Social Work in Medical Setting

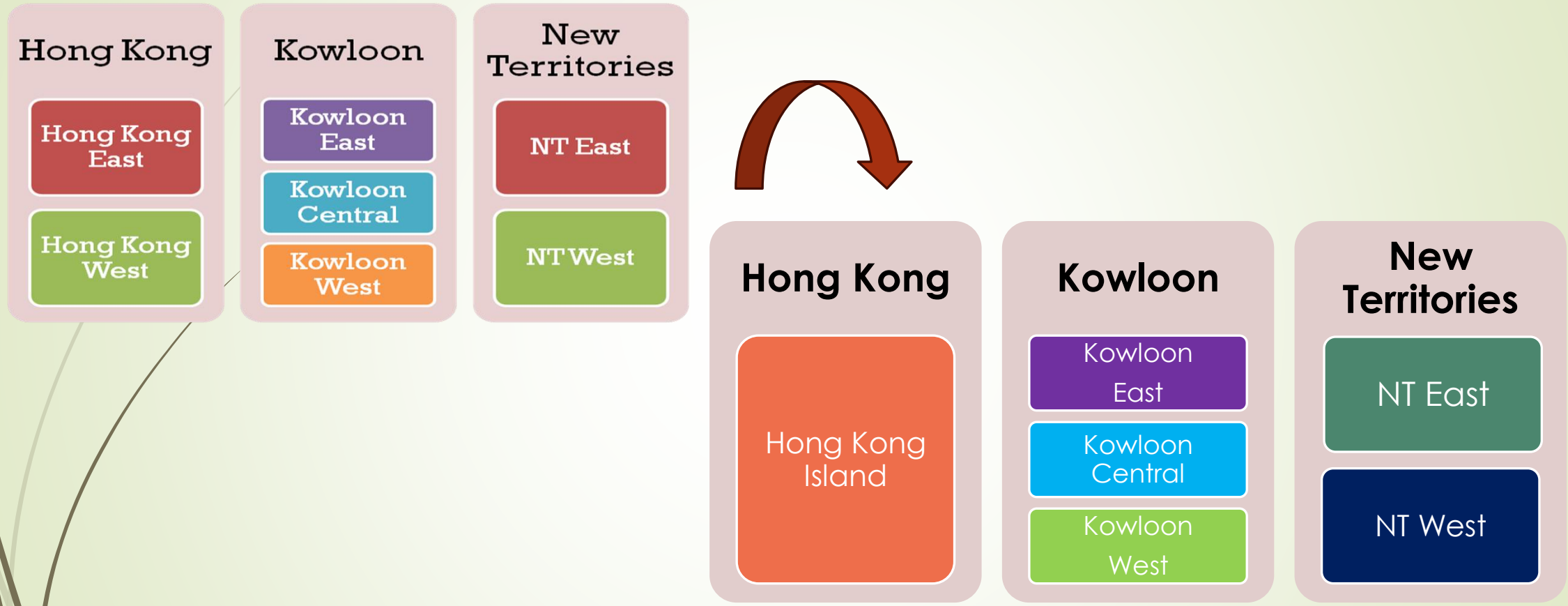
Service Setting Briefing for Concurrent 2026

Rundown

- Mutual Introduction
- Where are you posted?
- SWD or HA OR PHC, why matters? Protect yourself and others
- Overview of Social Work Services in Hong Kong Health Care
- Medical Abbreviation
- How to prepare yourself for this placement?
- Final reminder: ethical principle (Privacy and Confidentiality, AI use)
- Infection control training and Orientation visits
- Mid-Placement Sharing
- Helpful resources

Where are you posted?

HA Clustering



Hospital Authority : Clusters, Hospitals & Institutions
https://www.ha.org.hk/visitor/ha_visitor_text_index.asp?Content_ID=10122&Lang=ENG&Dimension=100&Parent_ID=10121&Ver=TEXT

Hong Kong Island Cluster (effective from 1 April 2026)

- 4 acute hospitals: QMH, PYNEH, Ruttonjee Hospital, and St John Hospital - along with 10 rehabilitation, convalescent and extended care hospitals and 18 Family Medicine Clinics, primarily serving around 1.2 million residents on Hong Kong Island.
- "localising where possible, centralising where necessary"

https://www.ha.org.hk/HAConnect/en/WhatIsNew/Details/1706?fontsize=medium

Concurrent 2026

- QEH, AMC x 2
- WTSH, MSSU x 1
- POH, PRC x 3
- TSWH, PRC x 2
- QMH, PRC x 2
- UCH, MSSU x2
- RH, MSSU & HRC x1

Concurrent 2026

- YFSMC, MSSU (Psy. D) x 2
- PYNEH, MSSU (Psy.D) x 2

Concurrent 2026

- HKUFM, ALCC x2
- KLN DHCE x1
- ST DHCE x1
- TM DHC x1

SWD, HA, Primary health care, why matters?

