.



The screenshot shows the 'My Profile' page for user DE02. The 'Change Web Password' section is active, with a checked checkbox. The form contains three password input fields: 'Old Password', 'New Password', and 'Confirm Password'. A password strength indicator below the 'New Password' field shows 'Poor' with a green bar. To the right, 'Web password tips' are listed:

- 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

At the bottom of the form, there are 'Cancel' and 'Save' buttons. A callout box points to the 'Save' button with the text: 'Enter the old and new password and press “Save”.' Another callout box points to the password tips with the text: 'Please make sure the password is set according to the password tips.'

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.



Fig. 6.1-1 Login Page

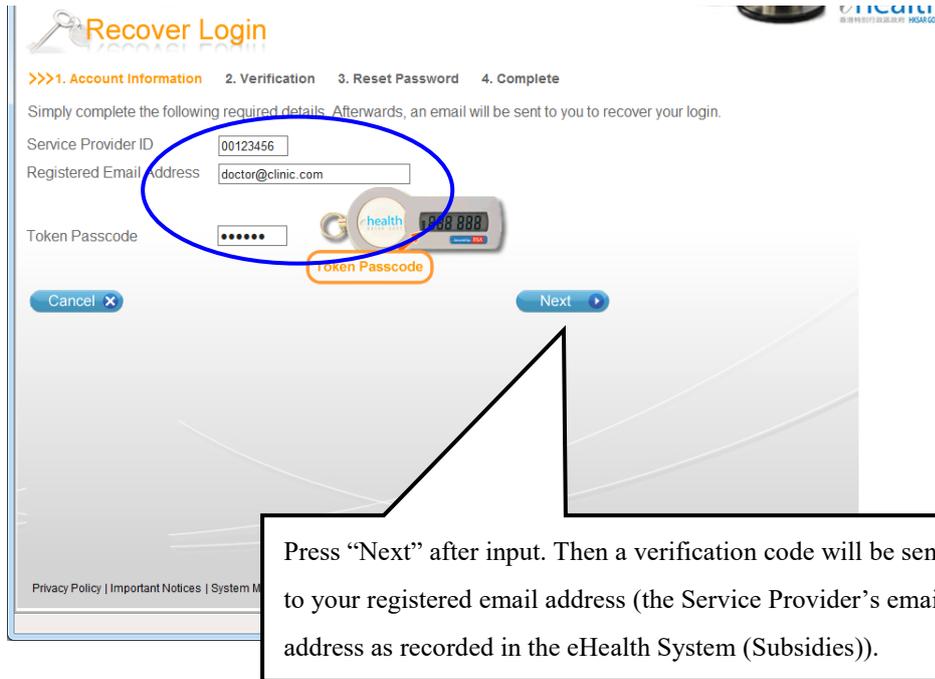


Fig. 6.1-2 Recover Login Page

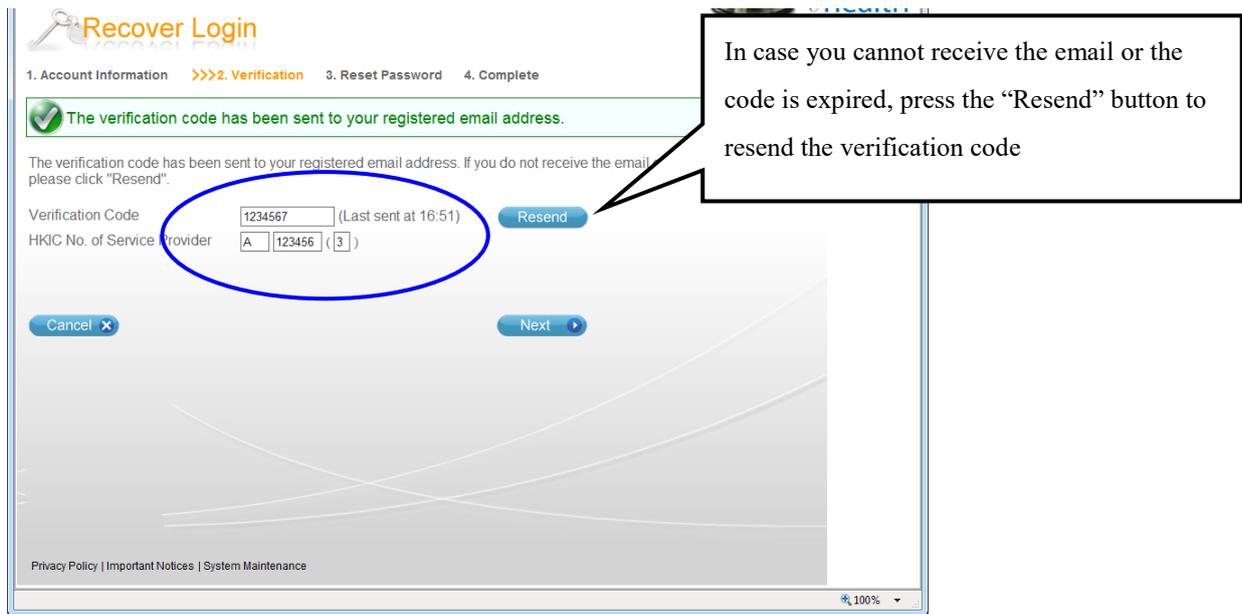


Fig. 6.1-3 Recover Login Page – identification checking



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

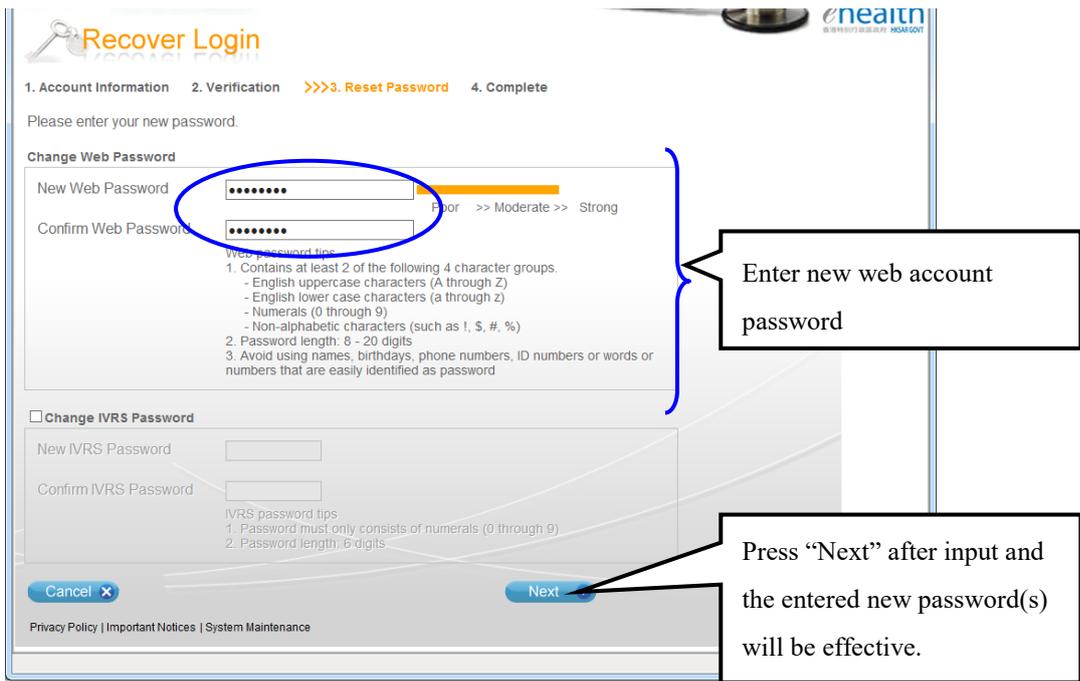


Fig. 6.1-5 Recover Login Page – enter new password

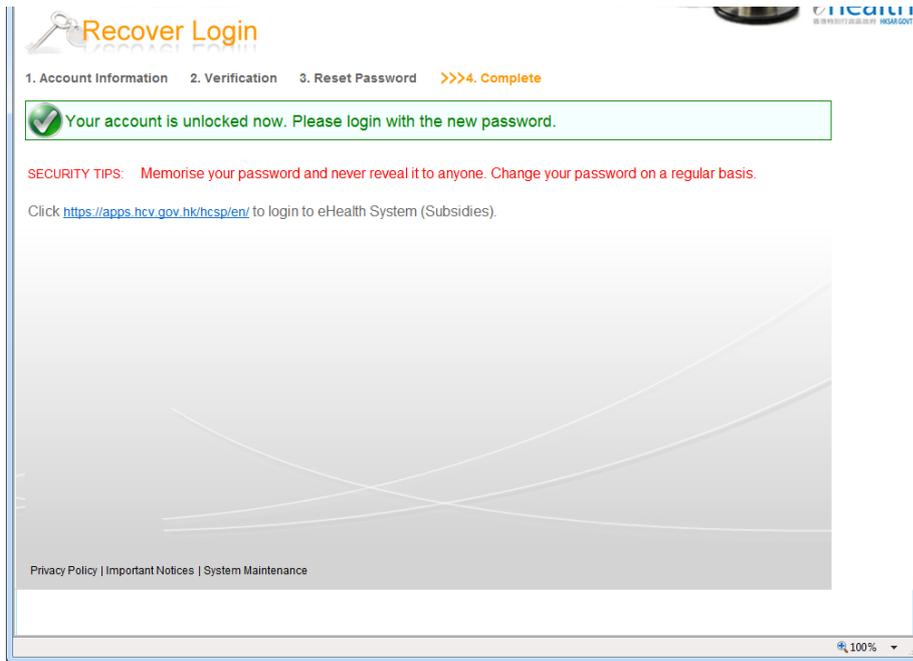


Fig. 6.1-6 Recover Login Page – completion of reset password/ unlock account

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 
- c. HKIC is selected by default. 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 **not registered** 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.

