

## Phase 2 of Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons

### Frequently Asked Questions

Eligibility & Invitation	
Q1	Who can join Phase 2 of Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons (PDS2)? Do I need to apply to join the Scheme?
A1	<p>The service period of PDS2 is from 1 February 2025 to 31 July 2026. The Department of Health (DH) will send invitation to suitable Civil Service Eligible Persons (CSEPs) to join PDS2 in batches through SMS. Application is not required. Invited CSEPs can be classified into two groups:</p> <p><u>Old Consultations (Old Cons)</u> : CSEPs who have previously received dental services at government dental clinics (GDCs) and have been or are being arranged a recall appointment or a follow-up appointment at GDC.</p> <p><u>New Consultations (New Cons)</u> : CSEPs who have registered for new dental consultations at GDCs (please refer to the relevant webpage for details)</p> <p>In general, CSEPs having history of serious oral problems (e.g. at high risk for periodontal related disease) or serious medical history that may induce additional charges from private dental clinic (e.g. individuals with vascular disease or heart disease requiring blood-thinning medication, or individuals requiring special care before dental treatment such as requiring antibiotic cover before dental scaling), will not be invited to join PDS2. CSEPs who have received dental scaling services in GDCs, or through either Phase 1 of the Pilot Scheme on Dental Services (Dental Scaling) (PDS1) or the Pilot Scheme on Dental Services for CSEPs in Shenzhen in the past 12 months will be invited in batches after the expiry of 12-month period.</p> <p>Invited CSEPs can decide whether to join PDS2 based on their own conditions. The dentists of private dental organisations will also conduct assessment on the scaling appointment date to determine if the CSEPs are suitable for dental scaling. The private dental organisations will not provide scaling service to CSEPs who are edentulous.</p>

<b>Q2</b>	<b>How could CSEPs know if they have been selected to join the PDS2? When will they receive the invitation?</b>
A2	<p>DH will send invitation to suitable CSEPs in batches through SMS.</p> <p>For those CSEPs who have not received the invitation SMS, please wait patiently.</p>
<b>Q3</b>	<b>For CSEPs who have participated in PDS1, will they be invited to join PDS2?</b>
A3	DH will send invitation to suitable CSEPs in batches through SMS. Those who have participated in PDS1 in the past 12 months will be invited in batches after the expiry of 12-month period.
<b>Q4</b>	<b>Would CSEPs' participation in PDS2 affect their eligibility for receiving dental services provided by GDCs in future?</b>
A4	<p>CSEPs participating in PDS2 can receive dental scaling service earlier without affecting their eligibility for receiving dental services provided by GDCs in future.</p> <p>After receiving dental scaling service under PDS2, Old Cons (except those aged 13 to 17) will have their next recall appointment automatically arranged by the computer system. They will receive an SMS informing them about the arrangement on the following day after dental scaling. For Old Cons aged 13 to 17 or holding follow-up appointments, they should attend the recall appointments / follow-up appointments at GDCs as scheduled. For New Cons, the arrangement for their new dental consultation appointment at GDCs will not be affected and they will continue to wait for new dental consultation at GDCs according to the original sequence.</p> <p>If CSEPs choose not to join PDS2, there is no need to respond to the invitation SMS. Old Cons should attend the original scheduled recall appointments at GDCs and New Cons would continue to wait for the new dental consultation at GDCs.</p>
<b>Q5</b>	<b>For Old Cons joining PDS2, their scheduled recall appointments at GDCs will be cancelled. Why is there a different arrangement for Old Cons aged 13-17 or holding follow-up appointments?</b>
A5	Due to the need for timely follow-up of the oral growth development of Old Cons aged 13-17 and the oral problems of Old Cons holding follow-up appointments, their original recall appointments / follow-up appointments at GDCs will not be affected.

