Guide for eHealth Healthcare Recipient

醫健通
eHealth
香港特別行政區政府 HKSARGOVT

Deliver higher-quality healthcare services for you,
building a comprehensive personal electronic health record

Scan for Registration

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Getting to Know eHealth

Electronic Health System (eHealth)

- Launched by the Government in March 2016, eHealth is a territory-wide and patient-centric electronic platform that enables healthcare providers (HCPs) in the public and private sectors, to deposit and, upon authorisation, view citizen's electronic health records (eHRs).
- Starting in 2024, eHealth gradually transform from a health record sharing system into a comprehensive healthcare information infrastructure that integrates multiple functions of healthcare data sharing, service support and care journey management.

Benefits of Joining eHealth

Building up lifelong and more comprehensive health records for your healthcare

Receiving more timely and accurate diagnosis and treatment

Providing more efficient and quality-assured healthcare services

Reducing potential errors associated with paper records

Key Principles

Patient-centric care
eHealth aims to build a lifelong, comprehensive and individualised eHR profile for each and every participating patient, capturing essential health data that is readily available and easily accessible by the patient in need and his/her HCPs to support the delivery of patient-centric care.

Voluntary participation
A patient can freely choose to participate in eHealth by giving express and informed consent to have his/her eHRs[1] shared with private HCPs of his/her choice; and can revoke the consent at any time. Similarly, only HCPs who participate in and comply with the requirements for eHR sharing can deposit and access eHR data.

Pre-defined sharable scope
Only data falling within the pre-defined eHR scope can be shared through the eHealth platform; individual HCPs also may view patients' eHRs only with their authorisation for the provision of healthcare services.

"Patient-under-care" and "need-to-know"
Only HCPs providing healthcare services to a patient and with the need to know his/her health data for such purpose may access the patient's health data with his/her consent and knowledge.

Data privacy and system security
We have put in place a number of protection measures, including predefined access rights of different levels set in accordance with individual healthcare professionals' (HCProfs) clinical needs or roles, issuance of access notification to patients, etc. Privacy Impact Assessments and Security Risk Assessments and Audits are also conducted by us routinely.

[1] Sharing consent to the Department of Health (DH), Hospital Authority (HA), 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

Scope of Sharable Data

The scope of sharable data[1] in eHealth covers 11 types of eHRs. Only data within sharable scope will be shared on eHealth.

Personal Identification and Demographic Data

Allergies and Adverse Drug Reactions

Diagnosis, Procedures and Medication

Encounters / Appointments

Clinical Note / Summary

Birth and Immunisation Records

Laboratory and Radiology Reports

Other Investigation Reports

Healthcare Referrals

Observation (e.g. blood pressure and blood sugar records) and Lifestyle Records (e.g. smoking and drinking habit)

Medical Certificate

The Latest Scope of Sharable Data

[1] Please refer to the eHealth website for the latest scope of sharable data

eHealth App

A user-centric public health hub with one-stop access to health information anytime and anywhere to take charge of your and your family's health.

- Manage eHealth accounts (e.g. give or revoke sharing consents, and update communication means)
- View parts of the eHRs in eHealth (e.g. medications, allergies, vaccine records, laboratory record, radiology records etc.)
- Appointment booking for public and private HCPs and viewing appointment records
- View details of your healthcare programmes, including the Elderly Healthcare Voucher balance and transaction history, as well as service quotas of other PPP Programmes
- Manage personal health including inputting and viewing records of blood pressure, blood glucose, weight, waist circumference, hip circumference as well as waist-to-hip ratio
- Add family members and view their health records

  Parents can also register eHealth for children under 16 in one go
- Share your health records with medical institutions outside Hong Kong that are specified and certified by the Health Bureau
- Deposit medical records including those obtained outside Hong Kong

The eHealth App will be continuously optimised. For the latest features of the eHealth App, please visit the eHealth thematic website for details.

Download eHealth App

eHealth Thematic Website

How to Join eHealth?

Aged 16 or Above

All holders of valid and eligible identity documents can join eHealth by giving a joining consent.
Please read the "Participant Information Notice" and "Personal Information Collection Statement" before registration.

Eligible Identity Documents

Participant Information Notice

Personal Information Collection

Eligible Substitute Decision Maker (SDM) for HCR Under 16

You can register for a child aged under 16 as his/ her SDM if you are:
(a) the person's parent;
(b) the person's guardian[1];
(c) a person appointed by court to manage the person's affairs;
(d) if there is no one in (a)-(c), the person's family member or a person residing with him/ her;
(e) if there is no one in (a)-(d), the prescribed HCP who provides or is about to provide healthcare to him/ her.

Eligible SDM for HCR Aged 16 or above and is Incapable of Giving the Person's Own Consent

You can register for a person aged 16 or above who is incapable of giving his/ her own consent as the person's SDM if you are:
(a) the person's guardian[2] appointed under Mental Health Ordinance;
(b) the Director of Social Welfare or any other person as guardian under the Mental Health Ordinance (Cap. 136) (MHO)[3];
(c) a person appointed by court to manage the person's affairs;
(d) if there is no one in (a)-(c), the person's family member; or a person residing with him/her;
(e) if there is no one in (a)-(d), the prescribed HCP who provides or is about to provide healthcare to him/her.

[1] Appointed under or acting by virtue of the Guardianship of Minors Ordinance (Cap. 13) or appointed by court.
[2] Appointed under the Mental Health Ordinance (Cap. 136).
[3] Appointed under sections 44A(1)(i), 44B(2A) or 59T(1), or 44B(2B) or 59T(2) of the Mental Health Ordinance (Cap. 136).

