

政府總部
公務員事務局
香港添馬添美道2號
政府總部西翼



**CIVIL SERVICE BUREAU
GOVERNMENT SECRETARIAT**
WEST WING
CENTRAL GOVERNMENT OFFICES
2 TIM MEI AVENUE, TAMAR
HONG KONG

本函檔號 Our Ref.: LM to PC700/000/7 Pt.22

來函檔號 Your Ref.:

電話號碼 Tel. No.: 2810 3083

傳真號碼 Fax No.: 2501 0749

電郵地址 E-mail Address: csbts@csb.gov.hk

網址 Homepage Address: <http://www.csb.gov.hk>

20 July 2023

Mr William CHIU See-wai, President
Hong Kong Former Immigration Service Staff Association
P.O. Box No. 5853
General Post Office
2 Connaught Place
Central
Hong Kong

Dear Mr CHIU,

Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons

I write to inform you that the Government will soon launch the Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons (the Pilot Scheme), under which some civil service eligible persons (CSEPs) will be arranged to receive dental scaling services from private dental clinics.

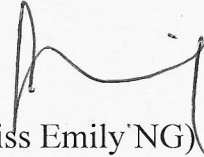
In order to explore the provision of fringe benefits by new and up-to-date service delivery modes, and to prevent the further lengthening of waiting time for dental services due to manpower shortage, the Government has identified the dental benefits of CSEPs as the trial area, where some CSEPs will be arranged to receive an one-off free dental scaling from private dental clinics under the Pilot Scheme. The Pilot Scheme is expected to help shorten the waiting time for government dental services for CSEPs. Those participating in the Pilot Scheme can receive dental scaling services at a time earlier than their original appointments at Government Dental Clinics, and the consultation time slots thus freed up can be allocated to others for recall appointments or new consultations.

The Pilot Scheme will cover a service period from 1 August 2023 to 31 January 2025, lasting for 18 months. The Department of Health will invite over 140 000 CSEPs with no history of serious oral diseases and with scheduled routine dental check-ups in or after January 2024 to participate in the Pilot

____ Scheme. We have informed CSEPs of the relevant details of the Pilot Scheme through bureaux/departments vide our memo dated 20 July 2023, a copy of which is attached for your information.

It would be most helpful if your Association could help disseminate the above information to your members. If you have any enquiries on the above, you are welcome to contact us at 2810 3079 or 2810 3082.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Emily NG', written in a cursive style.

(Miss Emily NG)
for Secretary for the Civil Service

MEMO

<i>From</i>	Secretary for the Civil Service	<i>To</i>	Permanent Secretaries Heads of Departments
<i>Ref.</i>	(7) in LM to PC700/000/7 Pt.22	<i>(Attn.:)</i>	Departmental Secretaries)
<i>Tel. No.</i>	2810 3083	<i>Your Ref.</i>	in
<i>Fax. No.</i>	2501 0749	<i>Dated</i>	
<i>Email</i>	csbcos@csb.gov.hk	<i>Fax. No.</i>	
<i>Date</i>	20 July 2023	<i>Total Pages</i>	5

Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons

The Government will soon launch the Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons (the Pilot Scheme), under which some civil service eligible persons (CSEPs) will be arranged to receive dental scaling services from private dental clinics (PDCs). Please bring this memo to the attention of all staff in your department who are eligible for civil service dental benefits.

Purposes of the Pilot Scheme

2. In order to explore the provision of fringe benefits by new and up-to-date service delivery modes, and to prevent the further lengthening of waiting time for dental services due to manpower shortage, the Government has identified the dental benefits of CSEPs as the trial area, where some CSEPs will be arranged to receive an one-off free dental scaling from PDCs.
3. On the whole, we expect that the Pilot Scheme will help shorten the waiting time for government dental services for CSEPs. Those participating in the Pilot Scheme can receive dental scaling services at a time earlier than their original appointments at Government Dental Clinics (GDCs), and the consultation time slots thus freed up can be allocated to others for recall appointments or new consultations.