<b>Q6</b>	<b>If the eligibility of CSEPs for civil service dental benefits cannot be verified by the web-based system after appointment booking or at registration on the appointment day, can the CSEPs receive the dental scaling service? Is there any way to find out why the eligibility cannot be verified?</b>
A6	<p>CSEPs will be able to receive dental scaling under the PDS2 on the appointment day only if their eligibility for civil service dental benefits is confirmed through the web-based system.</p> <p>If a CSEP receives SMS notifying that he/she is not eligible for civil servant dental benefits after appointment booking, he/she cannot receive the dental scaling service under PDS2. DH will notify the private dental clinic to cancel the appointment. The CSEP concerned should contact their respective bureaux / departments (for serving civil servants and their dependants) or the Treasury (for retired civil servants and their dependants) as soon as possible to update their information (if applicable). If the eligibility is updated and can be verified within the 3-month period for receiving dental scaling service, the CSEP concerned can still call the private dental clinic to book appointment under PDS2.</p> <p>If the CSEP is a student aged 19-20, he/she must meet the full-time student requirement and update his/her civil service dental benefits record with the respective bureau / department. The CSEP concerned must ensure that he/she remains eligible on the dental appointment day in order to be eligible to join the PDS2.</p>
<b>Q7</b>	<b>For CSEPs who have been attending appointments at GDCs in the evening, can they join PDS2?</b>
A7	In general, Old Cons CSEPs who are aged 13 and above and have recall appointments at GDCs without history of serious oral diseases will be eligible to join PDS2.

Booking / Rescheduling / Cancelling Appointment	
Q8	How to book appointment after receiving the invitation SMS?
A8	<p>Please follow the procedures below to book an appointment:</p> <ul style="list-style-type: none"> <li>• Select and call one of the private dental clinics on the “List of Dental Organisations participating in PDS2” to book a dental scaling appointment within one month from the date of receipt of the SMS (i.e. the deadline for booking shown on the invitation SMS).</li> <li>• Provide the following information to the dental clinics to make the booking: name in English, Hong Kong Identity Card number (prefix letter(s) and first 3 digits) or PMI number as shown on the invitation SMS, and contact phone number.</li> <li>• The dental scaling should be completed within 3 months from the date of receipt of the SMS (i.e. the deadline for dental scaling shown on the invitation SMS).</li> <li>• When the dental scaling appointment is successfully booked or rescheduled, an SMS with a completion code* will be sent to the CSEP at least two calendar days before the appointment. Please provide the completion code* to the dental clinic after completion of dental scaling.</li> <li>• If no completion code* is received before the dental scaling appointment, the selected CSEP may no longer be eligible for civil service dental benefits, or if he/she has lost the completion code*, please call the completion code* enquiry number of DH at 2892 1044 from Monday to Friday, from 9 a.m. to 5:30 p.m. (except public holidays) or send email to pdsvcode@dh.gov.hk for follow-up.</li> </ul> <p>*Completion code (previously known as “verification code”)</p>
Q9	When CSEPs book an appointment for dental scaling, the private dental organisation / clinic offers an appointment within two months, but the deadline for dental scaling is three months. Can CSEPs book an appointment for dental scaling beyond two months but within the three-month specified period?
A9	<p>To ensure CSEPs can receive the dental scaling service as soon as possible, the clinic will offer an appointment within two months. In case of need, CSEPs can inform the clinic the deadline for dental scaling as shown in the invitation SMS. As long as the appointment date is within the deadline for dental scaling shown on the invitation SMS, the clinic can book an appointment for them.</p>

<b>Q10</b>	<b>Can CSEPs enquire whether the scaling service will be provided by a dentist or a dental hygienist from the designated dental organisations / clinics when making a dental scaling appointment?</b>
A10	When making a booking, CSEPs can confirm with the designated dental organisations / clinics whether the scaling service will be provided by a dentist or a dental hygienist.
<b>Q11</b>	<b>How to reschedule a dental scaling appointment?</b>
A11	CSEPs can reschedule their appointments before the scheduled appointments. The original appointment has to be cancelled before a new appointment can be made. Please refer to the “Flow Chart of Rescheduling / Cancelling Appointment for Dental Scaling Service” in the webpage of PDS2 for information ( <a href="http://www.dh.gov.hk/english/main/main_ds/main_psd.html">www.dh.gov.hk/english/main/main_ds/main_psd.html</a> ). The dental scaling should be completed within 3 months from the date of receipt of the invitation SMS.
<b>Q12</b>	<b>Do CSEPs need to inform the private dental clinic to cancel the appointment if they cannot attend the scheduled appointment? Can they book another appointment afterwards?</b>
A12	<p>CSEPs should call the dental clinic to reschedule the appointment as early as possible if they cannot attend the appointments as scheduled. The dental scaling should be completed within 3 months from the date of receipt of the invitation SMS. If they do not attend the scheduled appointment without rescheduling, they will generally no longer be eligible for PDS2 and they cannot book any other appointment with the private dental clinics.</p> <p>If Old Cons (except those aged 13 to 17) do not attend the scheduled appointment without rescheduling, they should contact the GDCs concerned to arrange recall appointments afresh. The new booking will be put on the waiting list of the GDC concerned according to the prevailing waiting time.</p> <p>For Old Cons aged 13 to 17 or holding follow-up appointments, and New Cons, their original recall appointments / follow-up appointments or waiting arrangement for new dental consultation at GDCs will not be affected. However, to avoid wasting the scaling service quota, CSEPs who cannot attend the scheduled appointments should inform the clinics concerned to cancel or reschedule the appointments as early as possible.</p>

