基層醫療指南
Primary Care Directory

Frequently Asked Questions and Answers on Primary Care Directory for Service Providers

(revised in November 2025)

Prepared by the Primary Healthcare Commission, Health Bureau

(In case of ambiguity or conflict between the Chinese and the English versions, the English version shall prevail.)

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1. General Questions

1.1. 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 healthcare service providers in the community to facilitate the public to search for their own primary healthcare service providers.

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. The Primary Healthcare Blueprint (the Blueprint) released by the Government of the Hong Kong Special Administrative Region of the People's Republic of China (the Government) in 2022 recommended continuing to develop sub-directories for other allied health professionals. Sub-directories for occupational therapists (OTs) and physiotherapists (PTs) were launched in June 2025.

The Blueprint recommended that all healthcare professionals who provide Government-subsidised primary healthcare (PHC) services should be enlisted in the Directory. Such requirement has been implemented for doctors and dentists since 6 October 2023 and 2 January 2025 respectively, and further extended to OTs and PTs starting from 2 July 2025.

1.2. 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.

2. Eligibility

2.1. Who are eligible for enrolment in the Directory? If I am working in the public sector, can I enrol in the Directory?

Registered doctors, dentists, practising Chinese medicine practitioners (CMPs), occupational therapists (OTs) and physiotherapists (PTs) in Hong Kong who are committed to providing accessible, comprehensive, continuing, co-ordinated and person-centred primary healthcare services, and fulfill the entry requirements are eligible for enrolment in the Directory.

Doctors working in Family Medicine Clinics as well as CMPs working in Chinese medicine clinics of the Hospital Authority can enrol to the Directory as well.

2.2. If I am a listed Chinese medicine practitioner, can I join the Directory? If I successfully join the Directory, does it mean that I will become a registered Chinese medicine practitioner?

Registered Chinese medicine practitioners (CMPs), CMPs with limited registration and listed CMPs are eligible to join the Directory as long as they commit to provide accessible, comprehensive, continuing, and co-ordinated person-centred primary healthcare services to the public. However, joining the Directory would not change your registration or listing status of CMP.

3. Enrolment

3.1. Effective from 6 October 2023, being enlisted in the Directory is a pre-requisite for medical practitioners to take part in Government-subsidised Primary Healthcare Programmes. What will happen to me if I am a registered medical practitioner participating in the relevant programmes but yet to be enlisted in the Directory by the end of the two-month grace period (i.e. 6 December 2023 and thereafter)?

If you are currently participating in Elderly Health Care Voucher Scheme, Colorectal Cancer Screening Programme and/or General Outpatient Clinic Public-Private Partnership Programme and yet to be enlisted in the Directory by the end of the two-month grace period (i.e. 6 December 2023 and thereafter), you will no longer be able to offer your patients subsidised services under the aforementioned programmes.

To facilitate your patients benefiting from the aforementioned programmes to make appropriate arrangement, please inform them as soon as possible that you will no longer be able to provide the relevant subsidised services on 6 December 2023 and thereafter.

3.2. How can I enrol in the Directory?

Primary healthcare service providers can enrol in the Directory online at www.pcdirectory.gov.hk or through the eHealth System (Subsidies) at apps.hcv.gov.hk/EN during enrolment in the Health Care Voucher Scheme and/or the Vaccination Subsidy Scheme and/or the Residential Care Home Vaccination Programme. For details, please refer to the Enrolment Guide of the Directory.

3.3. For primary healthcare service providers practising in a private hospital or private medical group, should they enrol in the Directory as an individual or should the enrolment be made solely by the hospital or private medical group as a single unit?

The purpose of the Directory is to allow the public to choose his/her own primary healthcare service provider. As such, each service provider should enrol as an individual in the Directory, even though they may be practising in the same premises or private medical group.

