



### 【Message from the Pharmacist】

Remote Consultation Service Leverages on eHealth to Assist Citizens in Medication Reconciliation



### 【New Healthy Lifestyle】

eHealth Supports District Health Centres in Assessing Health Risks and Promoting Healthy Lifestyle among Citizens



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## eHealth Updates

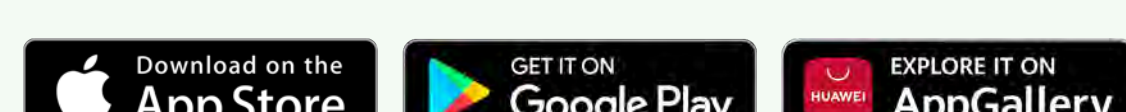
The Electronic Health Record (eHR) Office has been committed to promoting and engaging the public and different stakeholders across various sectors on the latest developments of eHR Sharing System (eHealth) through multiple channels, meanwhile enhancing the 醫健通eHealth Mobile App (App) to further improve user experience.

### Introduction of the New Interface of the App

The new interface of the App has been officially launched in March 2023. The re-designed interface is clear and concise, providing personalised functions to improve user experience in all aspects. It empowers citizens to better manage their own and family members' health. The new designs include:

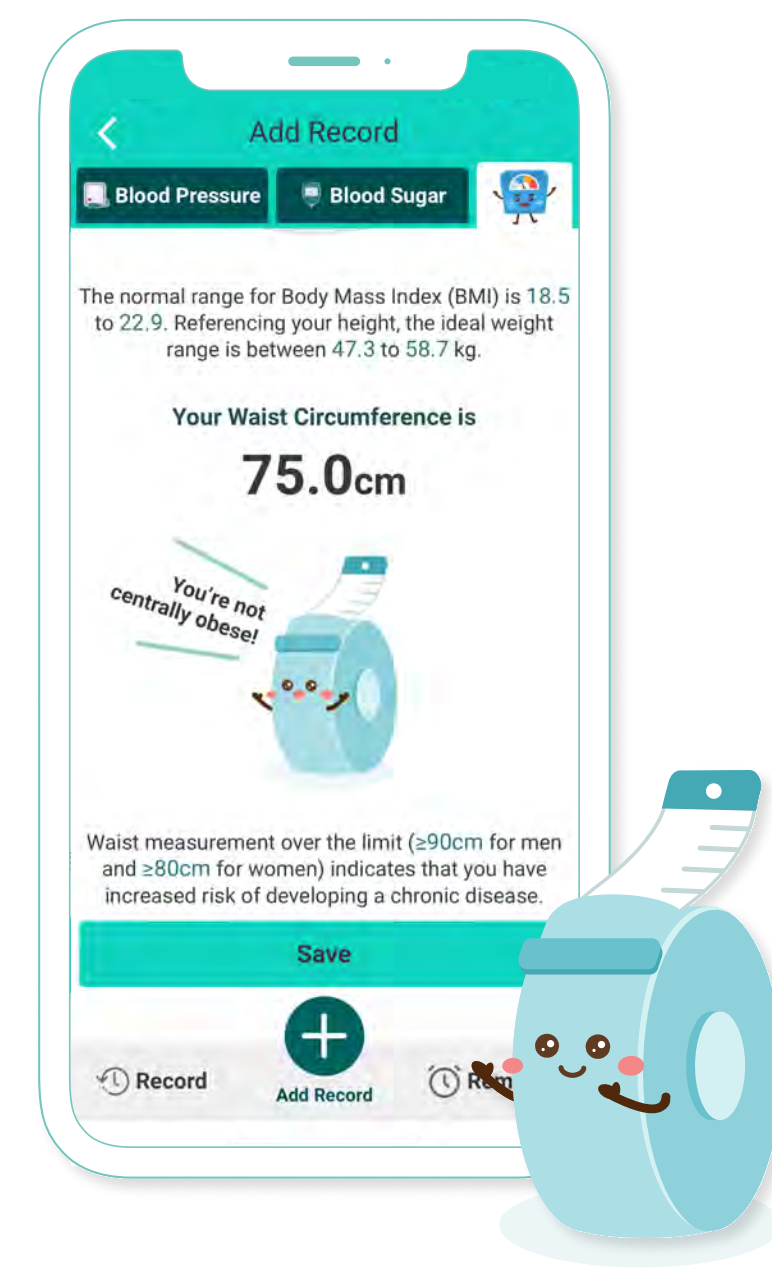
- 1** Introduced a pre-login homepage, allowing quick access to various functions and obtaining the latest health information at anytime
- 2** Adopted visualised design in the main homepage to give a comprehensive overview of various functions and health information, making navigation simpler and easier
- 3** Added the "Quick Access" feature to reduce number of clicks, facilitating quicker access to users' desired functions
- 4** Added the "Personalised Sorting" feature, allowing users to customise their "Quick Access" buttons after logging in

