



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

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電話號碼 Tel. No.: 3509 8959
傳真號碼 Fax No.: 2102 2519

[By email]

2 May 2017

Ms Joanne MAK
Clerk to Subcommittee on Rights of Ethnic Minorities
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

Dear Ms MAK,

Subcommittee on Rights of Ethnic Minorities
Issues relating to the use of Healthcare Services by Ethnic Minorities

Thank you for your letter of 12 April 2017. After having consulted the Hospital Authority (HA) and the Department of Health (DH), I am authorized to reply to the questions set out in your letter as follows.

Hospital Authority

When a person uses public healthcare services, the HA will make a patient record based on his/her identification document (Hong Kong Identity Card for most of the cases) for administration purpose. But HA does not keep record of the patients' race and is therefore unable to provide figures on the number of ethnic minorities seeking medical consultation. As regards the interpretation services provided by the HA in terms of language and hospital clusters, the relevant figures are set out at **Annex**.

As regards the interpretation services provided by the HA in General Out-patient Clinics, Specialist Out-patient Clinics, Accident & Emergency Department and to in-patients, relevant statistics are as follows –

	From 2012/13 to 2016/17 (as at November 2016)
General Out-patient Clinics	1 221
Specialist Out-patient Clinics	23 902
Accident & Emergency Department	300
In-patients	12 172
Total cases[#]:	37 595

#Not including the interpretation services (4 cases) provided in HA Head Office.

In addition, HA's expenditure on the provision of interpretation services each year since the launch of interpretation services is set out below –

Year	Expenditure on Interpretation Services (\$million)
2012/13	2.3
2013/14	3.0
2014/15	4.6
2015/16	6.2
2016/17 (April to November 2016)	4.9

Department of Health

The statistics of interpretation service provided in health centres and clinics of DH for ethnic minorities in years 2012/13 to 2016/17 are as follows –

Year	DH*	DH Clinics within HA[#]	Total (number)
2012/13	490	21	511
2013/14	422	23	445
2014/15	501	23	524
2015/16	603	13	616
2016/17	724	5	729

*includes interpretation services provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) and part-time interpreters from Judiciary.

#some DH clinics located within the hospitals of the HA had used the interpretation services provided by HA.

Interpretation services provided by DH are mainly offered by the Support Service Centres for Ethnic Minorities funded by the Home Affairs Department, i.e. the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) operated by the Hong Kong Christian Service, or by part-time interpreters from Judiciary who provide telephone and on-site interpretation services. The interpretation services provided by CHEER cover commonly encountered ethnic minority languages, while the interpretation services provided by the part-time interpreters from Judiciary covers over 50 languages.

According to CHEER, basic interpretation training courses were provided for the interpreters. DH does not keep details of their training courses for interpreters. In the past five years, DH had not received any complaints from the recipients of the interpretation services. DH will keep in view comments from the users on the interpretation services to ensure service quality.

Yours sincerely,

Clarissa WAN

(for Secretary for Food and Health)

Encl.

c.c. Secretary for Constitutional and Mainland Affairs
(Attn: Miss Cathy LI)

Hospital Authority
(Attn: Mr Hans LI)

Director of Health
(Attn: Dr Kellie SO)

Interpretation Services provided by the Hospital Authority

	From 2012/13 to 2016/17 (as at November 2016)							
	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Hospital Authority Head Office
Urdu	1 559	678	2 276	2 008	8 055	284	3 541	2
Punjabi	858	428	959	944	2 550	176	735	1
Nepali	206	278	1 393	13	845	127	1 053	0
Bahasa Indonesia	335	331	383	207	698	216	687	0
Hindi	117	197	450	207	444	57	166	1
Japanese	341	69	198	12	133	67	42	0
Thai	148	98	354	15	135	25	52	0
Tagalog	17	27	45	10	63	6	60	0
Korean	101	33	91	6	59	13	4	0
Bengali	15	45	53	4	120	18	164	0
Vietnamese	35	41	152	42	407	7	244	0
German	1	1	10	0	10	0	0	0
French	7	7	23	1	11	0	23	0
Spanish	7	27	32	1	9	9	18	0
Sinhala	2	15	22	1	4	0	27	0
Arabic	0	9	21	0	64	5	10	0
May	0	2	4	0	4	1	7	0
Portuguese	0	0	3	0	2	0	0	0
Taiwanese	0	0	5	0	0	0	1	0
Russian	2	0	1	0	1	0	9	0
Swahili	2	0	11	0	2	0	8	0
Tamil	0	0	7	1	1	4	64	0
Pashto	4	0	1	0	0	0	5	0
Burmese	4	10	0	1	0	0	0	0
IGBO	0	0	1	0	0	0	8	0
Turkish	0	2	0	0	0	0	0	0
Uganda	0	0	1	0	0	0	1	0
Cambodian	0	0	0	0	5	0	0	0
Llcoano	0	0	0	0	0	0	1	0
Total cases:	3 761	2 298	6 496	3 473	13 622	1 015	6 930	4