3.4. Why is a copy of my Hong Kong Identity Card required for enrolment in the Directory?

Hong Kong Identity Card (HKIC) number is a unique identifier and a copy of HKIC is required for verifying the identity of service providers enrolled in the Directory. HKIC number is not displayed in the Directory and cannot be viewed by the public. The personal data collected will only be used for the designated purposes and handled according to the Government policies and procedures on personal data protection. The HKIC copy will be duly deleted after processing the application.

3.5. How can I indicate the networking with other healthcare service providers in the Directory?

Delivery of co-ordinated comprehensive care by multi-disciplinary team is one of the key attributes of good primary healthcare. You may indicate networking with other healthcare service providers under item “Primary care team members” in “Other Information” of the “Practice Information” section. Information about their practicing address and professions can be inputted.

3.6. How can I indicate information about the special opening hours and service provided by other doctor for my clinic during long public holidays (e.g. Lunar New Year Holiday)?

You may regularly update the opening hours of individual public holidays as follows:

(i) login to your account in the Directory;
(ii) under item "Special Arrangement" in "Opening Hours" of the "Practice Information" section, select "Add Public Holiday" and the days of clinic opening during public holidays;
(iii) for the selected holidays, select "Other opening hour" and input the timeslots;
(iv) select "Service provided by other [doctor/ dentist/ CMP]" (where appropriate).

The updated information will be displayed in the Directory after mid-night.

Please note that "No Service" will be set by default for public holidays unless service hours are inputted under the "Special Arrangement". Please refer to Demonstration of Enrolment Procedure for details.

3.7. How can I indicate acceptance of insurance cards in the Directory?

You may select the checkbox for "Insurance" under item "Payment method" of the "Practice Information" section indicating that your clinic accepts insurance cards. A message "Please check with the service provider for the insurance arrangement and payment details" will be shown in the Directory.

3.8. Will the Directory show my participation in Government-subsidised primary healthcare programmes?

Yes, the Primary Healthcare Commission will regularly update your participation in Government-subsidised primary healthcare programmes such as Elderly Health Care Voucher Scheme, Vaccination Subsidy Scheme, Colorectal Cancer Screening Programme and Chronic Disease Co-Care Pilot Scheme, etc.

3.9. How can I save the enrolment information for reference?

You can use the "Save or Print" button on the "Completion" page to save or print your enrolment information after submission of the application.

3.10. When and how will I be notified of the enrolment approval?

After verification of the information that you have provided, applicants will normally be informed by email whether the enrolment is approved or not, within 20 working days upon providing all necessary information including copy of the Hong Kong Identity Card.

Successful applicants will receive a confirmatory email with a link to activate your account. Your information will be displayed on the Directory for searching and viewing by the public upon approval of the enrolment application.

4. Information update

4.1. How can I update my information in the Directory?

You can log into your Directory account at apps.pcdirectory.gov.hk/SP/Main/Main.aspx; then go to "My Info" to view or update your information. You may temporarily save your edited information by pressing the "Save" button. By the time when you press the "Confirm" button, your saved information will be submitted to the Primary Healthcare Commission for further processing. You may also submit your update request direct by pressing the "Save and Confirm" button.

After confirmed submission of request for updating information, most information which does not require further checking will be updated in the Directory after mid-night. For information that requires further checking on the text (e.g. practice address) or professional information that requires verification by the respective professional Boards and Councils (e.g. professional registration number, qualifications), the updated information will normally be displayed in the Directory within seven working days.

5. Maintenance of listing in the Directory

5.1. Are there any CME/CPD requirements for maintaining listing in the Directory? How will my CME/CPD status checked?

In order to promote and maintain the quality of services, primary healthcare service providers listed in the Directory must demonstrate that they are pursuing continuing medical education (CME) or continuing professional development (CPD) relevant to their disciplines. Please refer to the Terms and Conditions for details.

The Government conducts regular checking of CME/ CPD status of healthcare service providers enrolled in the Directory. Please refer to the Conditions for Maintenance of Listing for details.

