

EASY GUIDE

**for Checking Residential Status of Elders
holding Hong Kong Identity Card (HKIC) before
Creating eHealth (Subsidies) Account (eH(S)A)
and/or Making Voucher Claim**



Login the System

eHealth System (Subsidies) - System Login - Internet Explorer

Text Only Version 繁體 English

eHealth System (Subsidies)

醫健通 ehealth 香港特別行政區政府 HKSAR GOVT

 Login  Login

User Manual
Useful Link
FAQs
Contact Us
Easy Guide
Download Area
Release Notes


Account Type Service Provider Data Entry Account


Service Provider ID / Username

Password

Token Passcode

[Forgot "Password"](#)

 Token Passcode

 Login

Login the System

Privacy Policy | Important Notices | System Maintenance

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Search for eH(S)A

eHealth System (Subsidies) - Home Page - Internet Explorer

eHealth (Subsidies)

繁體 English

醫健通 ehealth

12/09/2018 11:56:32

LIN, HON LAM

Inbox Logout

Menu

Claim

Vaccination Record Enquiry

Record Confirmation

Claim Transaction Management

eHealth (Subsidies) Account Rectification

Monthly Statement

My Profile

User Manual

Proper Practice

Login Information

Last Successful Login: 12 Sep 2018 11:16

Last Failure Login: 07 Sep 2018 17:19

Task List

- List of Unread Message
You have 3 unread message(s). [GO](#)
- List of Claims Pending Confirmation
You have 73 record(s) pending confirmation. [GO](#)

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Search for eH(S)A

(If input information by manual method, please go to Page 5;
if using Smart ID Card Reader, please go to Page 6)

eHealth System (Subsidies) - Claim - Internet Explorer

eHealth System (Subsidies)

LIN, HON LAM

Home Inbox Logout

Choose Hong Kong Identity Card (HKIC) under 'Document Type'.

Claim

>>> 1. Search eHealth (Subsidies) Account 2. Complete Claim 3. Complete Claim

Search eHealth (Subsidies) Account

Practice LIN HON LAM (1)

Scheme Health Care Voucher Scheme

Document Type

Hong Kong Identity Card

Certificate of Exemption

Document of Identity

Hong Kong Re-entry Permit

Permit to Remain in HKSAR (ID 235B)

Certificate issued by the Births and Deaths Registry for adopted children

Non-Hong Kong Travel Documents

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account Help

HKIC Symbol A C R U

HKIC No.

Date of Birth

OR

Sample Hong Kong Permanent Identity Card:

HONG KONG PERMANENT IDENTITY CARD 香港永久性居民身份證 樣本 SAMPLE

李智能 LEE, Chi Nan

2621 2535 5174

Date of Birth 出生日期 Date of Birth 01-01-1968 男 M

***A2

Date of Issue 簽發日期 Date of Issue (01-79)

HKIC No. C668668 (E)

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Search for eH(S)A by

(i) manual input

(Please go to Pages 10 - 12 for subsequent steps)

The screenshot shows the 'eHealth System (Subsidies) - Claim - Internet Explorer' window. The user is logged in as 'LIN, HON LAM'. The main content area is titled 'Search eHealth (Subsidies) Account'. The practice is 'LIN HON LAM Clinic (1)' and the scheme is 'Health Care Voucher Scheme'. Under 'Document Type', 'Hong Kong Identity Card' is selected. The search form includes fields for 'HKIC Symbol' (with radio buttons for A, C, R, or U), 'HKIC No.' (A654321(1)), and 'Date of Birth' (1945). A 'Search' button is circled in blue. To the right, a sample HKIC card for 'LEE, Chi Nan' is shown, with callouts pointing to the 'Date of Birth' (01-01-1968) and the 'HKIC Symbol' (A) on the card. A 'Read Card and Search' button is also visible.

Choose the HKIC symbol. The HKIC symbol can be A, C, R, or U, and you must choose the correct alphabet according to the symbol on the HKIC of the elder concerned.

Click 'Search' after input the HKIC No. and date of birth as shown on the elder's HKIC. The System will check the elder's residential status in Hong Kong automatically.