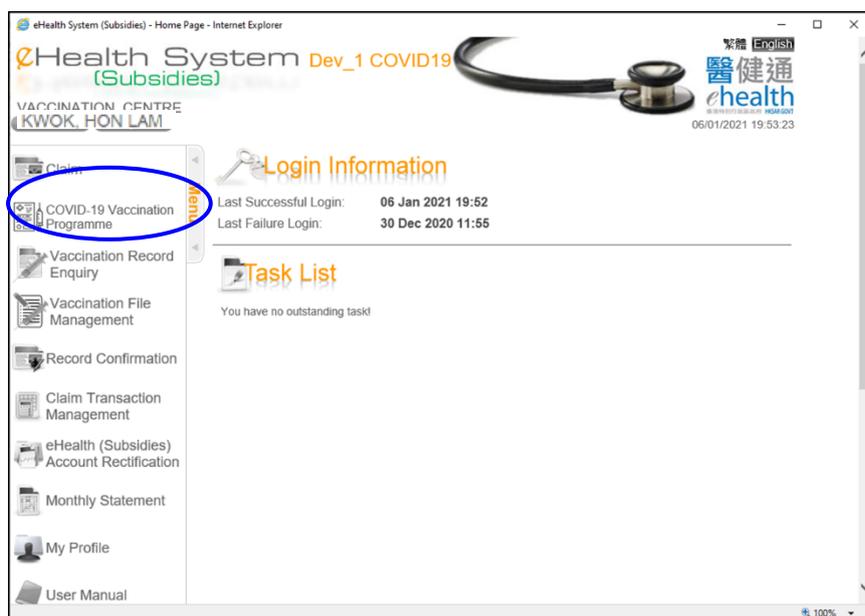


Fig. 7.1.1-1 “COVID-19 Vaccination Programme” in Menu

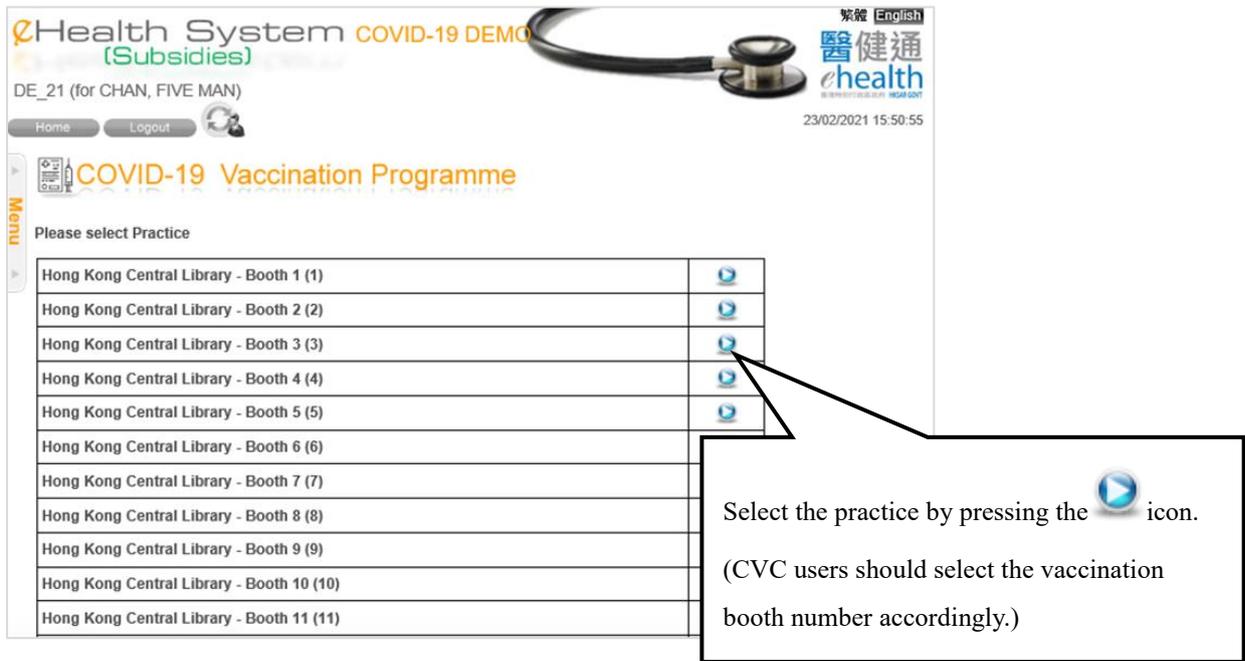


Fig. 7.1.1-2 Selection of practice



Fig. 7.1.1-3 Selection of Document Type

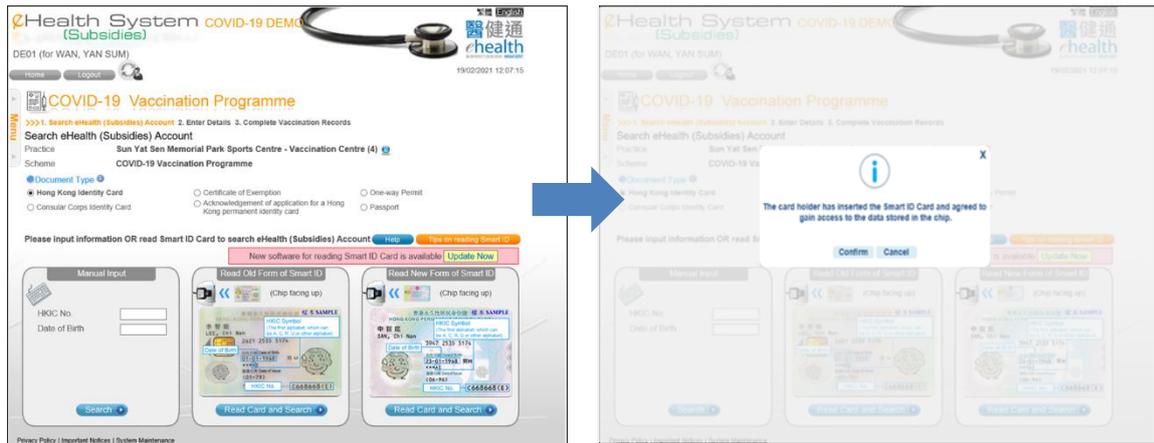


Fig 7.1.1-4 Search Account by HKIC insertion



Fig 7.1.1-5 Search Account by Manual Input

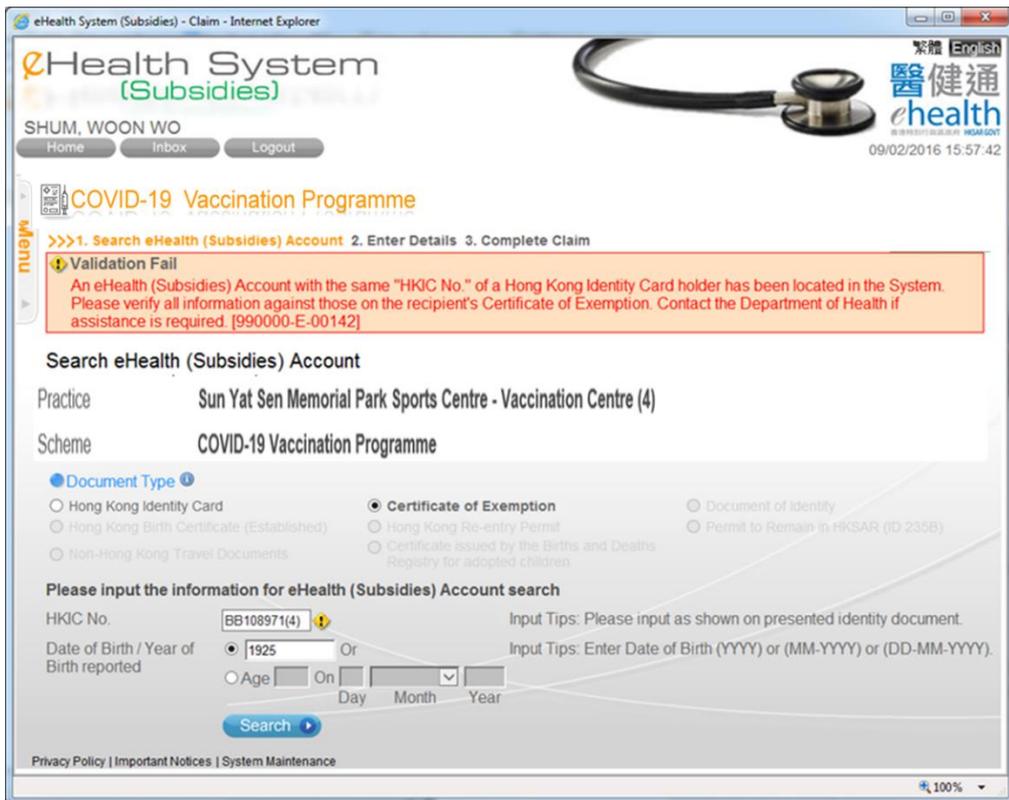


Fig. 7.1.1-6 Error message for HKIC No. of different kind of holder

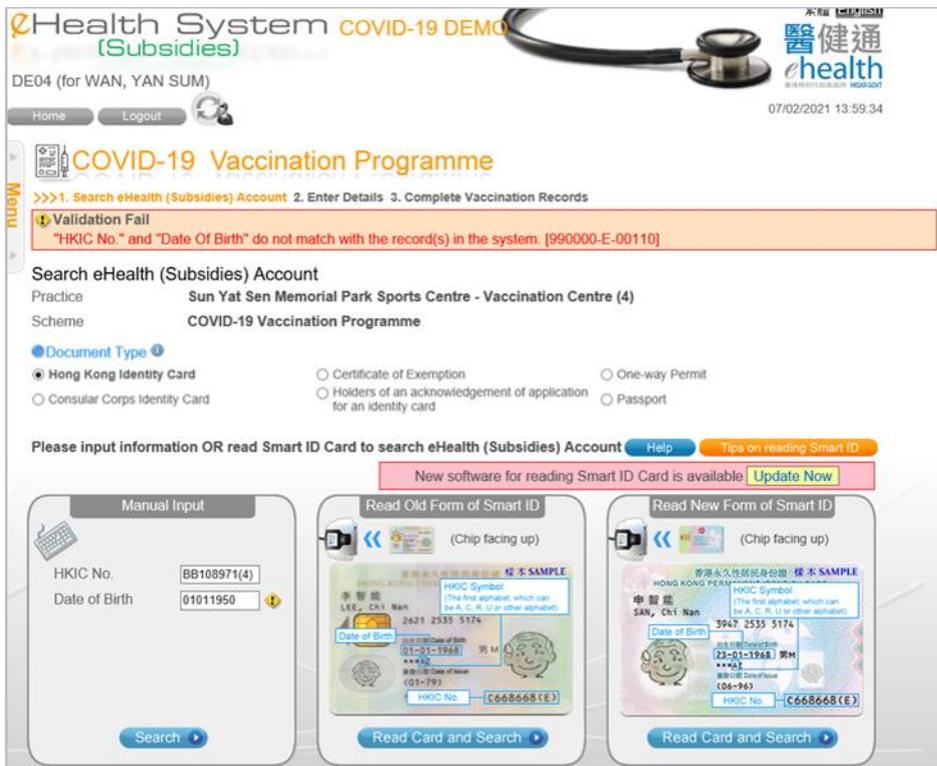


Fig. 7.1.1-7 Error message for unmatched date of birth information in the system.

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)
2. 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.

The screenshot displays the 'eHealth System (Subsidies) COVID-19 DEMO' interface. At the top, it shows the user's name 'CHAN, FIVE MAN' and navigation options like 'Home', 'Inbox', and 'Logout'. The main heading is 'COVID-19 Vaccination Programme'. Below this, there are instructions: '>>> 1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete Vaccination Records'. The current step is 'Search eHealth (Subsidies) Account'. The practice location is 'Hong Kong Central Library - Booth 1 (1)' and the scheme is 'COVID-19 Vaccination Programme'. Under 'Document Type', 'Hong Kong Identity Card' is selected. A prompt asks to 'Please input information OR read Smart ID Card to search eHealth (Subsidies) Account'. There are three input options: 'Manual Input', 'Read Old Form of Smart ID', and 'Read New Form of Smart ID'. The 'Manual Input' option is active, showing fields for 'HKIC No.' (VE256845(7)) and 'Date of Birth' (01011950), with a 'Search' button below. The other two options show sample Smart ID cards with their respective fields and 'Read Card and Search' buttons. A banner at the bottom indicates 'New software for reading Smart ID Card is available' with an 'Update Now' button.