5.2. Can I apply for exemption from CME/CPD requirements if I am unable to take CME/CPD activities due to prolonged illness?

An enrolled doctor/dentist who falls behind the CME/CPD requirements because of prolonged illness may apply for an exemption from the CME/CPD requirements. The guiding principle of exemption is that when an enrolled doctor/dentist is not in active practice because of the illness, CME/CPD requirement of that total period of "not in active practice" will be exempted for CME/CPD in that cycle. For other exceptional circumstances, partial exemption will be considered and approved by the Advisory Committee on Primary Care Directory (ACPCD) on a case by case pro-rata basis depending on the extent of illness and its impact on practice. An illness can be accepted as "prolonged illness" provided a sick leave of at least two months has been formally granted within a 1-year cycle (for enrolled doctor) or at least six months has been formally granted within a 3-year cycle (for enrolled dentist).

Examples of exemption (for enrolled doctors) are as follows –

- Full exemption – sick leave for 1 year with no active practice
- Partial exemption – sick leave for 6 months with no active practice
  - 15 CME points exempted and pass the CME checking if attained 15 or more CME points
- Partial exemption – sick leave for 2 months with no active practice
  - 5 CME points exempted and pass the CME checking if attained 25 or more CME points

5.3. I am an enrolled doctor. What can I do if I cannot meet the CME requirement?

Enrolled doctor who cannot meet the CME requirement may take remedial action by changing the CME cycle and obtaining sufficient CME points in the new CME cycle, provided that he/she has already accumulated no less than one-third of CME points required for award of CME Certificate in the cycle year preceding to the checking.

Example 1 of changing CME cycle –

Scenario	**CME Points attained in the CME Cycle (1 Jan 2023 – Dec 2023)**		**Result / Action**
1	≥ 30 points	Checking in Jan 2024	Meet the requirement
2	< 30 points and ≥10 points		Change CME cycle to 1 Jul 2023 – 30 Jun 2024 and obtain 30 CME points for the new CME cycle
3	< 10 points		Delist in Mar 2024 after endorsement from ACPCD

Example 2 of changing CME cycle –

Scenario	**CME Points attained in the CME Cycle (1 Jul 2023 – 30 Jun 2024)**		**Result / Action**
1	≥ 30 points	Checking in July 2024	Meet the requirement
2	< 30 points and ≥10 points		Change CME cycle to 1 Jan 2024 – 31 Dec 2024 and obtain 30 CME points for the new CME cycle
3	< 10 points		Delist in Sep 2024 after endorsement from ACPCD

6. Account matters

6.1. I am a primary healthcare service provider enrolled in the Directory and my account has been inactivated. How can I reactivate my account?

Doctors, dentists, Chinese medicine practitioners, occupational therapists and physiotherapists whose accounts in the Directory have been inactivated may apply for reactivation of accounts if the respective criteria are fulfilled. For application form and details, please visit the website of the Directory (https://apps.pcdirectory.gov.hk/PCD_SP/EN/ReactivationAccount_Maint.htm).

Criteria of reactivation of account for doctors:

(a) Doctors who are specialists shall be listed in the Specialist Register of the Medical Council of Hong Kong (MCHK).
(b) Doctors who are non-specialists shall have obtained:
    (i) CME Certificate issued by the MCHK in one of the CME cycle years in the three years preceding the application; or
    (ii) CME information provided by the CME Programme Administrators certifying that the CME points accumulated in the current CME cycle year have met the minimum requirement for the MCHK CME certification.

Criteria of reactivation for account for dentists:

(a) Dentists who are specialists shall be listed in the Specialist Register of the Dental Council of Hong Kong ("DCHK").
(b) Dentists who are non-specialists shall have accumulated the required points for obtaining the Continuing Professional Development (CPD) Certificate issued by the DCHK.

