便 箋

發文人：	公務員事務局局長	受文人：	各常任秘書長 各部門首長 *(經辦人：部門主任秘書)*
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牙科新症的新登記安排

行政長官於《2023 年施政報告》的《政策措施》中宣布，政府將會推出更便捷和省時的方法，讓公務員及合資格人士只須進行一次性登記，便可輪候牙科新症名額。本便箋旨在通知各局／部門牙科新症的新登記安排。請將本便箋內容告知所有合資格享用公務員牙科福利的人員。

新登記安排

2. 牙科新症的新登記安排將於 **2024 年 1 月 5 日起**實施。公務員及合資格人士可於**當日上午 10 時起**，經公務員事務局[1]或衞生署網頁[2]內的連結填交公務員及合資格人士牙科新症輪候電子登記表格。**請留意，公務員及合資格人士如已有約期或有預約編號，或七年內曾使用政府牙科診所服務，均無須登記。**

3. 公務員及合資格人士在填寫公務員及合資格人士牙科新症輪候電子登記表格時，可一併輸入同一家庭其他需要登記新症的合資格家屬的資料為他們一併登記，合資格家屬亦可作為申請人自行登記。申請人可以選擇最多三間牙科診所。申請人在遞交電子表格後會獲發電郵確認收到登記申請及參考編號。衞生署在收到申請後會核實申請人的資格。經核實的合資格登記人會於兩個月之內透過電郵獲發新症輪候號碼，輪候次序將根據合資格登記人遞交電子表格的時間而定。衞生署會於確實新症約期之前約三個月，以電話短訊通知合資格登記人

[1] 公務員事務局網頁[https://www.csb.gov.hk/tc_chi/] → (i)公務員隊伍的管理 → 附帶福利 → 醫療及牙科福利 → 牙科服務 [https://www.csb.gov.hk/tc_chi/admin/benefits/64.html#Dental]；或(ii)退休公務員專欄 → 醫療及牙科福利 [https://www.csb.gov.hk/tc_chi/pension/med/557.html]

[2] 衞生署網頁[https://www.dh.gov.hk/tc_chi/] → 主要服務範圍 → 牙科服務 → 公務員及合資格人士牙科新症輪候電子登記表格 [https://www.dh.gov.hk/tc_chi/main/main_ds/ncss.html]

有關約期的詳情。如所選的診所於分配新症約期時無法為合資格登記人提供新症名額，而合資格登記人在登記時已表示同意衞生署作其他的安排，衞生署會為他們於一間就近合適的診所安排新症約期。如合資格登記人在登記時表示不同意衞生署為其安排其他就近合適的診所，他們便須等待所選診所再能提供預約時才可獲安排約期，因此輪候新症的時間將會較長。有關新登記安排的詳細流程請參閱附件。若合資格登記人在等候新症約期期間更改了接收短訊的流動電話號碼，請務必致電衞生署的登記、查詢及支援熱線更改資料。

申請／升級「智方便 +」戶口

4. 所有申請人必須**使用「智方便+」**流動應用程式才可透過電子方式填交公務員及合資格人士牙科新症輪候電子登記表格。「智方便 +」填表通會自動輸入表格上的個人資料，以確保輸入的個人資料準確無誤及節省填寫表格的時間。因此，如欲透過電子方式登記輪候牙科新症，請預先申請／升級「智方便+」戶口。有關申請／升級「智方便 +」的方法，請瀏覽「智方便」網頁[3]。

更新合資格家屬的資料

5. 為確保合資格家屬能通過資格核實，請確保已向所屬局／部門填報其合資格家屬的最新個人資料。如有疑問，請盡早向所屬局／部門查詢。

電話登記、查詢及支援

6. 在推出電子登記表格後，衞生署仍然會接受電話登記新症。在新的安排下，衞生署於收到有需要的公務員及合資格人士的來電後，會協助他們把所需的資料填入電子登記表格。透過電話登記的輪候次序將根據完成填寫表格上所有資料並成功遞交電子表格的時間而定。由於處理電話登記需時較長，合資格登記人獲編配的輪候次序可能因而較後。故此，我們鼓勵公務員及合資格人士自行使用電子表格，以更便捷的方式登記輪候牙科新症。

7. 有需要的公務員及合資格人士可透過衞生署的登記、查詢及支援熱線（電話號碼：**2892 1099**）登記新症，查詢有關牙科新症的新登記安排及所需的支援。登記、查詢及支援熱線的運作時間為星期一至五（公眾假期除外）上午 9 時至下午 5 時。而透過電話登記的服務亦會於 **2024 年 1 月 5 日 10 時起**運作。