Download the latest version of the App now to manage your and your family members' health with ease!



### "Waist Circumference Record" Function Helps Citizens to Become Aware of Central Obesity

For an average Asian adult, if his/ her waist circumference is equal to or exceeds a certain level (men: 90 cm or more; women: 80 cm or more), it is defined as central obesity, which poses a higher risk of chronic diseases compared to others. To help foster citizens' awareness on issues arising from central obesity early, the App has introduced the "Waist Circumference Record" feature as one of its Health Management functions. This feature enables users to regularly track changes in their waist circumference, monitor whether they are centrally obese, facilitating weight control and keeping of a healthy physique, with a view to reducing the risk of contracting chronic diseases in the long run.



### eHealth Launched New Publicity Campaign

In order to extensively promote eHealth, the eHR Office has commenced a new publicity campaign with the theme "Healthy Future is Within Your Grasp". The campaign calls on citizens to use the App to manage their own and family members' health anytime, anywhere proactively.

### Ms Mimi Kung Che Yan and Miss Ashley Lin Kae Ning - eHealth Promotion Ambassadors



Celebrities, Ms Mimi Kung Che Yan and Miss Ashley Lin Kae Ning, are invited to be the eHealth promotion ambassadors. Through different channels, they encourage citizens of all age groups to register with eHealth in order to establish personal, lifelong and privacy-protected eHRs, as well as download the App to experience the new mode of health management. Announcements in the Public Interest on television (TV) and radio starring the ambassadors have been broadcasted on multiple TV stations, radio channels, outdoor displays and online media platforms, etc. since mid-June 2023 to promote the benefits of using the App.

Following the broadcasting, the eHealth promotional materials have also been displayed on the digital screens at MTR stations, bus and minibus bodies, so as to arouse citizens' awareness of eHealth and encourage them to stay tuned for its information while taking public transport everyday.



### "Mobile Health Station" Promoted eHealth Across the Territory

To further promote eHealth and engage more citizens, the eHR Office introduced the "Mobile Health Station" on a truck for the very first time. The truck stationed at nearly 30 locations all over Hong Kong from mid-June to early July 2023, offering free services of measuring body mass index (BMI) and blood pressure to citizens, and then guiding them to input their health data to the App, as well as providing on-site eHealth registration service and assistance on downloading the App. The participant could also receive a free souvenir. The Mobile Health Station was well received with enthusiastic response of 3 000 citizens' active participation.

### Interactive Picture Book Storytelling Workshops for Children

An interactive picture book titled "The Secret of My Height and Weight" for children was officially published in July 2023 and copies were offered for free to the public libraries, schools and Non-Governmental Organisations (NGOs). The picture book contains various interactive features to engage children in a lively and interesting way, allowing them to understand some common health knowledge and correct concept about body height and weight, as well as how to manage their own health from an early age. It also introduces the App's functions, including the "Child Growth Record".

The eHR Office also organise several storytelling workshops with support from the Hong Kong Children's Hospital and the Hong Kong Federation of Youth Groups at schools, hospital and Youth S.P.O.Ts. Youth Public Health Practitioners told the story to children, measured the height and weight for them and engaged them in interactive experimental games, with a view to exploring the mysteries of height and weight together.