<b>Q13</b>	<b>If a CSEP has cancelled his/her scheduled appointment without booking a new appointment during the specified period, could he/she attend the original recall appointment at GDC?</b>
A13	<p>If a CSEP has cancelled his/her scheduled appointment without booking a new appointment within the specified period, he/she will generally no longer be eligible for the PDS2. While the original recall appointment of Old Cons at GDC has been cancelled (except those aged 13 to 17), he/she should contact the GDC concerned to arrange a recall appointment afresh. The new recall appointment will be scheduled according to the prevailing waiting time of the GDC concerned.</p> <p>For Old Cons aged 13 to 17 or holding follow-up appointments, and New Cons, their original recall appointments / follow-up appointments or waiting arrangement for new dental consultation at GDCs will not be affected.</p>

<b>Procedure on Appointment Date &amp; Completion Code (previously known as “Verification Code”)</b>	
<b>Q14</b>	<b>What information / documents should be provided by the CSEPs on the day of the dental scaling appointment?</b>
A14	<p>On the day of appointment, CSEPs have to present their Hong Kong Identity Card / other identity document to staff of private dental clinics for checking of their eligibility to receive dental scaling service under PDS2. Staff of private dental clinics would input CSEP’s name, Hong Kong Identity Card / other identity document number, date of birth and gender into the web-based system for checking.</p> <p>If private dental clinics require CSEPs to fill in a registration form and collect personal information other than the above, such as their latest health condition, information on allergy to specific materials or medicine, or emergency contact person, private dental clinics should explain to the CSEPs the purpose of collecting and usage of those information (e.g. assessing their suitability for scaling procedures). Other personal information (e.g. residential address and occupation) is not essential for the purpose of receiving scaling service. CSEPs can decide whether to provide such information or not.</p> <p>During registration, CSEPs should sign the Consent part of Joint Consent and Acknowledgement (JC&amp;A) Form to allow the dental clinics to verify their identity and eligibility for receiving the dental scaling service free of charge, to allow information sharing with DH for related purposes.</p> <p>After receiving the dental scaling service, CSEPs should sign the Acknowledgment part of JC&amp;A Form to acknowledge receipt of the dental scaling service and provide the completion code* to the clinic.</p> <p>If the CSEP’s eligibility cannot be verified on the appointment day due to special circumstances (i.e. web-based system error or mal-function of computers of the clinic), and the CSEP concerned claims to be eligible for civil service dental benefits, the CSEP concerned should sign a declaration form to confirm his/her eligibility for PDS2. The declaration form will be submitted to DH for verification of eligibility. CSEPs must be eligible on the appointment day to receive dental scaling service under PDS2. If the CSEP has lost the eligibility for the civil service dental benefits on the appointment day, he/she cannot receive dental scaling service under PDS2.</p> <p>*Completion code (previously known as “verification code”)</p>

