



Frequently Asked Questions and Answers on Primary Care Directory for Public

(revised in July 2024)

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1. General Questions

1.1. What is Primary Care?

Primary care is the first level of care in the whole healthcare system and the first point of contact for individuals and families in a continuing healthcare process. Primary care provides comprehensive, person-centred, continuing and co-ordinated and preventive care close to the community where people live and work.

Primary care contributes to the health of the population and covers a wide range of services which includes:

- health promotion;
- prevention of acute and chronic diseases;
- health risk assessment and disease identification;
- treatment and care for acute and chronic diseases;
- self-management support; and
- rehabilitative, supportive and palliative care for disability or end-stage diseases.

1.2. What is the Primary Care Directory?

Primary Care Directory (“the Directory”) is a web-based electronic database containing practice information and professional qualification of primary care providers in the community to facilitate the public to search for their own doctors, dentists and Chinese medicine practitioners.

The Directory was first launched in April 2011 with sub-directories for doctors and dentists; followed by the sub-directory for Chinese medicine practitioners which was launched in October 2012.

1.3. Who are eligible for enrolment in the Directory?

Registered doctors, dentists and practising Chinese medicine practitioners (CMPs) in Hong Kong who are committed to providing directly accessible, comprehensive, continuing, co-ordinated and person-centred primary care services are eligible for enrolment in the Directory.

1.4. How can I use the Directory?

You may use the search function in the Directory and base on your selection criteria, such as clinic location, clinic opening hours, etc. to find a primary care doctor, dentist or Chinese medicine practitioner (CMP) who suits you.

If you already have your family doctors, dentists or CMPs, you may also search their updated information in the Directory.

Please refer to the [“Search Demonstration”](#) on the website for details.

1.5. How often is the Directory being updated?

Enrolled primary care providers can update their information online anytime. You can check the “Date of Last Update” shown at the bottom of the webpage of individual primary care provider in the Directory.

1.6. Why is there another name in bracket behind the name of some primary care providers?

For doctors and dentists, the name shown in bracket is the commonly used name or Christian name; while for Chinese medicine practitioners, the name in bracket is the name "Also Known As" which is contained in the List of Chinese Medicine Practitioners maintained by [the Chinese Medicine Council of Hong Kong](#).

1.7. Why does the Government only allow medical practitioners enlisted in the Directory to take part in government-subsidised primary healthcare programmes?

It is a requirement for medical practitioners participating in government-subsidised Vaccination Subsidy Scheme, Residential Care Home Vaccination Programme, District Health Centre services as well as the Chronic Disease Co-Care Pilot Scheme to be enlisted in the Directory. The Primary Healthcare Blueprint recommends that all healthcare professionals who provide primary healthcare services must be enlisted in the Directory. Further to the recommendation, the Government extends the relevant requirement to cover all government-subsidised primary healthcare programmes, i.e. including the Elderly Health Care Voucher Scheme, Colorectal Cancer Screening Programme and General Outpatient Clinic Public-Private Partnership Programme starting from 6 October 2023. Such standardisation of arrangements across various subsidised programmes can ensure that medical practitioners participating in the programmes are receiving continuing medical education relevant to their discipline, thus enhancing the quality assurance of primary healthcare services. In the long run, the Government will gradually extend the application of this requirement to other primary healthcare professionals.

1.8. If the medical practitioner I regularly consult is not enlisted in the Directory, what will happen to me?

If the medical practitioner you regularly consult is yet to be enlisted in the Directory by the end of the two-month grace period (i.e. 6 December 2023 and thereafter), he/she will no longer be able to offer their patients subsidised services under the Elderly Health Care Voucher Scheme, the Colorectal Cancer Screening Programme and the General Outpatient Clinic Public-Private Partnership Programme.

If you are benefiting from the aforementioned subsidised programmes, you should enquire with your medical practitioners or check online (<https://apps.pcdirectory.gov.hk/public/EN>) to confirm if your medical practitioners are enlisted in the Directory, thereby ensuring that you can continue to receive relevant subsidised services via the same medical practitioners in the future.

2. Technical matters

2.1. What is the system requirement for using the Directory?

The Directory can generally be run in the following combinations of popular operating systems and browsers:

	Microsoft Windows 10	macOS
Microsoft Edge	✓	
Google Chrome	✓	✓
Mozilla Firefox	✓	✓
Safari		✓

In general, you also need to enable the following software items in your browser:

- JavaScript
- Cookies
- TLS

3. Contact us

3.1. Whom may I contact if I need more information?

You may contact the Primary Healthcare Commission of the Health Bureau by the following means:

Tel. No.: 3576 3658

Fax No.: 3583 4549

Email Address: phcc@healthbureau.gov.hk

Address: Primary Healthcare Commission

Health Bureau

The Government of the Hong Kong Special Administrative Region

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