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To beStrong/FHB/HKSARG@FHB  
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Subject Views on healthcare reform of a Ms Yuen

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A Ms Yuen, who said she did not know how to write and therefore could not send her views on the healthcare reform via email/fax/letter, contacted the Bureau to relay her views on the healthcare consultation paper. The followings are the views of Ms Yuen:

1) Ms Yuen said all the proposed models in the consultation document are infeasible. They are all related to insurance, which is complicated and involves lots of charges like administration charges. The government also needs to monitor the companies and thus incurs additional charges. Moreover, it's often that there are disputes over claims of insurance, and the cases might finally need to be settled by court, money is thus wasted. It would be better if the money can be used on medical services directly. Ms Yuen also thinks the government does not need to make reference to other countries when deciding the new system for HK.

2) Ms Yuen proposed the following five options to solve the financial problem on medical services. She said the five options can be implemented simultaneously

a) use the \$500 billion (of surplus?) and the reserve

b) there is no need to have so many management staff in the Hospital Authority, only a few people in the management will suffice. Ms Yuen said the government does not treasure the frontline doctors and nurses and this resulted in high turnover rate among them. The government should try to retain the frontline doctors while some management positions should be cut. She requested me to directly quoted her word saying the government is "虛張聲勢" by keeping a large team of management staff in HA

c) the government can organize fund raising activities like those for Sichuan Earthquake victims. She proposed activities like "醫管局之夜", "?生局之夜" and the fund raising activities can be organized monthly and even daily. On the other hand, she requested me to directly quoted her words to describe the government as "充大頭鬼", "出風頭", "虛榮" since the government has donated lots of money to the Sichuan victims while we have financial difficulties for our medical services

d) increase tax like profix tax and salary tax, and control the expenses on other areas like transport development. She said the money should be invested in the medical side instead of others, as it is related to human life. On the other hand, Ms Yuen said the Mandatory Provident Fund has turned out to be "infeasible", there is no reason to adopt the system of MPF for the medical reform

e) increase the medical fee a little bit

3) Ms Yuen also questioned the collaboration between private and public healthcare systems. She said while the doctors in private hospitals are of low-quality, the charges are unreasonably high and are solely decided by the private hospitals. She thinks there is no need to have private hospitals at all.

4) Ms Yuen queried whether there is "利益輸送" between the government and the insurance sector. If not, why the government "gives advantages" to the insurance sector in such way.