Operational Arrangement of the Pilot Scheme

4. The Pilot Scheme will cover a service period from 1 August 2023 to 31 January 2025, lasting for 18 months. The Department of Health (DH) will invite over 140 000 CSEPs with no history of serious oral diseases and with scheduled routine dental check-ups in or after January 2024 to participate in the Pilot Scheme. **Starting from late July 2023, DH will invite eligible persons in batches through SMS (according to the order of their appointments at the GDCs) to participate in the Pilot Scheme. The invitation SMS, sent under the name of "HKDH", will be issued to the invited persons about six months before the dates of their original**

recall appointments. If the invited persons agree to participate in the Pilot Scheme, they have to call one of the designated PDCs under the Pilot Scheme to make an appointment for dental scaling services within one month upon receipt of the SMS notification. To ensure proper utilisation of the dental scaling service quotas, the participants are required to complete the dental scaling within three months from the date when they first received the SMS notification.

5. Participation in the Pilot Scheme is voluntary. **If the invited persons decide not to participate in the Pilot Scheme, they do not need to reply to the SMS from DH and can attend the recall appointments at the respective GDCs as originally scheduled.** For those persons holding scheduled appointments for routine dental check-ups but have not received any SMS invitations from DH before the appointments, it means that they have not been invited to participate in the Pilot Scheme. They should attend the recall appointments at the respective GDCs as originally scheduled. The flow charts of making and changing/cancelling an appointment for dental scaling services under the Pilot Scheme are set out at **Annex**.

6. The original appointments of the invited persons at GDCs will be cancelled automatically after they have successfully made appointments for dental scaling services at PDCs. As such, for those who have successfully made appointments for dental scaling services under the Pilot Scheme but subsequently cancel the appointments for whatever reason, and eventually have not received the dental scaling services within the specified period, they will have to contact the respective GDCs which they have been visiting to queue for the next recall appointments afresh.

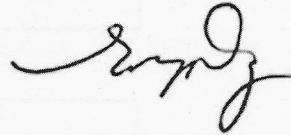
7. If the PDCs participating in the Pilot Scheme identify any dental problems of the participants during the dental scaling procedure, they will record the problem(s) in a designated computer system for follow-up by DH. All participants in the Pilot Scheme will receive an SMS from DH on the following day upon completion of dental scaling at PDCs, notifying them of the next recall appointments at GDCs and inviting them to fill in a service opinion questionnaire. The questionnaire will not collect any personal information, and all views and information collected will only serve the purpose of reviewing the Pilot Scheme.

Enquiries

8. For details about the Pilot Scheme, including **the list of clinics providing dental scaling services under the Pilot Scheme and their contact means**, please visit **DH website** at www.dh.gov.hk/english/main/main_ds/main_psd.html (available from noon of 24 July 2023) or call 3952 7700 for pre-recorded introduction. For enquiries, please contact DH via:

Telephone: 2892 1033 (for general enquiry)
2892 1044 (for enquiry on verification code)
Email: pdsuser@dh.gov.hk (for general enquiry)
pdsvcode@dh.gov.hk (for enquiry on verification code)

9. Enquiries concerning this memo should be addressed to Departmental Secretaries in the first instance. If Departmental Secretaries themselves are in doubt, they may contact Senior Executive Officer (Conditions of Service)1 (tel. no: 2810 3082) or Executive Officer (Conditions of Service)1 (tel. no: 2810 3079) of this Bureau.