Registration method

eHealth App

Applicable only to persons aged 16 or above for self-registration: Use the Hospital Authority (HA) mobile application "HA Go" or the "iAM Smart" mobile application to provide information for eHealth registration.

Applicable only for the parents register for the children aged below 16:

1. Parents log in to the eHealth App, go to "My Family" page and select "Register Now"
2. Submit application through scanning your children's Hong Kong Birth Certificate
3. Once the registration is completed, your children will be added as your family member

Thematic Website

Registration Details

Online Submission

1 Submit Online Form

Online Application Form

- Applicant or SDM (if applicable) can complete and submit online form at the eHealth website.

2 Identity Verification

Details on Identity Verification

- Applicant or SDM (if applicable) bring the identification document to a service points for identity verification.
- Service Points:
  1. eHealth Registration Centres of HA, DH
  2. eHealth Mobile Registration Teams
  3. Private HCPs providing healthcare to you
  4. Electronic Health Record Registration Office (eHR RO)
  5. Designated post offices
  6. District Health Centre
- Applicants aged 16 or above may also indicate in the relevant section of the online form that they authorise another person (the authorised person must provide their identity document and a copy of your identity document) to verify your identity.

In Person

- Applicant and the SDM (if applicable) bring the identification document to a service point for eHealth registration and identity verification in person.

Register In-person and Service Points

In Writing

1 Submit Application

Registration Consent Form

- Applicant or SDM (if applicable) to complete the Registration Consent Form (available at the eHealth website) and submit to the eHR RO by one of the following channels:
  - Fax (3467 6099)
  - Post (Address: Electronic Health Record Registration Office Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)

2 Identity Verification

Details on Identity Verification

- Bring the identity document of applicant or SDM (if applicable) to the eHealth service points for identity verification.

Successful Registration

- Applicant or SDM (if applicable) will receive a notification with an 8-digit Access Key for managing sharing consent via your selected communication means (SMS / email / postal mail).
- After successful registration, the applicant's eHR, which falls within eHealth sharable scope, will generally be deposited in eHealth after approximately 30 minutes.

Giving Sharing Consent to HCPs

HCPs can access your medical records in eHealth only with your sharing consent[1]. You can manage your sharing consents (including give or revoke a sharing consent) to any HCPs at any time.

How to Manage Sharing Consent?

Details in eHealth Website

[1] After joining eHealth, you are taken to have given sharing consent to DH, HA, PHCC, and Government and HA Facilities

[2] This method is also applicable when sharing consent is given by a SDM(i.e., the healthcare recipient's parents, family members, or residing person)

Frequently Asked Question

How to Access and Correct Personal Data in eHealth?

According to the Personal Data (Privacy) Ordinance (Cap. 486), you have the right of access and make a request for correction of the personal data in eHealth.

Access of the Personal Data in eHealth[1]

DAR Form

Details of Getting a Copy of eHR

To apply, complete the Data Access Request (DAR) Form (available at the eHealth website) and submit to the eHR RO by one of the following channels:

- Fax (3467 6099)
- Post (Address: Electronic Health Record Registration Office Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong
- In-Person (Address as above)
- eHealth App

Different formats (USB thumb drive, DVD or paper printing) of DAR reports are available for selection. Please specify in the DAR form.

Correction of the Personal Data in eHealth[2]

DCR Form

Details of Correcting an eHR

If you wish to make a Data Correction Request (DCR) of your eHealth records, you can:

- Approach the HCP who has provided the record to eHealth for a correction under the concerned HCP's record management procedures;
- Complete the DCR2 and submit it by fax, mail, or in person to the eHR RO (fax and address as above). eHR RO will forward your request to the respective HCP for follow-up

[1] A non-excessive fee will be charged for handling your DAR
[2] Please submit a DAR and obtain the DAR Report before submitting a DCR

How Can I Find eHealth HCPs?

Based on the eHealth Logo Displayed by HCPs at Healthcare Service Locations

eHealth+ Connectivity Accreditation Scheme recognises HCPs that have met technical standards to deposit eHRs into citizens' personal eHealth accounts. Based on different levels of accreditations marks and the special accreditation marks, citizens can select suitable HCPs to ensure their medical records are deposited in their personal eHealth accounts.

eHealth+ Connectivity Accreditation Scheme

eHealth Website

Search the participating HCPs on eHealth website

eHealth Website

"Doctor Search" Function in eHealth App

Search the participating HCPs by using the "Doctor Search" function in eHealth App

"Doctor Search" Function

How to Withdraw My eHealth Registration?

You can withdraw from eHealth at any time. Once effective, you will receive a confirmation notification via your selected communication means (SMS / email / postal mail).

In Person

- Applicant or SDM (if applicable) shall go in person to the following location with their identification documents to complete the process.
- Locations:
  1. eHealth Registration Centres of HA and DH
  2. eHealth Registration Centres of private HCPs providing healthcare to you
  3. eHR RO

In Writing

Complete and submit the Withdrawal Consent Form (available at the eHealth website) to the eHR RO by one of the following channels:

- Fax (3467 6099)
- Post (Address: Electronic Health Record Registration Office Unit 1102, 11/F, Harbourside HQ, 8 Lam Chak Street, Kowloon Bay, Hong Kong)

How to Withdraw

The contents of this booklet will be updated from time to time in accordance with announcements made by the Electronic Health Record Office. In the event of any discrepancies between the printed and online versions of this booklet, the latest version uploaded to the eHealth website (www.ehealth.gov.hk) shall prevail.

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