



醫療健康服務
Medical & Health Services

CFSC



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服務綜述



本會的醫療健康服務一向致力發展基層醫療護理服務，作為市民與醫護體制的第一個接觸點，由疾病預防、疾病治療、以至疾病管理提供一站式的服務。

疾病預防

中心提供免費的自助體檢儀器，如量度體重指數、生命表徵量器（包括血壓、心跳及血含氧量）等，方便市民進行自助健康檢查；此外，除保健計劃，亦提供非化驗性質之檢測項目，包括血糖及膽固醇測試、超聲波骨質密度檢查、脂肪檢查、眼壓檢查等。中心更透過健康服務會員制度，了解會員的生活習慣、個人及家族病史等；並鼓勵會員透過不同醫護專業人員提供各項健康檢測，再由醫生解讀健康風險評估數據，以防止或盡早識別長期疾病的發生，並減慢其惡化的速度。除此以外，中心會透過健康講座、健體運動班及社區教育活動等，提升市民的健康意識及推動建立健康生活模式。

Service Overview



It has always been the mission of our Medical & Health Services to develop quality primary health care services. We serve as the first contact point in community for people in need of medical & health services through the provision of one-stop service from disease prevention, disease treatment to disease management.

Disease Prevention

We provide self-help health check up equipments for free such as BMI and basic vital sign measuring equipment like weighing machine, blood pressure monitor, pulse monitor and pulse oximeter for the convenience of people in monitoring of their basic health conditions. We also provide health check-up plans and instant health tests such as blood glucose and cholesterol, ultrasonic bone mineral density, body fat, intraocular pressure etc for early identification of diseases. The newly established Health Membership System is regarded as another effective means to raise the consciousness of members towards their health conditions and early identification of potential risk of chronic diseases through health scanning and reviewing the health history of self and family. Health talks, exercise classes and community health educational programmes will also be organized to raise the health consciousness of people and to promote healthy life style.

疾病治療

本會於2009/2010年度所提供的臨床醫療服務包括西醫診所、牙科診所、長者牙科外診服務、物理治療服務、臨床心理服務、中醫全科、跌打及推拿等服務。西醫診所更於去年聘請家庭醫生駐診並延長診症時間，全日為市民提供診症服務，為未來進一步的公私營合作打好基礎。

疾病管理

本會的疾病管理服務，主要由自去年開始經註冊護士主理的“護您天地”提供，透過與家庭醫生的緊密合作，跟進長期病患者的健康進展，並增強其自我管理及家人照顧的能力。

要提供優質基層醫療護理服務，專業器材的添置及員工的裝備亦非常重要。為加強前線同事急救常識，中心於去年獲得「何東爵士慈善基金」的資助購置急救儀器，包括真空吸引機、氧氣機、人工呼吸器、量度血含氧機、急救車及手提心臟去纖機；並特意邀請香港紅十字會到中心，為各職級同事包括牙醫、臨床心理學家、助護、文員及工友等，舉辦成人心肺復甦法及自動體外心臟去纖維性顫動法之訓練，各同事均認真學習並取得合格的成績，增強醫療健康服務團隊在緊急時的救援能力。

本會牙科診所去年亦獲得「余兆麒醫療基金」的資助，更換包括牙椅及消毒爐等牙科器材，並為牙科室進行全面翻新的裝修工程，提升牙科診所的專業質素及形象，為市民提供優質服務。

為提升服務的質素，除申請外間資助以改善服務的配套及增強職員培訓外，本會醫療健康服務的職員架構亦相應作出重整，由一位服務經理負責整個醫療健康服務的行政及管理工作，註冊護士專責提供臨床健康護理服務並監管藥房運作，另增聘一位健康推廣主任以負責策劃、統籌及推行健康中心的健康推廣及健康教育活動，以冀能進一步發展基層醫療護理工作。



▲ 「何東爵士慈善基金」資助購置急救儀器。
Emergency equipments supported by “The Sir Robert Ho Tung Charitable Fund” .

Disease Treatment

We provide the following Medical and Health Services as at March 2010: a medical clinic, dental clinic, mobile dental service, physiotherapy service, clinical psychological service and a Chinese medical clinic with the provision of general consultation, manual therapy and massage. In the last year, we employ a family doctor to provide full time consultation service in community to build up the ground work for better interface with the public medical sector in future.

Disease Management

The Nurse Care Service introduced in the mid of 2009 was our major service to enhance the health management capability of chronic disease patients and their families. This Service was delivered by our Registered Nurse in close collaboration with the family doctor to follow up the health progress of patients with chronic diseases and to empower their ability in disease management.

To deliver quality primary health care service, the availability of professional equipment and appropriate training of staff is equally important. To strengthen the capability of our staff for emergency and first aid service, we were supported by “The Sir Robert Ho Tung Charitable Fund” to purchase emergency equipment including portable suction unit, portable oxygen system, resuscitator, pulse oximeter, emergency trolley and portable automated external defibrillator (AED). We also invited Hong Kong Red Cross to provide Cardio Pulmonary Resuscitation Certificate Course and Automated External Defibrillation Course to all levels of staff including dentist, clinical psychologist, assistant nurse, clerk and workman. All colleagues had successfully completed the training.