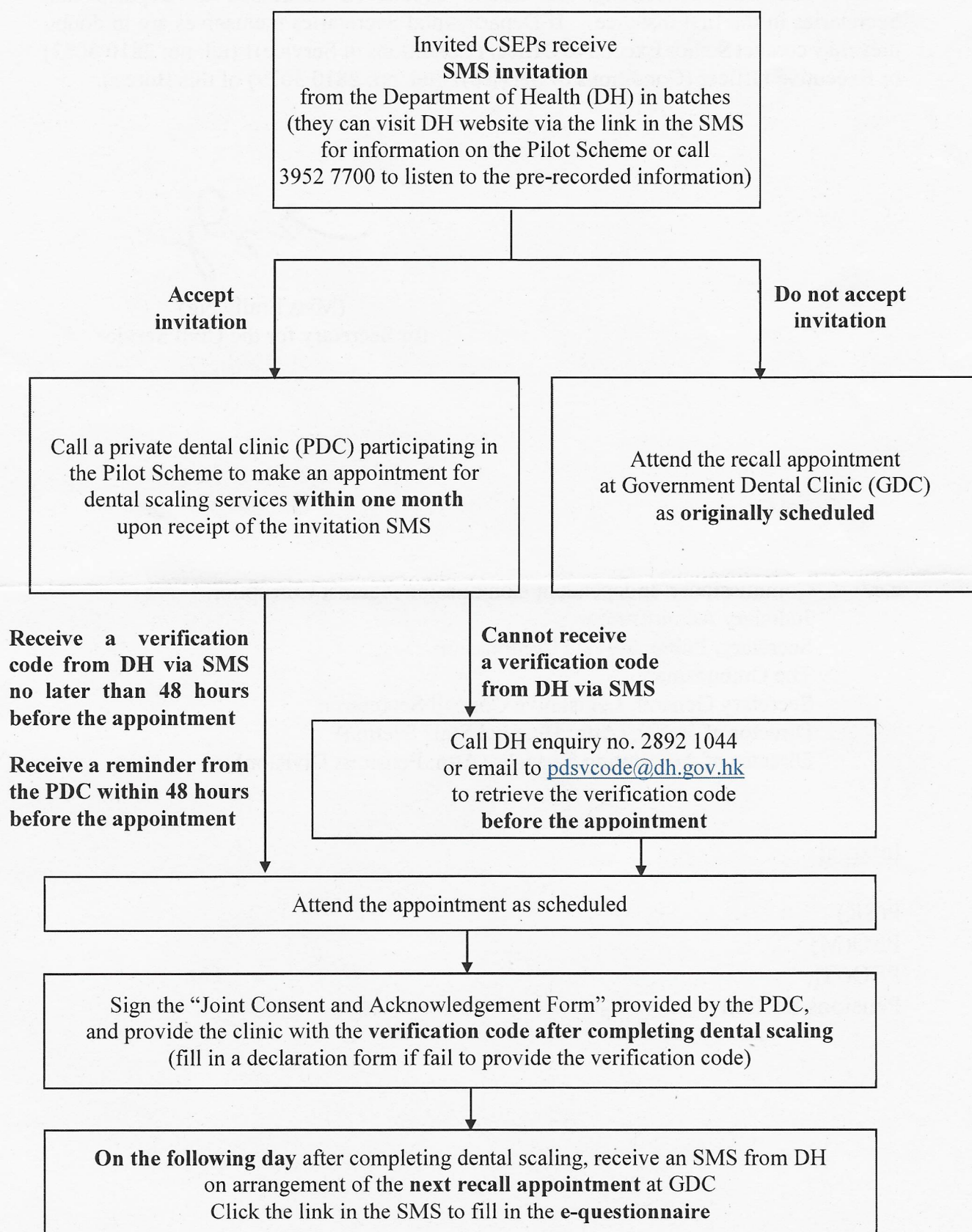
(Miss Emily Ng)
for Secretary for the Civil Service

c.c. Commissioner, Independent Commission Against Corruption
Judiciary Administrator
Secretary, Public Service Commission
The Ombudsman
Secretary General, Legislative Council Secretariat
Director of Health (Attn: Hospital Staff Section)
Director of Accounting Services (Attn: Pensions Division)