Discussion: 5 mins

Social workers' employment

Target group

Services provision

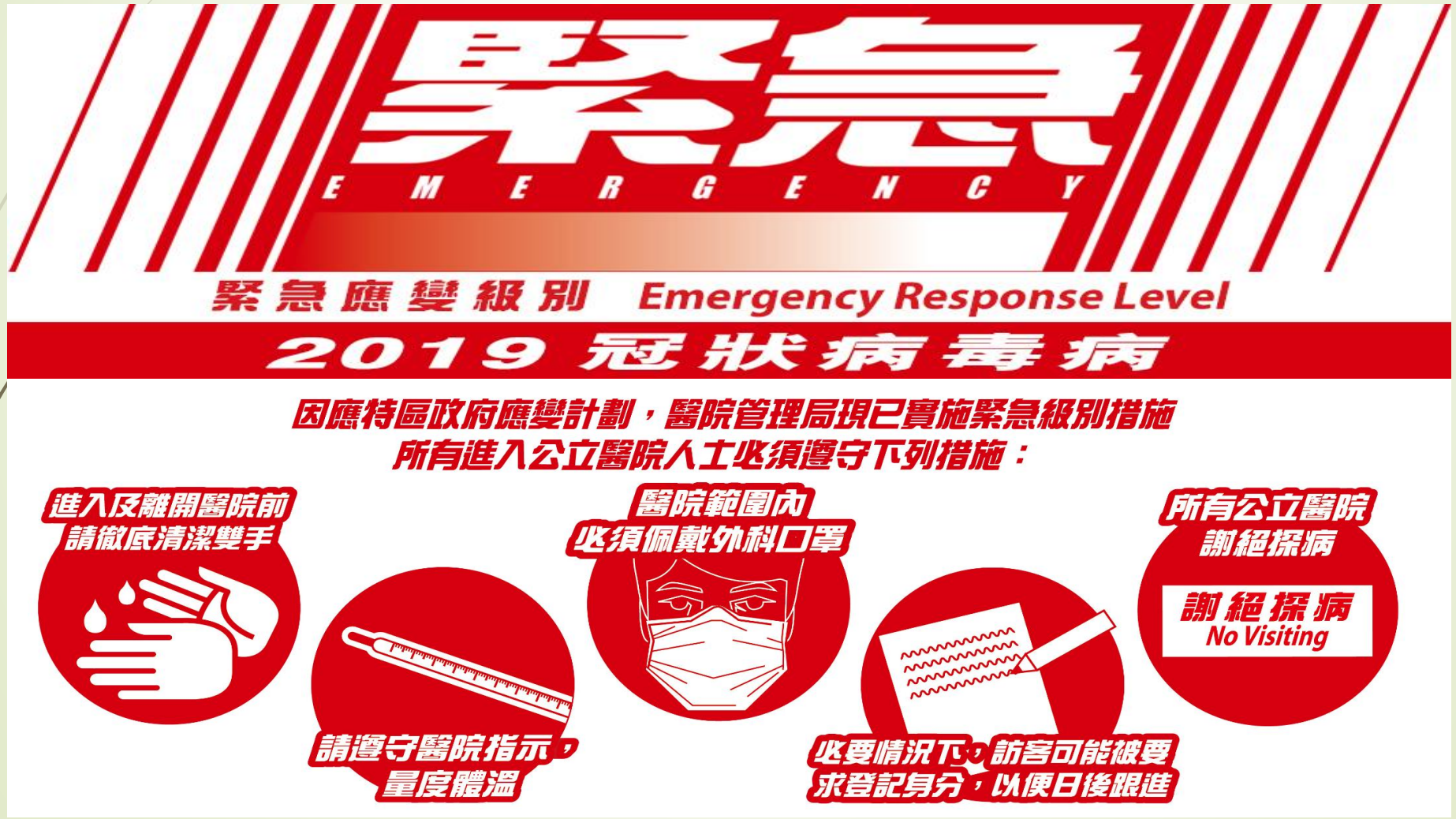
Relationship with the interdisciplinary team

SWD, HA, Why matters?

- All PRC, CPRC, HRC and specialized project like AMC are under HA
- All MSSU (Psy.D) are under SWD
- Post rotation of SWD
- Ward rounds/ case conferences
- Primarily focus on casework of MSSU under SWD
- Statutory functions of SWD workers
- Medical assistance and waiving

Infection prevention measures: Protect yourself and others

Infection prevention measures: Protect yourself and others



HA Strategic Plan 2022-2027

- Enhance sustainability by changing our service models towards "**Smart Care**"……

- Provide Smart care: Adopting new service models and technology to improve health outcomes and reduce the need for our patient's hospital care.
- Develop Smart Hospitals: Using Information technology (IT), digital technology and Artificial Intelligence (AI) infrastructure to enable Smart care and enhance operational efficiency.
- Nurture Smart Workforce: Nurturing a robust and flexible talent pool with the skills and knowledge for providing Smart Care.
- Enhance Service Supply: Expanding and modernizing facilities and ensuring financial sustainability to meet escalating service needs.

