Frequently Asked Questions

1. Why is the Child Assessment Service (CAS) to be integrated into the Hospital Authority (HA)?

Answer: This measure forms part of the implementation of the Chief Executive's Policy Address in 2024, which calls for a comprehensive review of the positioning and objectives of the healthcare system, as well as the functions and division of work among various departments and organisations.

2. Will the existing Child Assessment Centres (CACs) be closed?

Answer: Except for the Ngau Tau Kok Child Assessment Centre which will cease operation on 19 December 2026, all the other Child Assessment Centres (CACs) will remain in operation at their current locations.

3. Will existing children continue receiving service after the integration of Child Assessment Service (CAS)?

Answer: For children who are currently receiving services in CAS, their scheduled assessment date(s) will remain unaffected, and these children should attend the designated CAC on the scheduled date(s). The staff will explain the subsequent arrangements to be made by the centre or the HA. For children who are still awaiting services, their parents or guardians will subsequently receive appointment notifications from the HA by post and/or via the "HA Go" mobile application.

4. Do children need to register in the CAS under the HA again?

Answer: Children are not required to register again. To attend appointments at a Child Assessment Centre under the HA in the future, parents or guardians are recommended to bring along the original of their children's valid identity documents (e.g. a Hong Kong Identity Card or birth certificate) for verification by HA staff.

5. Will the service integration affect children's appointment dates?

Answer: If parents or legal guardians consent to the transfer of the child's case and relevant medical records to the HA, the child's appointment arrangements will not be affected, and re-registration or re-queueing will not be required. The HA will send appointment notifications to parents or guardians by post and/ or via the "HA Go" mobile application.

6. If parents or guardians do not agree to have their children's cases and relevant medical records transferred to the Hospital Authority, what should be done?

Answer: Please visit any Child Assessment Centres of the Department of Health to obtain a form titled "Refusal to Transfer a Child's Case and relevant medical records from the Department of Health to the HA", or call 2246 6659 during office hours to request the Child Assessment Service to send the form to a Hong Kong address by post. The original of the completed and signed form must be submitted in person or by post to the Department of Health, 2/F, 147L Argyle Street, Kowloon City, on or before 31 December 2026. Parents or guardians will receive a notification from the Department of Health upon completion of processing.

7. What are the practical impacts if parents or guardians choose not to have the child's case transferred to the Hospital Authority?

Answer: Parents or guardians should note that if they choose not to have their children's cases transferred to the HA, the main impacts include: (1) all follow-up appointments scheduled for or after 31 May 2027 for their children will be cancelled; (2) the relevant medical records will be disposed of and destroyed by the Department of Health in accordance with the Personal Data (Privacy) Ordinance and its internal records management policy; and (3) if the children seek to consult the Child Assessment Service under the HA in future, a fresh referral from a professional will be required, and an appointment shall be made in accordance with the HA's procedures for new cases.