[3] https://www.iamsmart.gov.hk/tc/reg.html

8. 因應上述的新登記安排，過往每月首個工作天致電衞生署登記牙科新症的安排將於 2024 年 1 月 2 日起取消。

9. 如對牙科新症的新登記安排有任何查詢，可致電上述的登記、查詢及支援熱線。

公務員事務局局長

（陳麗燕 代行）

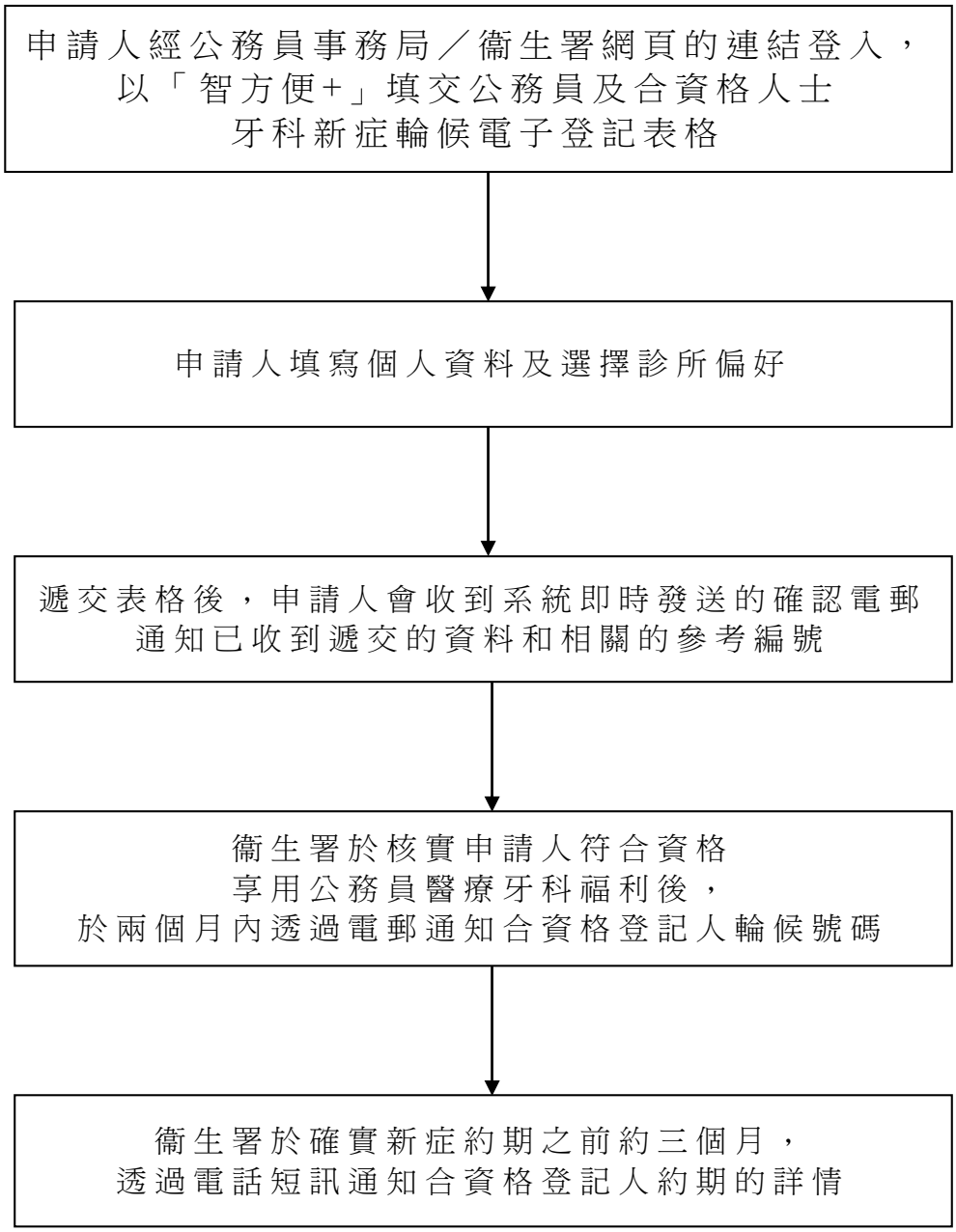
副本送： 廉政專員
司法機構政務長
公務員敍用委員會秘書
申訴專員
立法會秘書處秘書長
醫院管理局行政總裁
衞生署署長（經辦人：醫院員工組）
庫務署署長（經辦人：退休金分部）

