

Youth I.D.E.A.S. announces findings from latest cross-border health services survey

- Today (8 December), Youth I.D.E.A.S., the youth think tank of the Youth Research Centre under The Hong Kong Federation of Youth Groups (HKFYG), publishes its latest research report, “*Enabling Robust Cross-border Health Services for Hong Kong Residents*”
- Conducted from October to November, the study surveyed 600 Hong Kong residents aged 18 to 74, among which 18 were further interviewed

Key findings:

- **Acceptance and perception** – 76.3% and 69.5% of respondents agree that cross-border health services help broaden medical options for service users and relieve the pressure on Hong Kong’s strained health system, respectively
- **Usage and experience** – 30.2% have previously sought healthcare in the Mainland; among them, 91.2% accessed services in Shenzhen; services used include dental checks (66.3%) and physical examinations (29.8%), driven by factors such as lower medical costs (85.1%) and shorter waiting times (49.7%)
- **Familiarity and confidence** – 83.3% feel uninformed about the healthcare services in the Mainland; confidence in using such services averages 5.02 out of 10
- **Concerns and considerations** – The main concerns cited include inconsistent medical equipment standards (54.5%), differing qualifications of medical practitioners (34.0%), and issues with medical negligence claims (33.0%)

Recommendations:

- **To establish a cross-border healthcare task force** to serve as a dedicated channel for managing complaints, crises and complex cases
- **To create a cross-border healthcare information platform** to provide accessible details on cross-border policy updates, the Mainland health system and the locations of Grade 3A hospitals in the Mainland
- **To develop a healthcare language corpus** to address the language barriers between Hong Kong and the Mainland; to make the corpus available for cross-border medical reports uploaded on the eHealth app