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eHealth New Health Challenge Platform — “e+ Life”
Promoting Active Lifestyles through the “e+ Go to Park” Game



【GBA Connection】eHealth Supports Cross-Boundary Medical Collaboration
Stepping into a New Era of Cross-Boundary Electronic Health Records



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eHealth+ Updates

Building on the solid foundation of eHealth, the government announced the launch of the “eHealth+” five-year plan in the 2023 Policy Address to transform eHealth into a comprehensive healthcare information infrastructure that integrates multiple functions of data sharing, service delivery and care journey management, in order to assist citizens in managing and accessing their healthcare services and health records through the eHealth App (the App), paving the way for healthier living.

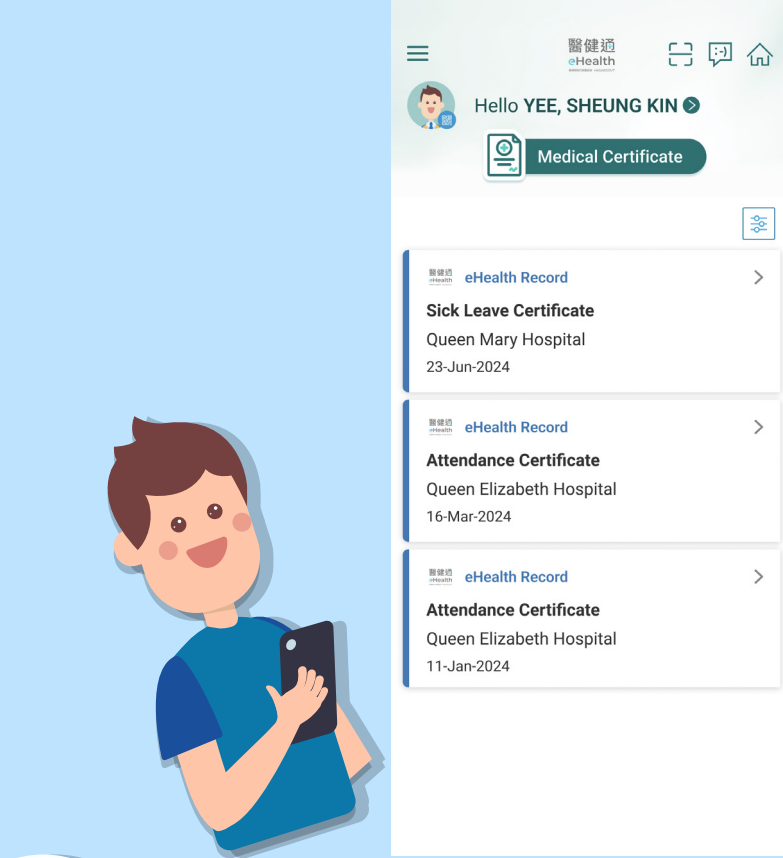
Introduction of the New “eHealth+” Logo!

In alignment with the new positioning and role of “eHealth+”, we have designed a brand new “eHealth+” logo to reshape public perception of eHealth. To complement this, promotional videos and social media posts were launched to outline the strategic development directions and plans of “eHealth+” and to highlight its benefits for healthcare providers and the public. Major media outlets also conducted exclusive interviews with representatives from diverse sectors, including the Health Bureau (HKB), private hospitals, healthcare providers, pharmaceutical care, and patients.

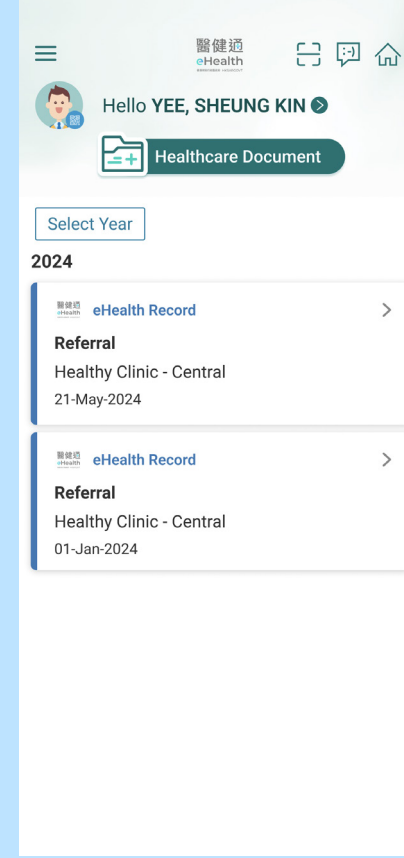
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Enhanced Functions on the App