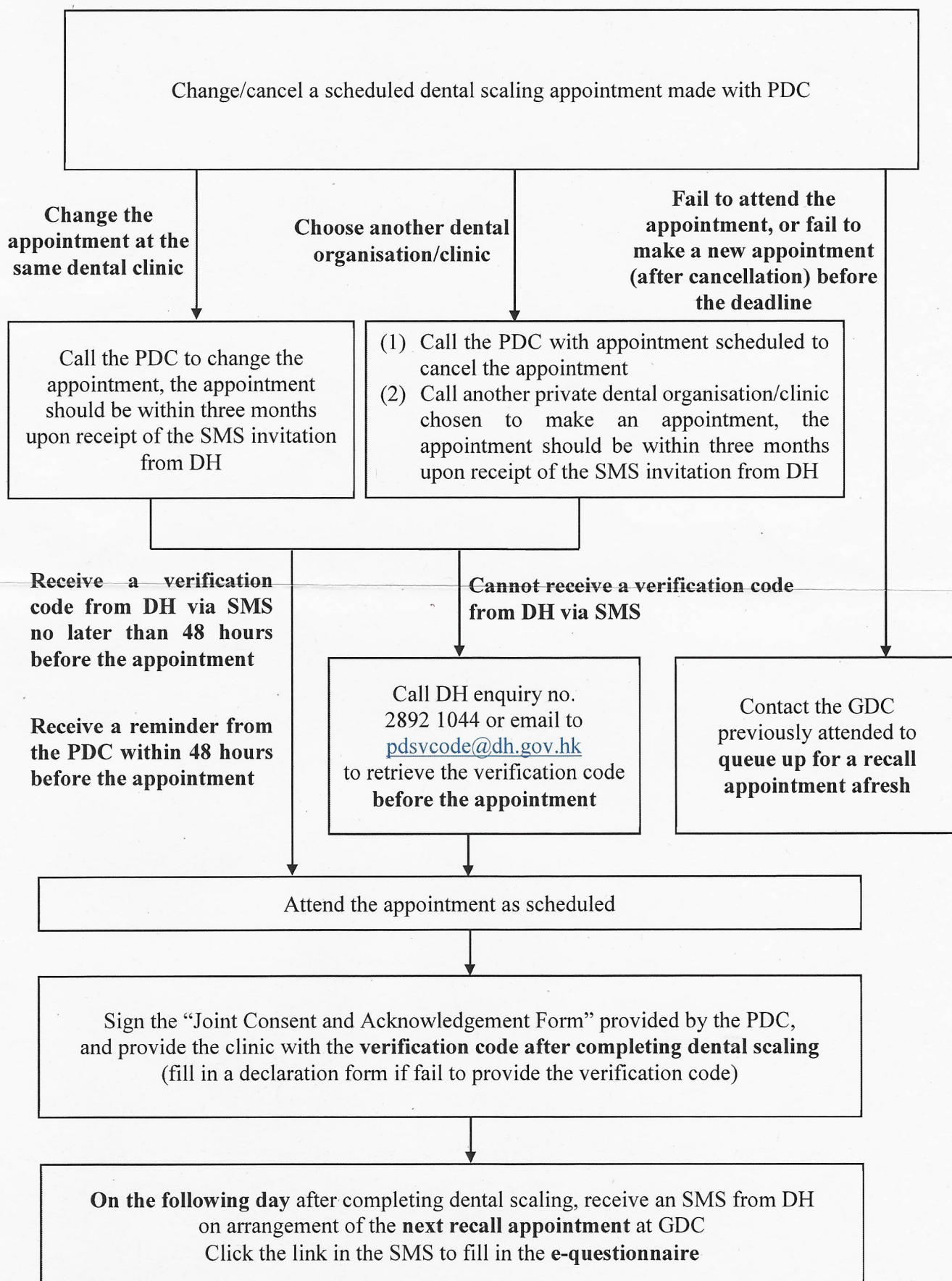
Internal

P(SR)
PEO(M)
PEO(G)
Pensions Section

Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons (CSEPs)
Flow Chart of Making an Appointment for Dental Scaling Services



Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons (CSEPs)
Flow Chart of Changing/Cancelling an Appointment for Dental Scaling Service



政府總部
公務員事務局
香港添馬添美道2號
政府總部西翼



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GOVERNMENT SECRETARIAT
WEST WING
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電郵地址 E-mail Address: csbts@csb.gov.hk

網址 Homepage Address: <http://www.csb.gov.hk>

香港中環
康樂廣場2號
中環郵政總局郵箱5853號
香港前入境處職員協會會長
趙士偉先生

趙先生：

公務員及合資格人士牙科服務（洗牙）先導計劃

謹此通知貴會，政府即將推出公務員及合資格人士牙科服務（洗牙）先導計劃（先導計劃），安排部分公務員及合資格人士到私營牙科診所接受洗牙服務。

為探討以更切合時宜的新形式提供附帶福利，以及為避免牙科服務的輪候時間受人手減少影響而進一步延長，政府會以公務員及合資格人士的牙科福利作為試點，透過先導計劃安排部分公務員及合資格人士到私營牙科診所接受一次性免費洗牙服務。先導計劃預期有助縮短公務員及合資格人士輪候政府牙科服務的時間。參與先導計劃的人士，可早於其原先在政府牙科診所的約期接受洗牙服務，相應騰出的應診時段可調配給其他就診人士作覆診或牙科新症之用。

先導計劃的服務期由二零二三年八月一日起至二零二五年一月三十一日止，為期18個月。衛生署將會邀請超過14萬名無嚴重口腔病史，以及其牙科定期檢查預約日期為二零二四年一月或之後的公務員及合資格人士參與先導計劃。本局已於二零二三年七月二十日發出便箋，透過各局／部門把有關先導計劃的運作安排通知公務員及合資格人士。隨函附上有關便箋，以供參閱。

希望貴會把以上資料通知會員。如貴會對上述安排有任何疑問，歡迎致電2810 3079或2810 3082與本局聯絡。

公務員事務局局長

(伍慧貞



代行)