Fig. 7.1.2.1-1 Create temporary account by manual input



Fig. 7.1.2.1-2 Search for Chinese character for CCC



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

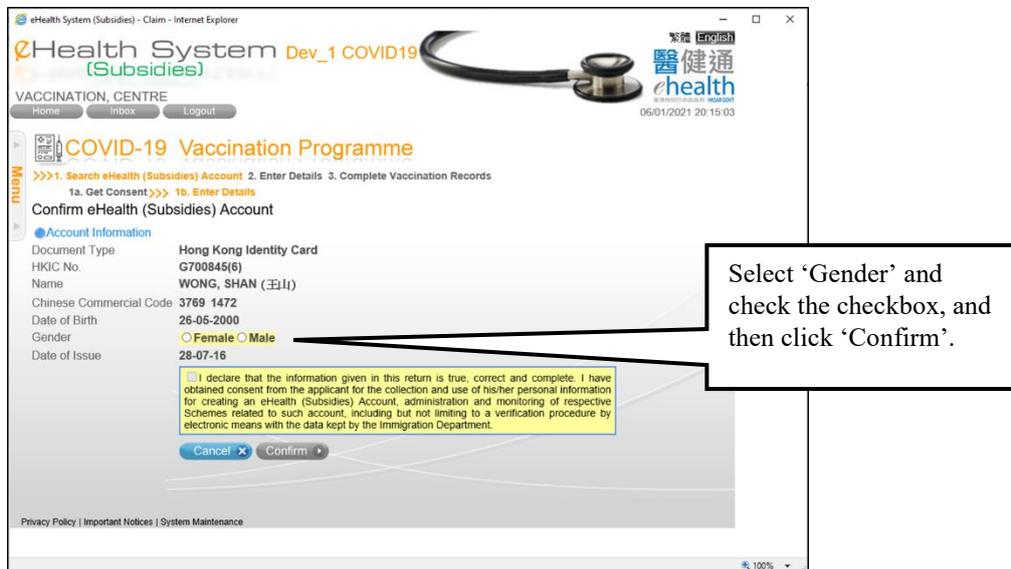


Fig. 7.1.2.2-2 Select gender

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)

1. Search eHealth (Subsidies) Account >>> 2. Enter Details 3. Complete Vaccination Records

Enter Details

Account Information Vaccination Record

Document Type: **Hong Kong Identity Card**
 Name: **PEI, WAI CHI (貝偉志)** Date of Birth / Gender: **01-01-1945 / Male**
 HKIC No.: **VE622XXX(X)** Date of Issue: **19-06-18**

COVID-19 Vaccination Record

Injection Date	Vaccine	Dose Seq.	Information Provider	Remarks
No COVID-19 vaccination records found.				

Vaccine Information

Practice: **Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre (4)**
 Scheme: **COVID-19 Vaccination Programme**
 Injection Date: **07 Feb 2021**
 Vaccine:
 Lot No.:
 Dose Sequence:
 Remarks:

Verification Checklist

1. The identity of the vaccine recipient has been verified.
2. The vaccine recipient understood that the vaccine is authorized under the Prevention and Control of Disease (Use of Vaccines) Regulation (Cap. 599K) for specific use in prevention of COVID-19 infection and the vaccine product has not been registered under the Pharmacy and Poisons Ordinance (Cap. 138).
3. The vaccine recipient consented to receive the COVID-19 vaccination and has read and understood "Factsheet for Vaccination of COMIRANTY™ COVID-19 mRNA Vaccine (BNT 162b2)". All risks has been explained to the recipient and he/she has declared no contraindication in receiving COVID-19 vaccination.
4. Suitability for vaccination has been confirmed with reference to previous COVID-19 vaccination record (if any)
5. The vaccine recipient agrees for continuous monitoring of safety related to COVID-19 vaccination, his/her personal information may be accessed by DH, HA or relevant organizations collaborated with the Government; and
6. If the recipient is not legally capable of giving consent to the administration of the vaccine, a person who is legally capable of giving the relevant consent on the recipient's behalf

I, hereby certify that the above verifications are completed.

The healthcare recipient consents to register with eHealth, which enables authorised healthcare providers to access and share his/her ehealth records (including COVID-19 vaccination records) for healthcare purposes.

Fig 7.1.3-1 COVID-19 vaccine input page

eHealth System (Subsidies) COVID-19 DEMO 醫健通 ehealth
DE04 (for WAN, YAN SUM) 07/02/2021 14:55:11

Home Logout

COVID-19 Vaccination Programme

1. Search eHealth (Subsidies) Account >>> 2. Enter Details 3. Complete Vaccination Records

Confirm Details

Account Information

Document Type	Hong Kong Identity Card		
Name	PEI, WAI CHI (貝偉志)	Date of Birth / Gender	01-01-1945 / Male
HKIC No.	VE622XXX(X)	Date of Issue	19-06-18

Vaccine Information

Scheme	COVID-19 Vaccination Programme
Injection Date	07 Feb 2021
Practice	Sun Yat Sen Memorial Park Sports Centre - Vaccination Centre (4)
Vaccine	BNT162b2 (COVID-19 (SARS-CoV-2) (mRNA)) vaccine
Lot No.	BNT202100001
Dose Sequence	1st Dose
Remarks	Not Provided
Join eHealth	Yes

Back Confirm

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)

香港特別行政區政府
2019 冠狀病毒疫苗接種紀錄
The Government of the Hong Kong Special Administrative Region
COVID-19 Vaccination Record


二維碼紀錄 QR Code Record

姓名 Name	祝健康 CHUK, KIN HONG
身份證明文件類別及號碼 Document Type & No.	香港身份證 Hong Kong Identity Card
出生日期 Date of Birth 性別 Gender	1970年1月1日 01-Jan-1970 男 / Male

第一針 1st Dose	疫苗名稱 Vaccine Name	2019冠狀病毒疫苗 (丸爾來福) CoronaVac COVID-19 Vaccine (Vero Cell, Inactivated)
	生產商 / 批號 Manufacturer / Lot No.	Sinovac/ A2021010022
	接種日期 Vaccination 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)
第二針 2nd Dose	疫苗名稱 Vaccine Name	沒有資料 No Information
	生產商 / 批號 Manufacturer / Lot No.	
	接種日期 Vaccination Date	
第三針 3rd Dose	疫苗名稱 Vaccine Name	沒有資料 No Information
	生產商 / 批號 Manufacturer / Lot No.	
	接種日期 Vaccination Date	
第四針 4th Dose	疫苗名稱 Vaccine Name	沒有資料 No Information
	生產商 / 批號 Manufacturer / Lot No.	
	接種日期 Vaccination Date	

此新冠疫苗接种纪录只包括在香港接种的新冠疫苗接种。如一并显示在香港和香港以外地方接种的新冠疫苗接种纪录，请留意疫苗接种网站(covidvaccine.gov.hk)公布。 This COVID-19 vaccination record includes only COVID-19 vaccine doses administered in Hong Kong. To display COVID-19 vaccine doses administered in Hong Kong and places outside of Hong Kong in a consolidated manner, please follow the announcement on the vaccination website (covidvaccine.gov.hk).

*由私家醫生在政府計劃以外接種的新冠疫苗。政府就資料的準確性、接種疫苗品質，以及任何因接種疫苗所引起的傷害、損害或損失均不承擔任何責任。保單基金並不適用。詳情可參閱疫苗接種網站 (covidvaccine.gov.hk) / COVID-19 vaccination administered by private doctors outside the Government Programme. The Government assumes no responsibility for the accuracy of the information, the quality of the vaccine administered, as well as any injuries, damage or loss arising from the administration of the vaccine. AEPI Fund not applicable. For details, please visit vaccination website (covidvaccine.gov.hk).

Fig 7.1.4-1 Print COVID-19 Vaccination Record

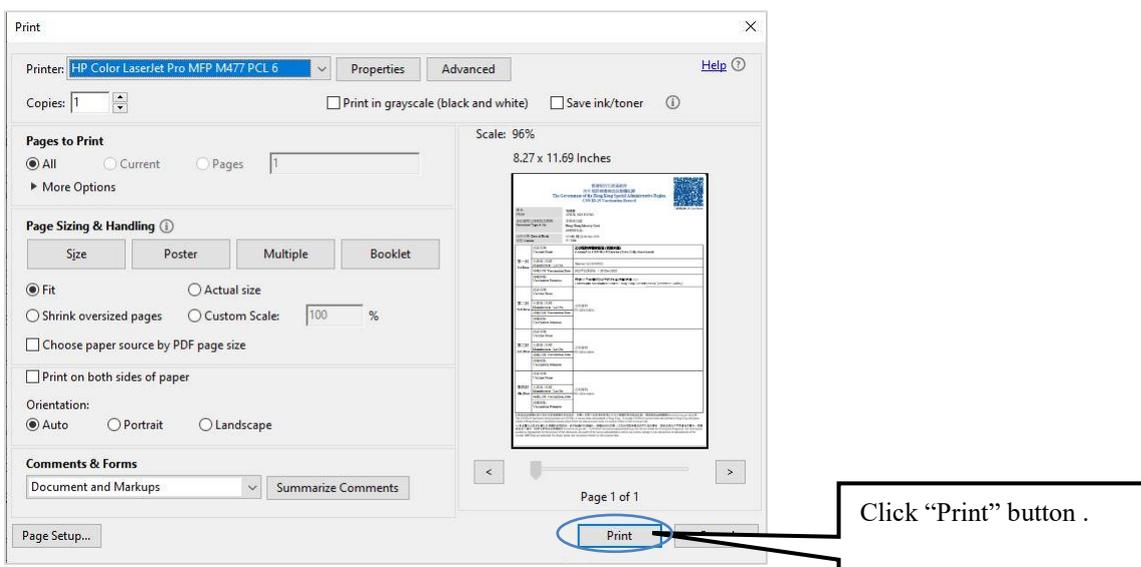


Fig 7.1.4-2 Print COVID-19 Vaccination Record



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.

