



醫院管理局
HOSPITAL
AUTHORITY

Hospital Patients can Pay for Prescription using Kiosks

OVERVIEW

Hospital Authority is an independent organization which is accountable to the government to manage all public hospitals including 41 public hospitals/institutions, 47 specialist outpatient clinics and 74 general outpatient clinics in Hong Kong.

THE CHALLENGE

The Customer has been using the cashier as the typical fee collection point for patient-related services such as the out-patient prescription payment.

With the busy loading of people traffic, the Customer has been considering alternative channel to offload the counter service for payment transaction and cash changes.

THE SOLUTION

Building up a self-payment channel for patients to pay for prescription using their Octopus card without the need for cash changes.

The Octopus-enabled kiosks are interfaced with the patients database so as to retrieve the prescription payment details.

Patients simply scan the barcode on the prescription slip, view the payment details on screen and then wave the Octopus card to pay for the transaction. The receipt will then be printed for drug collection.

MajorLink products & services include the self-payment kiosk and Octopus reader interfacing.

Launched in Q4-2006. Around 7 hospitals have started to adopt such self-payment kiosks and more will follow suit.

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