



醫療健康服務

Developing Primary Health Care Services



服務綜述 Service Overview

本會的醫療健康服務一向致力發展基層健康護理服務，目的為要提升市民的健康意識，增強市民自我健康管理的能力，促進健康生活模式的建立，落實「預防勝於治療」的信念，期望最終能與市民一起締造健康的社區。於2007/2008年度，本會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、針灸、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，為市民提供健康教育，並在社區內進行健康推廣工作。

過去一年香港經濟暢旺，人力市場緊張，本會的醫療健康服務之人事轉動亦較為頻密，但整體的服務量仍有約5%的增長，西醫診所的服務增長更超越40%，是發展較為迅速的一年。為要在服務量增長的同時仍能保持著服務質素的持續提升，我們特別重視員工之在職培訓，尤特別注重加強各項臨床服務的知識和技巧。我們亦積極參與機構所舉辦的顧客服務質素訓練，務求醫療健康服務的質與量都能不斷向前邁進。

要提升醫療健康服務的質素，先進及完備的醫療器材是不可或缺的一環。去年，我們投放了巨大資源增添及更換醫療器材，包括添置了可加強基層健康檢查的聽力檢測器、眼壓檢查儀、肺功能檢查儀及自助血壓檢查儀；物理治療服務則添加了先進及高效能的衝擊波治療儀、熱磁共振治療儀及紅外線雷射治療儀，加強對筋鍵傷患的治療，亦可更有效的處理痛症及傷口的愈合等；在長者牙科外診服務方面，則更換了接載外診牙醫團隊的小巴，並添置了更具效能的洗牙補牙等器材。以上各項器材都有賴余兆麒醫療基金的慷慨資助

It has always been the mission of our Medical and Health Services to develop primary health care services. Believing that prevention is better than cure, we aim to enhance health consciousness, strengthen people's abilities in health management, and advocate for the development of healthy lifestyles, all with the aim of establishing a healthier community. A wide-spectrum of health services has been developed to achieve our mission and objectives. As of 2007/2008, our clinical services included a medical clinic, a dental clinic, a mobile dental service for the elderly, and services in physiotherapy, clinical psychology, Chinese medicine consultation, acupuncture, manual therapy, massage, health screening, physical examination, self-help and instant health tests, and vaccination. In addition to clinical services, during the period we organized health talks, exercise classes and community programmes for health education and health promotion.

Over the past year, Hong Kong has experienced rapid economic growth accompanied by competitive demand for labour. Although we also encountered high staff turnover in Medical and Health Services, we nonetheless experienced a 5% increase in overall service output, and more than 40% growth in our medical clinic. With an aim to improve our service quality whilst sustaining growth in service output, we placed special emphasis on in-service staff training, especially on clinical knowledge and skills. Moreover, in accord with the corporate directive, we paid great attention to customer service training. Improvement in both quantity and quality will continue to be a major focus of our Medical and Health Services.

The purchase and installation of advanced equipment has been essential for upgrading the service quality of the Medical and Health Services. Last year, we invested a large quantity of resources in this regard. New equipment including an audioscope, tonometer, autospiro spirometer unit and automatic blood pressure monitor were added to strengthen our capabilities in primary health care assessment. For our physiotherapy service, some advanced and highly effective equipment such as a shock wave therapy machine, hot magneter, and infrared and laser therapy machine were purchased for the management of chronic pain in muscles and tendons. This equipment is also effective for wound recovery. The van and portable dental equipment for the mobile dental service for the elderly were replaced and installed, respectively. Resource support was mainly enabled by a generous donation by the S.K.Yee Medical Foundation.

新計劃及策略 New or Pilot Projects



加強健康檢測和護理服務的連貫性

基層醫療服務著重預防性的護理，推動定期健康風險評估和健康檢查，以便及早檢測疾病的早期病徵，減低健康的風險。為實踐這個目標，並由關注本會員工的健康作為起點，本部門去年承接了機構的員工保健計劃，為工作滿一年的員工隔年進行詳細身體檢查。是項計劃在推動參與者及早識別和治療疾病上均有可見的成效。

另外，為增加公私營服務之間的協作，讓市民有更多的選擇之餘，同時又能確保有關的病歷資料的全面性，以便病人可獲得整全的護理，我們去年參與了醫管局推出的電子病歷共享試驗計劃，並鼓勵及協助病人申請加入此計劃，不單提升治療的成本效益，更加强了對病人的持續照顧。

自負盈虧臨床心理服務

為照顧市民的全人健康，本服務於前年與私人執業的臨床心理學家合作發展自負盈虧的臨床心理服務，並獲得熱烈的反應，故特別向香港公益金申請，獲資助於去年正式開辦臨床心理服務，為有需要人士提供心理評估及治療、智力評估、小組訓練、專題講座、工作坊及培訓等，幫助有需要人士面對及處理各種心理困擾、提升個人適應生活的能力，並向公眾推廣心理及精神健康。由於本服務無須轉介，沒有地域上的限制，有經濟困難的人士更可以優惠價獲得所需服務，正好可以對應現時政府資助臨床心理服務所面對的問題，為有需要的人士提供適時、適切的心理服務。

Strengthening of Health Check and Continuity of Care

Primary health care services place special emphasis on preventive care, and regular health assessments and health checks are vital for detecting early symptoms of disease. In the light of the Agency's keen concern for the health of its staff, we were commissioned to provide a body check plan for those staff who had worked at the Agency for more than one year. The plan was found effective in the early identification and treatment of disease.