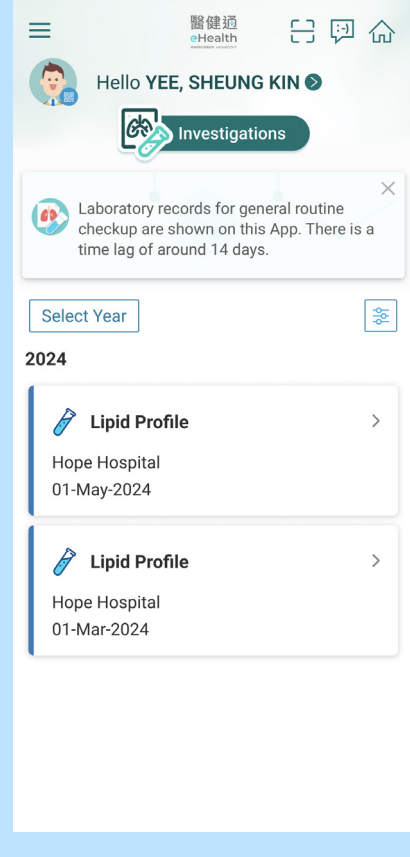
In 2024, the App introduced several new functions to support comprehensive health management for users and their families, providing a seamless and personalised care journey for citizens:



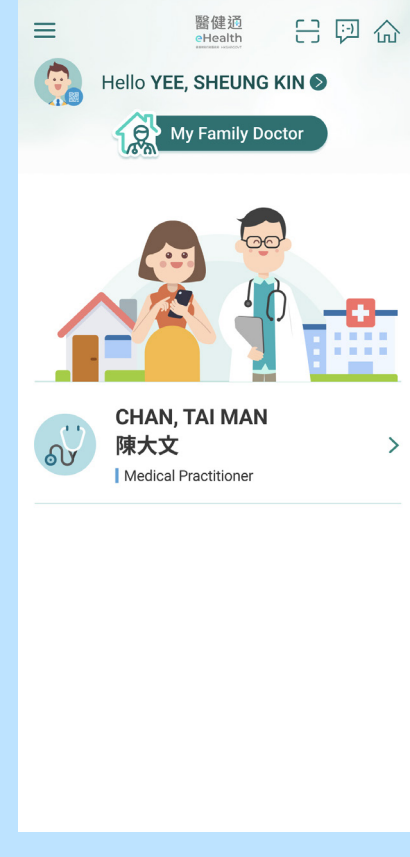
1 “Medical Certificate” Function
Centrally manage all medical certificates for users to view and access the necessary medical certificates anytime and anywhere.



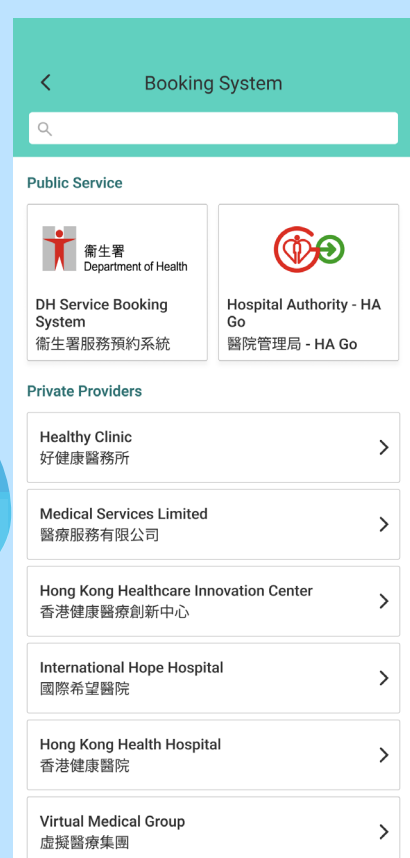
2 “Healthcare Document” Function
Assist users to properly store their medical documents, such as their referral letters, for themselves and their family members to access at any time.



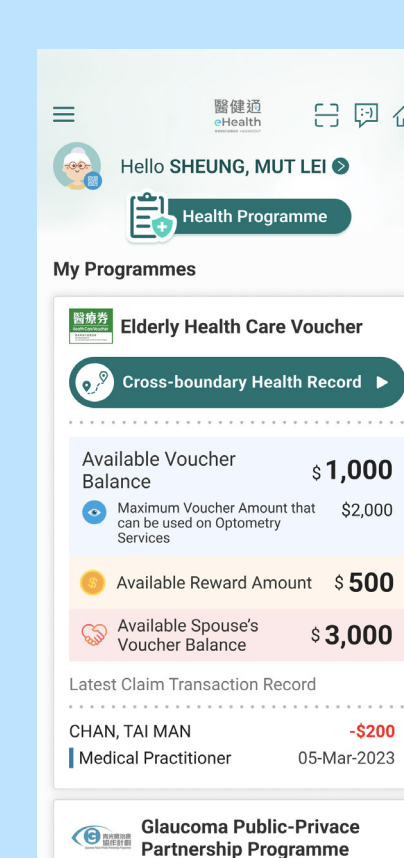
3 “Investigations” Function
Enable users to view and share investigation reports (e.g. laboratory test results) with healthcare professionals.



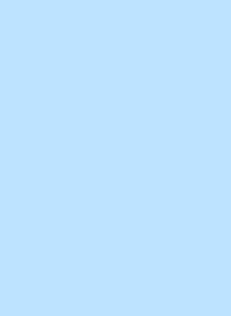
4 “My Family Doctor” Function
Allow users to access the details of family doctor anytime and anywhere, ensuring continuous and personalised healthcare.



