

Electronic Health System

Sharing Consent

Healthcare providers (HCPs)¹ can access your medical records in the Electronic Health System (eHealth) only with your sharing consent. You can give your sharing consents to any HCPs² at any time.

How to give sharing consent to an HCP?



Via Online Registration³



eHealth App



Smart ID Card



Access Key



Consent Form

How To Use The Access Key?

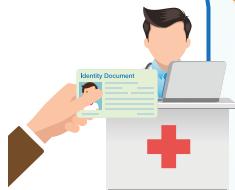
Upon successful registration with eHealth, you will receive an 8-digit Access Key through your selected communication means (SMS/ Email/ Post).

Provide your Access Key to manage your sharing consent⁴ after identity authentication:

A

In Person

Approach frontend staff when receiving healthcare at an HCP



B

By Phone

Call the HCP providing healthcare to you



C

By 24-hour Interactive Voice Response System (IVRS)

Dial 3467 6300



What If I Have Lost My Access Key?



Access Key may be regenerated via:

- 24-hour IVRS (3467 6300)
- the HCP providing healthcare to you
- eHealth App



¹ Refer to eHealth participating healthcare providing organisations in the public and private sectors (e.g. hospitals, clinics, social welfare organisations, elderly homes etc.)

² Sharing consent to the Department of Health, Hospital Authority, the Primary Healthcare Commission (PHCC), and healthcare facilities managed or controlled by the Government, the HA, or an HA subsidiary (Government and HA Facilities) is taken to be given when joining eHealth

³ You can give sharing consent to up to three participating HCP (except DH, HA, PHCC, and Government and HA Facilities) when registering with eHealth online.

⁴ Include giving or revoking a sharing consent of an HCP