



Integrated Health Care Voucher and
the Elderly Health Services Mobile Application

1. Elderly Health Care Voucher (HCV) Scheme

Background

Aged **65** or above

1 year (annually)

\$**2000** voucher amount

\$**4000** accumulated (Account based)

Wealthfare

Designated **H**ealthcare **S**ervice **P**roviders

Maintain the **H**ealth of **E**lderly



2. Motivation

Existing Problems (HCV web service)

- Inconvenient & not user-friendly
- Hard to determine the designated healthcare service providers

The screenshot displays the eHealth website interface, which is criticized for being inconvenient and not user-friendly. The page features multiple logos, including the '醫健通 (資助)' logo and the 'ehealth' logo. The main content area is divided into several sections:

- 查詢醫療券 (Check Medical Voucher):** This section includes a form for checking medical vouchers, with fields for '香港身份證號碼' (Hong Kong Identity Card Number) and '出生日期' (Date of Birth). It also features a sample Hong Kong Permanent Identity Card for 'LEE, Chi Nan'.
- 已登記醫療服務提供者名單 (List of Registered Healthcare Service Providers):** This section allows users to search for healthcare providers. It includes a search bar with a magnifying glass icon and a dropdown menu for '關鍵字' (Keywords). Below the search bar, there are three input fields for '服務提供者姓名' (Service Provider Name), '執業地點名稱' (Practice Location Name), and '執業地址' (Practice Address), each with a '(選擇)' (Select) button.
- 醫務專業類別 (Medical Professional Categories):** This section lists various medical professions, including '西醫' (General Practitioner), '註冊中醫' (Registered Chinese Medicine Practitioner), '牙醫' (Dentist), '脊醫' (Chiropractor), '註冊護士 / 登記護士' (Registered Nurse / Registered Nurse), '物理治療師' (Physiotherapist), '職業治療師' (Occupational Therapist), '放射技師' (Radiation Technologist), '醫務化驗師' (Medical Laboratory Scientist), and '視光師 (註冊名冊第1部分)' (Optician (Part 1 of the Registered List)).
- 服務 (Services):** This section lists various services, including '醫療券計劃 (HCVS)' (Medical Voucher Scheme), '長者醫療券' (Elderly Medical Voucher), '疫苗資助計劃 (VSS)' (Vaccine Subsidy Scheme), '季節性流感疫苗 (SIV)' (Seasonal Influenza Vaccine), '肺炎球菌疫苗 (23PPV)' (Pneumococcal Vaccine (23PPV)), and '肺炎球菌疫苗 (PCV13)' (Pneumococcal Vaccine (PCV13)).
- 地區 (Regions):** This section lists various regions, including '香港' (Hong Kong), '新界' (New Territories), '離島區' (Lantau District), '葵青區' (Kwai Tsing District), '北區' (North District), '西貢區' (Sai Kung District), '沙田區' (Sha Tin District), '大埔區' (Tai Po District), '荃灣區' (Tsing Yi District), '屯門區' (Tuen Mun District), '元朗區' (Yuen Long District), '九龍' (Kowloon), '九龍城區' (Kowloon City District), '觀塘區' (Kwun Tong District), '深水埗區' (Sham Shui Po District), '黃大仙區' (Hung To District), and '油尖旺區' (Yau Tsim Mong District).

The interface is cluttered with multiple logos, navigation links, and search filters, illustrating the complexity and lack of user-friendliness. The page also includes a '簡易使用指引' (Simple User Guide) link and a '私隱政策 | 重要告示 | 系統維護' (Privacy Policy | Important Notice | System Maintenance) link.

Existing Problems (Elderly)

- Easy to forget the balance of HCV
- Easy to forget when to take medicine and how much to take
- Communication barrier between the elderly and doctor

Why now?

