

醫療健康服務

Medical & Health Services



服務綜述

Service Overview



最營飲食
Healthy Eating for the Pre-school Students

本會的醫療健康服務一向致力發展基層醫療護理，於2008/2009年度再重新檢視服務的使命，並確立下列三個服務發展方向：

1. 提升香港市民身、心、社、靈的健康
2. 增強市民自我健康認識及自我管理疾病能力
3. 積極配合香港醫療服務發展，與公營醫療系統連成醫療網絡，提供可持續的優質基層醫療護理服務

It has always been the mission of our Medical & Health Services to develop quality primary health care services. In 2008/2009, we reviewed our mission and confirmed the following 3 directions for service development:

1. To enhance the physiological, psychological, social and spiritual well-being of Hong Kong people.
2. To strengthen the health consciousness and health management capabilities of people.
3. In accordance with the medical service development in Hong Kong, to work in close collaboration and good interface with the public medical sector for the provision of sustainable and quality primary health care services.



為要落實上述的目標，本會於2008/2009年度所提供的臨床醫療服務包括有西醫診所、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、推拿、保健計劃、驗身服務、自助及快速健康測試、防疫注射等。除此以外，亦舉辦健康講座、健體運動班及社區教育活動等，為各階層及年齡的市民提供健康教育及健康推廣工作。

過去一年香港的經濟與世界金融市場同受衝擊，失業率攀升，直接影響了市民的購買能力。作為自負盈虧服務，本會的醫療健康服務亦受到波及，影響了大部份服務的需求量，但對物理治療服務及臨床心理服務的需求則有顯著增加。物理治療服務的增長主要源於新添置了一些先進及高質素的復康器材，如衝擊波治療儀等，不但增強了服務的治療能力，亦提升了服務的專業形象。至於臨床心理服務，由於有公益金的資助，可以用優惠價為有經濟困難的人士提供服務，加上服務已建立了穩定的基礎，故需求量未有因為經濟環境而受影響。由本服務臨床心理學家主講的「正向心理學」，亦因回應了社會經濟低微的困境而備受歡迎。

To implement the above-mentioned directions, we provided the following Medical and Health Services for 2008/2009: a medical clinic, a dental clinic, a mobile dental service for the elderly, and services in physiotherapy, clinical psychology, Chinese medicine consultation, manual therapy, massage, health screening, physical examination, self-help and instant health test and vaccination. In addition to clinical services, we also organized health talks, exercise classes and community programs for health education and health promotion during this period.

Over the past year, Hong Kong has experienced an economic downturn along with the international financial crisis. The rise in the unemployment rate directly affected the purchasing power of people. Being self-financing services, the demand for most of our Medical & Health Services was inevitably diminished except for physiotherapy service and clinical psychological service. For physiotherapy service, the installation of advanced equipments of high quality, like a shock wave therapy machine, not only strengthened our clinical capability but also enhanced our professional image. Regarding our clinical psychological service, discount rate could be offered to those persons with financial difficulties owing to the subsidy from The Community Chest. In addition to the service development established in the past, the demand for our clinical psychological service has been increasing. The Talk on Positive Psychology delivered by our Clinical Psychologist was also well received by the community.



臨床心理學家主講「正向心理學」
Talk on Positive Psychology by Clinical Psychologist



健康飲食大使培訓計劃
Healthy Eating Ambassador Training Program

過去四年，本會的長者牙科外診服務獲余兆麒醫療基金的資助，以兩年為一期的形式資助服務的營運支出；同時亦獲資助更換接載外診牙醫團隊的小巴，及添置了更具效能的洗牙、補牙等器材。有關的資助於2008年9月底結束，本會將以自負盈虧的形式推行長者牙科外診服務，繼續照顧不良於行長者的口腔健康。

無論服務的經營環境如何，本會的醫療健康服務都秉持著對服務質素的堅持，重視服務要「由心出發，以服務使用者為本」的精神，在顧客服務質素的培訓上不斷努力，使我們在過去一年顧客服務滿意度的評分上，進一步得到顧客的肯定。

配合香港醫療服務公私營協作的方向，期望來年能進一步發展家庭醫生的模式，並繼續擴大本會健康服務的範疇，為市民提供更全面及具質素的基層醫療健康服務。

Our mobile dental service for the elderly has been subsidized by the S.K.Yee Medical Foundation over the past 4 years, thereby supporting our recurrent expenses and purchasing the van and portable dental equipments. The grant from the Foundation expired at the end of September 2008. With the good foundation laid down in the past, our mobile oral health service for the elderly with difficulties in mobility will continue with support from the Agency.

Regardless of the business environment, our Medical & Health Services continued to place great attention on service quality and emphasized the spirit of "Concern from the Heart and Focus on Clients". We endeavoured to improve our customer service training and achieved progress according to the customer feedback survey of last year. The recognition from our customers attested to strong support for our service.

In line with the direction of public-private interface, we shall further develop our family physician clinic in the coming year. Our spectrum of services will also be expanded to provide more comprehensive primary health care services of high quality.