<b>Q15</b>	<b>What should the CSEP do if he/she is a minor (below 18 years of age) or incapacitated person and unable to sign the forms for PDS2?</b>
A15	The CSEP concerned should be accompanied by his/her parent / spouse / adult child / legal guardian, or any adult authorised by his/her parent / spouse / legal guardian / adult child who should sign the forms on his/her behalf.
<b>Q16</b>	<b>If CSEPs have doubts on whether they are suitable for dental scaling, can they ask the private dental organisations to access their medical records at government dental clinics?</b>
A16	If CSEPs have doubts on whether their latest health condition is suitable for dental scaling when receiving dental scaling services, they can provide relevant information to the dentists at the private dental clinics, who will offer professional advice. Private dental organisations do not have the authority to access CSEPs' medical records at GDCs.
<b>Q17</b>	<b>Are staff of private dental organisations / clinics allowed to engage in active marketing of their treatment or services when providing the dental scaling service?</b>
A17	<p>According to DH's Service Guidelines, staff of private dental organisations / clinics are not allowed to engage in active marketing of their treatment or services to the CSEPs when providing the dental scaling service.</p> <p>To avoid inadvertent breach of the aforesaid requirements by the private dental organisations / clinics, CSEPs wishing to enquire about other treatment, services or price for treatment or services provided by the clinics are suggested to make enquiries after completing all the dental scaling procedures under PDS2, preferably after departure from the clinics. CSEPs should bear the fees for other dental services requested out of their own wish.</p>



<b>Q18</b>	<b>Can the CSEPs apply for their bureau/department's approval for time-off from duty for receiving dental scaling services under PDS2? Will private dental organisations / clinics provide proof of attendance for dental scaling appointments?</b>
A18	CSEPs who are serving civil servants and have booked appointment for dental scaling services under PDS2 can apply for their respective bureau / department's approval for time-off from duty for receiving dental scaling services under PDS2, in accordance with the relevant provisions of the Civil Service Regulations and procedures. After dental scaling, CSEPs can request for proof of attendance from the private dental organisations / clinics.
<b>Q19</b>	<b>When will CSEPs receive the completion code*?</b>
A19	<p>Once the appointment is successfully booked, an SMS containing a completion code* will be sent to the CSEP who is eligible for civil service dental benefits on the following day. In case the appointment is rescheduled, another SMS containing a completion code* will be sent to the CSEP who is eligible for civil service dental benefits two calendar days before the rescheduled dental scaling appointment. The completion code* should be provided to the dental clinics after completion of dental scaling service to facilitate the validation process. If the selected CSEP has not received the completion code* before the appointment, he/she may no longer be eligible for civil service dental benefits, or if he/she has lost the completion code*, please call the completion code* enquiry number of DH at 2892 1044 from Monday to Friday, from 9 a.m. to 5:30 p.m. (except public holidays), or send an email to <a href="mailto:pdsvcode@dh.gov.hk">pdsvcode@dh.gov.hk</a> for follow-up.</p> <p>*Completion code (previously known as "verification code")</p>
<b>Q20</b>	<b>When should CSEPs provide the completion code* to the private dental clinic?</b>
A20	<p>CSEPs should provide the completion code* to the private dental clinic only after the dental scaling service has been completed.</p> <p>*Completion code (previously known as "verification code")</p>

Q21	<p>If a CSEP has received the SMS with a completion code* before the appointment, but cannot provide the code on the day of appointment, say due to loss of mobile phone or accidental deletion of the SMS, what should the CSEP do?</p>
A21	<p>If a CSEP cannot produce the completion code*, the CSEP should sign a declaration form to confirm their eligibility. The declaration form will be submitted to DH for verification of eligibility.</p> <p>CSEPs must be eligible to receive dental scaling service under PDS2 on the appointment day. If the CSEP has lost the eligibility for the civil service dental benefits on the appointment day, he/she should not receive dental scaling service under PDS2.</p> <p>*Completion code (previously known as “verification code”)</p>

Follow-up Arrangement	
Q22	<b>If oral and dental problems are identified during the dental scaling service, how will they be handled?</b>
A22	<p>If the clinical staff of dental clinics have identified, during the dental scaling procedure, oral and dental problems requiring follow-up for the Old Cons, the clinical staff must record the dental problems in the web-based system for follow-up by the GDCs. The Old Cons concerned will receive SMS from DH notifying them of the follow-up arrangement.</p> <p>New Cons will receive a detailed oral and dental check-up during their first appointment at GDCs.</p> <p>In case of emergency, CSEPs concerned may seek emergency service from the government dental clinics.</p>