<u>局內人員</u>

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

附件

牙科新症新登記安排的流程



MEMO

From	Secretary for the Civil Service	*To*	Permanent Secretaries Heads of Department
Ref.	(38) *in* PC700/000/7 Pt.23	*(Attn.:*	Departmental Secretaries *)*
Tel. No.	2810 3083	*Your Ref.*	*in*
Fax. No.	2501 0749	*Dated*	
Email	csbcos@csb.gov.hk	*Fax. No.*	
Date	29 December 2023	*Total Pages*	3 + Annex

New Registration Arrangements for New Dental Cases

The Chief Executive has announced in the Policy Measures under the 2023 Policy Address that the Government will introduce a more convenient and time-saving way for civil service eligible persons (CSEPs) to complete a one-time registration for joining the waiting list for new dental appointment. This memo serves to inform all bureaux/departments about the new registration arrangements for new dental cases. Please bring this memo to the attention of all staff who are eligible for civil service dental benefits.

New Registration Arrangements

2. **Starting from 5 January 2024**, the new registration arrangements for new dental cases will be implemented. CSEPs can submit the completed e-Registration Form for New Dental Consultation Waiting List for CSEPs (e-Form) via the weblink on the websites of Civil Service Bureau (CSB)[1] or Department of Health (DH)[2] **starting from 10:00 a.m. on that day**. **Please note that CSEPs are not required to register if they hold a scheduled dental appointment or have received an appointment reference number, or used the services of government dental clinics within seven years.**

3. CSEPs filling in the e-Form can also perform registration for their eligible family members who need to register for new dental cases by inputting their information in one-go. Eligible family members may also perform the registration on their own. Applicants can choose up to three dental clinics. After submission of the e-Form, the

[1] Website of CSB [https://www.csb.gov.hk/english/] → (i) Administration of Civil Service → Fringe Benefits → Medical and Dental Benefits → Dental Services [https://www.csb.gov.hk/english/admin/benefits/64.html#Dental]; or (ii) Retirees' Corner → Pensioner's Medical and Dental Benefits [https://www.csb.gov.hk/english/pension/med/557.html]

[2] Website of DH [https://www.dh.gov.hk/english/] → Main Service Areas → Dental Services → e-Registration Form for New Dental Consultation Waiting List for Civil Service Eligible Persons [https://www.dh.gov.hk/english/main/main_ds/ncss.html]

applicant will receive an email confirming receipt of application and a reference number. DH will verify the applicant(s)' eligibility upon receipt of the application. The eligible registrants will receive a sequence number via email within two months, and the waiting order will be determined based on the time when the e-Form is submitted. DH will notify eligible registrants of the appointment details via SMS around three months before the confirmed date of appointment of the new case. If the selected clinic(s) is/are unable to provide new consultation slot when allocating new case appointments, and the eligible registrants have indicated during registration their consent for DH to make other arrangements, DH will arrange a new case appointment for them in a suitable clinic nearby. If the eligible registrants have indicated that they do not agree with DH to arrange other nearby clinic for them during registration, they will have to wait until the selected clinic(s) can offer appointments again before an appointment can be arranged for them. Therefore, their waiting time for new consultation will be longer. Please refer to **Annex** for the detailed procedures for new registration arrangements. If eligible registrants have changed their mobile phone number for receipt of SMS while awaiting the new consultation, they are required to call the registration/enquiry/support hotline of DH to update the information.

Apply For/Upgrade "iAM Smart+" Account

4. All applicants have to use the "iAM Smart+" mobile application to electronically fill in and submit the e-Form. The auto form-filling function of "iAM Smart+" will automatically enter the personal particulars into the e-Form to ensure accuracy of the personal details and save time in filling in the form. In this regard, those who wish to register to join the waiting list for new dental cases should apply for/upgrade their "iAM Smart+" account in advance. For information on how to apply for/upgrade the "iAM Smart+" account, please visit "iAM Smart" website[3].

Update Information of Eligible Family Members

5. To ensure that eligible family members can pass the eligibility checking, officers should ensure that they have reported to their respective bureau/department the most updated personal particulars of their eligible family members. For enquiries, please contact the respective bureau/department as early as possible.

Telephone Registration, Enquiry and Support

6. After the launch of the e-Form, DH will still accept telephone registration for new dental cases. Under the new arrangements, upon receiving calls from CSEPs in need, DH will assist them in filling the required information in the e-Form. The waiting order of registration by phone will be based on the time when the completed e-Form is successfully submitted. As more time is required to process telephone registrations, the order of priority of those eligible registrants registering through telephone may thus be lower. Therefore, CSEPs are encouraged to use the e-Form to

[3] https://www.iamsmart.gov.hk/en/reg.html

register to join the waiting list for new dental cases in a more convenient and time-saving way.