HAGO

https://www.facebook.com/ha.hospitalauthority/videos/ha-go%E6%9C%89%E4%B9%9C%E5%8A%9F%E8%83%BD/740971916660716/

Public health care fees and charges reform

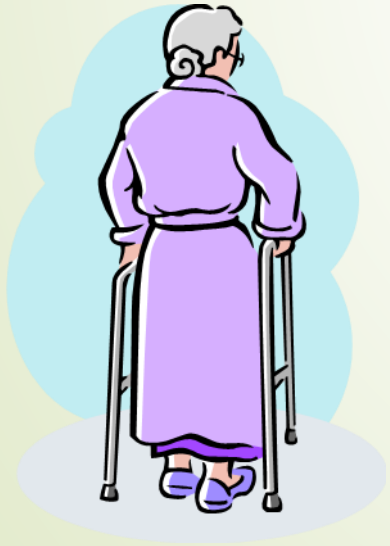
- Public healthcare fees and charges reform effective from 1 January 2026
- Background, rationale and major change P2025032500394_490027_1_1742898124325.pdf
- Means Test Calculators available on the Medical Fee Waiving and Samaritan Fund
- * Samaritan Fund has to be referred by doctors or allied health professionals

New Acute Hospital

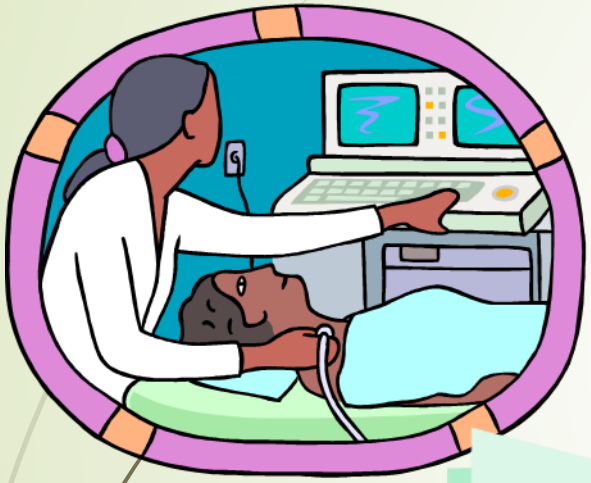
- New Acute Hospital at Kai Tak Development Area
- Most of the clinical services of QEH will be relocated to the NAH in phases starting from the 2026, with Specialist Out-patient Clinic Block and Oncology Block being the first to move in and commence services.
- Upon completion, the NAH will be one of the largest acute hospitals in Hong Kong, with a total gross floor area of 500,000 square metres with 2400 beds, 37 operating theatres and a wide range of clinical services and facilities

- Mandatory Reporting of Child Abuse Ordinance come into effect on January 20, 2026.
- Child protection online training
- https://www.childprotectiontraining.hk/

Expectations of others towards social workers in the medical setting



In-patient vs out-patient services support



Role and Functions of MSWs

- Psycho-social assessment
- Counseling/therapy, crisis intervention to individuals & their families
- Educational, self-help & therapeutic groups
- Pre-admission planning
- Discharge planning
- Practical assistance
- Multi-disciplinary teamwork
- Empirical research
- Mobilizing community resources

Scope of Services of PRC

Empowerment and support for patients and carers

- New patient orientation
- Psychosocial service
- Sharing by patient volunteer
- Stress management workshop
- Therapeutic group

Mutual support network

- Patient association forum
- Patient association Training
- Patient support station
- Peer concern service

Scope of Services of PRC

Volunteer service and development

- Volunteer service development and mobilization
- Volunteer Training and quality management
- Volunteer management system

Community engagement and partnership

- Community health project
- Medical Social Collaboration via Platforms, Referral Mechanism, Collaborative projects, Symposium
- Community Resources Navigation

Scope of Services of PRC

Rehab resources

- Health Information and Healthyhkec website
- Mobility Equipment Loan (By Hong Kong Red Cross)
- Rehab Shop service
- Wig Loan service for Cancer patients

Cancer Patient Resources Centre

- Cancer information libraries
- Computer stations
- Professional counselling services
- Relaxation rooms and massage chairs
- Rehabilitation workshops
- Meeting rooms for peer-support activities