長者牙科外診服務小巴
Van for the Mobile Dental Service for the Elderly



識食嘉年華
Smart Eating Carnival

新計劃

New Projects



外展流感疫苗注射服務
Out-reaching Influenza Vaccination Service for the Elderly

■ 加強公私營協作 提供優惠服務

本會的醫療健康服務一向定位在公營醫療系統及私人市場之間，讓有需要的市民在要求優質健康服務的同時，能以優惠的價錢作出公營醫療服務以外的選擇。故此，本會一向為長者或有經濟困難的人士提供折扣優惠。為加強對有需要人士的資助，本會特別參與去年衛生防護中心推行的「流感疫苗資助計劃」，以優惠價為年齡在6個月至未滿6歲的小朋友注射流感疫苗；同時，所有的醫護同工包括西醫、牙醫、中醫師、物理治療師及護士等，均響應由衛生署所推出的「醫療券計劃」，讓70歲或以上的長者，均可獲政府資助在本會接受健康服務。除鼓勵專業同工積極參與外，本會更免費借出診所場地供衛生署拍攝「醫療券」的宣傳短片，協助長者認識有關的資助計劃。

■ Strengthening of Public-Private Interface for the Special Need Groups

Our Medical & Health Services is positioned between the public and private medical sectors. We aim at providing alternative quality medical service outside of the public medical system. Therefore, concessionary rates of services have been offered all along to the elderly and people with financial difficulties. To further increase the subsidy to the groups with special need, we have participated in the Influenza Vaccination Subsidy Scheme (IVSS) and Health Care Voucher Scheme (HCVS) launched respectively by the Centre for Health Protection and the Department of Health. The young kids aged between 6 months and below 6 years and the elderly people aged 70 and above thus benefited from the subsidies when attending our services. All our healthcare professionals, including: medical officer, dentist, Chinese medicine practitioner, physiotherapist and nurse joined the HCVS in support of the Scheme. Our clinic was also used as the venue for shooting the promotion video of HCVS.



■ 足部評估及訂造鞋墊服務

實踐「一站式以服務使用者為本」的健康服務目標，我們的物理治療服務去年增設了「足部評估及訂造鞋墊服務」，為有需要的服務使用者評估足部的健康，並以合理的價錢度身訂造鞋墊服務，讓服務使用者在接受治療之餘，亦可透過合適的鞋墊以促進足部的健康。

■ 健康服務會員的設立

要推行家庭醫生的服務理念，我們需要掌握服務使用者的生活習慣、健康狀況、個人病歷、家族病史等，以便評估健康的風險，防止或盡早識別長期疾病的發生，並減慢其惡化的速度。故此，本會健康服務特別以優惠價推出健康服務會員制度，在提供健康風險檢測之餘，亦鼓勵會員以優惠價在本會的健康服務單位取得各項的健康照顧服務，並藉以建立會員的健康資料紀錄。

■ Service of Foot Assessment and Custom Made Insole

For the provision of holistic health care service, our physiotherapist introduced the service of foot assessment and custom made insole last year. Our service users would then be able to receive assessment and treatment of foot problems while custom made insole enabled them to enhance their foot health in the long run.

■ Establishment of Health Membership System

To actualize the concept of family doctor, we need to possess the profile of patients, including: lifestyle, health status, medical history of individual and family etc, with the aim to assess their health risk, enhance prevention and early identification of chronic illnesses. The Health Membership System has thus been introduced at low cost so that the members can benefit from various health assessments and the concessionary prices for attending our Medical and Health Services. At the same time, a more detailed health profile of individual member can be compiled for better future management of their health.



健康飲食大使培訓計劃
Healthy Eating Ambassador Training Program

為長者提供骨質密度檢查
Assessment on Bone Density for the Seniors

伙伴合作計劃

Partnership Projects



「多行樓梯、多點健康」運動
"Step Your Way To Health" Campaign

■ 與衛生署建立緊密合作社區伙伴關係

本會健康中心在過去一年致力配合衛生署在社區推動健康教育活動，包括協助籌辦「健康飲食大使培訓計劃」、配合學前教育健康小食計劃的「最營飲食」、健康飲食2+3的「識食嘉年華」、鼓勵多做運動的「多行樓梯、多點健康」等，最終期望能提升市民的健康意識，建立一個健康的社區。

■ Partnership with Department of Health in Community on Promotion of Health

Our Health Centre collaborated closely with the Department of Health for community health promotion in last year. We partnered with the Department of Health to organize the "Healthy Eating Ambassador Training Program". We also echoed the theme of healthy eating to organize "Healthy Eating for the Pre-school Students", "Smart Eating Carnival" as well as participating in the "Step Your Way to Health" Campaign. Our ultimate goal is to raise people's health consciousness and to build up a healthy community.

■ 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	4,117
牙科診所 Dental Clinic	3,969
物理治療服務 Physiotherapy Service	1,734
中醫診所 Chinese Medical Clinic	9,115
臨床心理服務 Clinical Psychological Service	400
健康中心 Health Centre	17,281

