

**Electronic Health System (eHealth)
Healthcare Provider (“HCP”)
Withdrawal Request Form**

PART 1 - Healthcare Provider (HCP) Information			
HCP Number*			
Name of Business / Corporation*	(English)		
	(Chinese)		

PART 2 – Reason for Withdrawal (Note: We may contact you for further information or supporting documents)
Please indicate reason(s) for withdrawing from eHealth and <u>provide details</u> in the space provided ☐ Closure of business / corporation: _____ (e.g. retirement of doctor) ☐ Re-structuring of business / corporation: _____ (e.g. merger with another organisation) ☐ Change in service nature: _____ ☐ Business decision: _____ ☐ Others: (Please specify) _____ _____

PART 3 – Feedback / Suggestions on eHealth

PART 4 – Particulars and Declaration of Authorised Person			
By signing this form, I declare that - (a) I have the lawful authority from the HCP to submit the request to withdraw registration from eHealth. (b) All information given to support this request is true and correct to the best of my knowledge. (c) I have read and understood the "Personal Information Collection Statement".			
Title (Mr/ Mrs/ Ms/ Dr)	Name (English)	Name (Chinese)	Post Title
Signature of Authorised Person		Contact Phone Number (852)	
		Date	

*Name and number of HCP can be found on the eHealth HCP register <https://hcpr.ehealth.gov.hk>

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Points to note for HCP:

- 1) A registered HCP may request that a registration of the HCP be withdrawn from eHealth. HCP should complete and return the "HCP Withdrawal Request Form" and provide supporting documents (if applicable) to the Electronic Health Record Registration Office ("RO") by postal mail, fax or email.

Electronic Health Record Registration Office
Unit 1102, 11/F, Harbourside HQ
8 Lam Chak Street, Kowloon Bay, Hong Kong

Fax: 3467 6099
Email: ehr@ehealth.gov.hk
Hotline: 3467 6230

- 2) Upon receiving the completed withdrawal request form, the processing time for the withdrawal request will be:
- Non-Public-Private Partnership Programme ("PPP") participant: 7 days
 - For PPP participant: 90 days
- 3) After the request is granted, the HCP will be notified in writing of the date on which the request is granted. The withdrawal takes effect on that date.
- 4) By withdrawing from eHealth, HCP should take note that
- a. Access by the HCP to eHealth will not be allowed once the withdrawal takes effect.
 - b. All user accounts under the HCP and sharing consents given by healthcare recipients ("HCR") to the HCP will cease to have effect once the withdrawal takes effect.
 - c. All users of the HCP in eHealth will receive notification messages that their access rights to eHealth at the HCP are terminated.
 - d. Information of the HCP and all its healthcare service locations will be removed from the eHealth HCP register.
 - e. HCR data already shared to eHealth by the HCP before its withdrawal will remain available in eHealth for viewing and use by authorised parties.
- 5) If the HCP would like to re-register to eHealth after withdrawal, submission of the duly completed HCP registration form and the necessary supporting documents for the consideration of the RO is required. An HCP that has withdrawn from eHealth needs to go through the established registration procedures again before it can be re-registered, if considered in order by the RO.
- 6) **Checklist for HCP Withdrawal from eHealth**
- ☐ HCP must properly discard the Encapsulated Linkage Security Application ("ELSA") installation disc, uninstall ELSA and eHealth Secure Connect from the workstations (if applicable).
 - ☐ HCP must return all smart card readers to the RO within two weeks from the effective date of the withdrawal.
 - ☐ HCP must remove eHealth labels(s) from all healthcare service locations on the date the withdrawal takes effect or as soon as practicable and must no longer claim that it is registered with eHealth.
 - ☐ HCP must properly discard hard copies of HCRs' consent forms and supporting documents such as photocopies of identity documents/ relationship proof. The RO will contact the HCP for disposal of the forms and supporting documents related to eHealth.
- 7) Please note that approval of the HCP's withdrawal request is without prejudice to any complaint, claim or criminal investigation against the HCP in relation to the use of eHealth and/or under the Electronic Health System Ordinance (Cap. 625) ("eHealth Ordinance"). Withdrawal from eHealth does not absolve the HCP's responsibility or liability arising from its agreement(s), if any, with the Government or the eHR HK Limited, or contravention against the code of practice issued by the Commissioner for the Electronic Health Record or the eHealth Ordinance.
- 8) You may be requested to submit additional or missing information if required. If you fail to provide the information requested within 60 days, your request will be deemed unsuccessful and all related documents regarding the request shall be disposed of without further notice.