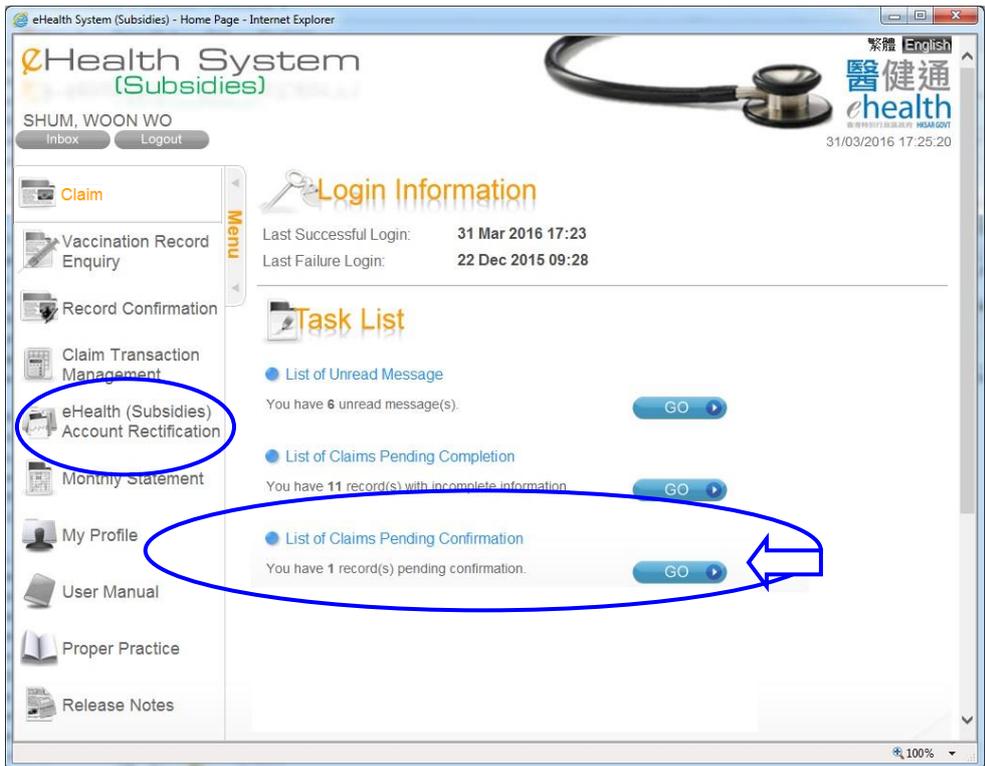


Fig 7.3-1 Home Page

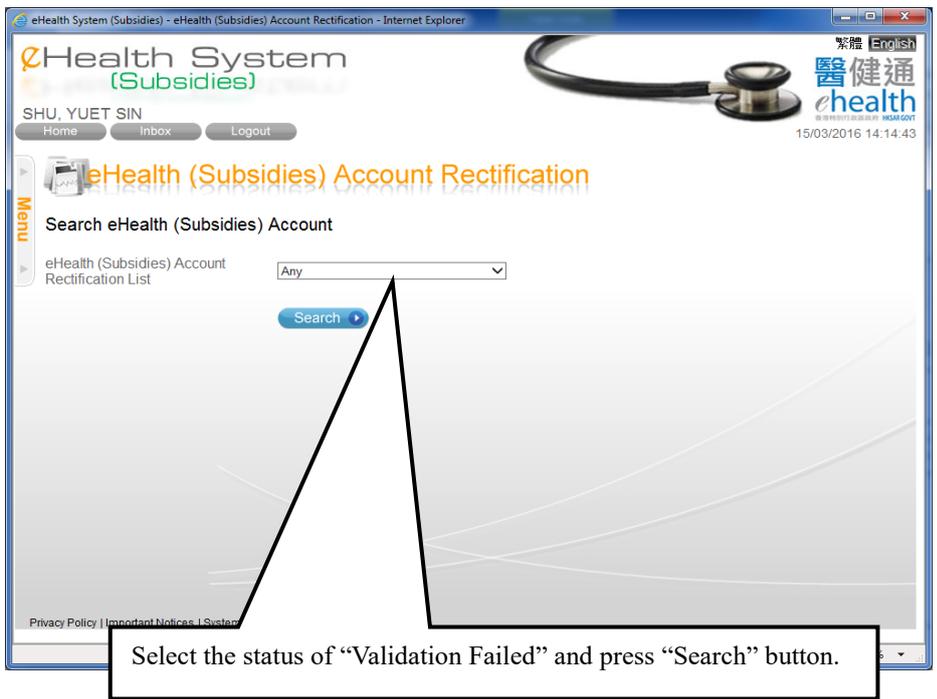
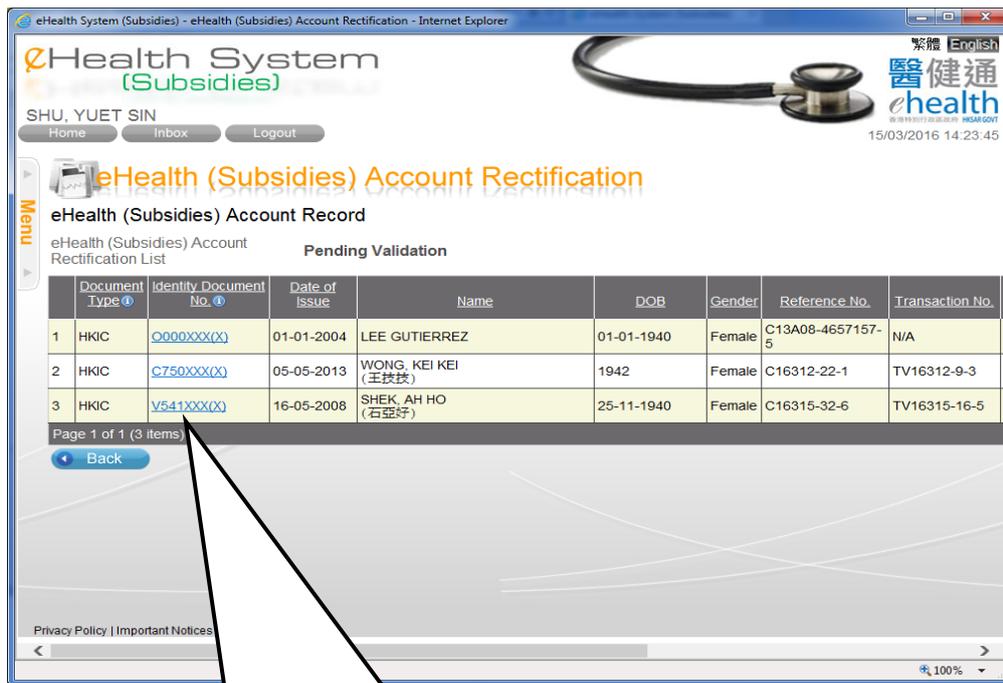


Fig 7.3-2 Search Temporary eHealth (Subsidies) Account



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)



Fig 7.3-4 Rectify eHealth (Subsidies) Account Information

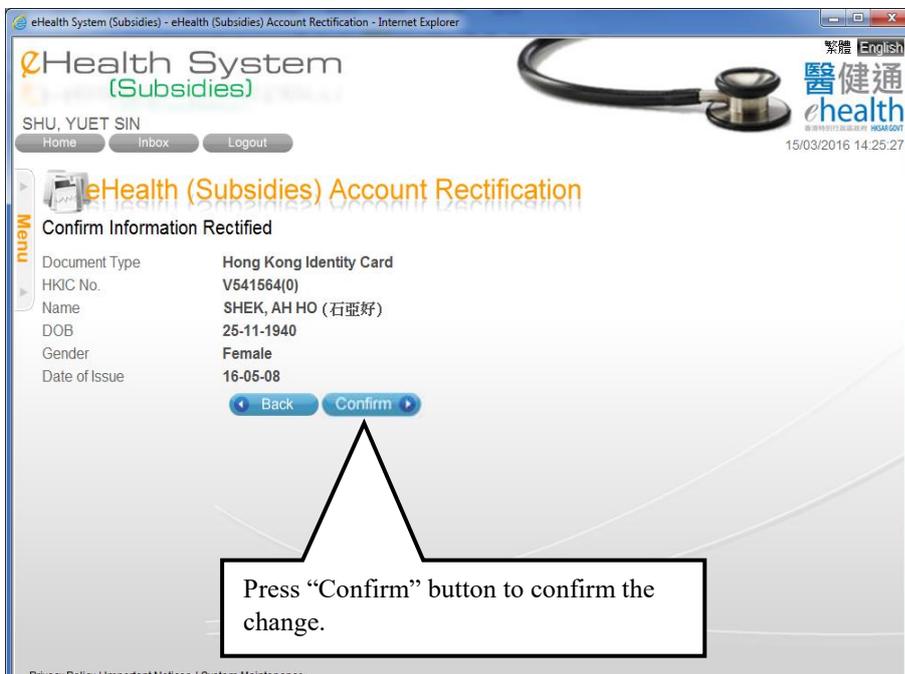


Fig 7.3-5 Confirm Information Rectified

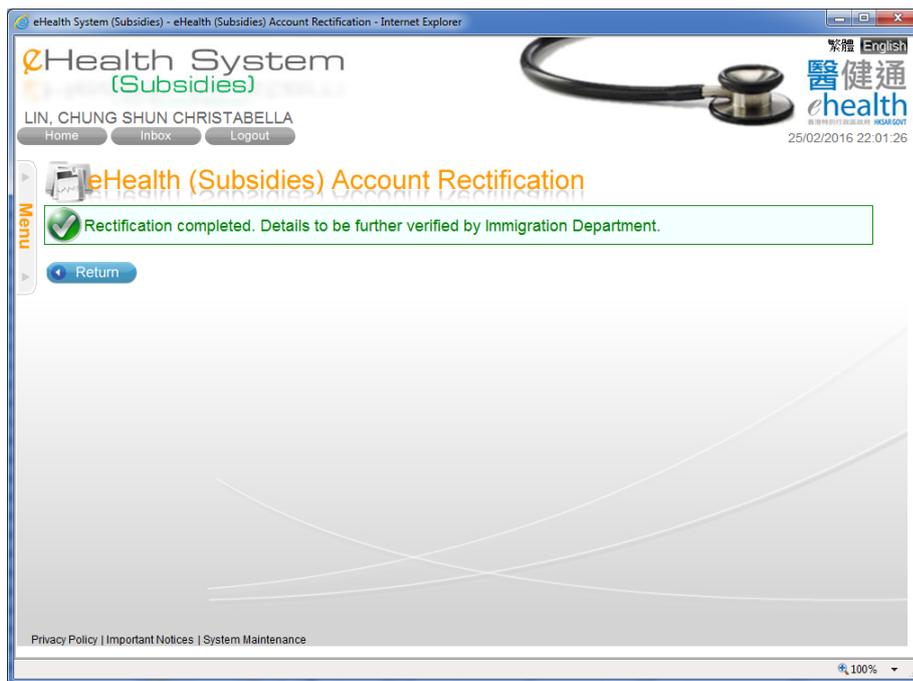


Fig 7.3-6 Completion

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.
- l. 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.



