



Information Technology



資訊科技方案的實施

Implementation of Information Technology Solutions

推行廣華醫院第一期重建發展資訊科技服務重置計劃

為了配合廣華醫院第一期重建發展資訊科技服務重置計劃，資訊科技處為廣華醫院－香港中文大學中醫藥臨床研究服務中心和東華三院華永會長者牙齒保健及治療中心的資訊系統平台及網絡基礎設施作重新改組，從而提供恰當的資訊科技服務予調遷後的服務單位。

重新開發中醫流動車門診服務系統

為了更有效地利用相同的技術平台與重新建置的中醫醫療資訊系統作功能性整合，加強數據互通，資訊科技處重新開發中醫流動車門診服務系統。新系統於二〇一六年第一季推出，供本院中醫流動診所使用，服務廣大市民。

開發中醫專科門診輪候管理顯示系統

為了提升廣華醫院－香港中文大學中醫藥臨床研究服務中心的服務質素及透明度，資訊科技處自行研發了一套智能門診輪候管理顯示系統，並於二〇一六年初在油麻地東寶閣

Implementing system migration and reprovisioning of information technology services for TWGHs medical service centres under Kwong Wah Hospital Phase 1 Redevelopment Project

To tie in with the Kwong Wah Hospital Phase I Redevelopment Project, the Information Technology (IT) Branch had revamped and re-installed the IT application system and network infrastructure services for Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre and TWGHs BMCPC Dental Health Centre for Senior Citizens so as to provide proper IT services for the centres after relocation.

Redeveloping the Chinese Medicine Mobile Clinics Information System

To have seamless integration with the revamped Chinese Medicine Clinical Information System (CMCIS), the functional modules of Chinese Medicine Mobile Clinics Information System (CMMCIS) were redeveloped to provide better data exchange with the CMCIS using the same technological platform. The redeveloped system was launched in TWGHs Chinese Medicine Mobile Clinics in the first quarter of 2016.



應用於東華三院流動應用程式的輪候管理顯示系統備有診症輪候查詢功能。

The Smart Queuing and Display System run in the TWGHs Corporate Mobile App is equipped with enquiry functions.

的門診中心率先試用。求診人士可透過中心的液晶體顯示屏或其手機下載的本院流動應用程式，即時查閱中心診症及取藥的輪候情況，清楚掌握當時診症室和藥房正在服務的號數，避免錯失診症及取藥時間。

建立東華三院李恩李銒麟父子中央煎藥中心的資訊系統

東華三院李恩李銒麟父子中央煎藥中心的成立為廣華醫院第一期重建發展計劃的一部分，中心提供中藥煎藥及配送服務予廣華醫院－香港中文大學中醫藥臨床研究服務中心的求診人士。資訊科技處於中醫醫療資訊系統上發展了一套全新的功能模組以支援有關服務及運作，並確保藥物能適時送達中心予求診人士領取。有關功能模組及資訊科技基礎建置於二〇一五年九月完成，並已投入運作。

重新發展東華三院綜合診斷及醫療中心資訊系統

為使東華三院綜合診斷及醫療中心資訊系統能與時俱進，資訊科技處將該系統更新並應用於新資訊科技平台，有關工作於二〇一五年八月完成。新平台同時發展了健康普查服務的電子病歷主索引，以便將來與政府發展中的新電子健康紀錄平台實行數據互通。

發展中央電子教育系統

資訊科技處聯同教育科為東華三院轄下學校的數據分析系統進行了可行性研究，並且建議建立一個中央電子教育系統，就學生在學業上的相關數據進行分析。六所資訊科技應用技術及數據完整度較高的中學已被邀請作為先導計劃的試點學校，建構電子教育系統，以便未來能就學生數據進行全方位及深入的分析。待先導計劃中的教育數據分析概念成功施行後，其他學校將參照這套成功模式並加入系統。該系統的先導計劃預計將於二〇一六年第三季度完成。

Developing Smart Queuing and Display System for the Chinese Medicine Specialist Outpatient Centre

To enhance service quality and transparency, a tailor-made smart queuing system was developed and installed for trial use in early 2016 at Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre (KRSC) after its relocation to Tung Po Court in Yaumatei. Through the LCD display units installed at the centre or using TWGHs Corporate Mobile App on their smartphones, patients can check the up-to-date queuing status of their consultation and drug collection onsite or offsite to avoid missing their turn for consultation or drug collection.