5 “Appointment/Booking” Function
In addition to the existing functions to view and add appointment records, a new appointment system booking function has been introduced for users to easily book various public healthcare services. The booking function will be gradually expanded to include more private healthcare providers.



6 “Health Programme” Function
Users can easily manage the health programmes joined, register as a member of the District Health Centre, and pre-register to participate in the “Chronic Disease Co-Care Pilot Scheme”.



7 “Child Growth Record” Function
The updated Hong Kong 2020 Growth References has been adopted, making it easier for users to monitor their children’s growth.

Download the latest version of the eHealth App now to effortlessly manage the health of you and your family!

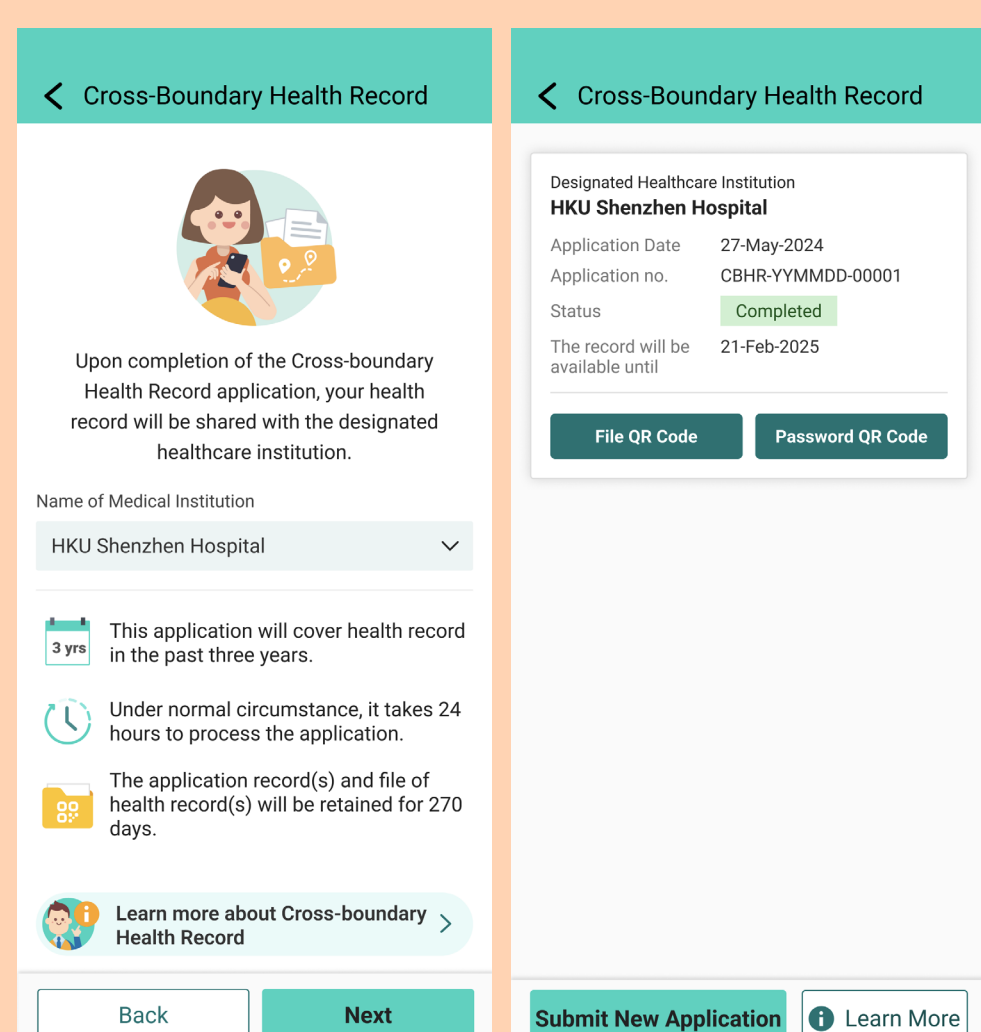


Download now!



Two New Functions to Facilitate Cross-Boundary Healthcare Collaboration!

To support cross-boundary healthcare collaboration, the App released two new functions, namely “Cross-boundary Health Record” and “Personal Folder”. Under the principle of “bring your own health records”, the new functions enhance the continuity of care for users through facilitating the use of electronic health records (eHRs) at designated medical institutions outside Hong Kong in a secure manner.

