



Primary Care Directory

Sub-directories for Occupational Therapists and Physiotherapists

Frequently Asked Questions

(Version date: 18 March 2025)

1. Primary Care Directory (PCD)

1.1. What is PCD?

The PCD is a web-based electronic database containing practice information and professional qualification of primary care providers in the community to facilitate the public search for their own primary healthcare service providers. The PCD 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 in 2022 recommended that all healthcare professionals who provide Government-subsidised primary healthcare (PHC) services should be enlisted in the PCD. Such requirement has been implemented for doctors and dentists since 6 October 2023 and 2 January 2025 respectively, which would be extended to OTs and PTs starting from 2 July 2025.

1.2. How can I obtain more information on the PCD?

You may learn more about the PCD by visiting the [PCD website](#) or you may contact the Primary Healthcare Commission (PHCC) of the Health Bureau via email: phcc@healthbureau.gov.hk.

2. Enrolment in the PCD

2.1. How can I enrol in the PCD?

To enrol in the PCD as healthcare service provider (Enrolled Healthcare Service Provider), an OT or PT must:

- (a) commit to providing accessible, comprehensive, continuing, co-ordinated and person-centred primary care services* and:

(With reference to Primary Healthcare Blueprint, the commitment may include joining Government-subsidised PHC programmes, committing to using PHC reference frameworks promulgated by the PHCC and use of eHealth for documentation, etc.)¹*

¹ Endorsed by the Advisory Committee on Primary Care Directory on 7 March 2025.

- (b) be an OT or PT registered under the Supplementary Medical Professions Ordinance (Cap. 359);
 - (i) holds a valid practising certificate pursuant to that Ordinance;
 - (ii) has created a Healthcare Professional account under the Electronic Health Record Sharing System (eHealth); and
 - (iii) declares that documentation system (in electronic or physical form) is in place to record patients' information (including those related to referrals) for the practice location(s) provided in the PCD

You may refer to the [Enrolment Guide](#) of the PCD and enrol online via the [website](#). Those already joined Elderly Health Care Voucher Scheme (EHVS) with an account in the eHealth System (Subsidies) may enrol in the PCD through the system (<https://apps.hcv.gov.hk/Public/en/>).

2.2. Do I need to provide the address(es) of my practice location(s) in the application?

Address of practice location is the mandatory information for enrolment application. Once your enrolment application is approved, your practice location(s) (including other practice information except otherwise indicated in the application) will be displayed on the PCD website for searching and viewing by the public. Please ensure that the practice location(s) provided in the PCD is/are in compliance with the relevant ordinance, regulation, and code of conduct/discipline/practice of your profession.

2.3. Do I need to provide proof of the documentation system in place for my practice location(s)?

When applying for enrolment in PCD, you must make declaration that documentation system (in electronic or physical form) is in place to record patients' information (including those related to referrals) for the practice location(s) provided in the PCD. While you are not required to provide proof of the documentation system during the application process, the PHCC reserves the right to request the enrolled OTs/PTs to provide such proof for verification if deemed necessary.

2.4. I am participating in the Elderly Health Care Voucher Scheme (EHVS). What is the impact if I am not enlisted in the PCD?

With effect from 2 July 2025, being enlisted in the PCD will be a prerequisite for OTs and PTs to participate in Government-subsidised PHC programmes including EHVS. If you are not enlisted in the PCD by the effective date, you will not be able to offer your patients the subsidised services under EHVS.



3. Maintenance of Listing in the PCD

3.1. Is there any CPD requirement for maintaining listing in the PCD?

In order to promote and maintain the quality of services provided by primary care providers listed in the PCD, OTs and PTs enrolled in the PCD must demonstrate that they are pursuing CPD. As stipulated in the [Terms and Conditions](#), enrolled OTs and PTs shall comply with the requirements of the mandatory Continuing Professional Development (CPD) scheme for registered OT/PT approved by the OT/PT Board.

4. PCD Account Matters

4.1. My PCD account has been inactivated. How can I reactivate my account?

OTs and PTs whose accounts in the PCD have been inactivated may apply for reactivation of accounts if the following criteria are fulfilled:

- a) holds a valid practising certificate; and
- b) have fulfilled the requirements of the mandatory Continuing Professional Development (CPD) scheme for registered OT/PT approved by the OT/PT Board.

For application form and details about PCD account reactivation, please visit the website of PCD.

4.2. I have completed the enrolment. When will my information be shown on the PCD website?

After verification of the information 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 confirmation email of account approval with a link to activate your account. Your practice information will be displayed on the PCD website for searching and viewing by the public upon approval of the enrolment application.

4.3. When should I submit the proof of my CPD status during enrolment or after the end of CPD cycle?

There is no need for OTs and PTs to submit CPD certificate during enrolment or after the end of CPD cycle. CPD is not an entry requirement and is not required for first-time enrolment in the PCD. Alternatively, there is CPD requirement for maintaining listing in the PCD.

CPD checking for OTs and PTs will be conducted after the end of the CPD cycle.

5. Electronic Health Record Sharing System (eHealth)

5.1. Do I need to join eHealth before enrolling in the PCD?

Yes, joining eHealth is a requirement for OTs and PTs to enrol in the PCD. Applicants are required to provide the eHR UID in the enrolment application. Please ensure that you have created a valid Healthcare Professional (HCProf) account under the eHealth before proceeding to your enrolment application.



5.2. If the organisation I am working in already registered with eHealth, do I need to join the eHealth?

Yes. Before enrolling in the PCD, you need to join eHealth by creating a HCProf account under the organisation you are working in, which also needs to register with eHealth as a Healthcare Provider (HCP). For details, please visit the [website of eHealth](#).

5.3. How can I join eHealth?

To join eHealth, please visit the [website of eHealth](#). For enquiry, please contact the eHealth healthcare staff hotline at 3467 6230 or email via ehr@ehealth.gov.hk.

5.4. I have joined EHVS programme, does it mean that I have already registered with eHealth?

No. The system for operation of EHVS is the eHealth System (Subsidies) (eHS(S)), which is a system different from eHealth. Having an account under eHS(S) does not mean that you have joined eHealth. You have to join eHealth separately. Please refer to 5.1 to 5.3 for details.