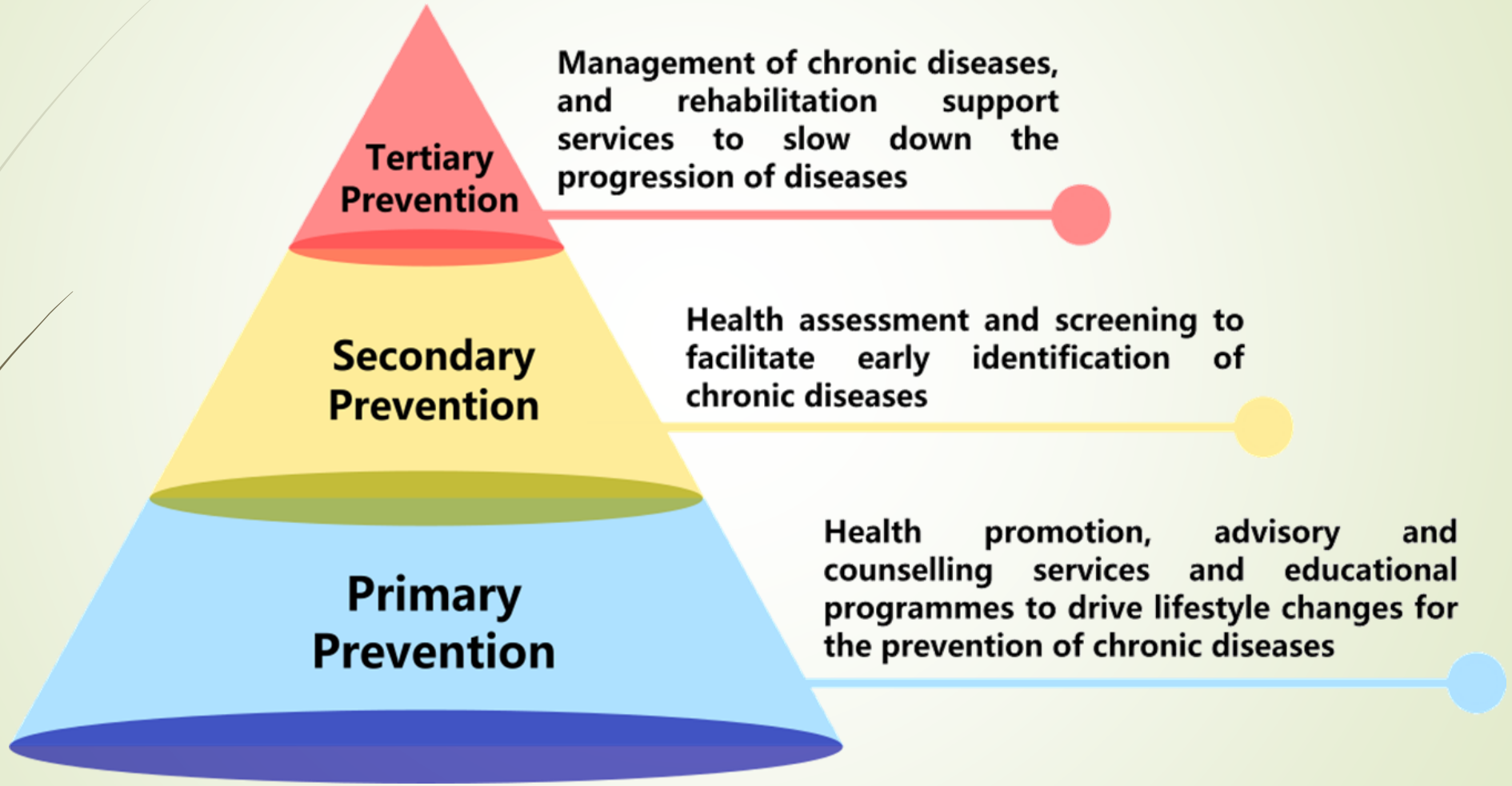
Palliative care services

- Palliative care service aims to provide holistic care to patients with life-threatening and life-limiting conditions and their families to address their physical, psychological, social and spiritual needs.

- It is provided through a multidisciplinary team of professionals, including doctors, nurses, medical social workers, clinical psychologists, physiotherapists, occupational therapists, etc to improve the quality of care and facilitate a more peaceful dying process with a comprehensive service model.
- Online free course on end-of-life care by JCECC

https://foss.hku.hk/jcecc/online/Basic_Module/course_intro

Primary Care



Scope of Services of DHC

- **Health Promotion** (Healthy Diet, Physical Activity, Weight Management, Fall Prevention, Smoking Cessation, Alcohol Consumption, Sleep Hygiene, Mental Well-being)
- **Health Assessment** (Health Risk Factors Assessment screening for Diabetes Mellitus/Hypertension)
- **Chronic Disease Management** (Diabetes Mellitus Hypertension, Musculoskeletal Disorder, Low back pain, or Degenerative knee pain)
- **Community Rehabilitation** (Hip Fracture, Post-Acute Myocardial Infarction Stroke)

Exercise

C.R.1

27/6/2020

Pt's e. dtr. S.I.O.

CMO referred Pt for soc. Ax., DA, and Dis. Planning. W/M sent Pt's dtr to see MSW. A brief Soc. Ix was done

Med. Hx of Pt

Pt: with chronic Schiz., c irregular F/U & poor drug compliance, ADL ok., Aud. Ho++. Had a T/A on 20/6/2020 (crossed a road neglecting the red light as a voice told her to). Admitted to Ortho c multiple #, ® b/k Amp and POP to # (L) N/femur

Soc. Background

Hd Retired x 10 yrs. due to Ca Colon, c colostomy and RT, on remission. Had CVR ® with aphasia 4 wks ago, presently convalescing at SH, w/c bound, undergoing active OT & PT, just started walking with frame for a few steps

E. Dtr: Married & L/A, a HW c a 6-yr-old dtr; living with m-i-l, who had a Dx of CRF & just started CAPD, and f-i-l, who had HT, DM, CHF but ADL independent

2nd Dtr Married & L/A, a HW c 2 sons (2; 6 mths resp.) E. son was suspected to have delayed development, recently referred by GP to CAC for Ax. Appt. scheduled in 11/2020