- Population ageing
- The eligibility age for from 70 to 65 with effect from 1 July 2017
- Not existing solution for this specific local health case services

3. ESeeHealth

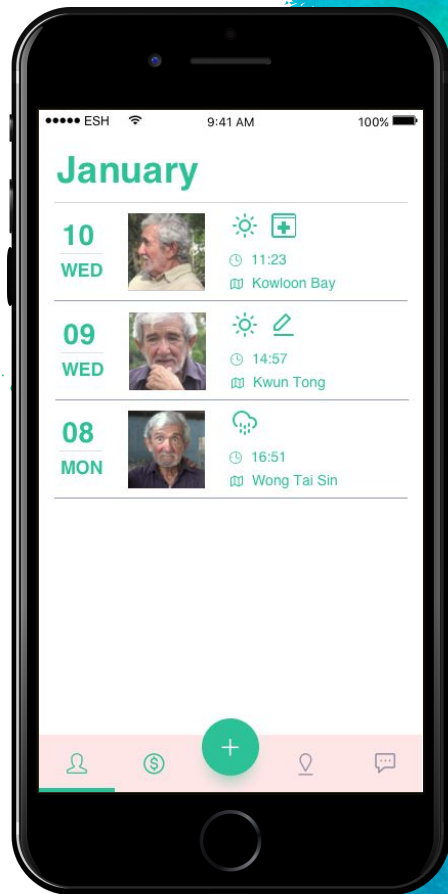
Features

Access anytime, anywhere with any device

- Web
- Mobility
 - Mobile
 - Tablet

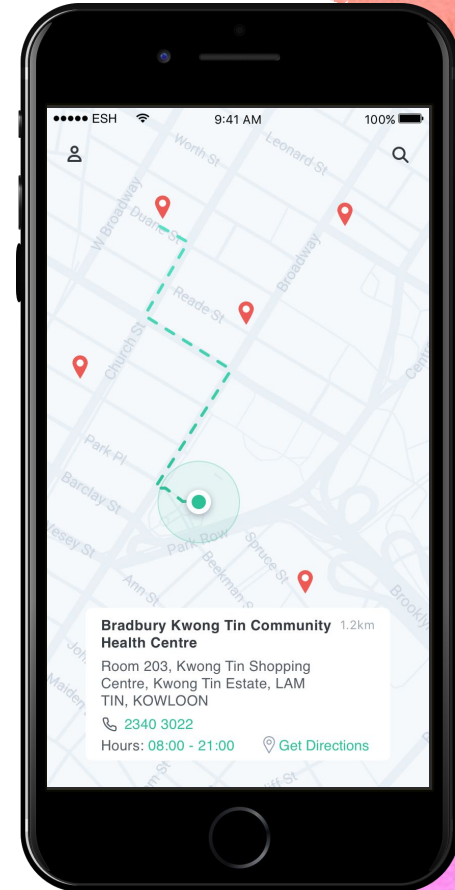
Modifiable font size

Language support Chinese and English



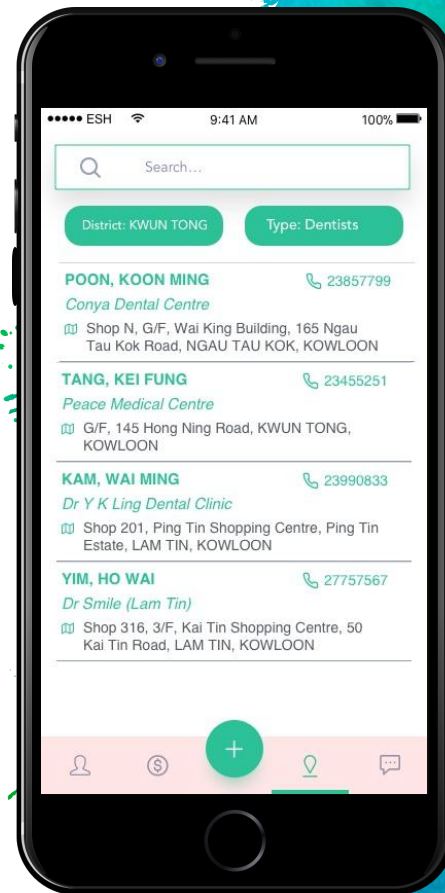
ESeeSearch

- GPS
 - Show the nearest enrolled healthcare service providers according to the current location
 - By clicking the mark on the map, GPS will guide user to the destination