### Asia-Pacific eHealth Conference 2023 – Joint Efforts to Promote eHR Sharing

The 7th Asia-Pacific eHealth Conference was held on 20-21 April 2023 at the Hong Kong Science Park. The Conference's programme covered topics including "Beyond Service Boundary: Extending from Hospital Settings to Digital Health", "Beyond Service Domain: Extending from Treatment Centric to Preventive Centric" and "Beyond Border: Extending Cross Border from Hong Kong to Asia Pacific." The Conference provided a platform for local and international experts and professionals in the fields related to eHR development to exchange ideas and share experiences.

Mr Thomas Chan, Permanent Secretary of Health of the Health Bureau, was invited to deliver the opening remarks, introducing the future direction of eHealth development. Together with other distinguished guests, he also officiated the opening ceremony, demonstrating the collective support and commitment in advancing towards a new milestone of eHR sharing globally, including Hong Kong.





## 【New Healthy Lifestyle】 eHealth Supports District Health Centres in Assessing Health Risks and Promoting Healthy Lifestyle among Citizens

District Health Centres (DHC) have been established across Hong Kong to provide primary healthcare services to the public. If you have ever met the nurses at DHC, you may have noticed that they have a comprehensive understanding of your health condition. This can be attributed to the synergies of collaboration between eHealth and DHC, helping citizens to better manage their health. In this issue of eHealth News, we have invited Mr Lai Siu Kee, the nursing manager of Tuen Mun DHC, and Mr Ling Yin Kwan, one of the members, to share their experiences with us.

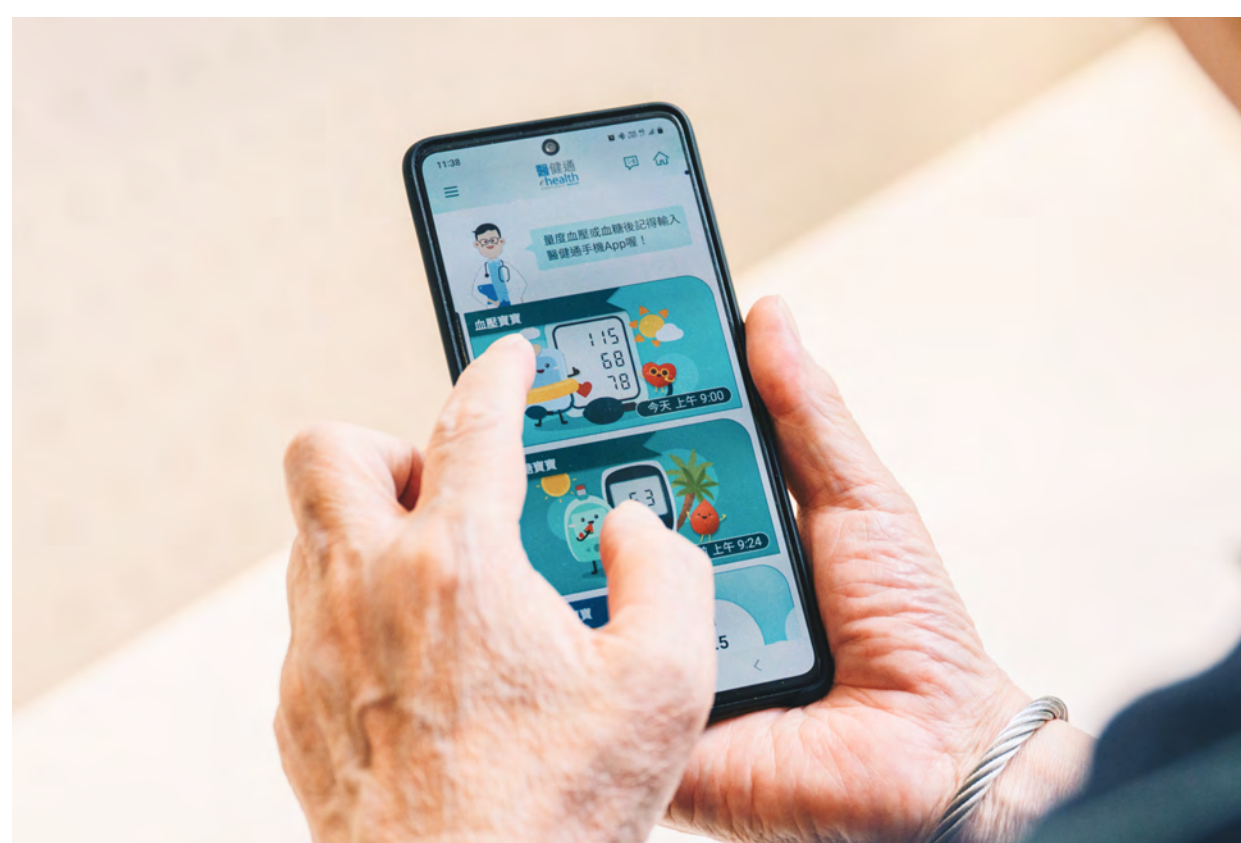
### eHealth Facilitates Continuous Monitoring by Healthcare Professionals for Early Detection of Disease Risk by Citizens