Establishing an information system for the TWGHs Lee Yen & Lee Yuk Lun, JP, Father & Son Centralized Decoction Centre

Being part of the IT plan for the Kwong Wah Hospital Phase 1 Redevelopment Project, the TWGHs Lee Yen & Lee Yuk Lun, JP, Father & Son Centralized Decoction Centre was established to provide patients with drug decocting services at KRSC. The IT Branch had developed a new functional module in the Chinese Medicine Clinical Information System to facilitate the processing of electronic medication orders from KRSC and dispatching of decocted medicine to the Centre or designated locations for patients' collection as scheduled. The module with associated IT infrastructure setup was fully developed and launched for a live run in September 2015.



東華三院李恩李銒麟父子中央煎藥中心所安裝的資訊系統及設備

TWGHs Lee Yen & Lee Yuk Lun, JP, Father & Son Centralized Decoction Centre with the installation of information system and workstation

Revamping TWGHs Integrated Diagnostic and Medical Centre Information System

To cope with technological advancement, a revamp of the existing TWGHs Integrated Diagnostic and Medical Centre Information System was completed in August 2015. The system revamp also facilitated the development of a common Patient Master Index for TWGHs health and screening services, which will enhance future data exchange interoperability with the new platform of Electronic Health Records being developed by the Government.

Developing Central Electronic Education System for student academic data analysis

The IT Branch had collaborated with the Education Division to conduct a feasibility study on the data analysis for TWGHs schools, and a Central Electronic Education System (CEES) was proposed to facilitate the analysis of student academic data. A total of 6 secondary schools with higher maturity in IT implementation and data source were selected as pilot schools for the development of the system that will facilitate all-round and in-depth student data analysis in the future. Once the system with proven concept on the data analysis for education is established, other schools will follow the successful model and join the system in phases. The pilot scheme of the System is expected to be completed in the third quarter of 2016.

優化東華三院安老院舍管理系統

藉着社會福利發展基金（第二階段）的撥款資助，資訊科技處為安老院舍管理系統發展了一套新的「個人關顧計劃功能模組」，並於二〇一五年九月完成及推行到各院舍供使用。新的功能模組可協助治療師、護士和社工等專業護理人員對院友生理及心理狀況、身體及生活自理能力，以及社交能力作出全面評估。新的功能模組亦有助依據院舍訂定的目標，對有關院友需關顧的項目進展作定期及有效的監控，並按需要作即時介入及跟進。

發展東華三院長者日間護理中心管理系統

為了更有效管理長者日間護理中心的會員記錄，資訊科技處發展了一套管理系統，幫助中心處理會員個案、出席率、個人護理、社交及康樂活動等記錄，並提供更完整的會員資料，協助中心全面照顧會員，尤其是體質較弱的長者。此發展項目得到社會福利發展基金（第二階段）的撥款資助，並已於二〇一六年第一季完成。

開發「友心情電台」流動應用程式

「友心情網上電台」於二〇一〇年成立，是香港首個關注精神健康的網上電台。網上電台提供大量與精神健康相關的錄影和錄音節目，加強公眾對這個議題的認知和關注。資訊科技處開發了相關的「友心情電台」流動應用程式，以便使用者能隨時隨地接收這些資訊。流動應用程式將於iOS及Android平台發布。