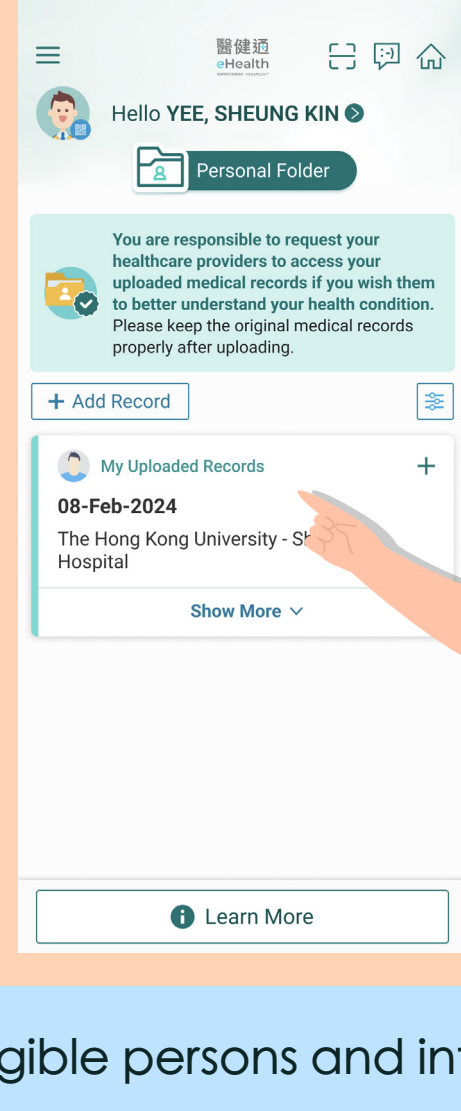


“Cross-boundary Health Record” Function

Users can apply for copies of their eHRs deposited in eHealth over the past three years through the App in advance, to share with medical institutions outside Hong Kong that are specified and certified by the HKB. They can also use the “My family” function to make applications on behalf of their family members. Once users’ authorisation is verified, users can present QR codes on the App during consultations at medical institutions outside Hong Kong, allowing relevant healthcare professionals to access copies of their eHRs to assist in diagnosis and treatment.

“Personal Folder” Function

Users can centrally deposit medical-related records obtained from different sources, including those obtained during consultations received in medical institutions outside Hong Kong. Users can also allow authorised healthcare providers in Hong Kong to access these records through the eHealth system for follow-up care.



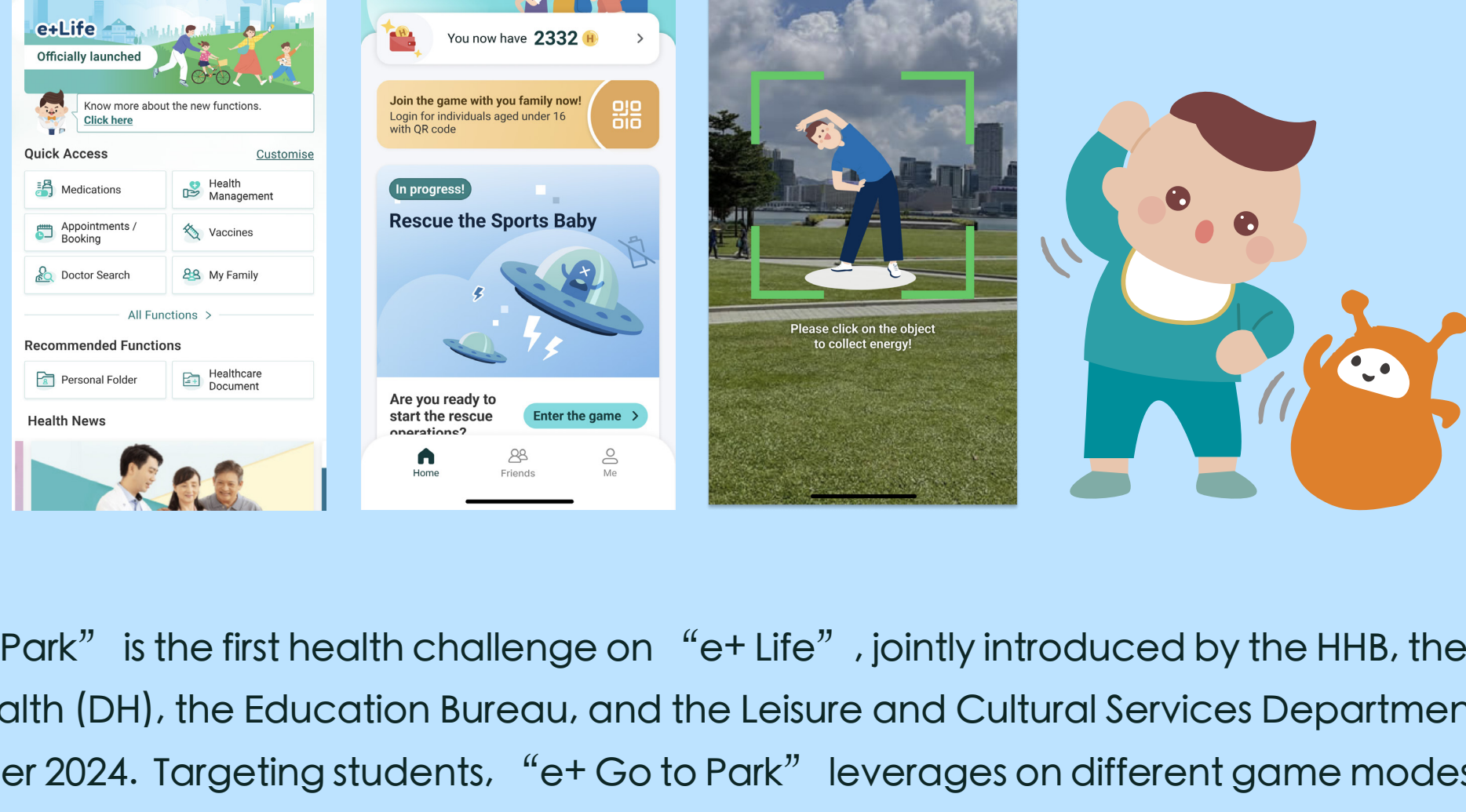
For details of the cross-boundary functions, including eligible persons and introduction videos, please refer to the eHealth thematic website:

