

# HA Go~ to New Mileage of Healthcare Journey in Primary Health Care

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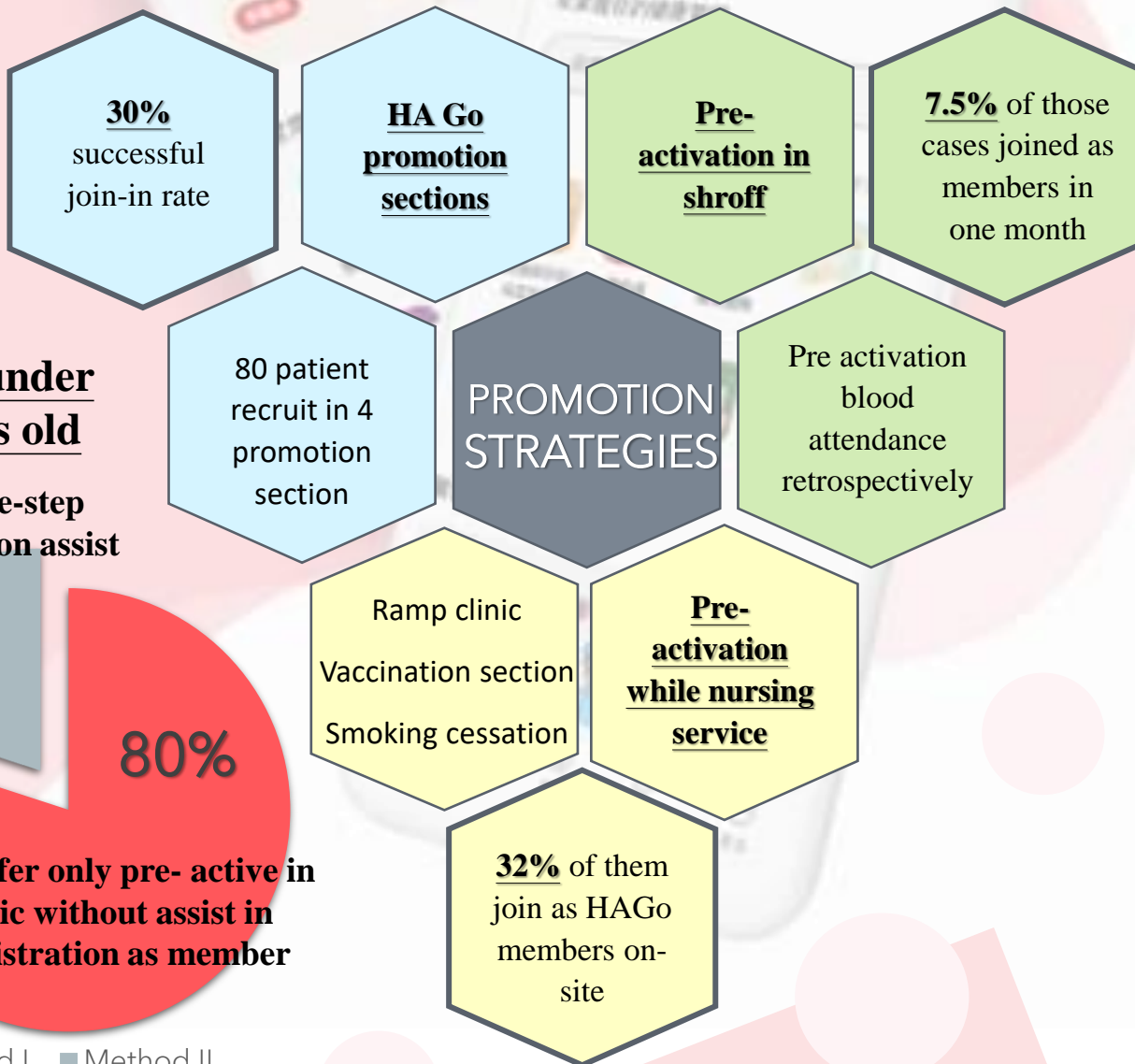
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## Introduction:

HA Go is a one-step mobile platform implemented in Hospital Authority (HA). It promotes the overall experience in the healthcare journey. Patients could complete the booking appointment, payment, and registration via HA Go. Laboratory results and health information were available to enhance self-health management. It also supports tele-consultation.

## Methods & Result:

In Hong Kong East Cluster Family Medicine and Primary Healthcare (HKEC FM & PHC), 3 promotion strategies were applied to promote HA Go in mid-2022.



## Clients above 40 years old

**ALL** preferred one-step registration assist in clinics.

## Conclusions:

HA Go development is affirmative trend. HA Go promotion in Primary health should go ahead. Some targeted measures should apply while promotion to gain an effective result.