With DHC and DHC Expresses commenced operation across 18 districts in the territory, citizens can now register as members to gain access to DHC facilities and participate in various activities, in order to firmly grasp their health. All network healthcare service providers of DHC have joined eHealth, allowing authorised healthcare professionals to access and upload members' health records to eHealth upon obtaining members' consents.

Mr Lai believes that eHealth assists him to assess health risks for the members. "I always accompany with the members to regularly examine and review their health data, such as the blood pressure and blood glucose measured by themselves, recent investigation reports, etc., in eHealth. It allows members to understand their health risks, as well as increase their level of involvement and participation, with a view to motivating them to improve their physical conditions.



After understanding their expectations on health management, we work together to formulate more concrete health goals and feasible improvement measures. From time to time, members take initiative to share their latest health data with me and inquire about their health status. I would take this opportunity to encourage them to continue their efforts. I also keep in touch with members through instant messaging apps to constantly monitor their progresses on health."



He cited an example of how eHealth enabled him to promptly identify a member's risk of chronic disease. For instance, when a member was diagnosed as staging in pre-diabetes from the blood test reports, he could immediately remind the member to adjust his/her lifestyle and arrange suitable classes related to exercise or healthy diet, in order to raise his/her awareness of self-health management, then gradually lower the blood glucose level and prevent from evolving into diabetes.

### Leverage on eHealth to Establish Personal and Privacy-Protected Electronic Health Records

Mr Ling, a DHC member who has joined eHealth since 2017 and witnessed its continuous improvements over the years. He finds the 醫健通eHealth Mobile App (the App) particularly useful. At the age of 68, Mr Ling suffers from high blood pressure and diabetes that he needs to have regular medical follow-ups. He used to self-record his blood pressure and blood glucose levels in everyday life. He considers that the App's interface is concise and easy to use. When he learnt about the launch of the "Health Management" function in the App, he immediately started using it to record his blood pressure and blood glucose levels.

"In the past, I record them on a paper notebook and always feels that it is inconvenient. After switching to record in the App, I can show the data I recorded every day to my doctor who praises for my diligence."



In addition, Mr Ling frequently uses the App's "Health Programme" and "Appointments" functions which enable him to easily check the remaining balance of his Elderly Health Care Voucher and view his medical appointments. Mr Lai noted that other members also often use the "Appointments" function and its reminder feature, "Some elder members tend to forget the dates of their medical appointments. I will remind them to regularly check the records on the App to avoid missing the appointments."

Mr Ling has also noticed that when a healthcare professional accesses his records on eHealth, he will immediately receive an SMS notification. He appreciates that eHealth attaches paramount importance to privacy and therefore boosted his confidence in using the App. "The system even clearly informs me which doctor or healthcare professional in which hospital or centre is accessing eHealth to understand my condition, safeguarding my privacy," Mr Ling highlighted.



### Expectation on Additional Reminder Functions for Regular Health Check-Ups and Follow-Ups

Moving forward, Mr Ling hopes that under the future development of eHealth, users can access more reports from various health screening programmes through the App, facilitating citizens to promptly receive the screening results and seek medical advice early. On the other hand, Mr Lai wishes that the relevant authority will utilise eHealth to further educate the public on the appropriate screening programmes for different stages of life. Moreover, he suggests the implementation of reminder features to prompt citizens to undergo health check-ups at appropriate times, so as to prevent potential health issues and enjoy a healthy future throughout all life stages.