Fig 7.3-7 Temporary eHealth (Subsidies) Account Information



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

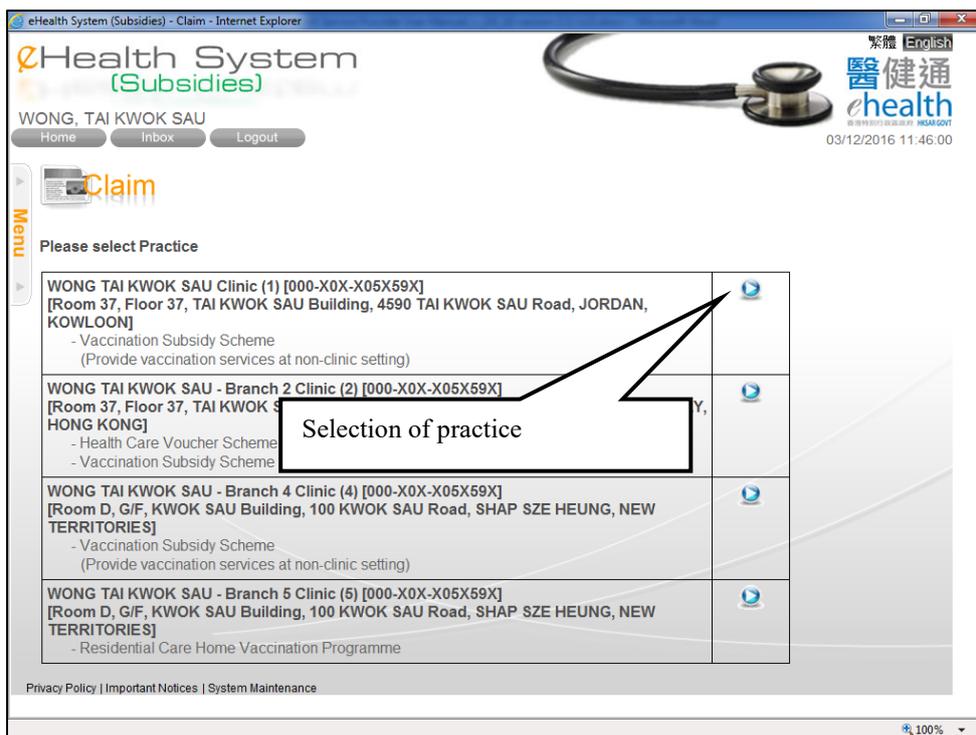


Fig 7.3-9 Selection of practice

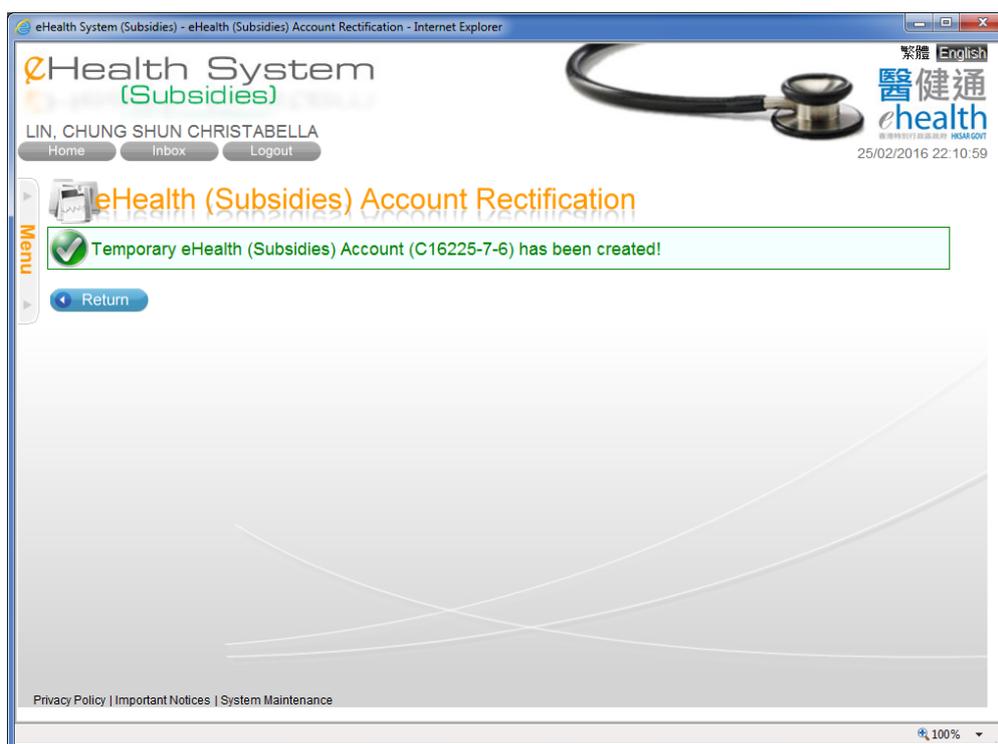


Fig 7.3-12 Completion

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  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.

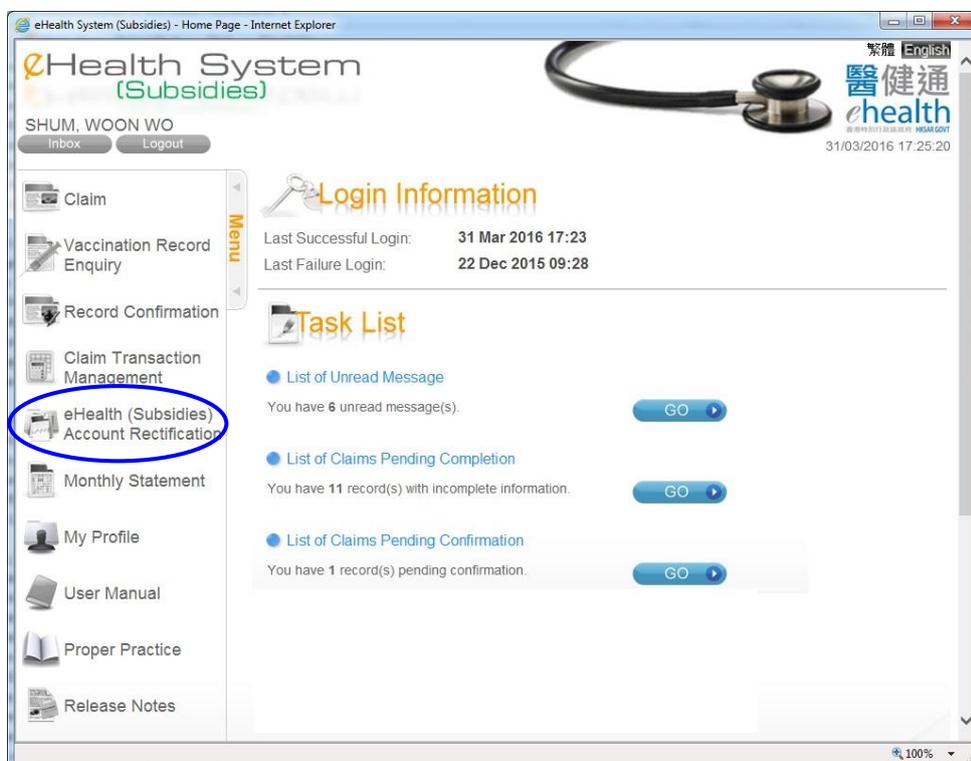


Fig 7.4-1 Home Page

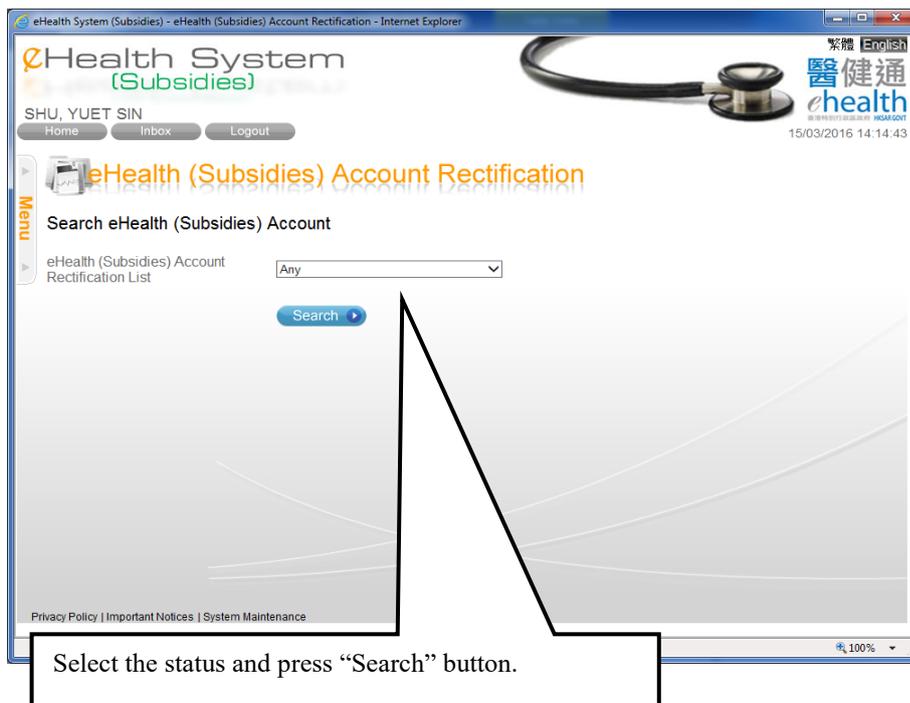


Fig 7.4-2 eHealth (Subsidies) Account Rectification

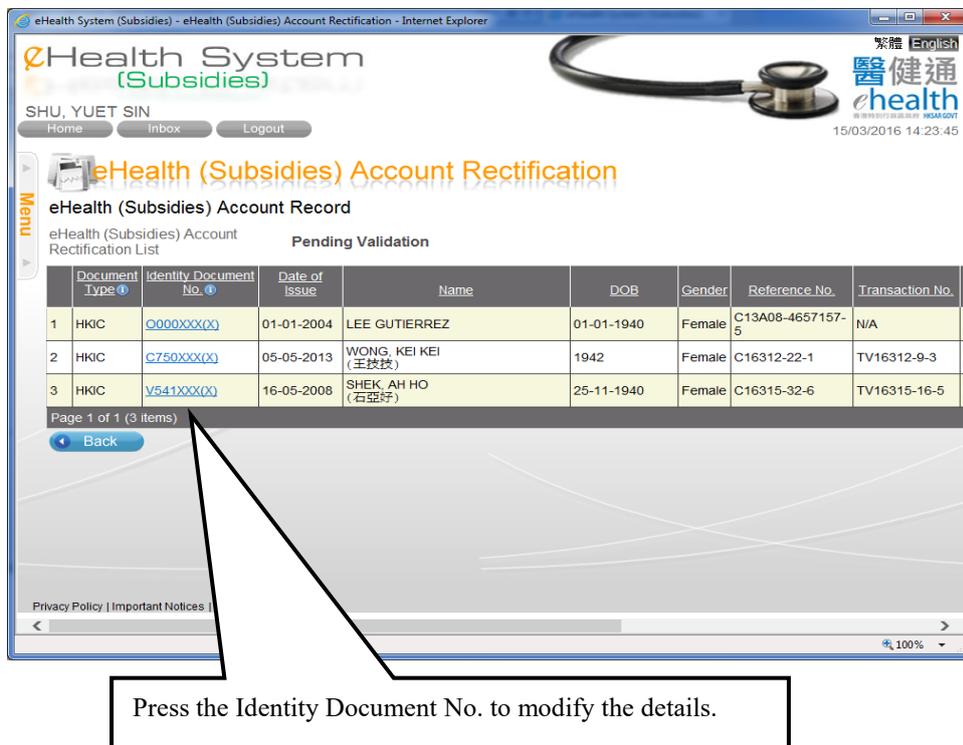


Fig 7.4-3 Temporary eHealth (Subsidies) Account Record



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  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)