HKIC Symbol (The first alphabet, which can be A, C, R, or U)

Date of Birth

HKIC No. C668668 (E)

Search for eH(S)A by (ii) using Smart ID Card Reader

The screenshot shows the eHealth System (Subsidies) interface. The user is logged in as LIN, HON LAM. The main content area is titled "Claim" and shows the search process for an eHealth (Subsidies) Account. The search form includes fields for Practice (LIN HON LAM Clinic (1)), Scheme (Health Care Voucher Scheme), and Document Type (Hong Kong Identity Card). A "Read Card and Search" button is highlighted, indicating the next step in the process.

Choose the HKIC symbol. The HKIC symbol can be A, C, R, or U, and you must choose the correct alphabet according to the symbol on the HKIC of the elder concerned.

Click 'Read Card and Search' after the elder has inserted the HKIC into the Smart Identity Card Reader. The System will check the elder's residential status in Hong Kong automatically.

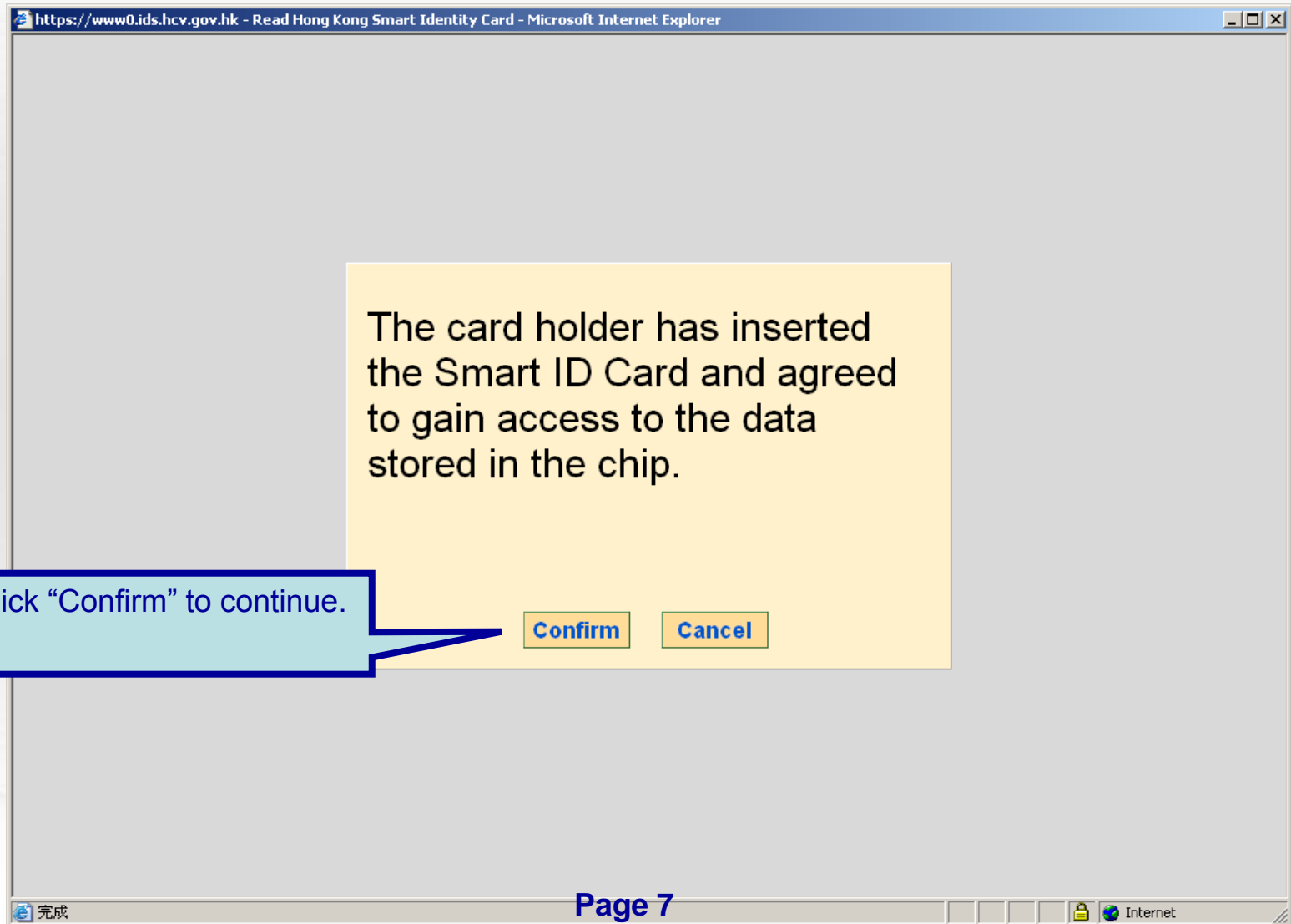
HKIC Symbol (The first alphabet, which can be A, C, R, or U)