Besides “The Sir Robert Ho Tung Charitable Fund”, we were also supported by the S.K. Yee Medical Foundation to replace the dental equipment including dental chair and autoclave and to renovate the dental treatment room. Our dental service to patients could then be improved and professional image be uplifted.

To further enhance the quality of our services in accordance with the direction of strengthening primary health care service in community, we have restructured our staff establishment. A Service Manager was appointed to be responsible for all administrative and management work while the Registered Nurse would focus on providing direct clinical services and pharmacy management. A Health Promotion Officer was newly employed to be responsible for planning, implementation and development of health education and health promotion services. With this re-engineered staff structure, we look forward to having further development of our health services in the years ahead.



▲ 「余兆麒醫療基金」資助牙科室翻新及購置牙科器材。
We were supported by the S.K. Yee Medical Foundation to replace the dental equipments and to renovate the dental treatment room.

新計劃



護您天地

為加強市民的疾病管理能力，去年中特設立了一項嶄新的服務－「護您天地」。是項服務由註冊護士主理，透過健康風險檢測，為服務使用者評估其健康狀況，解釋高風險因素及作出適當的建議。另外，透過個人輔導及小組形式的慢性疾病管理計劃，為慢性病人作定期健康監察及藥物輔導，支援及改善病患者的健康及其家屬的照顧能力，提升其生活質素。此外，更為市民提供有關健康、藥物及營養等諮詢服務；並提供基本的護理服務，如由醫生轉介之傷口護理及藥物注射等，為區內市民提供更方便及快捷的護理服務。



▲ 護您天地 - 加強市民的疾病管理能力。
Nurse Care Service - to strengthen the disease management ability of patients.

New Projects



Nurse Care Service

To strengthen the disease management ability of patients, we introduced a new service in the name of "Nurse Care Service" in the mid of 2009. Our Registered Nurse provided health risk assessment to evaluate the health conditions, examine the factors and give health advice to service users. Our objective is to support and enhance the health management capability of chronic disease patients and their families through counseling, empowerment group, health monitoring and drug management. Our Registered Nurse also provided consultation services to those in need of health maintenance, drug management, nutrition, and also dressing and vaccination services referred by doctor for delivery of convenient and efficient health caring services.

加強公私營協作 提供防疫注射服務 共同抗疫

本會醫療健康服務所有醫護專業同工，已於2009年成功登記成為衛生署推出的醫療券計劃服務提供者。過去一年共有約700長者人次在本會不同的醫療服務使用醫療券，落實為長者帶來公營醫療服務以外的選擇，並體現「錢跟病人走」的概念。

駐診西醫亦積極參與由衛生署推行的各項疫苗資助計劃，包括：兒童流感疫苗資助計劃、長者流感疫苗資助計劃、甲型H1N1流感疫苗注射計劃、肺炎鏈球菌資助計劃等，為合資格的人士免費 / 優惠價提供這些政府資助服務，讓市民可在社區內有更多的選擇，與政府一同抗疫，建設健康社區。

Strengthening of Public - Private Interface to Combat Against Pandemic

All our healthcare professionals have joined the Health Care Voucher Scheme to serve as healthcare service providers of the Scheme since 2009. We have served a total of around 700 elderly patients using the vouchers for our medical services including Chinese medical consultation, medical treatment, dental treatment, physiotherapy service and nurse service. Through the participation in this Scheme, we actualize the mission of offering another choice outside public medical service for patients in need and try out the possibility of "Money follows patient".

Our family doctor also participated actively in the Childhood Influenza Vaccination Subsidy Scheme, Elderly Influenza Vaccination Subsidy Scheme, Human Swine Influenza Vaccination Subsidy Scheme and Pneumococcal Vaccination Subsidy Scheme launched by the Department of Health. Through our participation in all these subsidy schemes, more choices of service providers could be offered for those in need in the community. It also echoed our direction to work in collaboration with the government in the promotion of a healthy community.

特別活動



健康由此起步

健康中心去年以「健康由此起步」為健康推廣的主題，透過一連串社區健康教育活動，如「健康生活由齒起步」健康攤位、「健康運動養身心」活動及「快樂嘉年華」，提醒市民不但要關注身體健康，更需關注情緒健康，全面建立健康生活模式，更有效的預防疾病。

Special Events



Health : Starts from Here

The main theme of our Health Centre was "Health : Starts from Here" in the last year. Various health educational programmes were organized such as "Healthiness Starts from Healthy Teeth" health booth, "Healthy Exercise Programme" and "Happiness Carnival" to arouse the awareness of people on both physical health and psychological health with an aim to build up a healthy life-style for better prevention of diseases.