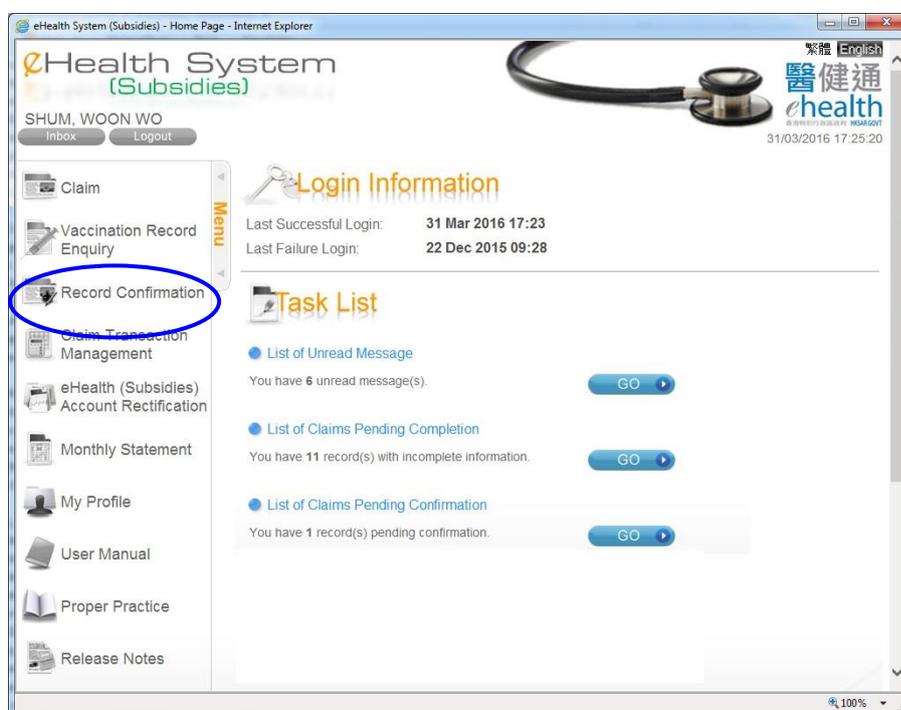


Fig 7.5.1-1 Home Page

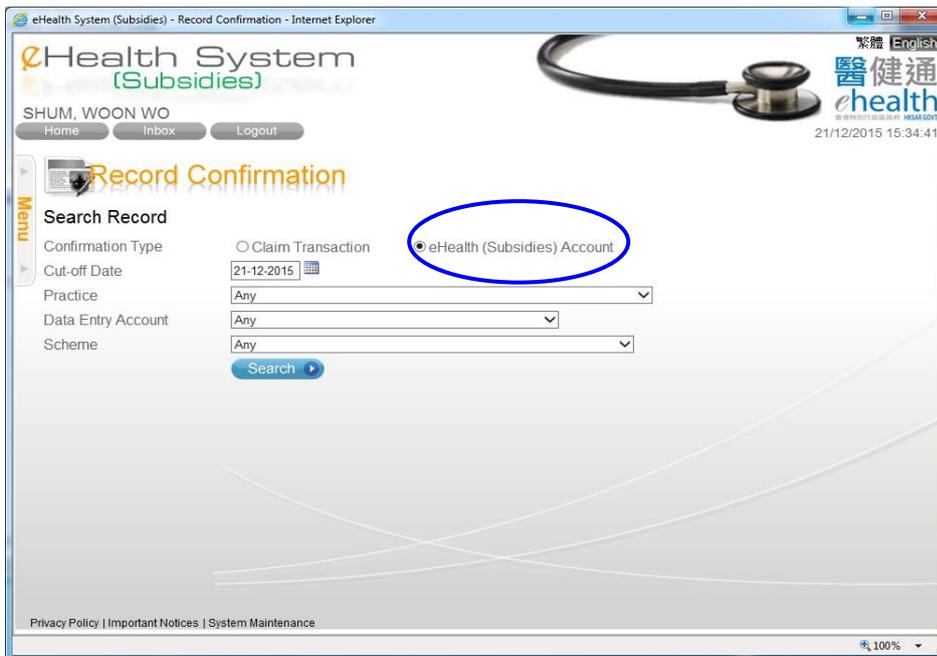


Fig 7.5.1-2 Record Confirmation



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

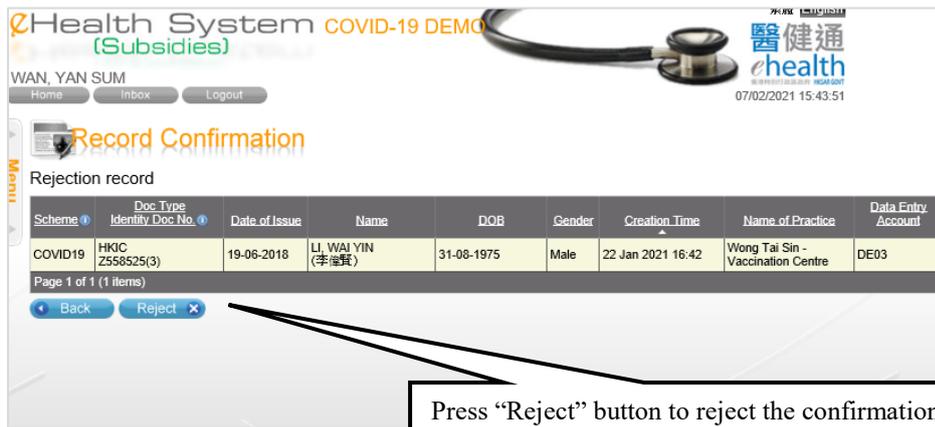


Fig 7.5.1-4 Reject record

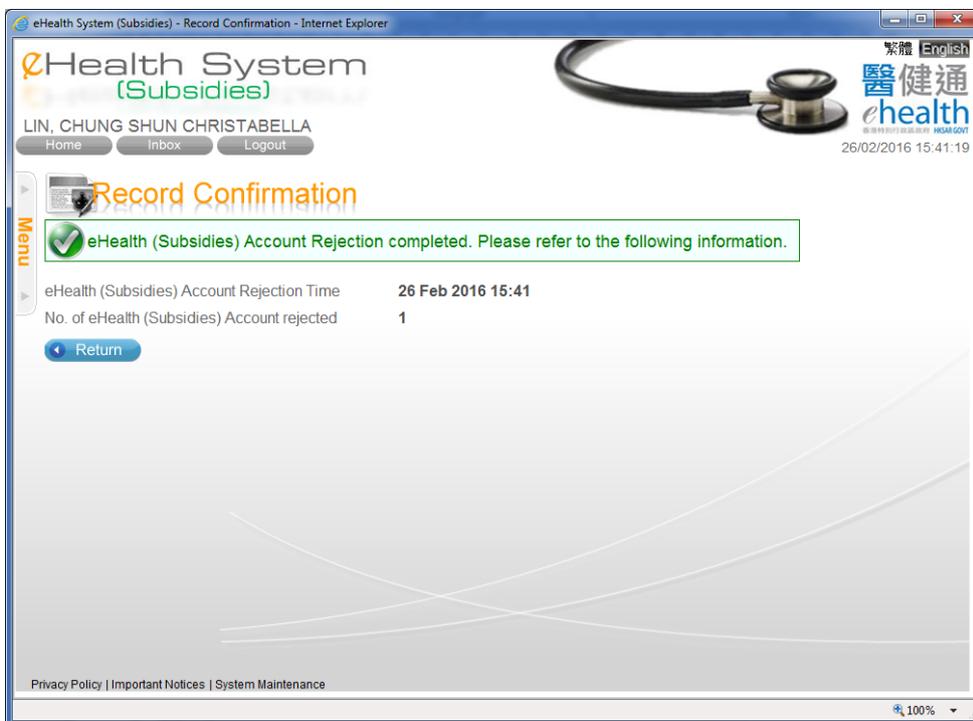


Fig 7.5.1-5 Reject Complete

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



Fig 7.5.2-3 Temporary eHealth (Subsidies) account Record



Fig 7.5.2-4 Rectify eHealth (Subsidies) account Information



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  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.