【Message from the Pharmacist】
Remote Consultation Service Leverages on eHealth to Assist Citizens in Medication Reconciliation

In recent years, citizens have been going out less due to the COVID-19 pandemic, remote medical services therefore become more popular. Even now when the pandemic has been gradually relieved, the digitalisation process of the medical industry is still continuing. Many citizens have been accustomed to use medical services remotely through the internet. Mr Leo Lo, a registered pharmacist at the St. James' Settlement Philanthropic Community Pharmacy, shared how he made use of the Electronic Health Record Sharing System (eHealth) to break the geographical boundaries, providing remote pharmacist consultation services to citizens with extensive points of contact in the community to take care of their health.



### Uninterrupted Remote Service for Comprehensive Follow-up of Patients' Conditions

St. James' Settlement Philanthropic Community Pharmacy has been the first non-profit community pharmacy in Hong Kong in providing patient-centred pharmacy services and various drug subsidy programmes since 2009. It has also introduced the free "St. James Tele-pharmacist Consultation Service". Mr Lo stated that such service has been in operation for several years to provide suitable assistance to citizens by utilising different information technologies.



"We will use phone or communication software to response promptly to simple inquiries, such as the side effects of drugs, whether fasting is necessary before taking specific medications, etc. In case arrangement for video conferencing is required for detailed consultations, the pharmacist will access patient's electronic health records (eHRs) in eHealth upon obtaining their consent, in order to understand their medical histories and the medications currently taking." Mr Lo further stated that many patients purchased proprietary medicines and nutritional supplements under the COVID-19 pandemic, and were often confused with the usage and dosage. Therefore, Mr Lo would perform medication reconciliation for patients when meeting patients remotely, and provide them appropriate medication advices to avoid taking medicines and supplements repeatedly or improperly via tele-pharmacist consultation.



"In addition, we have also launched 'DRUG GO' medication delivery patient support service to deliver medications directly to patients' homes, and provide them with instructions on the appropriate usage through remote consultation services. This can spare patients especially elderly who are mobility impaired, in weak health condition or residing in remote areas from travelling, as well as reduce the risk of infection during the pandemic."

### eHealth Helps Ensure Medication Safety

Mr Lo pointed out that the eHRs in eHealth enable him to further ensure patients' medication safety. "Prior to dispensing drugs, we shall counter check the prescriptions, understand patients' medical histories such as medication records, allergies and adverse drug reactions and laboratory reports, etc., and will also take into account patients' age, any potential conflicts with current medications, their liver and kidney functions and so on. For patients who are receiving cancer chemotherapy drugs and targeted therapy drugs, we need to be mindful of their white blood cell counts etc., in order to provide suitable advice during medication consultation services.



In the past, patients are required to provide their medical histories and bring all their medications when visiting their pharmacists. Nowadays, pharmacists can grasp the above information and patients' latest health data at a glance via eHealth, facilitating us to get a better understanding on patient's health conditions and medication status for continuous follow-up."



