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June 17, 2009

Dr Hon Joseph LEE Kok-long, JP  
Chairman of the LegCo's Panel on Health Services  
Legislative Council Secretariat  
Legislative Council Building  
8 Jackson Road  
Central, Hong Kong

Dear Dr Lee,

**Re: Suggestions on the Development of Electronic Health Record System  
in Hong Kong**

Further to the submission of Senior Citizen Home Safety Association dated March 3, I am writing in further support of developing an Electronic Health Record System in Hong Kong. We believe such a system will encourage and indeed, **empower patients to focus on their personal healthcare**. Equally important is that it will support greater continuity of care across the health care providers in all sectors, as well as **enhancing the integration between health and welfare services to face the challenges of our ageing population**.

As one of the long term care service providers in the welfare sector, we are rendering 24-hour emergency support and care services to over 65,000 users, mostly seniors, allowing them to live in the community safely. To render timely support to our users, we have been collecting health records from them, including written information from the hospitals and general practitioners they visit and informal information verbally informed by the users, like the over-the-counter medicines they purchase from the dispensary. We have now accumulated thousands of health-related records after serving more than 120,000 users over the past 13 years. Last year, we have further enhanced our services to render health advices to our elderly users newly discharged from hospitals, with the support of HA's PPI where our nurses can access the users' EPR after seeking their consents. Initial result of the service is encouraging. Users have expressed high satisfaction towards the service as they could get to know more about their health conditions and be able to handle their drugs more properly with the assistance of our nurses.

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Our situation is not alone. There are hundreds of long term care service providers serving elders and chronically-ill patients, who are also keeping and updating valuable health-related records of their users everyday in the community. We believe these **health records collected outside the formal medical system are also indispensable and vital in building a comprehensive and territory-wide health system for all Hong Kong citizens** and we feel obliged to contribute our efforts throughout the development process. Given the complexities of the project, we regard **having a dedicated body to oversee the eHR development would certainly benefit all stakeholders involved**, and we are more than happy to be involved as a member of such body to contribute as a party from the community.

Should you require any further input, please feel free to contact our Deputy Director, Ms. Carmen Ng, at 2952 1802.

We look forward to be updated on the subject.

Best regards

Yours sincerely,  
SENIOR CITIZEN HOME SAFETY ASSOCIATION



Timothy Ma  
Executive Director

c.c. The Hon. Cheung Kwok Che, Executive Committee Member, SCHSA  
Mr. Peter Nip, Chairman, Executive Committee, SCHSA  
Dr. C.K. Law, Hon. Treasurer, Executive Committee, SCHSA