27/6/2018

Patient's elder daughter Seen-in-office

Case medical officer referred patient for social assessment, Disability Allowance, and discharge planning. Ward manager sent patient's daughter to see medical social worker. A brief social investigation was done

Medical history of patient

Aged 55, Diagnosed with chronic schizophrenia, irregular follow up and poor drug compliance, Activity of Daily Living Ok, Auditory Hallucination (very positive). Had a traffic accident on 20/7/2017 (crossed a road following a voice's command during red light). Admitted to Orthopedic with right below knee amputation and Pin and Plate to fractured left neck of femur

Social Background

Husband: Retired for 10 years due to Carcinoma of Colon, with colostomy and radiotherapy, on remission. Had cerebral vascular accident (right) with aphasia 4 weeks ago, presently convalescing at Shatin Hospital, wheelchair bound, undergoing active occupational therapy and physiotherapy, just started walking with frame for a few steps

Elder daughter: Married and living apart, a housewife with a 6-year-old daughter; living with mother-in-law, who had a diagnosis of chronic renal failure and just started continuous ambulatory peritoneal dialysis, and father-in-law, who had hypertension, diabetes mellitus, congestive heart failure but activity of daily living independent

Younger daughter: Married and living apart, a housewife with 2 sons (2; 6 months respectively). Elder son was suspected to have delayed development, recently referred by general practitioner to Child Assessment Centre for assessment. Appointment scheduled in 11/2018

How to prepare yourself for this placement?

- Knowledge (services trend and policy, new development in HA, specific hospital, resources)
- Psychological (attitude, relationship, communication, handling cases, group, program, ethical principles)
- Time management
- Self-care and support

Attitude

- Initiative
- Humble
- Open
- Honest
- Considerate
- Flexible
- Efficient

Relationship

- Aware of the work dynamics of the social work team
- Aware of the rules and norms of collaborating with the interdisciplinary team
- Mature in presentation
- Accuracy in Reporting
- Teamwork
- Responsible and accountable

Communication

- **Written**

E-mail, correspondence, formal letter to outside bodies (e.g., cooperating social work agencies, other units in the clinic/hospital)

- **Verbal**

Take the initiative to clarify the appropriate means of communication with different persons (e-mail? Face-to-face? Phone call?) * WhatsApp is not a formal communication channel

Handling cases

- Familiar with medical terms and abbreviation
- Familiar with community resources (elderly long-term care, rehabilitation services, and social security)
- Understand the constraints, routines, and rules in the ward
- Beware the patient's physical condition while interviewing
- Infection control measures
- Usually not encouraged after-office interview or home visit
- Be ready to seek help for triggered emotion, facing life and death issues, risks and crisis

Preparation for group and program

- Timeline
- Managing the financial matter
- Promotional tips
- Enrolment forms and handling of applicants' data
- Screening and evaluation
- Theme and approaches

- **Actual working schedule:**

Task	Date
Stage 1: Preparation	
Group content outline, rundown and poster	Week of 13/11
Printing and posting of poster	Week of 20/11
Recruitment	Week of 27/11 (after the poster being posted by mail)
Promotion and publicity	Week of 27/11 (after the poster being posted by mail)
Preliminary Screening (Phone calls to participants) Pre-group interviews	11/12 – 5/1
Submit group proposal	Week of 18/12
Deadline of enrolment	31/12
Finalize group proposal	4/1
Confirm group members' list	Week of 8/1
Detailed session plans	One week before each session
Stage 2: Implementation	
Session 1	18/1
Session 2	25/1
Session 3	1/2
Session 4	15/2
Session 5	22/2
Session 6	29/2
Stage 3: Evaluation	
Session recording and evaluation Feedback from group members	Completed on before 10/3 29/2 (after the last session)
Feedback from agency supervisor and social worker	Throughout the group period
Feedback from fieldwork supervisor	Dates of live supervision (S2: 25/1, S4: 15/2) Weekly individual supervision
Self-evaluation and review	Weekly individual supervision
Evaluation report	25/3

Some examples of groups

- 相說—自癒攝影小組
- Joy種心靈綠洲小組
- 「幸福我有Say」身心靈自癒小組
- GRACE Volunteer Training Group
- 乘風行
- Art Jamming 放鬆心情工作坊
- 快樂腦有記

Administrative

- Format and submission of recordings
- Application of leaves
- Reporting
- Status of placement students
- Dress codes and attire: smart casual, no sexy, no exaggerated clothing, hair colour or make-up.

Final reminder

Nature of workload

- PRC : Group/ Program/ Project only
- MSSU (SWD/HA): Mostly cases
- DHC: Mostly group/program

Prior Approval

- To get prior approval from FSWs and Agencies for all the work

Alert and Prompt Reporting

- If encounter with any suspected child abuse situations in the cases, groups, programs, or social encounters, students must follow the stated procedure guidelines and inform their mentor/IC and FWS immediately for follow-up action.