“Cross-boundary Health Record” Function:
<https://app.ehealth.gov.hk/cross-boundary-health-record>

“Personal Folder” Function:
<https://app.ehealth.gov.hk/personal-folder>

“e+ Life” - A New Health Challenge Platform launched under eHealth
Featuring “e+ Go to Park” as the First Health Challenge and Encouraging Citizens to Develop Healthy Habits

To encourage citizens to form healthy lifestyle habits, we have specially launched a brand-new health challenge platform named “e+ Life” under “eHealth+”. The platform allows eHealth users to participate in various health challenges, record daily activity levels, and accumulate health coins by interacting with tracking applications.



“e+ Go to Park” is the first health challenge on “e+ Life” , jointly introduced by the HHB, the Department of Health (DH), the Education Bureau, and the Leisure and Cultural Services Department (LCSD) in September 2024. Targeting students, “e+ Go to Park” leverages on different game modes, including individual, family, and school challenges, to motivate students to head outdoors with their parents and friends, take on challenges, and enjoy the joy of playing and exercising together, thereby promoting their physical and mental health. Participants can visit over 200 designated parks under the LCSD, search for and capture various characters and collectibles in the game and earn health coins, allowing them to work out while gaming.



“e+ Go To Park” Launch Ceremony Event Highlight

The “e+ Go to Park” launch ceremony was held on 14 September 2024. The Secretary for Health, Professor Lo Chung-mau, the Under Secretary for Health, Dr Libby Lee and other guests officiated the ceremony. Over a hundred primary and secondary school students and their parents tried out the game and participated in a series of healthy activities. The launch ceremony featured an array of exciting programmes and health activities, including a debut performance by around ten students of the theme song entitled “e+ Move it Up” which was specially composed for “e+ Life” , sports booths of stretching exercise, dodgebee and rope skipping, the “e+ Support Station” for weight and blood pressure measurements as well as blood sugar testing, Chinese medicine health consultation services, and storytelling sessions with interactive story books for children’s health education.



The DH further launched the “10,000 Steps a Day” campaign on “e+ Life” in November 2024. Users could synchronise their step count records with “e+ Life” platform, and integrate the habit of walking 10,000 steps a day into daily life.

Download “e+ Life” now to foster healthy habits!



Partnered with Care Teams to Set Up “e+ Support Stations”
Bringing Health Information to the Communities

To further engage the community and promote “eHealth+” , the HHB has partnered with the District Services and Community Care Teams (Care Teams) under the Home Affairs Department across 18 districts to set up “e+ Support Stations” at various community events, to introduce the features of the eHealth App, including how citizens can use it to manage their own and their family’ s health, and convenience brought about by the new functions. Staff at the “e+ Support Stations” also provided on-site health services, such as weight and blood pressure measurements, blood sugar testing, and Chinese medicine health consultation services. Some community events also featured interactive storytelling sessions, where staff members would lead the children to a reading journey of the eHealth children interactive story book, My Height and Weight Secrets. The storytellers would engage and help the children to discover the mysteries behind their height and weight and to understand the factors influencing their physical development. Additionally, we also arranged briefing sessions and promotional booklets for the Care Teams to support their outreach efforts and promote the App within the local community.





eHealth New Health Challenge Platform — “e+ Life” Promoting Active Lifestyles through the “e+ Go to Park” Game



To encourage the public to cultivate healthy living habits, “e+ Life”, a new health challenge platform, was launched in September 2024 under eHealth. The platform allows eHealth users to participate in various health challenges, track their daily activity levels through connected health-tracking apps, and accumulate health coins. The Health Bureau (HKB), in collaboration with the Education Bureau, the Department of Health (DH), and the Leisure and Cultural Services Department (LCSD), introduced the first health challenge on “e+ Life” - the “e+ Go to Park” game. This challenge encourages students to explore over 200 designated LCSD parks with their parents and friends, search for and capture virtual characters and collectibles in real life, and enjoy physical activity through a gamified experience that promotes mental and physical health.