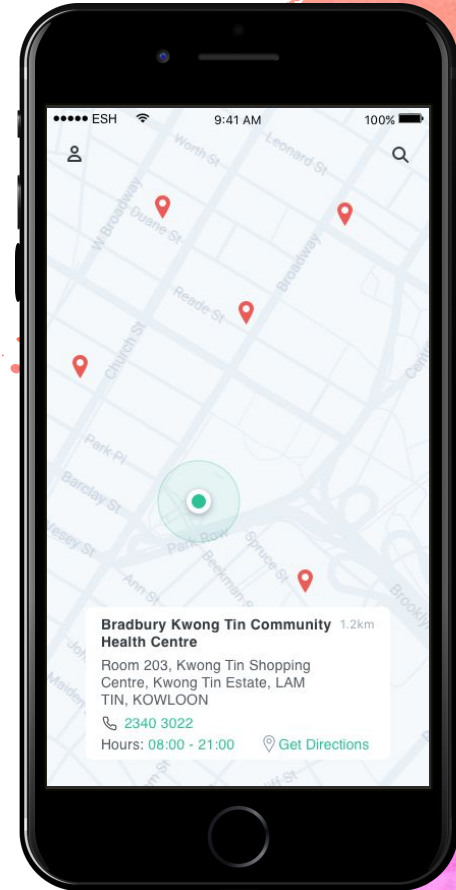
ESeeSearch

- By district/ service type(e.g.medical, Chinese medicine, dental...)



ESeeSearch

- Clinic Information
 - Location
 - Phone Number
 - Doctor
 - Opening Hours



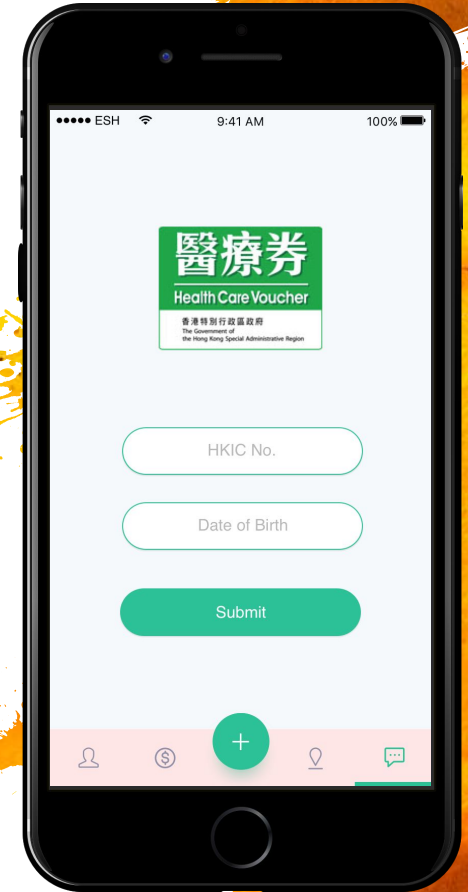


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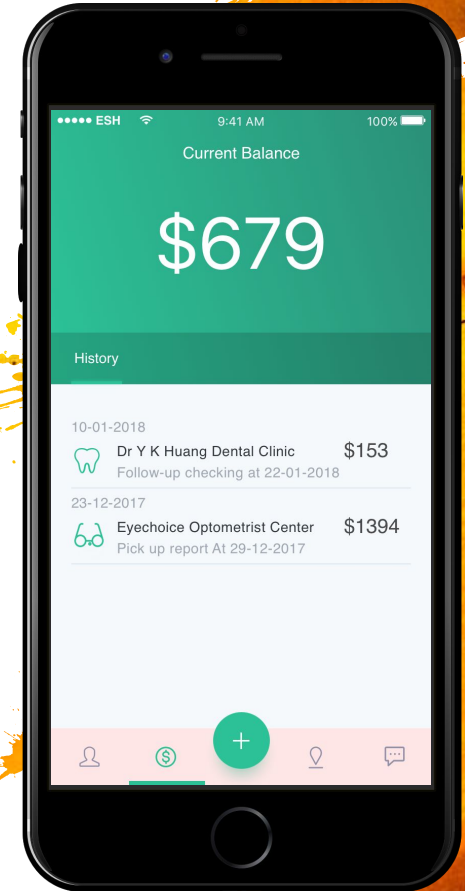
HCV Balance Enquiry