<b>Feedback</b>	
<b>Q23</b>	<b>How to raise enquiries or complaints on dental scaling service provided by the private dental clinics?</b>
A23	Under PDS2, the designated dental organisations / clinics are required to provide proper channels and contact persons for CSEPs to raise enquiries or complaints. For enquiries or opinions concerning the arrangement or procedure of the dental scaling service, please contact the dental clinic directly for prompt follow-up. If the issues remain unresolved, CSEPs may contact DH via pdsuser@dh.gov.hk for assistance.
<b>Q24</b>	<b>How to give feedback on PDS2 and the dental scaling service?</b>
A24	On the following day upon receipt of dental scaling service at private dental clinic, the participants will receive an SMS from DH inviting them to fill in a service opinion survey questionnaire. CSEPs may also send their feedback to DH via pdsuser@dh.gov.hk.

Others	
<b>Q25</b>	<b>If a tropical cyclone warning signal no. 8 or above or a black rainstorm warning signal is hoisted by the Hong Kong Observatory or an "extreme situation" is announced by the Government, can CSEP reschedule or cancel the appointment for that day?</b>
A25	<p>Before a tropical cyclone warning signal no. 8 or above or a black rainstorm warning signal is hoisted by the Hong Kong Observatory or an "extreme condition" is announced by the Government, there is normally a period of fore-warning. Affected CSEPs can contact the dental clinic to reschedule the appointment.</p> <p>Please note that the original appointment has to be cancelled before booking a new appointment no matter whether the new booking is made within the same dental organisation / clinic or with a different dental organisation / clinic. The rescheduled appointment date should fall within three months from the date of receipt of the invitation SMS from DH.</p>
<b>Q26</b>	<b>How to make enquiries under PDS2?</b>
A26	<p>Information on PDS2 (including selection criteria for participants, list of designated dental organisations / clinics, procedures for booking appointment, etc.) can be obtained by the following means:</p> <ol style="list-style-type: none"> <li>1. PDS2 webpage  <a href="http://www.dh.gov.hk/english/main/main_ds/main_psds.html">www.dh.gov.hk/english/main/main_ds/main_psds.html</a> (English)  <a href="http://www.dh.gov.hk/tc_chi/main/main_ds/main_psds.html">www.dh.gov.hk/tc_chi/main/main_ds/main_psds.html</a> (Traditional Chinese)  <a href="http://www.dh.gov.hk/chs/main/main_ds/main_psds.html">www.dh.gov.hk/chs/main/main_ds/main_psds.html</a> (Simplified Chinese) </li> <li>2. Call 8228 1000 to listen to recorded information</li> <li>3. Email enquiry at <a href="mailto:pdsuser@dh.gov.hk">pdsuser@dh.gov.hk</a></li> <li>4. Call 2892 1033 [available from Monday to Friday, from 9 a.m. to 5:30 p.m. (except public holidays)]</li> <li>5. For enquiries regarding completion code*, please call the completion code* enquiry number 2892 1044 [available from Monday to Friday, from 9 a.m. to 5:30 p.m. (except public holidays)], or send an email to DH at <a href="mailto:pdsvcode@dh.gov.hk">pdsvcode@dh.gov.hk</a> for follow-up.</li> </ol> <p>*Completion code (previously known as "verification code")</p>

<b>Q27</b>	<b>How can CSEPs register for new consultation?</b>
A27	<p>CSEPs can fill in the e-Registration Form for New Dental Consultation Waiting List through the link on the Civil Service Bureau (<a href="http://www.csb.gov.hk">www.csb.gov.hk</a>) or Department of Health website (<a href="http://www.dh.gov.hk">www.dh.gov.hk</a>). As the new e-Registration Form must be submitted by using the “iAM Smart+” account, CSEPs who wish to make new registration via the said platform are encouraged to register/upgrade to “iAM Smart+” account in advance. For the registration methods of “iAM Smart+”, please visit the website of iAM Smart at <a href="https://www.iamsmart.gov.hk/en/reg.html">https://www.iamsmart.gov.hk/en/reg.html</a>. More details of the new registration arrangements are available in CSB/DH’s websites.</p>