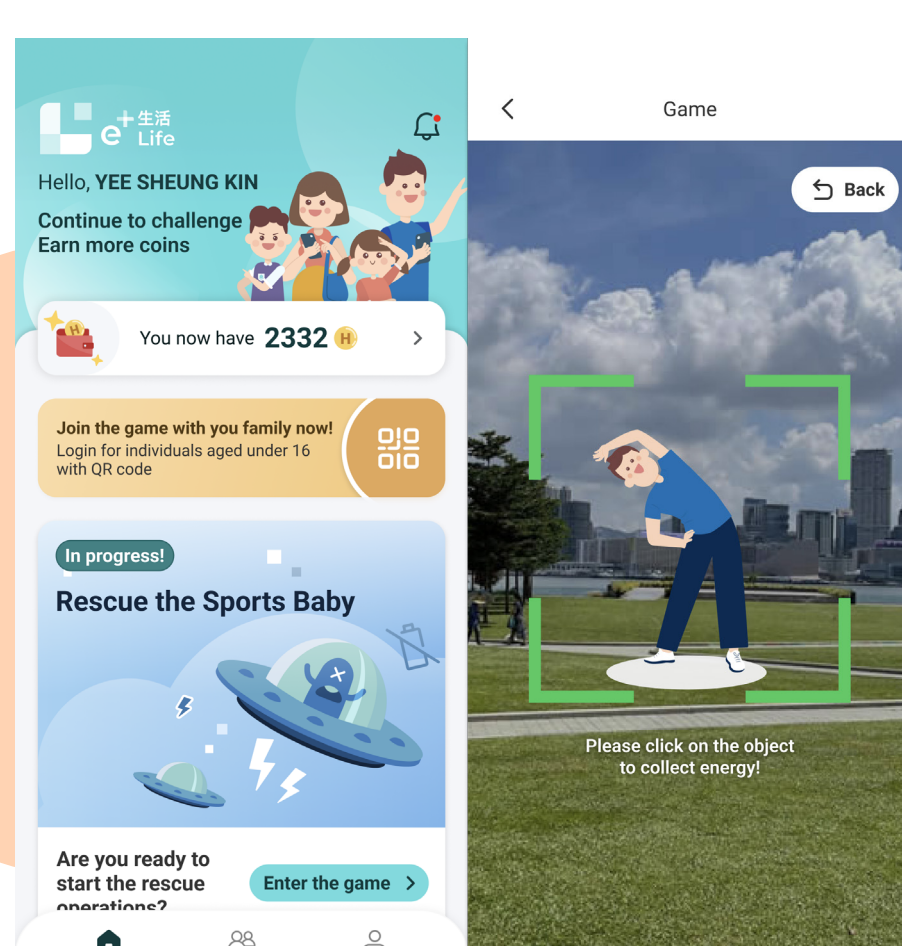
The Salvation Army Ann Wyllie Memorial School is one of the participating school in the health challenge. Principal Mr. Ching Chi Cheung and Primary 5 student Wong Wang Hei have actively participated in the challenge and found “e+ Go to Park” an enjoyable and engaging activity. They believe the challenge would motivate students to exercise more, train their minds, and establish positive values for long-term development.

Insufficient Exercise Among Students: Fun and Social Engagement as Key Motivators

As an experienced educator, Principal Ching observed that students in Hong Kong generally lack sufficient physical activity and the situation has worsened. He said, “According to the World Health Organisation’s recommendation, children and adolescents aged 5–17 should accumulate at least an average of 60 minutes daily of moderate- to vigorous-intensity physical activities across the week (MVPA60). Each Hong Kong student should engage in at least one hour of physical activities of varying intensities on each school day. However, heavy academic workloads or a lack of interest in sports often make this goal difficult to achieve.” In view of this, Principal Ching actively organises activities within the school to encourage students to exercise more. “We’ve added sports equipment like goal posts and hula hoops on the playground to help students discover the fun of exercise. I also initiated morning runs involving teachers, parents, and students, and even joined school basketball competitions myself. These efforts allow students to experience the joy of exercising together, which naturally boosts their motivation to participate,” he shared.



Principal Ching pointed out that fun and social engagement are the key motivators for student exercising. “e+ Go to Park” perfectly meets these two criteria, naturally attracting students to engage in more physical activities. “e+ Go to Park” is a fun characters-capturing game set against the backdrop of rescuing “Sports Babies” from outer space, creatively incorporates augmented reality (AR) technology. Players need to engage in physical activities to replenish enough energies for fuelling the trip back home for the “Sports Babies”. Through this adventurous and challenging process, players not only enjoy the game but also increase their physical activity level without even realising it.



“e+ Go to Park” offers various modes, including individual, family, and school challenges, enabling players to exercise together and foster a sense of community. A leaderboard adds a friendly competitive element, thereby further boosting participation and motivation.

Wong shared that his favourite part of “e+ Go to Park” is the fun of playing with family and friends. He frequently visits parks with his family to engage in activities like table tennis and jogging. The introduction of “e+ Go to Park” has added a new option to their family outings, making their leisure time even more enjoyable.



On 14 September 2024, the HKB hosted the “e+ Go to Park” launch ceremony at The Salvation Army Ann Wyllie Memorial School. Over 100 students and parents tried out the game and participated in various health activities, spending an energetic and fulfilling weekend. Wong expressed that his most memorable impression was from trying the game at the launch ceremony. Reflecting on the launch event, Wong shared, “The game was not only fun but also allowed me to exercise with guests and friends at the event, which I found very enjoyable. It was truly a memorable experience.”