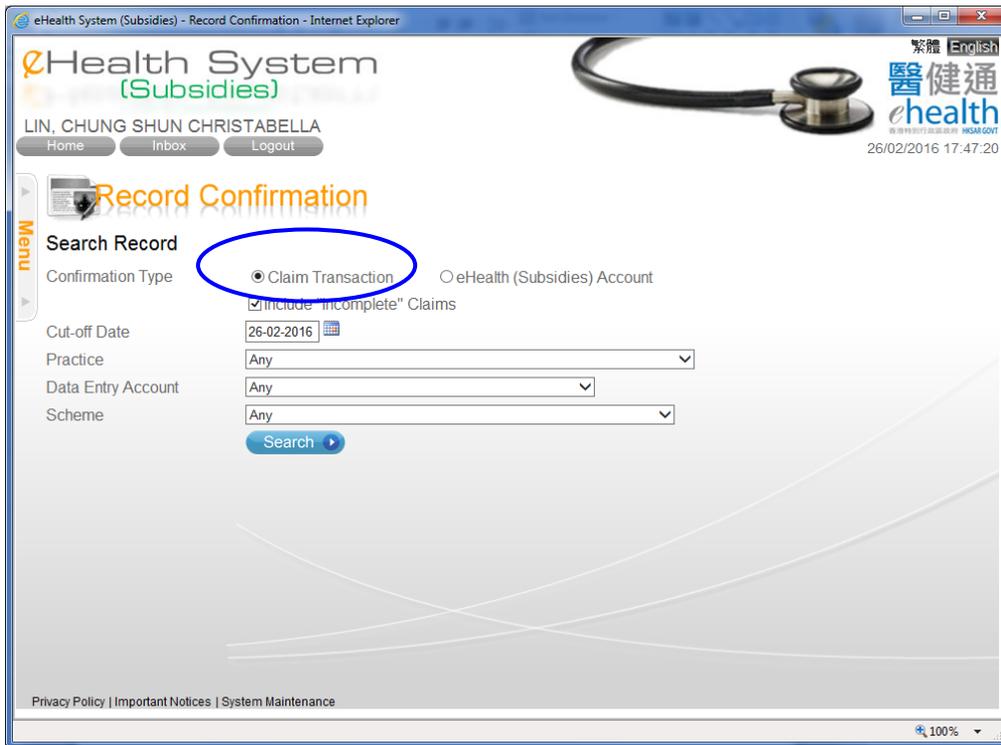


Fig. 7.6.1-1 Search Claim Record

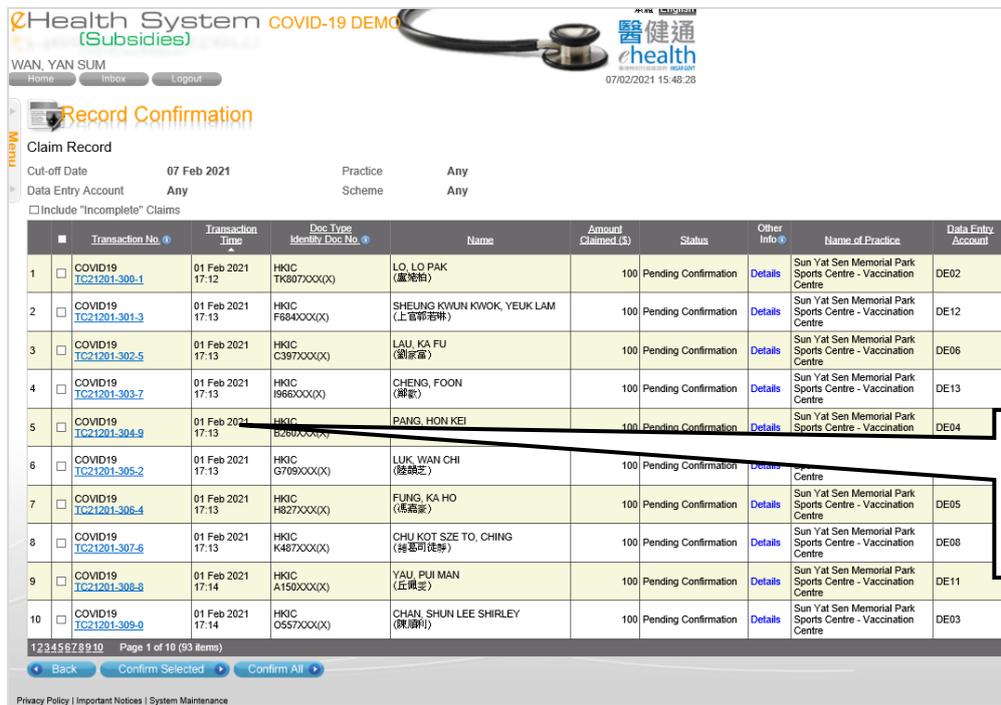


Fig. 7.6.1-2 Claim Record

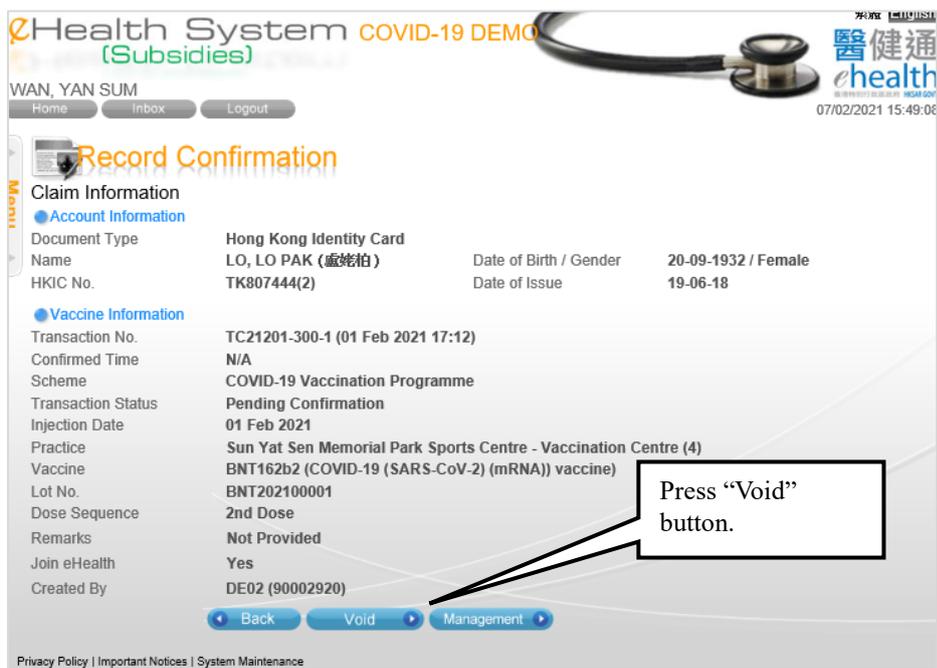


Fig. 7.6.1-3 Claim Information

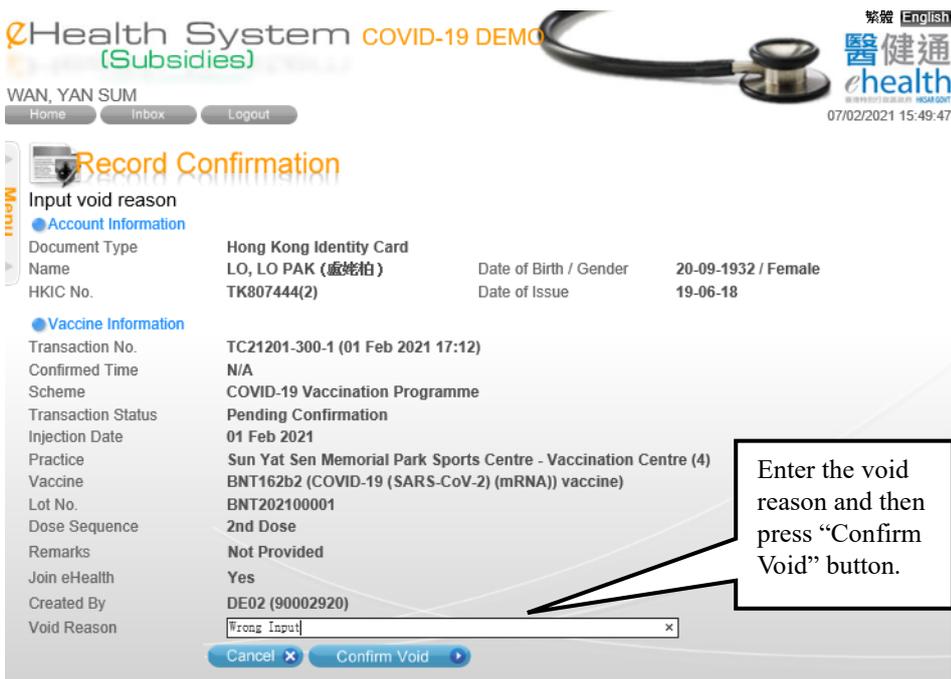


Fig. 7.6.1-4 Input Void Reason



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  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.



Fig. 7.6.2-1 Home Page

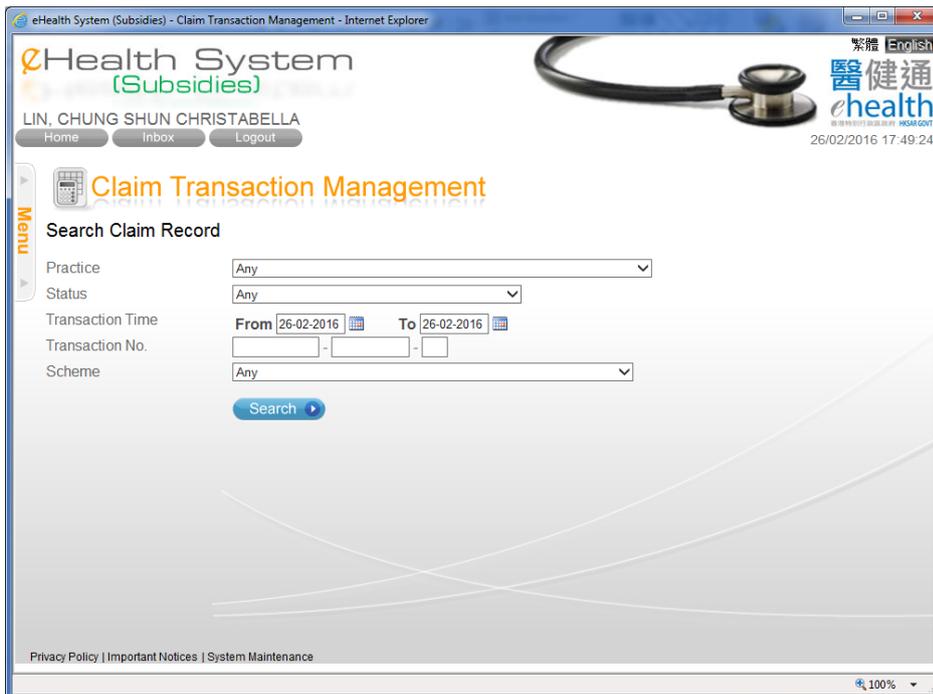
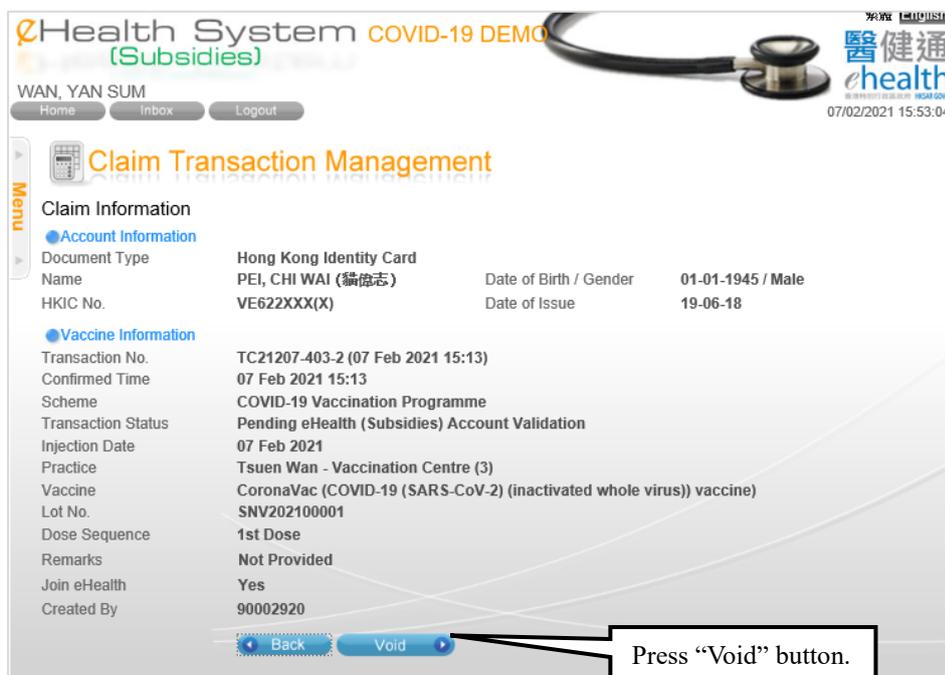


Fig. 7.6.2-2 Search Claim Record



Press "Transaction No." to view the details.

Fig. 7.6.2-3 Claim Record



Press "Void" button.

Fig. 7.6.2-4 Claim Information

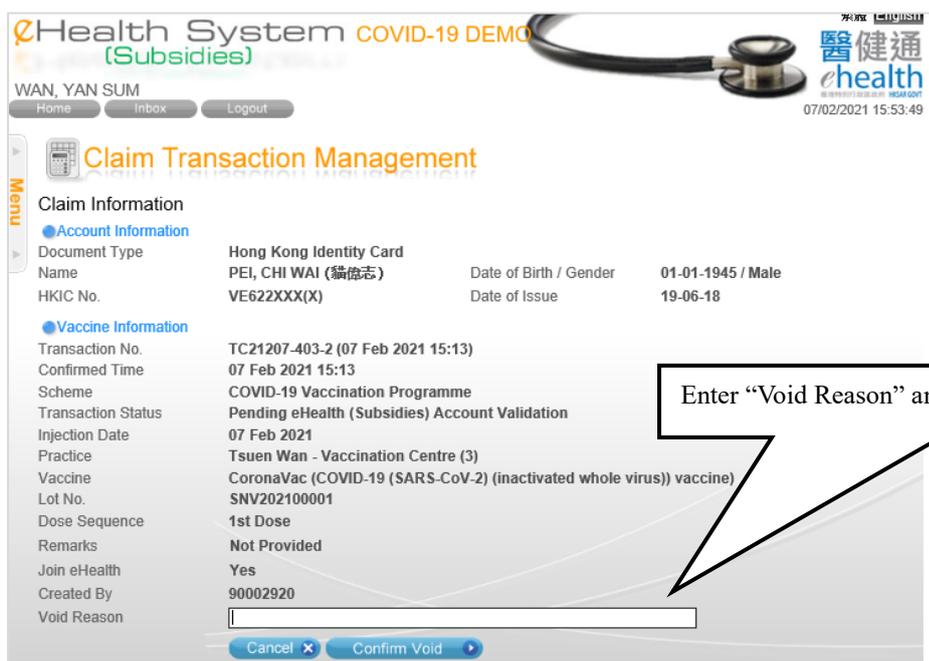


Fig. 7.6.2-5 Claim Information – input void reason



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  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)

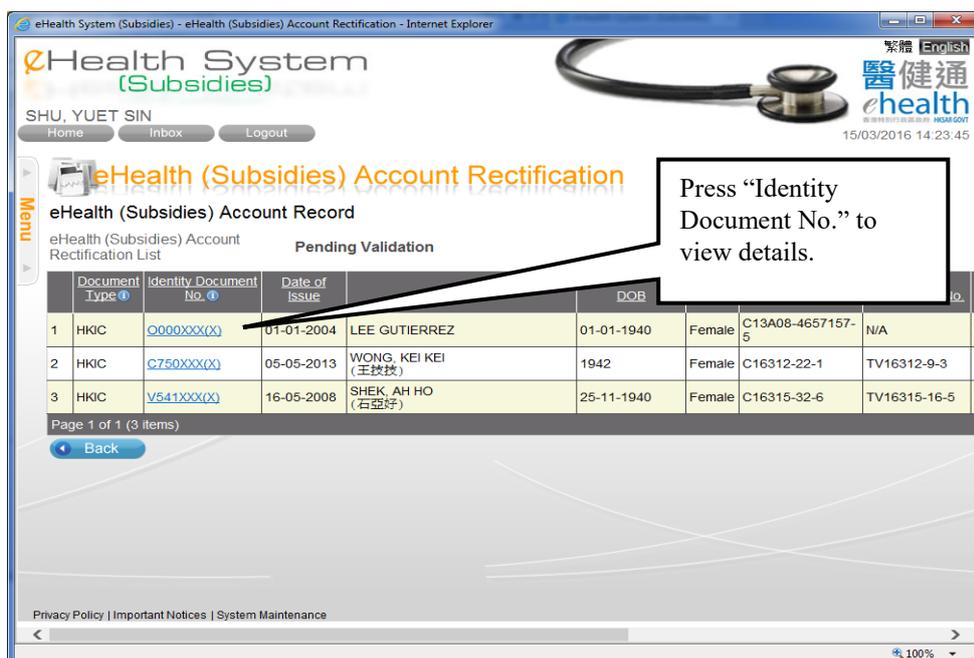


Fig. 7.6.3-1 Temporary eHealth (Subsidies) account Record

eHealth System (Subsidies)

PUI, YAN SUT
Home | Inbox | Logout

21/02/2019 14:17:34

eHealth (Subsidies) Account Rectification

Rectify eHealth (Subsidies) Account Information

Reference No. C19221-62-6
(Temporary eHealth (Subsidies) Account Record 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 (Surname), LOI HING (Given name)

Chinese Commercial Code [] [] [] [] [] [] Chinese Name

Gender Female Male

Date of Issue 27-07-05

Creation Method Manual Input

Transaction No. TV19221-7-9

Back Save View Transaction

Read Old Form of Smart ID Read New Form of Smart ID

Press "View Transaction" button.