7. CSEPs in need can register for new dental cases, enquire about the new registration arrangements and seek necessary assistance from DH via its registration/enquiry/support hotline (tel. no.: **2892 1099**). The operating hours of the hotline are from 9:00 a.m. to 5:00 p.m. on Monday to Friday (except public holidays). The service of telephone registration will also commence **from 10:00 a.m. on 5 January 2024.**

8. In view of the above-mentioned new registration arrangements, the previous arrangement of calling DH to register for new dental cases on the first working day of each month will cease starting from 2 January 2024.

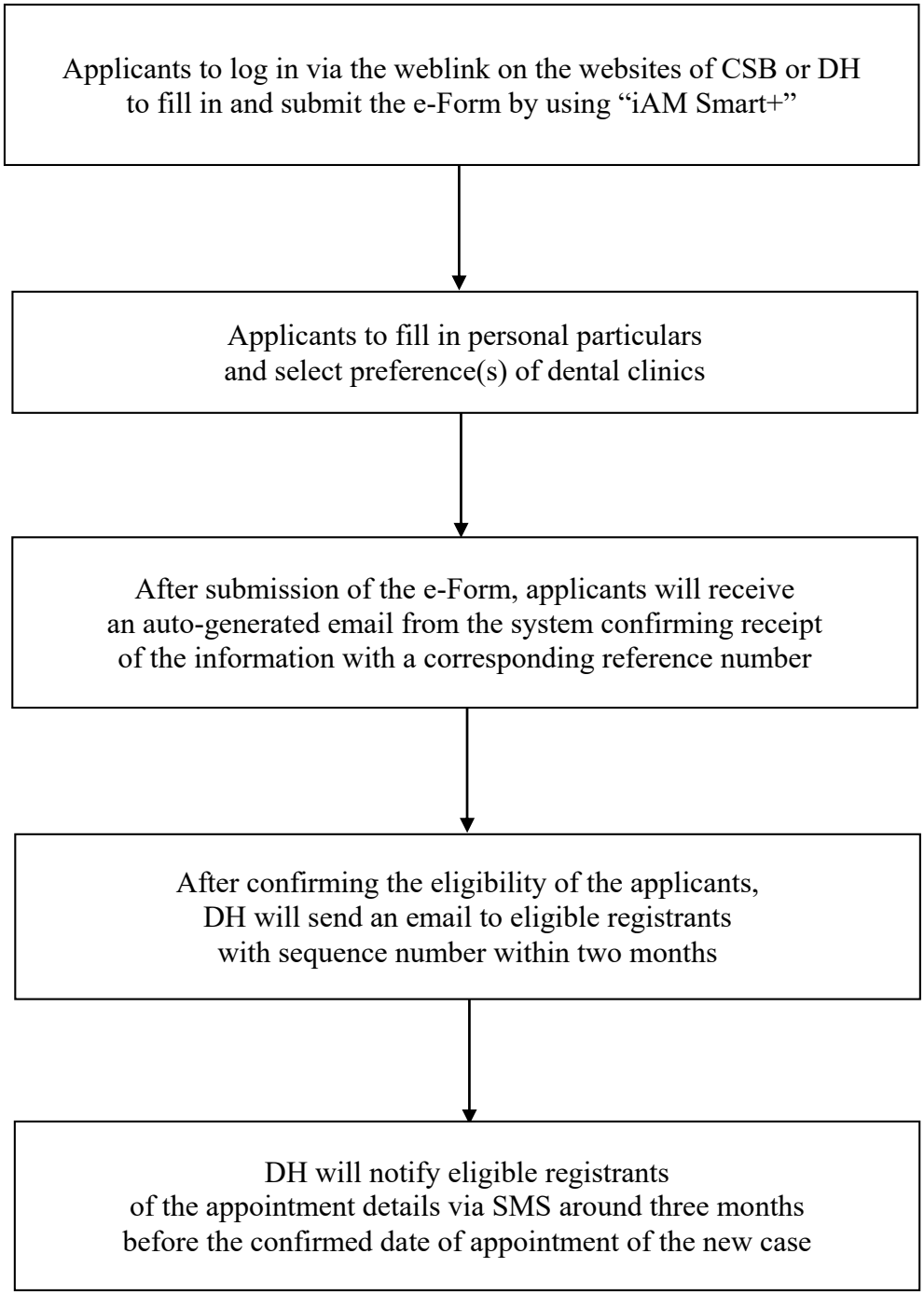
9. For enquiries about the new registration arrangements for new dental cases, please contact the above registration/enquiry/support hotline.

(Liyen CHEN)
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
Chief Executive, Hospital Authority
Director of Health (Attn: Hospital Staff Section)
Director of Accounting Services (Attn: Pensions Division)

Internal

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

Annex

Workflow of New Registration Arrangements for New Dental Cases