二零二三年七月二十日

便箋

發文人：公務員事務局局長
檔 號：(7) in LM to PC700/000/7 Pt.22
電 話：2810 3083
傳 真：2501 0749
電 郵：csbcos@csb.gov.hk
日 期：二零二三年七月二十日

受文人：各常任秘書長、各部門首長
(經辦人：部門主任秘書)
來文檔號：
日 期：
傳 真：
總頁數：5

公務員及合資格人士牙科服務（洗牙）先導計劃

政府即將推出公務員及合資格人士牙科服務（洗牙）先導計劃（先導計劃），安排部分公務員及合資格人士到私營牙科診所接受洗牙服務。請將本便箋內容告知部門內所有合資格享用公務員牙科福利的人員。

先導計劃的目的

- 為探討以更切合時宜的新形式提供附帶福利，以及為避免牙科服務的輪候時間受人手減少影響而進一步延長，政府會以公務員及合資格人士的牙科福利作為試點，安排部分公務員及合資格人士到私營牙科診所接受一次性免費洗牙服務。
- 整體而言，我們預期推行先導計劃將有助縮短公務員及合資格人士輪候政府牙科服務的時間。參與先導計劃的人士，可早於其原先在政府牙科診所的約期接受洗牙服務，相應騰出的應診時段可調配給其他就診人士作覆診或牙科新症之用。

先導計劃的運作安排

- 先導計劃的服務期由 2023 年 8 月 1 日起至 2025 年 1 月 31 日止，為期 18 個月。衛生署將會邀請超過 14 萬名無嚴重口腔病史，以及其牙科定期檢查預約日期為 2024 年 1 月或之後的公務員及合資格人士參與先導計劃。由 2023 年 7 月下旬開始，衛生署將會根據合資格人士在所屬政府牙科診所約期的先後次序，於其原有定期檢查日期前約六個月，分批以「HKDH」名稱發出的電話短訊邀請合資格人士參與先導計劃。獲邀人士如同意參與先導計劃，需於收到通知後的一個月內致電先導計劃下的指定私營牙科診所預約洗牙服務，並於收到通知起計三個月內完成洗牙，以確保洗牙服務的名額得以善用。

5. 參與先導計劃屬自願性質。如獲邀人士決定不參與先導計劃，毋須回覆衛生署的電話短訊，可按原定約期到所屬的政府牙科診所定期檢查。若已獲安排牙科定期檢查約期的人士於約期前未有收到衛生署的電話邀請短訊，即表示有關人士未獲邀請參與先導計劃，他們應按原定約期到所屬的政府牙科診所定期檢查。有關預約先導計劃下的洗牙服務和更改／取消預約洗牙服務流程圖載於附件。

6. 獲邀人士在政府牙科診所的原有定期檢查約期會在他們成功預約私營牙科診所的洗牙服務後自動取消，故此一旦成功預約先導計劃下的洗牙服務，但最終因任何原因取消預約而又未有於指定限期內接受洗牙服務的人士，需自行聯絡所屬的政府牙科診所重新輪候下一次的定期檢查約期。

7. 參與先導計劃的私營牙科診所如在洗牙過程中發現參與先導計劃人士有牙齒問題，會透過指定的電腦系統紀錄情況，以便衛生署作出跟進。所有參與先導計劃人士在私營牙科診所完成洗牙服務後翌日會收到衛生署的電話短訊，通知下一次於政府牙科診所的定期檢查安排及邀請填交服務意見問卷。有關問卷不會索取個人資料，所收集的意見和資料亦只會作先導計劃檢討之用。

查詢

8. 有關先導計劃的詳情，包括先導計劃下提供洗牙服務的診所名單及其聯絡方法，請瀏覽衛生署網頁 www.dh.gov.hk/tc_chi/main/main_ds/main_psd.html（於2023年7月24日中午啟用）或致電 3952 7700 收聽錄音介紹。如有查詢，可透過以下途徑聯絡衛生署：

電話：2892 1033（一般查詢）

2892 1044（有關驗證碼的查詢）

電郵：pdsuser@dh.gov.hk（一般查詢）

pdsvcode@dh.gov.hk（有關驗證碼的查詢）

9. 如對本便箋有任何查詢，請先向部門主任秘書提出。部門主任秘書如有疑問，可聯絡本局高級行政主任（服務條件）1（電話：2810 3082）或行政主任（服務條件）1（電話：2810 3079）。

