



中華人民共和國香港特別行政區政府總部食物及衛生局  
Food and Health Bureau, Government Secretariat  
The Government of the Hong Kong Special Administrative Region  
The People's Republic of China

本函檔號： *L/M to FHB/H/1/19*  
來函檔號： *CB2/PL/HS*

電話號碼： (852) 3509 8958  
傳真號碼： (852) 2840 0467

17 November 2015

Ms Maisie LAM  
Clerk to Panel  
Panel on Health Services  
Legislative Council Complex  
1 Legislative Council Road  
Central

Dear Ms LAM,

**Panel on Health Services**

**Security Management in the hospitals of the Hospital Authority**

The Panel, at its meeting on 18 May 2015 on the captioned, requested that supplementary information be provided on the Hospital Authority (HA)'s review of the security management of its hospitals. Having consulted HA, I provide the relevant information in the ensuing paragraphs.

**Background**

2. An incident took place between 21 March 2015 and 15 April 2015 when a Chinese male was suspected of impersonating a doctor in the United Christian Hospital (UCH).

3. In this connection, HA set up an investigation panel to review the incident and to recommend improvement measures to prevent recurrence of similar incidents. The membership of the panel is as follows:

Chairman :

Dr CHUI Tak-yi                      Cluster Chief Executive, Kowloon East Cluster /  
Hospital Chief Executive, UCH

Members :

Mr Desmond NG                      Chief Manager (Business Support Services), HA

Ms Katherine SHIU                      Chief Manager (Human Resources), HA

Mr Philip CHOI                      Cluster General Manager (Nursing), Kowloon  
West Cluster

Ms Susanna KO                      Cluster General Manager (Administrative  
Services), Kowloon Central Cluster

Dr SIN Ngai-chuen                      Service Director (Quality & Safety), Kowloon  
East Cluster

The terms of reference of the panel are as follows –

- (i) To find out the root cause and contributing factors in the suspected “Impersonated Doctor Incident” in UCH;
- (ii) To make recommendations on system improvement to prevent future occurrence in UCH; and
- (iii) To make recommendations to HA-wide security measures to prevent future occurrence of similar incidents.

## **Findings**

4. After investigation, the panel found that the following loopholes were present in the security system of UCH:

- (i) Inadequate system design on the management of temporary access card

There has been a practice in UCH of lending temporary access cards to doctors since May 2007. However, there were no traceable policy, guidelines and work instruction on such practice.

- (ii) Failure to comply with Human Resources Policies Manual on staff identification card

There was insufficient staff awareness on wearing staff identification card while at work.

- (iii) The need of the security staff to do multi-tasks

The security staff serving the front desk of the Security Control Room performed a multiple list of duties. That could distract the staff in performing the core hospital security duties.

## **Recommendations**


5. In view of the findings above, the panel has recommended the following improvement actions:

- (i) Stop issuing temporary access cards for all HA hospitals with immediate effect and reinforce the “Guidelines for Management of Access Control System – General Rules on the Use of Access Cards”, especially on the replacement of access card;
- (ii) Extend the installation of Access Control System to all HA hospitals, especially in clinical areas;
- (iii) Adopt an integrated system of access control cards and staff identification cards (i.e. 2-in-1 card) for all HA hospitals where applicable;
- (iv) Reinforce human resources policy or procedure related to the use of staff identification card, especially on the requirement of wearing staff identification card while at work; and
- (v) Conduct a comprehensive review on the service scope, manpower distribution and physical location of the Security Control Room in UCH to streamline the service of Security Department.

6. HA has taken measures to implement the recommendations of the panel to improve the security arrangement accordingly. HA will keep

security situation in hospitals under review and continue to pay every effort to strive for better protection of all hospital premises.

Yours sincerely,



( Patrick LEE )

for Secretary for Food and Health

cc: Chief Executive, HA (Attn: Ms Emily Chan)