Date of Birth

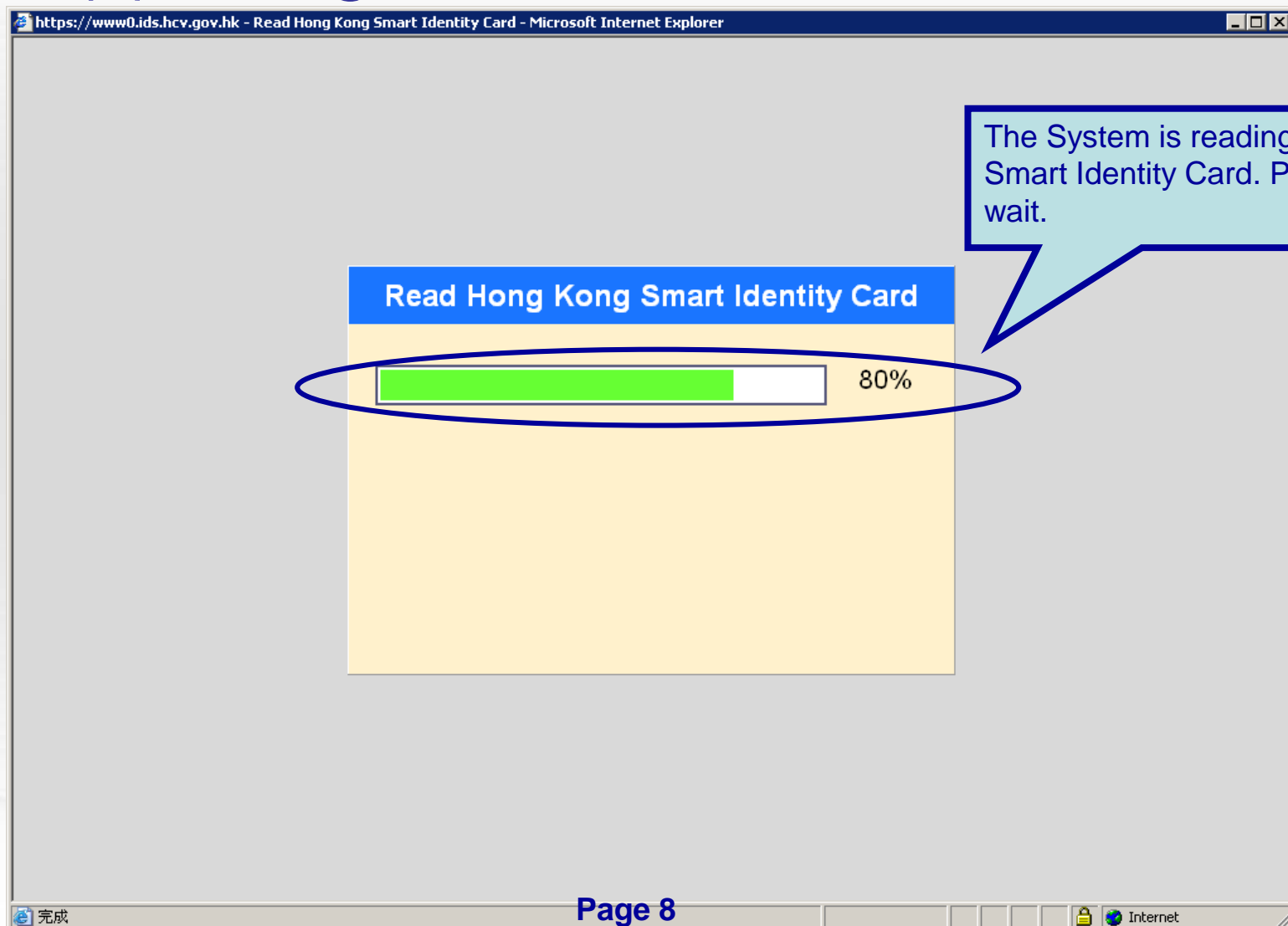
HKIC No.