「健康由此起步」活動系列

Series of Programmes on “Health: Start from Here”



▲ 「健康生活由齒起步」健康教育活動
“Healthiness Starts from Healthy
Teeth” health educational programme



▲ 「健康由此起步 - 快樂嘉年華」。
“Health : Starts from Here - Happiness Carnival”.



▲ 「健康由此起步 - 健康運動養身心」。
“Health : Starts from Here - Healthy Exercise Workshop”.



▲ 「健康由此起步 - 健康測試日」。
“Health : Starts from Here - Health Checking Day”.

流程管理計劃

本會去年舉辦「流程管理概念及應用」實務獎勵計劃，西醫診所改善配藥及發單的流程項目參與，結果成效超出預期目標，不但成功改善有關服務的流程，更獲得「最優秀項目獎」。改善計劃得以成功地推行，有賴同事的共同努力，積極參與，體現團隊合作精神的重要性，同時亦增加同事的參與及投入感。

Process Management Plan

The Agency organized “Process Management Concept and Application” Award Scheme in the past year. Our Medical Clinic proposed to improve our processes in drug dispensing and billing. After implementation, we have not only made great improvement to our processes but also granted “The Best Project Award”. The success of the project relied on the active participation of our colleagues. Both the team spirit and commitment of staff were also enhanced after the implementation of the project.

伙伴合作計劃



與地區團體建立緊密合作社區伙伴關係

健康中心過去一年積極地與不同的地區團體合作，全年共為43個地區團體，包括長者服務單位、中小學及街坊團體等，舉辦不同類型的健康專題講座，由不同醫療專業同工負責，如臨床心理學家主講的「快樂七式」、「長者情緒管理」；物理治療師主講的「健康腰背運動」、「預防長者跌倒」；註冊護士主講的「認識食物標籤」、「藥物管理」；註冊中醫師主講的「養生有妙法」、「穴位推拿按摩」等，並參與由社會福利署觀塘區安老服務協調委員會主辦的 2009-2010年度地區聯合活動「睦鄰心連心 一護老顯情真」計劃之「護老四步曲」講座及訓練，提供藥物管理講座，透過社區伙伴合作以提升市民的健康意識，共同建立健康的社區。

Partnership Projects



Partnership with Community Organizations on Health Promotion

Our Health Centre collaborated with 43 community organizations including elderly centres, primary schools, secondary schools and other neighborhood groups to organize various health talks and community programmes in the last year. Our Clinical Psychologist delivered health talks on "Seven Ways to Happiness" and "Management of Emotion for Elderly"; Physiotherapist provided education on "Healthy Exercise for Neck & Back" and "Fall Prevention for Elderly"; Registered Nurse gave talks on "Understanding Food Labels" and "Drug Management" and our Registered Chinese Medicine Practitioner shared the topics of "Health Care with Traditional Chinese Medicine" and "Acupoint Massage". We also participated in the joint-project for 2009/2010 organized by the Kwun Tong District Coordinating Committee on Elderly Service of Social Welfare Department by delivering talks and training on caring for the elderly especially in drug management. It is our long-term plan to join hands with more organizations to build up a healthy community together.



▲ 「認識食物標籤」講座。
Seminar on "Understanding Food Labels".



▲ 「藥物管理」講座。
Seminar on "Drug Management".



▲ 「健康腰背運動 - 健康腰背陪住你」工作坊。
Workshop on "Healthy Exercise for Neck & Back".



▲ 「養生有妙法」工作坊。
Workshop on "Health Preservation with Traditional Chinese Medicine".



▲ 「婦女健康關注月」。
“Month of Women’s Health”.



▲ 外展防疫注射。
Outreach vaccination service.



▲ 「肌肉柔軟度訓練班」。
“Muscle Flexibility Training Class”.



▲ 「健身球訓練班」。
“Fit Ball Training Class”.



▲ 臨床心理學家教授學員「快樂小貼士」。Clinical psychologist shared “Happiness Tips” to the class.



成人心肺復甦法及自動體外心臟去纖維性顫動法之訓練
Cardio Pulmonary Resuscitation Certificate Course and
Automated External Defibrillation Course



▲ 特意邀請香港紅十字會到中心，為各職級同事包括牙醫、臨床心理學家、助護、文員及工友等，舉辦成人心肺復甦法及自動體外心臟去纖維性顫動法之訓練。
 We invited Hong Kong Red Cross to provide Cardio Pulmonary Resuscitation Certificate Course and Automated External Defibrillation Course to all levels of staff including dentist, clinical psychologist, assistant nurse, clerk and workman.

2009-2010服務統計

Service Statistics



服務類別	Type of Service	服務人次	Service Attendance
西醫診所	Medical Clinic		3106
牙科診所	Dental Clinic		4200
物理治療服務	Physiotherapy Service		1206
中醫診所	Chinese Medical Clinic		9767
臨床心理服務	Clinical Psychological Service		440
健康中心	Health Centre		21665