Sharing of medical records has been identified as a major factor in ensuring patient continuity of care. Hence, our Medical Officer joined the Hospital Authority pilot project on Electronic Health Records. Patients were also encouraged to join. Through this development in public-private interfacing, repeated assessment or treatment may be avoided, and cost-effectiveness of services is enhanced.

Self-financing Clinical Psychological Service

For the provision of holistic health care services, one year ago we partnered with a clinical psychologist in private practice to provide a self-financing clinical psychological service for the public. In view of the positive response, we made an application to the Community Chest, and were successfully funded to provide a full-scale clinical psychological service. The service included psychological assessment and treatment, intellectual assessment, group training, thematic talks, and workshops, amidst other forms of training. We aimed at helping people to solve their psychological disturbances, enhancing their problem-solving abilities and promoting mental health in the community. Since we did not have any referral or service boundary constraints and a discounted service could be offered to those with financial difficulties, our clinical psychologist was able to provide timely and appropriate service for those in need.

1 臨床心理服務 Clinical Psychological Service

2 衝擊波治療 Shock Wave Therapy





牙科服務的發展

獲余兆麒醫療基金贊助，在牙科診所內增設一間牙科室的工程已於去年順利完成，除可紓緩市民輪候服務的時間外，更加設了植牙服務，為市民提供更多服務選擇。

Development of Dental Service

A new dental unit commenced operation in the last year, with the sponsorship of the S.K.Yee Medical Foundation. A more advanced dental implant service was also introduced in our Dental Clinic. With these developments, not only were queues for dental service shortened, but the spectrum of our dental services was widened.

保健產品代購服務

為了實踐「一站式以服務使用者為本」的服務目標，我們去年增設了「保健產品代購服務」，替有需要的服務使用者以合理的價錢代購合適的保健產品，免卻服務使用者四處奔波搜尋之苦，更可在購買前獲註冊物理治療師或護士提供免費諮詢服務，確保他們購買適切的物品。

Selling of Health Maintenance Products

In line with our objective to provide one-stop patient-oriented service, we started to sell health maintenance products to our patients, with consultation provided free by our registered physiotherapist or nurse. The patients could thus acquire suitable products at reasonable prices, without the need to shop around.

體藝閣的設立

本會的健體運動班一向深受市民歡迎，報名者眾，惟受場地所限，經常未能滿足市民的需求。去年獲機構撥出總部大樓一樓改建為專供舉辦運動及藝術活動的場地，命名為「體藝閣」，並交本部負責裝修及管理，讓健體運動班有更大的發展空間。及後參與人數亦倍增，進一步推動參加者養成恆常運動的習慣，建立健康的生活模式。

Establishment of Sports & Arts Centre

Our exercise classes have always been popular in the community, but development has been restricted by venue capacity. Last year, the Agency converted the first floor of our Headquarters Building and named it the Sports & Arts Centre, specifically for the provision of sports and arts activities. We were commissioned to be responsible for the management and promotion of the Centre. With this venue, our exercise classes were able to undergo progressive development, and more people have been able to participate in regular exercise to establish a healthy lifestyle.



- 1 體藝閣
Sports & Arts Centre
- 2 臨床心理學家主講精神健康講座
Talk on Mental Health delivered by Clinical Psychologist
- 3 保健產品代購服務
Selling of Health Maintenance Products
- 4 紅外線雷射治療
Infrared and Laser Therapy

伙伴合作計劃 Jointly Organized Projects



紅十字會捐血日

東九龍區一向缺乏固定的捐血場地，使這項饒具意義的活動未能在這區大力開展。去年特為此與香港紅十字會合作，在本會總部大樓舉行捐血日，鼓勵本會職員、服務使用者及社區人士參與。活動當日參加人數眾多，很多參加者更是第一次參與捐血活動，可惜礙於場地及協助人數所限，未能處理所有出席的人士，日後可繼續與有關團體合作舉辦活動，鼓勵社會的利他精神，締造和諧健康的社區。

Red Cross Blood Donation Day

In the past, it has been difficult to identify stable venues for blood donation programmes in Kowloon East. Hence, in the last year we co-operated with the Hong Kong Red Cross to organize a Blood Donation Day, to encourage the participation of our staff, users and the general public. The responses were very encouraging, and some participants made their first ever blood donation. A similar activity will be organized jointly with other interested organizations, to build an altruistic, harmonious and healthy community.

觀塘社區醫療網

延續過去與聯合醫院公私營協作的努力，我們去年特別為區內的普通科診所提供與我們服務有關的營運資料，包括地址、電話、服務類別、應診時間、收費及優惠的詳情等，供有關醫生轉介與有需要的市民選擇。期望日後能建立更具體的合作及協調機制，落實公私營協作的目標。

Community Health Care Service Network

To sustain our previous collaborative efforts, we continued to supply information on our operational details (address, telephone number, service scope, consultation hours, price list and discount rates) to the general outpatient clinics of United Christian Hospital, enabling a greater choice of community resources for patients in need. We also look forward to the establishment of a well-coordinated mechanism for public-private interface in the years ahead.

- 1 長者牙科外診服務 Mobile Dental Service for the Elderly
- 2 熱共振治療 Hot Magnet Therapy
- 3 紅十字會捐血日 Red Cross Blood Donation Day





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	6,284
牙科診所 Dental Clinic	5,256
長者牙科外診服務 Mobile Dental Service for the Elderly	1,823
物理治療服務 Physiotherapy Service	1,060
中醫診所 Chinese Medical Clinic	10,109
臨床心理服務 Clinical Psychological Service	193
健康中心 Health Centre	16,608