Criteria for reactivation for account for occupational therapists (OTs) or physiotherapists (PTs) :

(a) Has fulfilled the eligibility criteria for enrolment as stipulated in the Terms and Conditions; and
(b) has fulfilled the requirements of the mandatory CPD scheme for registered OT/ PT approved by the OT/ PT Board.

Chinese medicine practitioners who wish to reactivate the account must either be:

(a) a registered Chinese medicine practitioner within the meaning of the Chinese Medicine Ordinance (Cap. 549) ("CMO") who holds a valid practising certificate issued under that Ordinance; or
(b) a Chinese medicine practitioner with limited registration within the meaning of the CMO; or
(c) a listed Chinese medicine practitioner within the meaning of the CMO whose name is entered on the list of Chinese medicine practitioners maintained by the Chinese Medicine Practitioners Board established under the CMO.

6.2. I have wrongly entered my password in the login page for several times, the system displays "Account Locked" message and I cannot log in again, what can I do?

The account will be locked after repeated failed attempts to log in the Primary Care Directory. Please contact the Primary Healthcare Commission of the Health Bureau at 3576 3658 or email to phcc@healthbureau.gov.hk to unlock your account.

6.3. Can I change my account password?

Yes. You may log in your Directory account, go to "My Account" and choose "Change Password" to change your password. For system security, you are encouraged to change your password periodically following the password input tips. The new password should not be the same as the last ten previously used passwords.

6.4. What can I do if I have forgotten my password?

You can press "Forgot Password" in the login page and enter your personal information to verify your identity. An email will be sent to your registered email address and you may follow the steps as shown to change your password.

6.5. How can I make a request for access to or correction of my personal data?

You can access to or update your information kept in the Directory online by logging in your account. (as mentioned in Q 4.1)

Alternatively, you may request access to or correction of the personal data provided in accordance with the provisions of the Personal Data (Privacy) Ordinance (Cap 486), by addressing to:

Executive Officer II ((Human Resources)1
Primary Healthcare Commission
Health Bureau
The Government of the Hong Kong Special Administrative Region
11/F, The HUB, 23 Yip Kan Street
Wong Chuk Hang
Hong Kong
Telephone No. : 2205 1855
Fax number: 2556 2638
Email Address: phcc@healthbureau.gov.hk

6.6. How can I withdraw from the Directory after enrolment?

You may log in your Directory account, go to "My Account" and select "Withdraw from Directory" to submit the request. You will be informed later by email when the withdrawal procedures are completed. Once your account is closed, you cannot access to your account again and your information will not be displayed in the Directory for public access.

6.7. Can I enrol in the Directory again after withdrawal?

Primary healthcare service providers who wish to apply for re-entry into the Directory should apply online via the Directory website at https://www.pcdirectory.gov.hk/ and complete the application form "Application for Reactivation of Account in the Primary Care Directory" to provide the required Continuing Medical Education, Continuing Professional Development or Continuing Education in Chinese Medicine information.

For more details on application of reactivation of account and the form, please visit the website of the Directory (https://apps.pcdirectory.gov.hk/PCD_SP/EN/ReactivationAccount_Maint.htm).

7. Technical matters

7.1. 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	mac
Microsoft	✓	
Google	✓	✓
Mozilla	✓	✓
Safari		✓

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

- JavaScript
- Cookies
- TLS

7.2. Why is there no response when pressing the right click button of the mouse?

Under normal operation, the right click button, address bar and the hot keys of the browser are disabled as they will affect the normal flow of the application. Therefore, even if they are enabled by some external means, you should never use them.

8. Contact us

8.1. 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.:	3691 8655
Email Address:	phcc@healthbureau.gov.hk
Address:	Primary Healthcare Commission Health Bureau The Government of the Hong Kong Special Administrative Region Unit 801-04, 8/F, THE HUB, 23 Yip Kan Street, Wong Chuk Hang, Hong Kong