Final reminder: ethical principle (Privacy and Confidentiality)

1 .星島日報 | 2026-04-08 報章 | A08 | 港聞

「靚仔醫生」違守則炒魷 九西聯網交醫委會跟進

ViuTV節目《全民造星III》參賽者、被稱為「靚仔醫生」的蘇浚祈，上月底捲入社交平台洩露病人私隱風波，醫管局前日回應《星島》查詢時表示，早前已嚴肅調查及全面檢視事件，涉事人員現非醫院管理局員工。九龍西醫院聯網昨發表聲明指，已與當事人終止合約，會將個案轉交醫務委員會跟進。

九龍西醫院聯網昨發表聲明指，已完成事件調查，確認該員工違反員工守則，已經與當事人終止合約，並將按機制將有關個案轉交醫務委員會跟進。

要求員工恪守保障病人權益

九龍西醫院聯網表示，作為公共醫療服務的提供者，聯網要求所有員工嚴守專業守則，保持誠信，並恪守保障病人權益與私隱的宗旨。對於涉嫌違規的個案，聯網務必嚴肅跟進。九龍西醫院聯網確認該員工有違誠信，行為亦嚴重影響醫生專業形象。

根據《醫院管理局附例》，任何人未經醫院內病人同意，不得在公營醫院內拍攝照片或影片或把醫院病房勾劃出來，保障病人私隱。

有網民上月底公開一則截圖，一個名為「sojendr」的IG帳戶，於限時動態發布一張在仁濟醫院急症室急救房中搶救病人的照片，寫有「久久一遇的Cardioversion（心臟復律） 全部入晒來睇我電人」字句，圖中有疑似醫護人員正圍着正接受搶救的病人。該截圖在網上引起熱議，因在網上發布急症室救人時的相片，可能違反醫院規定，亦不符醫生專業操守。

####

■「靚仔醫生」蘇浚祈已被終止合約，其個案會交由醫務委員會跟進。

Important highlights on the house rules in HA

Students are required -

1. to display student / visitor card issued at all times;
2. to inform patient and clinical educator before performing any patient care;
3. not to take any photo within the hospital premises except with the permission of the HA AND not to share it in any public platform (e.g. social media);
4. not to remove, reproduce or download any information belonging to the HA or patient through any means AND not to share it in any public platform (e.g. social media);
5. to access (view/use) only the information (including patient's information) for which you have a need to know for the purpose of performing your duty under your clinical practicum;

Important highlights on the house rules in HA

Students are required –

6. to follow instructions from time to time given by the HA;
7. to abide by any rules from time to time promulgated by the HA; and
8. not to wear uniform / working clothes of the HA (i.e. only wear uniform / working clothes provided by the TI)
9. to avoid obligations to customers or business associates resulting from advantages, gifts or entertainment received in, or due to their official capacity which could compromise their position in any way

Department of Social Work and Social Administration
The University of Hong Kong
香港大學社會工作及社會行政學系

Importance on Data Protection

Stringent record-keeping standards and safeguarding confidentiality are not just responses to legal requirements; they are essential to competent and ethical practice in social work.

Guidelines on Data Protection

- Familiarize yourself with and strictly comply with the
  - Personal Data (Privacy) Ordinance (pcpd.org.hk)
  - A-05 Record Keeping
  - Agency policies on Data Protection.

Guidelines on Data Protection

- Anonymize your recordings/reports for discussion with the fieldwork supervisor (e.g., Madam C..). They must not contain any identifying data. Names of persons, places, organizations, etc., should be removed.
- The record files should be stored in designated password-protected electronic storage devices
- All the reports/documents must be password-protected before sending to your fieldwork supervisor
- Do not leave personal data and confidential information (e.g. case files) unattended
- **Never take clients' personal data out of office** unless there is a genuine operational need and must seek prior approval from the centre in charge

A-05 Record Keeping: Guidelines for Students in Fieldwork Placement_2023

To (hku.hk)

Guidelines of Data Protection

- Once the purpose of teaching, learning and assessment is served, the placement records/reports should be destroyed or erased. If the students wish to have a copy of a particular piece of their own work for their future reference, they must seek the approval of the agency and complete any procedures as required by the agency.
- The students will sign a Form at the end of the placement declaring that they have handed in all the records containing personal data of service recipients to the agency and the fieldwork supervisor as required; and that they have deleted all such records from their computer disks/relative devices if applicable; and that they have obtained the approval of the parties concerned for any copies which they wish to retain for their own personal reference. The form is attached at the end of Form A-10a/ A-10a_updated.

A-05 Record Keeping: Guidelines for Students in Fieldwork Placement_2023

To (hku.hk)

Guidelines of Data Protection

- Use work phone to contact clients and prohibited using personal mobile phones to contact clients for placement (students can apply for a phone card from the Department with the support of the fieldwork supervisor)
- Prohibited passing your personal or fieldmate's or colleagues' mobile contact to service users
- Photos of the service users, agencies and colleagues should only be taken for work purposes and with prior consent, using the agency device instead of a personal mobile phone.
- Ensure safe keeping of the agency student worker card

A-05 Record Keeping: Guidelines for Students in Fieldwork Placement_2023

To (hku.hk)

Department of Social Work and Social Administration
The University of Hong Kong
香港大學社會工作及社會行政學系

Guidelines on the Use of Social Media

- Prohibited disclosing any information of the service users, agency, colleagues, field-mate, fieldwork supervisors on any social media
- Prohibited uploading/ posting any photos/ comments/ sharing about placement sites/ colleagues/ field-mate/ fieldwork supervisors/ clients on any social media
- Maintain professional boundaries and should not add service users as friends on your Facebook account/WeChat/WhatsApp/Instagram/or any social networking media….