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Search for eH(S)A by (ii) using Smart ID Card Reader



Search for eH(S)A by (ii) using Smart ID Card Reader



The screenshot shows a Microsoft Internet Explorer window with the address bar displaying <https://www0.ids.hcv.gov.hk> and the page title "Read Hong Kong Smart Identity Card". The main content area features a yellow box with a blue header "Read Hong Kong Smart Identity Card". Inside this box, a green progress bar is shown, which is approximately 80% full. The text "80%" is displayed to the right of the progress bar. A blue oval highlights the progress bar and the "80%" text. A speech bubble points to the progress bar with the text: "The System is reading the Smart Identity Card. Please wait." The Windows taskbar at the bottom shows the "完成" (Done) button, the "Page 8" label, and the "Internet" icon.

Search for eH(S)A by (ii) using Smart ID Card Reader

The screenshot shows a Microsoft Internet Explorer window with the address bar displaying <https://www0.ids.hcv.gov.hk> and the page title "Read Hong Kong Smart Identity Card - Microsoft Internet Explorer". The main content area features a blue header with the text "Read Hong Kong Smart Identity Card". Below the header is a green progress bar that is completely filled, with "100%" written to its right. Underneath the progress bar, the text reads "Please remove the Hong Kong Smart Identity Card from the smart card reader." A blue callout box with a white background and a blue border points to this text, containing the instruction: "The Smart Identity Card can be removed from the Smart ID Card Reader." The browser's status bar at the bottom shows the Chinese characters "完成" (Completed) on the left and "Internet" on the right. The system tray contains several icons, including a lock and a globe.

Scenario 1

Elder eligible to use vouchers but no existing eH(S)A is found

eHealth System (Subsidies) - Claim - Internet Explorer

eHealth System (Subsidies)

LIN, HON LAM
Home Inbox Logout

Menu

Claim

>>>1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete
>>>1a. Get Consent 1b. Enter Details 1c. Complete Creation

Temporary eHealth (Subsidies) Account Creation

● Search Information

Document Type Hong Kong Identity Card
HKIC No. 0000363(9)

There is no record of this eHealth (Subsidies) Account. Please obtain consent from the applicant to provide personal information to create a temporary account.

Cancel X Create Account

For an elder eligible to use vouchers but no existing eH(S)A is found, you can proceed to create temporary eH(S)A and make voucher claim (if applicable) for the elder concerned following the existing procedures.

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Scenario 2

Elder eligible to use vouchers and an existing eH(S)A is found

eHealth System (Subsidies) - Claim - Internet Explorer

Health System (Subsidies)

LIN, HON LAM
Home | Inbox | Logout

Claim

1. Search eHealth (Subsidies) A
Enter Details

Account Information

Document Type	Hong Kong Identity Card	Date of Birth / Gender	1945 / Male
Name	CHAN, TAI MAN (陳大文)	Date of Issue	01-01-01
HKIC No. / Symbol	A654XXX(X) / A		

Claim Information

Practice	LIN HON LAM Clinic (1)
Scheme	Health Care Voucher Scheme
Service Date	07-09-2018
Available Voucher Amount	10-10-2018
Voucher Amount Claimed (S)	\$ 270
Net Service Fee Charged	\$
Reason for Visit	Principal

Principal

Please select --	Please select --
Please select --	Please select --

Cancel | Claim

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100%

Note
For an elder holding HKIC with the first alphabet of its symbol as C or U, you should make the claim for use of vouchers on the same date as the date of provision of the related healthcare services to the elder concerned.

For an elder eligible to use vouchers and an existing eH(S)A is found, you can proceed to enter claim details for the elder concerned following the existing procedures.

Scenario 3

Elder **NOT** eligible to use vouchers

For an elder **NOT** eligible to use vouchers, you cannot create eH(S)A or make voucher claim for the elder concerned. In such case, the following message will be shown in the System.

Note
You should first check if the inputted personal particulars of the elder (including the HKIC symbol) are correct. If affirmative, please explain to the elder concerned that he/she is not eligible to use vouchers due to his/her current residential status and the elder can settle the fees of healthcare services (if applicable) by other payment method (e.g. cash). If it is found that any information inputted is incorrect, you should correct the relevant information and repeat the relevant checking procedures.

Validation Fail
The service recipient is not eligible to use vouchers/ vaccination subsidy due to his/ her current residential status. [990000-E-00409]

HKIC Symbol
(The first alphabet, which can be A, C, R, or U)

Date of Birth
01-01-1968

HKIC No.
C668668 (E)

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~ Thanks for watching ~