



醫院管理局
HOSPITAL
AUTHORITY

群策群力為病人 · 優質醫護滿杏林
Quality Patient-Centred Care Through Teamwork

Our Ref: AHS / MSS / G / 06

18 December 2006

Clerk, Public Accounts Committee
(Attn: Ms Serena Chu)
Legislative Council
Legislative Council Building
8 Jackson Road
Central
Hong Kong

Dear Ms Chu,

**The Director of Audit's Report on the
Results of value for money audits (Report No.47)**

**Chapter 6: Hospital Authority and Social Welfare Department:
Management of medical fee waivers**

Thank you for your letter dated 12 December 2006.

With regard to your enquiries, we would like to provide information as follows:

- (a) There were a total of 2,591 partial waivers granted on non-financial grounds for 4,829 cases / attendances in 2005/06. Among those cases / attendances, there are 73 write-off cases / attendances with a total write off amount of \$34,468 and there are 80 outstanding cases / attendances with outstanding amount of \$105,315.

(The 2,552 no. of partial waiver granted as quoted in the audit report under para 2.31 is updated as 2,591, as some more applications were confirmed after the data extraction exercise)

- (b) The first exercise of 1% supervisory check covered waivers issued during the period from Apr 2006 to September 2006. A total of 489 cases from 32 Medical Social Work Units (both HA and SWD) have been audited. Among these cases, there are 16 cases that have areas for further improvement in documentation, though the assessment and recommendation made by the Medical Social Workers (MSWs) in these

cases were in order. Key findings and follow up actions of the exercise are summarized below:

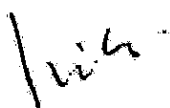
Key findings:

- The MSWs did not provide complete or accurate information in assessment form, e.g. lacking of applicant's signature, no entry of date of previous full assessment conducted, and wrongly copied the relative's name.
- Inconsistence between recommendation and the assessment result in the assessment form and e-waiver record.

Actions taken

- MSWs concerned have been advised to
 - provide complete and accurate information relating to their processing of waiver applications
 - input accurately the assessment results and recommendations in the e-waiver system
- Periodic briefing sessions and training on waiving guidelines will be conducted for MSWs to enhance their performance in granting waivers.

Thank you for your attention.


(Ms Ivis CHUNG)
for Chief Executive
Hospital Authority

c.c. Director of Social Welfare (Attn: Mr SIT Tung)