- Service for checking the balance of HCV
 - Enter HKID number and date of birth
 - Show account balance
 - Avoid HCV to exceed the maximum and be wasted
 - Encourage to utilize the HCV to maintain healthy



HCV Balance Enquiry

- Better enhancement
 - More functions but more simple
 - Provide history and reminder



Transfer Data From clinic to user

- Via QR Code
- Data
 - Next appointment time
 - Medicine
 - Directions
 - Medical Fee



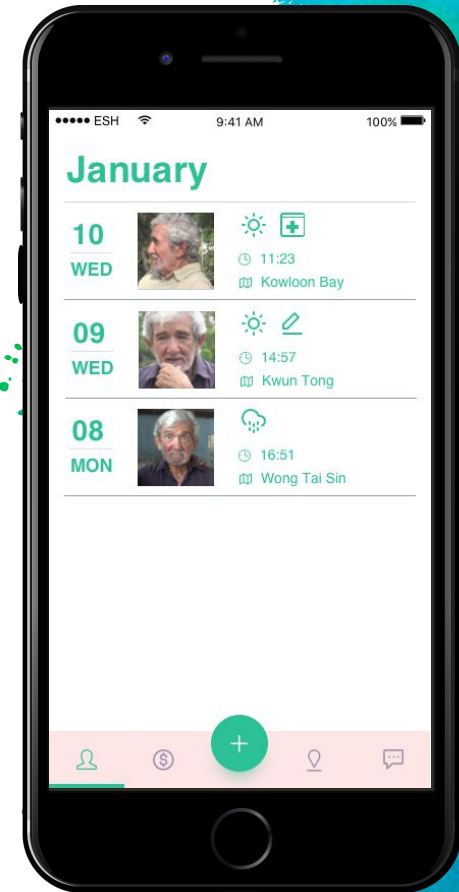
SnapCheck

- illness >> symptoms
- Patients & people around them may not be able to notice
- Doctors may not be able to notice within a few minutes of consultation
- Cost(health, financial) increases with time
- Reduce chance to miss golden opportunity to cure



SnapCheck

- Capture and store user's face for doctor's reference
- Use QR code to transfer data(photo) from user to clinic
- Assist medical diagnosis
- Help identify and cure the diseases (especially the chronic diseases) at the early stage



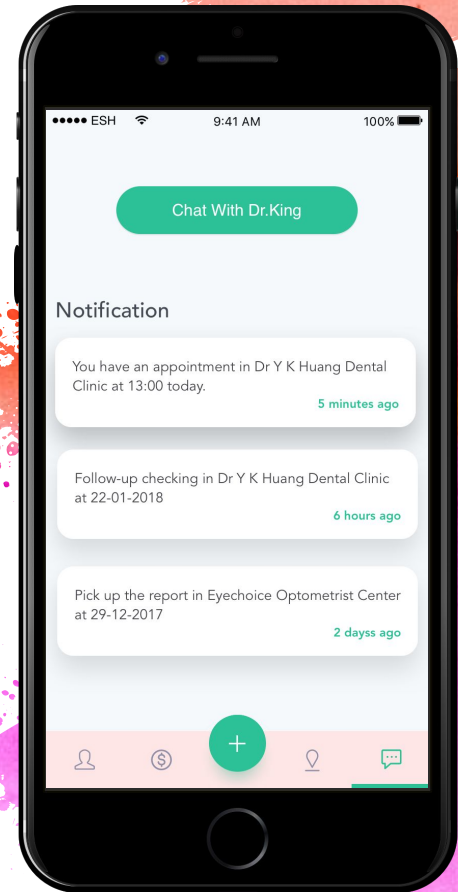
SnapCheck

Future Development

- Computer Vision (Face detection)
- Detected by smartphone
- Generate warning
- Suggest patient to go to see doctor