Benefits of Regular Exercise: “e+ Life” Continues to Foster Family Bonding and Growth

Principle Ching opined that regular exercise offers undeniable benefits. From his observations, increasing physical activity level generally reduces the likelihood of students falling ill. Moreover, exercise helps to train their perseverance, and fosters holistic development of their body, mind, and spirit. He considered “e+ Go to Park” an excellent family activity, enabling parents and children to exercise and spend quality time together. Such interactions not only enhance family cohesion but also promote a healthy lifestyle.

‘e+ Life’ not only encourages children to exercise more, but also allows parents to gain deeper understanding of their children’s well-being throughout the process, thereby enhancing parent-child communication and relationships.



Regarding his expectations for the development of “e+ Life”, Principal Ching, as an eHealth App user, praised the mature development of the App in integrating health records. He suggested that “e+ Life” could further introduce relevant features such as recording and analysing users’ weekly physical activity, helping them better understand their exercise habits. Principal Ching also suggested easier at-home health challenges be introduced on “e+Life”, so as to reduce participation barriers and to encourage more family member such as their parents and grandparents to join and adopt healthy lifestyles together.

In November 2024, the DH launched the “10,000 Steps a Day” walking challenge to raise the public awareness about the health benefits of walking and to promote physical activity. This initiative encouraged family members and friends to support one another in integrating the habit of walking 10,000 steps daily into daily life. More health challenges will be introduced on “e+Life” in the future.



【GBA Connection】eHealth Supports Cross-Boundary Medical Collaboration Stepping into a New Era of Cross-Boundary Electronic Health Records

In recent years, the Government has actively promoted cross-boundary medical collaboration. The Chief Executive in his 2023 Policy Address announced the launch of the Elderly Health Care Voucher Greater Bay Area Pilot Scheme (EHCv GBA Pilot Scheme) to enable eligible Hong Kong elderly persons to use healthcare vouchers to pay for outpatient healthcare services provided by designated departments/services of the pilot medical institutions in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA). To facilitate cross-boundary medical collaborations and the provision of more seamless healthcare services for eligible elderly persons, the eHealth App (the App) piloted two new functions in July 2024, namely the “Cross-boundary Health Record” and the “Personal Folder”. Under the principle of “bring your own health records”, the new functions facilitate elderly persons eligible for Elderly Health Care Voucher to use their electronic health records (eHRs) at designated medical institutions outside Hong Kong in a secure manner.

Since the launch of the EHCv GBA Pilot Scheme, the Shenzhen New Frontier United Family Hospital, one of the participating medical institutions, has provided medical services to many Hong Kong citizens. Dr Wang Bufe, Chair of Family Medicine of the hospital, praised the “Cross-boundary Health Record” function in the App, noting that it allows healthcare professionals to view patients’ comprehensive health records and essential information. This significantly improves the diagnosis accuracy and ensures that patients receive the most appropriate treatment in a more effective manner.



Growing Demand on Cross-boundary Medical Care of Hong Kong Citizens New eHealth Functions Facilitate Doctors’ Follow-Up on Patients’ Conditions

Under the principle of “complementarity and mutual benefits, the Government promotes healthcare collaboration in the GBA, with a view to fully leveraging the composite advantages of the three places, and jointly improving the standards and development of different aspects of healthcare in the GBA. With the introduction of various policies, more Hong Kong citizens are seeking medical services in GBA cities. Dr Wang noted that about a quarter of her patients are from Hong Kong. However, many first-time visitors worry about whether doctors could fully understand their health conditions and medical records. “Patients are often concerned about accurately conveying their past health records and current medications by themselves which might affect the doctor’s diagnosis,” she pointed out.

Currently, eHealth users can apply for eHRs deposited in eHealth over the past three years through the “Cross-boundary Health Record” function in the App. Upon verification of users’ authorisation, they will receive a “File QR Code” and a “Password QR Code” on their eHealth App. During users’ consultation at medical institutions outside Hong Kong that are specified and certified by the Health Bureau, relevant healthcare professionals can access and view the eHRs by scanning the two QR codes presented by the users. Additionally, the “Personal Folder” function of the App allows users to deposit personal medical records obtained from various sources, including those obtained during consultations received in medical institutions outside Hong Kong. These records can be centrally deposited in the eHealth and easily used by users, including allowing authorised healthcare providers in Hong Kong to access these records through the eHealth system during follow-up care.