If you notice that the HKIC No. does not match with the respective person, please use the "View Transaction" button to void the claim and the respective eHealth (Subsidies) Account will be removed automatically.

Privacy Policy | Important Notices | System Maintenance

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

eHealth System (Subsidies) COVID-19 DEMO

WAN, YAN SUM
Home | Inbox | Logout

17/02/2021 23:13:36

Claim Transaction Management

Claim Information

Account Information

Document Type Hong Kong Identity Card

Name LO, LO PAK (盧焯柏) Date of Birth / Gender 20-09-1932 / Female

HKIC No. TK807XXX(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)

Back Void

Privacy Policy | Important Notices | System Maintenance

Fig. 7.6.3-3 Claim Information – void

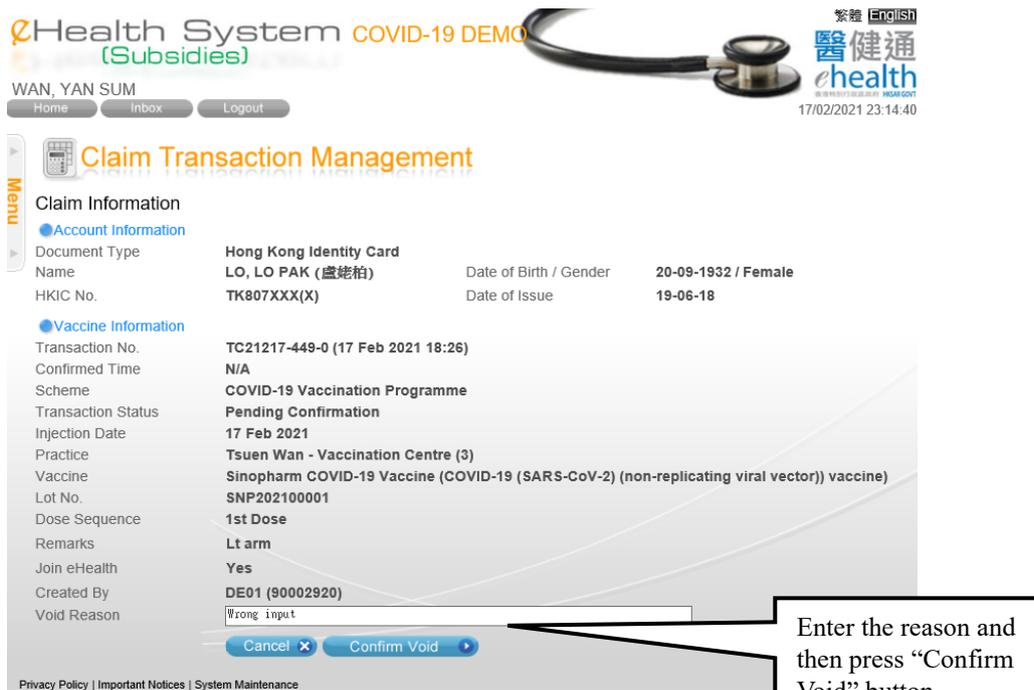


Fig. 7.6.3-4 Claim Information – Input void reason

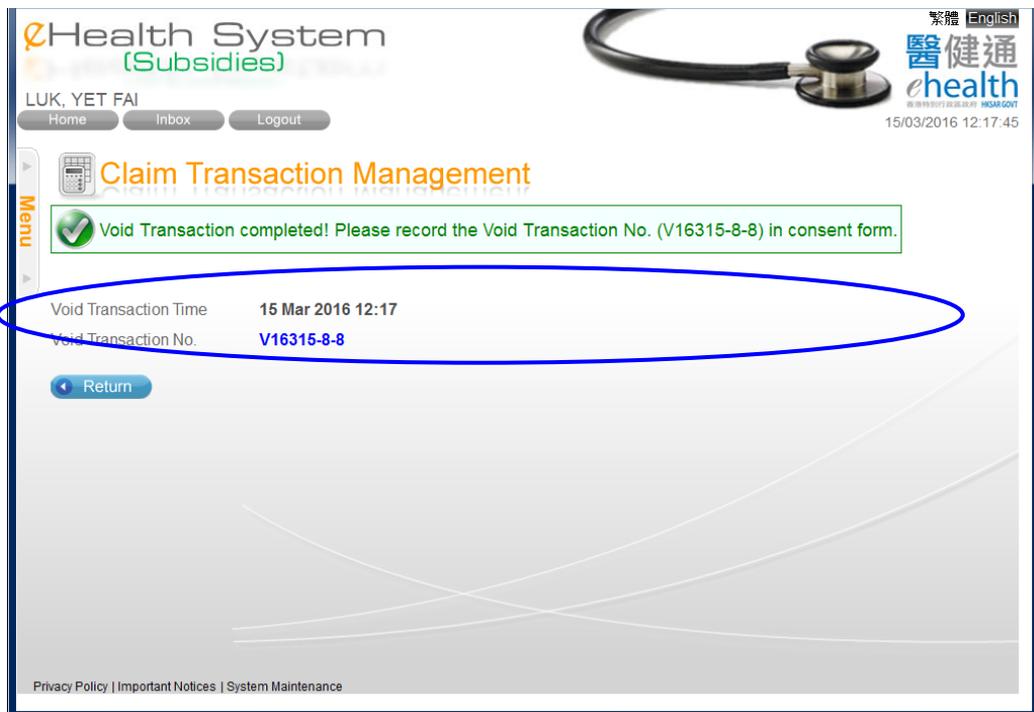


Fig. 7.6.3-5 Completion of void claim

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).

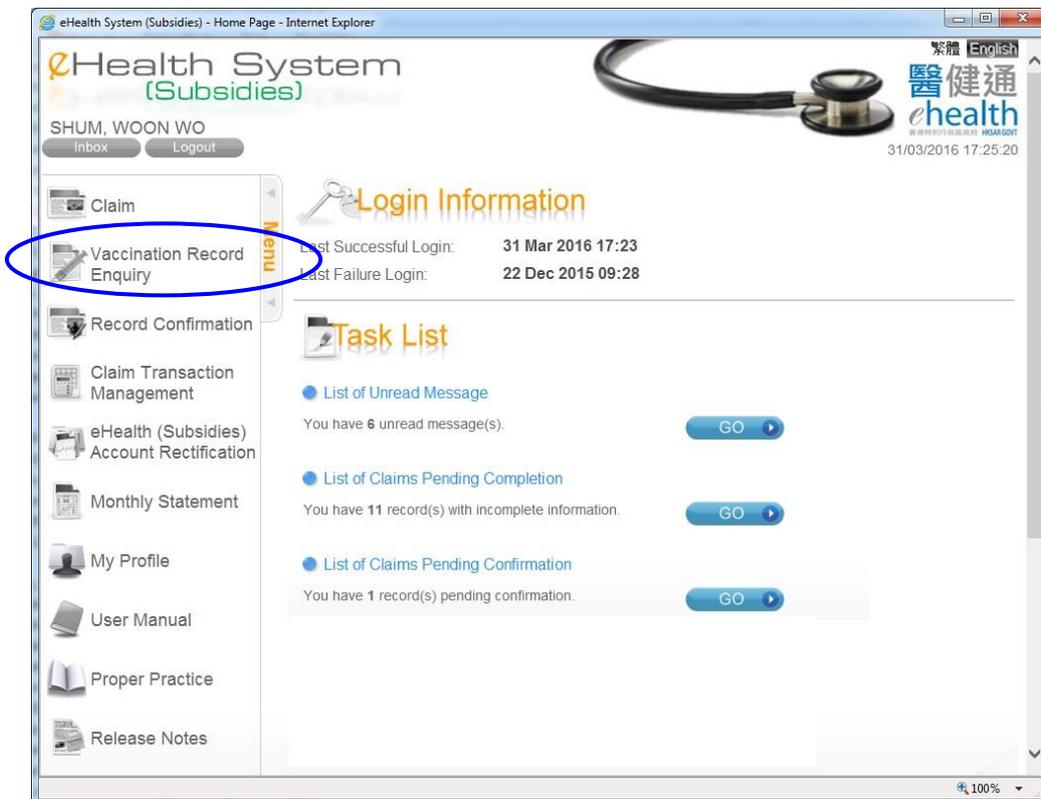


Fig 7.7-1 Home page – Select “Vaccination Record Enquiry”



CHAN, FIVE MAN

Home Inbox Logout

Vaccination Record Enquiry

Search eHealth (Subsidies) Account

Document Type

- Hong Kong Identity Card
- Hong Kong Birth Certificate (Established)
- Non-Hong Kong Travel Documents
- Certificate of Exemption
- Hong Kong Re-entry Permit
- Certificate issued by the Births and Deaths Registry for adopted children
- Document of Identity
- Permit to Remain in HKSAR (ID 235B)

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account [Help](#) [Tips on reading Smart ID](#)

New software for reading Smart ID Card is available [Update Now](#)

Manual Input

HKIC No.

Date of Birth

[Search](#)

Read Old Form of Smart ID (Chip facing up)



[Read Card and Search](#)

Read New Form of Smart ID (Chip facing up)



[Read Card and Search](#)

Fig 7.7-2 Search Account



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



Fig 7.7-4 Service Recipient Information

eHealth System (Subsidies) COVID-19 DEMO 醫健通 ehealth

WAN, YAN SUM
Home | Inbox | Logout
07/02/2021 16:09:03

Vaccination Record Enquiry

Recipient Information

Document Type: Hong Kong Identity Card
Name: PEI, WAI CHI
HKIC No.: VE622545(9)
Date of Birth / Gender: 01-01-1945 / Male

Vaccination Record

No. of records: eHealth System (Subsidies) 1 | Hospital Authority 0 | Department of Health 0

Injection Date	Vaccine	Dose	Information Provider	Remarks
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 record shown on this page (only include pneumococcal vaccination, seasonal influenza vaccination, measles, human swine influenza vaccination and COVID-19 vaccination) is to the best knowledge of the information provider and may not be exhaustive. Service Provider is advised to verify the vaccination history with the patient before administering the vaccine.

Return | Proceed to Claim

Fig 7-7.5a Vaccination Records are shown.

eHealth System (Subsidies) 醫健通 ehealth

PAU, LOI YAU
Home | Inbox | Logout
21/02/2019 14:55:02

Vaccination Record Provider

Document Type	Information Provider		
	eHealth System (Subsidies)	Hospital Authority	Department of Health
Hong Kong Identity Card	✓	✓	✓
Certificate of Exemption	✓	✓	✓
Document of Identity	✓		✓
Hong Kong Birth Certificate (Established)	✓	✓	✓
Hong Kong Re-entry Permit	✓		✓
Permit to Remain in HKSAR (ID 235B)	✓		
Non-Hong Kong Travel Documents			✓
Certificate issued by the Births and Deaths Registry for adopted children			✓

Disclaimer
The immunization records shown in the enquiry only include human swine influenza vaccination.

* The immunization records shown in the enquiry only include human swine influenza vaccination.

Return | Close

Click the icon, the Legend will be shown.

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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

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

Remark:

* IVRS is available for service providers enrolled in HCVS.