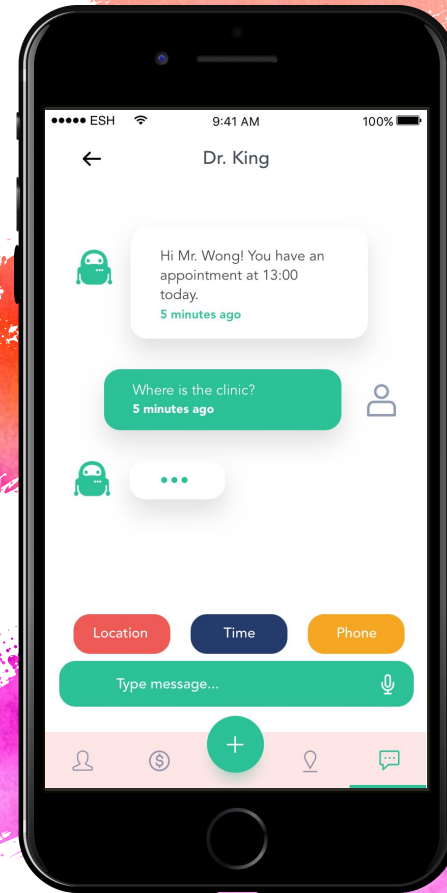
Dr. King (Dr.傾)

- Built by Microsoft Bot Framework
- Notification
 - Remind user to snap a photo for record everyday
 - Remind the appointment time of user
 - Pop up many useful health care tips(vaccination scheme)
 - Give advices on general illness e.g diabetes, hy, osteoporosis etc...



Dr. King (Dr.傾)

- Handle questions instantly (FAQs)
 - Queries about HCV scheme
 - Information on symptoms and common health problems



4. Business Model

Partnership

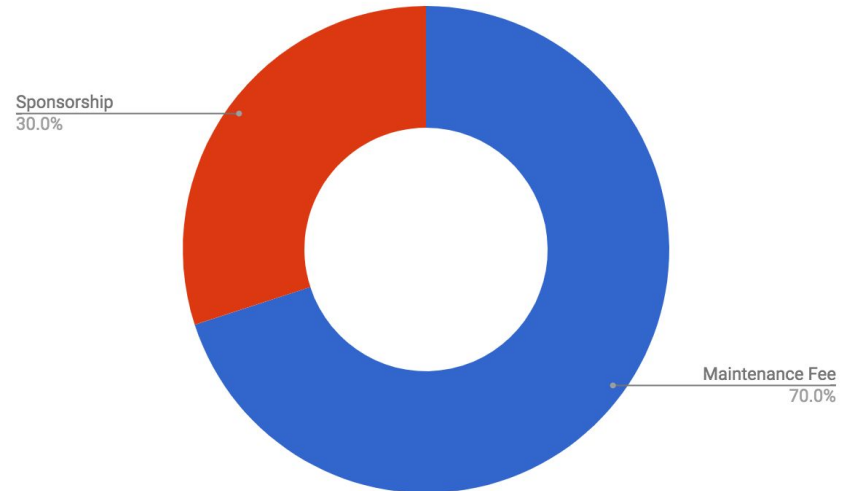
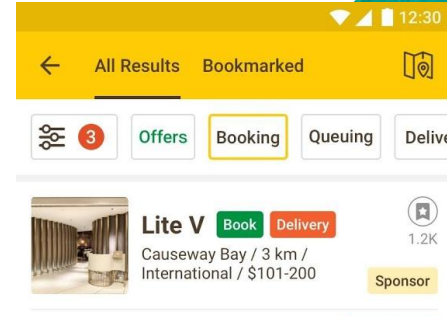
- Government: Department Of Health / OGCIO
- Private Hospital Association



衛生署
Department of Health

Revenue

- Backend Maintenance & QRCode
- Sponsorship from Clinic
 - Higher priority in Search result
 - Place in obvious location



Risk & Future Plan

- Security: Encryption
- Accuracy
- Human Fault



Not just a business

**But also to maintain the public
health, reduce public medical
burden and financial burden**

Win Win