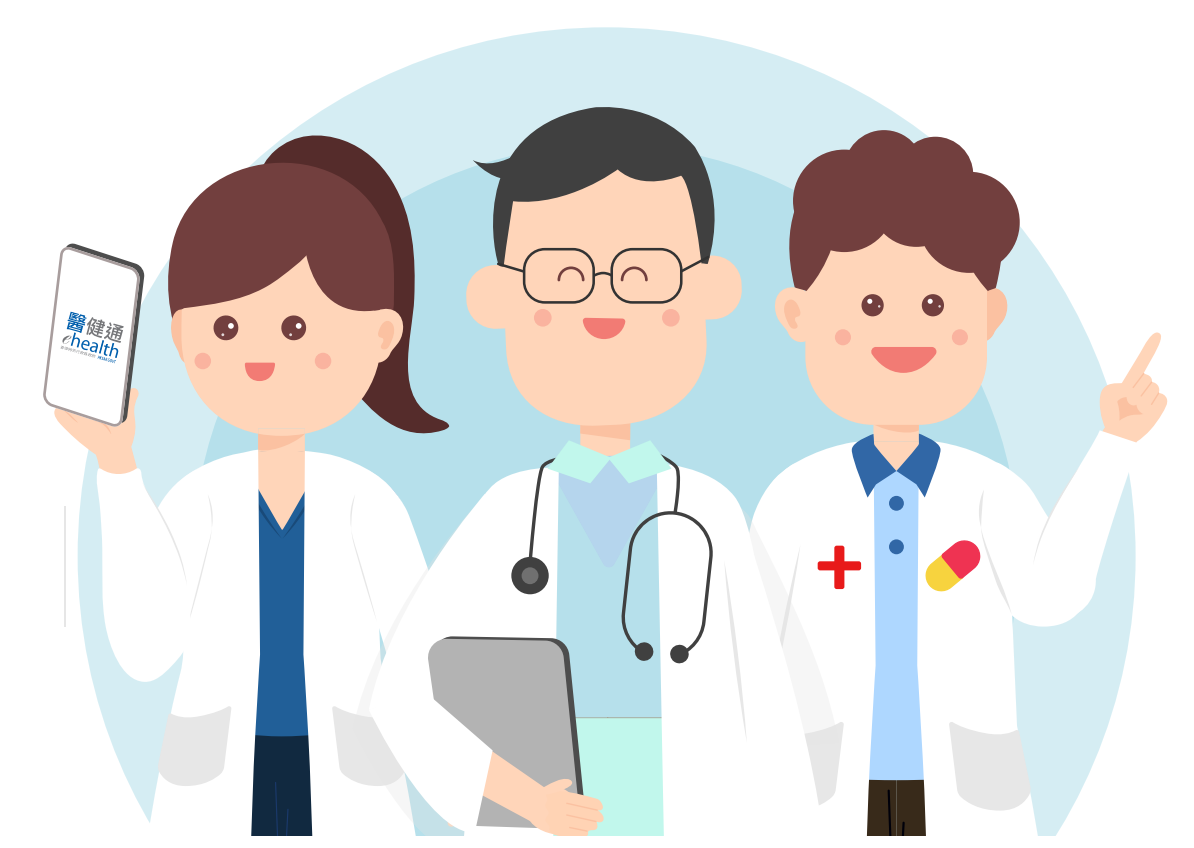
Mr Lo also mentioned that occasionally when patients with chronic diseases sought assistance from community pharmacy on minor ailments such as sore throats, flus or colds, it was imperative for pharmacists to understand patients' conditions for deciding on which over-the-counter medicines should be dispensed. He cited an example, certain analgesic and anti-inflammatory drugs might interact with blood thinners that might also have adverse effects on patients with impaired kidney function. To prevent such situations, eHealth could offer precise information to support pharmacists' decision-making.

### Looking ahead: eHealth Goes Further to Foster a Closer Tie among Healthcare Professionals

Mr Lo opined that the wider use of eHealth has greatly benefited remote medical services. "During the pandemic, more citizens have registered and known about eHealth, saving their time to explain its usage and benefits when the pharmacists of the community pharmacy meet the patients. It has also been easier to obtain patients' consent for accessing their eHRs.



In fact, remote medical services rely more on patients to describe their medical conditions proactively and clearly than face-to-face one. With eHealth, we can grasp certain information to make informed judgments for providing medical advice, thereby enhancing service efficiency and effectiveness."



Talking about the future development, Mr Lo considered that it will bring greater benefits if more doctors or relevant healthcare professionals (HCProfs) can upload more details of diagnosis to eHealth, allowing different HCProfs to understand the reasons behind for each medical decision.

"Currently, eHealth enables us to know the types and dosages of medications prescribed by doctors. If the reasons for changing drug prescription or dosage can be provided in more details, it will be conducive to a more comprehensive patient care by different allied HCProfs."

Moreover, Mr Lo hoped that eHealth can foster a closer tie among HCProfs in different specialties to deliver continuous and holistic healthcare services for the public. "We have encountered with patients altering or discontinuing medication by themselves, as well as other medication issues, thereby affecting the therapeutic outcomes. I believe doctors can make more accurate medical judgments if we inform them about patients' actual conditions by recording consultation service memos through eHealth."