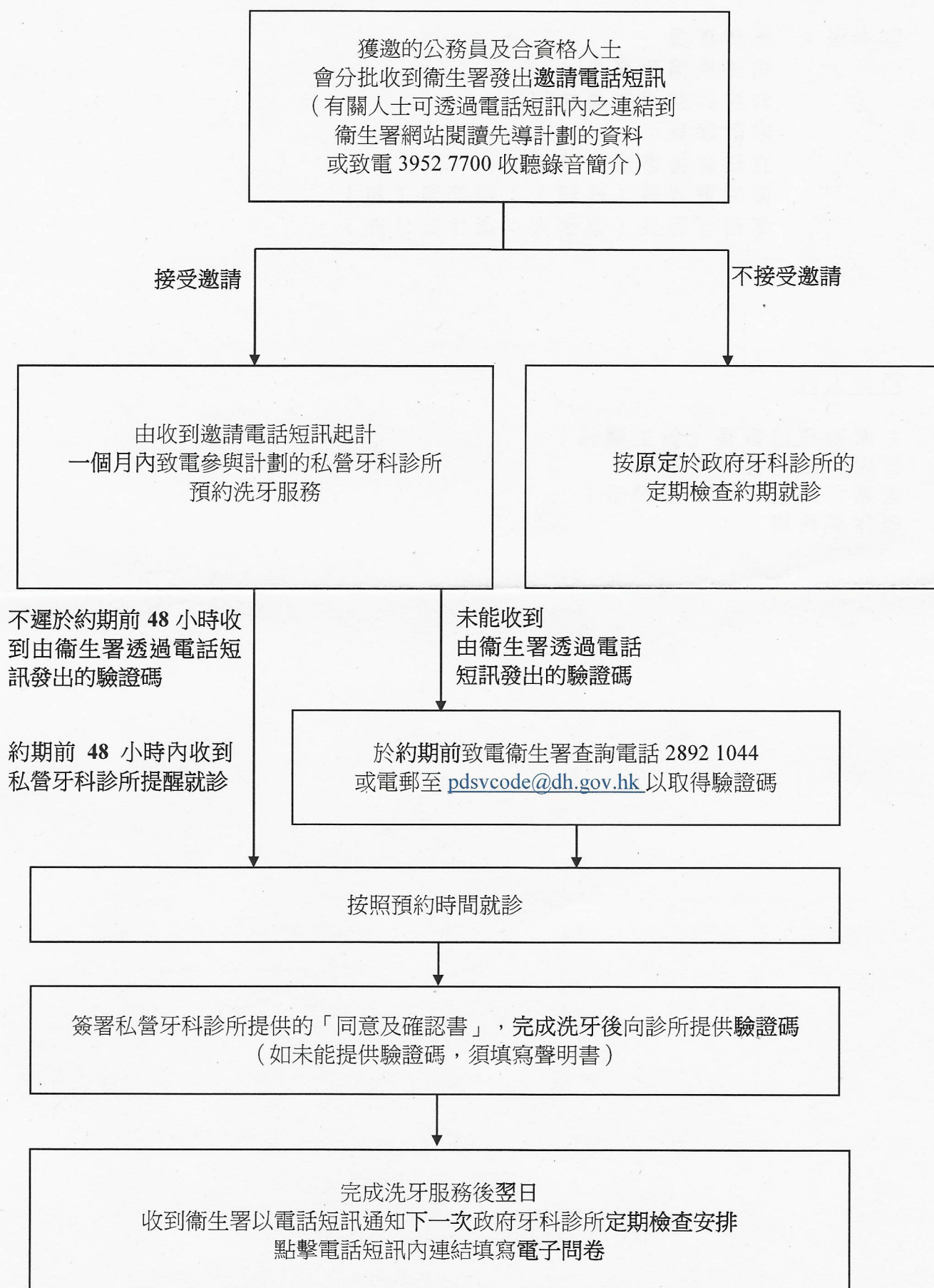
公務員事務局局長
（伍慧貞代行）

副本送： 廉政專員
司法機構政務長
公務員敘用委員會秘書
申訴專員
立法會秘書處秘書長
衛生署署長（經辦人：醫院員工組）
庫務署署長（經辦人：退休金分部）

局內人員

首席助理秘書長（員工關係）
首席行政主任（管理）
首席行政主任（一般職系）
退休事務組

公務員及合資格人士「牙科服務（洗牙）先導計劃」
預約洗牙服務流程圖



公務員及合資格人士「牙科服務（洗牙）先導計劃」
更改／取消預約洗牙服務流程圖