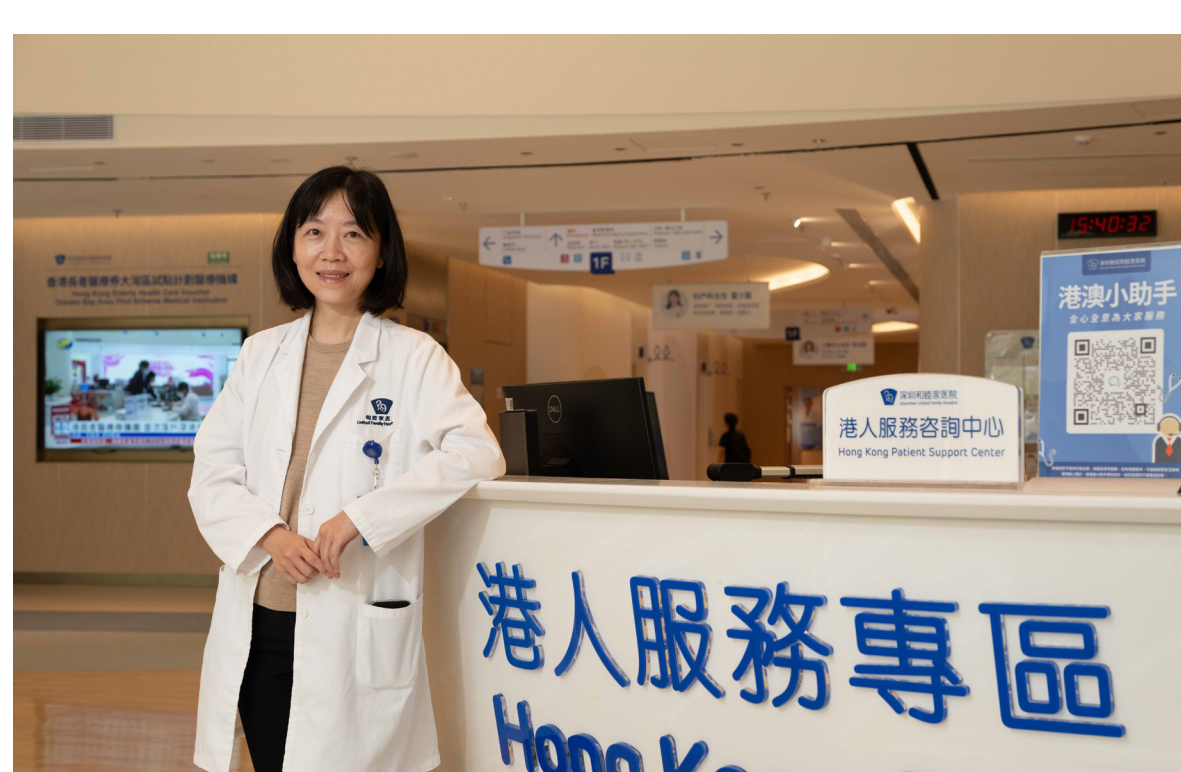
“When cross-boundary medical collaboration was less prominent in the past, even if a patient discovered an allergic reaction to a medication while receiving treatment in Hong Kong, the same medication might unknowingly be prescribed again by doctors outside Hong Kong. Not only did this fail to bring any benefit to patients, it also resulted in wastage of healthcare resources and missed/delayed treatments.”

The new function facilitates healthcare providers in GBA in viewing patients’ past medical records in Hong Kong, which improves the accuracy of diagnoses and treatments. This ensures effective use of medical resources and allows patients to receive more comprehensive care when seeking cross-boundary medical services.

A Win-Win-Win for Patients, Healthcare Professionals, and Medical Institutions

Dr Wang emphasised that given the common use of the App nowadays, many Hong Kong patients would apply for their “Cross-boundary Health Record” before consultation, to enable her to access their comprehensive and detailed medical records, including diagnosis, procedures and clinical summaries. This helps her make the most appropriate medical decisions.

“A breast cancer survivor from Hong Kong sought a follow-up examination to assess her current health conditions. If recurrence signs are detected, early intervention can be initiated to prevent the situation from worsening. Since cancer involves complex conditions, even after recovery, factors like patient’s conditions, diagnostic records and treatments history might influence current follow-ups. With the ‘Cross-boundary Health Record’ function, I was able to access the patient’s previous medical records and reports, enabling me to make more accurate and timely follow-up care.”



In addition to doctors from designated medical institutions being able to view patients’ medical records through the “Cross-boundary Health Record” function, patients can also deposit investigation reports, diagnostic records, and medication records obtained during consultations received in medical institutions outside Hong Kong through the “Personal Folder” function. Dr Wang believed that this function allows patients to systematically manage their medical records, and enables Hong Kong doctors to quickly understand their health conditions and provide efficient and suitable follow-up care, thereby facilitating seamless integration of healthcare journey across the two regions.

Dr Wang pointed out that the App offers considerable convenience for Hong Kong citizens seeking cross-boundary medical care. She encouraged Hong Kong citizens to use the App early and make good use of its different functions to take a more holistic approach of healthy living. She also reminded patients planning to visit designated medical institutions to apply for relevant health records at least 24 hours before their consultations, as the system requires time to verify user’s authorisation.

As cross-boundary medical collaboration continues to grow, Dr Wang expressed gratitude for the trust placed in GBA medical institutions, and recognition of their service quality. She hoped the App will continue to develop cross-boundary eHRs so as to further improve cross-boundary medical connectivity and to benefit more patients.