AI Use in Fieldwork Placements

- **IMPORTANT:**
- The practices below align with ***HKU Guidelines on the Use of AI in Teaching and Learning**, which encourage the responsible, transparent, and ethical use of emerging technologies.
- Students must follow their placement agency's rules about AI, data use, and confidentiality.
- If the agency's rules are stricter than HKU or Department guidelines, follow the agency's rules.

APPROPRIATE AND INAPPROPRIATE USE

You are always responsible for checking that AI content is correct, relevant, and appropriate. Talk to your supervisor about anything AI helped you with.

Examples	Allowed?	Notes
Reviewing general social work concepts or frameworks	✓	General psychological concepts or therapeutic approaches.kss
Brainstorming group or programme ideas	✓	No identifiable information.
Checking grammar or clarity of anonymised group/programme text	✓	Student authorship and professional judgement must remain central.
Creating promotional materials and presentation materials for groups and programmes	✓	The student should disclose that the image was created using AI tool(s).
Summarising publicly available policy or research	✓	Read and verify the original source.
Writing or editing case notes, recordings, summaries, assessments, diagnoses, risk judgements, or intervention plans	✗	Strictly prohibited for specific clients or confidential records.
Entering service user, participant, or identifiable agency information	✗	Strictly prohibited.
Using AI to generate a complete/major part of a proposal or report without substantive student work	✗	Strictly prohibited.
Asking AI to analyse the dynamics of a specific group or to advise on managing particular members.	✗	Strictly prohibited.

Notes

Retain AI-use records, including prompts and outputs verbatim, for verification if required.

“Writing” includes text produced for proposals, presentations, orientation reports, and other written materials.

Retain original non-AI work and required supporting documents, if supervisors need to review the original work.

TELLING US YOU USED AI

- If AI helped you outline, write, or edit a group or programme document, say so. Add a short note at the start of the document, in a footnote, or on a cover page. For example:
- "AI helped with language editing (tool name, date). The ideas and judgement are my own."
- "AI helped generate ideas for activities (tool name). I adapted them to fit the agency."

Orientation Program/Training

- All the below can be counted as placement hours:

Infection control training of SWD students (7 May, Zoom) or arranged by the agency and informed via FWS

SWD Orientation for SWD MSSU students (25 Aug)

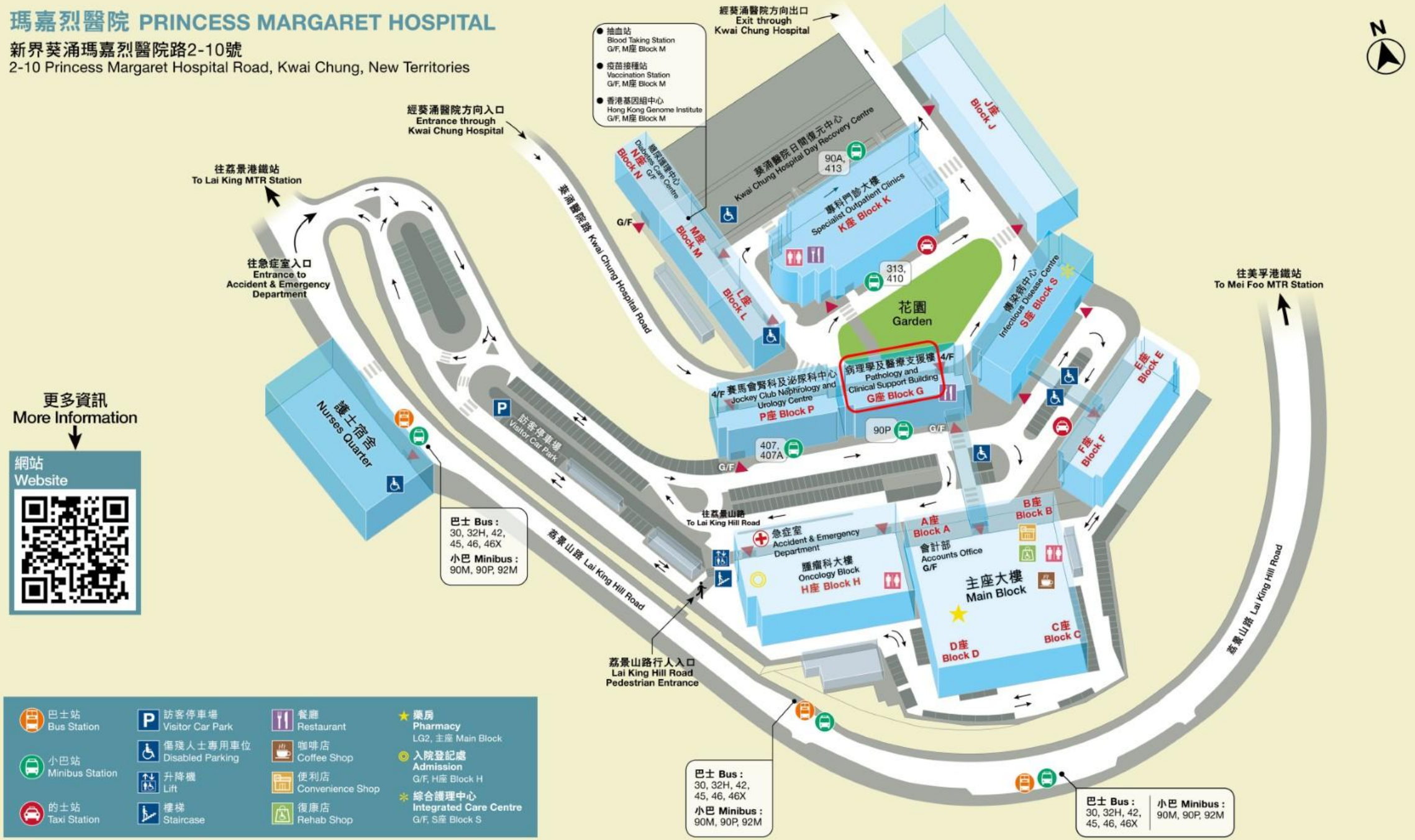
Orientation Visit of all Social Work Students in medical setting

- Date: **29 Sept 2026** (Tuesday)
- Time: **9:15 – 11:30 AM**
- Gather Point: GenesisHub, 7/F, Block G, Princess Margaret Hospital

Duration	Content	Location
9:15 – 10:00 (45 min)	● Introduction to KWC, Community Health Care (CHC) and PMH PRC services ● Tour of GenesisHub, PMH ● Q&A ● Group photo	GenesisHub @G7, PMH
10:00 – 10:35 (35 min)	● Introduction to PMH MSSU & MSW services ● Visit to PMH MSSU at G2 ● Q&A	PMH MSSU@G2, PMH
10:35 – 10:55 (20 min)	Transit to KCH	
10:55 – 11:30 (35 min)	● Visit to KCH Patient Resources & Social Centre (PRSC) ● Introduction to KCH PRSC services ● Q&A & Wrap-up	KCH PRSC@3/F, Main Block, KCH

瑪嘉烈醫院 PRINCESS MARGARET HOSPITAL

新界葵涌瑪嘉烈醫院路2-10號
2-10 Princess Margaret Hospital Road, Kwai Chung, New Territories



更多資訊
More Information

網站
Website

巴士站 Bus Station
小巴站 Minibus Station
的士站 Taxi Station
訪客停車場 Visitor Car Park
傷殘人士專用車位 Disabled Parking
升降機 Lift
樓梯 Staircase
餐廳 Restaurant
咖啡店 Coffee Shop
便利店 Convenience Shop
復康店 Rehab Shop
藥房 Pharmacy LG2, 主座 Main Block
入院登記處 Admission G/F, H座 Block H
綜合護理中心 Integrated Care Centre G/F, S座 Block S

追夢·愛同行
Dreams*2Gather- A Life Beyond Boundaries: Meet AI TszKin

- **Date :** 13 September 2026 (Sun)
- **Time :** 2:30- 4:30pm*
- **Format :** Face to face
- **Venue :** CPD 3.28, 3/F, The Jockey Club Tower, Centennial Campus, HKU
- **Registration Link:** https://hkuems1.hku.hk/hkuems/ec_hdetail.aspx?guest=Y&ueid=109388
- *12:00 p.m. Movie Screening: 《把幸福拉近一點》 ***(Walk-ins are warmly welcome; no registration required!)***
- 1:30 p.m. Light Lunch and Refreshments
- 2:30 p.m. A Life Beyond Boundaries: Meet AI TszKin

Mid-phase Sharing (Compulsory)

A time for re-charging through peer sharing and mutual support

5 Jan 2027

9:00-1:00 pm

Venue TBC

Helpful Resource
(full list in placement website resource corner, MSS List)

- Smart Patient
- https://www21.ha.org.hk/smartpatient/SPW/en-us/Home/#
- HA Drug Formulary Management
- https://www.ha.org.hk/hadf/en-us/
- Smart Elders
- https://www21.ha.org.hk/smartpatient/SmartElders/en-US/Welcome/
- Community Services for Elderly
- https://www.swd.gov.hk/en/pubsvc/elderly/cat_commcare/index.html
- Residential Services for Elderly
- https://www.elderlyinfo.swd.gov.hk/en/rches_natures.html
- Community Care Service Voucher Scheme https://www.swd.gov.hk/en/pubsvc/elderly/cat_commcare/psccsv/#:~:text=Details%20of%20the%20Scheme&text=Elderly%20persons%20may%20choose%20any,are%20%2410%2C455%20and%20%244%2C372%20respectively
- JCECC online free courses for end-of-life care
- https://foss.hku.hk/jcecc/online/Basic_Module/course_intro

Good Luck
&
Carry On !!