重新開發殯儀資訊系統

鑑於東華三院屬下殯儀館的殯儀資訊系統已使用達十五年之久，資訊科技處於二〇一三年重新開發系統。新系統加入新的功能以配合運作需要及加強與客戶的溝通，而經整合的資料庫亦有助支援數據收集和兩間殯儀館之協作。系統採用了最新的電腦虛擬技術以提升效能，支援前線運作。新系統已於二〇一五年九月投入運作。

發展「珍藏・分享－東華三院文物館檔案」網站

隨着東華三院文物館館藏管理系統投入服務，東華三院文物館決定開發「珍藏・分享－東華三院文物館檔案」網站。資訊科技處除了協助管理相關基礎設施，並建構及發展能針對使用者需求的網站設施。本處亦與網站開發商合作建立程式，將館藏管理系統內的資料定時更新至網站，以便提供適時的資訊及減省重複輸入的工序。

建立廣華醫院紀念善長資訊站

隨着廣華醫院第一期重建發展計劃的開展，

Enhancing TWGHs Elderly Homes One-stop Management Electronic System (EHOMES)

With sponsorship from the Social Welfare Development Fund (Phase 2), the existing EHOMES was enhanced with a new Individual Care Plan Module. The completed module was released for live run in September 2015 to support the recording of assessment conducted by healthcare professionals such as therapists, nurses and social workers on residents' physiological and psychological conditions, physical and self-care abilities, as well as social networking abilities. With the new module, the progress of the relevant care plans for the elderly can be monitored regularly and efficiently for immediate intervention or follow-up actions if required based on the established missions.

Developing an application system for TWGHs Day Care Centres for the Elderly

To better manage client records at TWGHs day care centres for the elderly, the Branch developed a dedicated application system for the centres to keep online membership records including the elders' personal profile, attendance record, nursing care profile, social and recreational activities, and to provide the centres with enriched information for holistic care of the elderly, especially those who are frail and need considerable help. The Project was sponsored by the Social Welfare Development Fund (Phase 2) and completed in the first quarter of 2016.

Development of a "Radio-i-Care" mobile application

Established in 2010, Radio-i-Care is the territory's first online platform with the theme of mental health. Large amount of mental health related video and audio programmes are hosted on the website to raise public awareness and knowledge on the issue. A mobile application had been built by the Branch for users to access to the content anytime, anywhere. The mobile application will be available on both iOS and Android platforms.

Redevelopment of Funeral Parlour Information System

Since the Funeral Parlour Information System of TWGHs' funeral parlours had been used for more than 15 years, the Branch started redeveloping a new system in 2013. New functions have been added to align with the latest business operation needs and provide better customer services. Disperse data pools have also been consolidated to support easier data collection and cross sites collaboration. The latest computer virtualization technology has been deployed to provide high availability support to frontline operation. The revamped system was launched in September 2015.

Development of "Preserve and Share: Tung Wah Museum Archives" Website

Tung Wah Museum had decided to develop the "Preserve and Share: Tung Wah Museum Archives" Website after the launch of the Museum Collection Management System. Other than management services for the backend infrastructure, the Branch also provided assistance in a user requirement study, and website development for the Museum. The Branch worked with a contractor to build a module to transfer up-to-date information from the Collection Management System to the Website periodically in order to provide timely data and minimize user-input work.

Establishment of commemorative kiosk for Kwong Wah Hospital donors

Upon the commissioning of the Phase 1 redevelopment of Kwong Wah Hospital, the Information Technology Branch has been working closely with Medical Division and other divisions, branches and offices to establish an electronic kiosk in the

資訊科技處聯同醫務科，向其他科、處及辦公室進行諮詢後，合作開發相關的電子資訊站。資訊站將設置於新的廣華醫院內，展示歷來安放於醫院內的碑記、命名單位和善長的相片及相關資訊，讓公眾以一個互動和有趣的形式認識和懷念善長們的貢獻。

new Hospital to display the photos and information about the memorial plaques, named units and porcelain portraits of donors to help the public to learn about, and to pay tribute to the contributions of these donors in an interactive and interesting way.

優化資訊科技系統和基礎建設架構 Enhancements to the IT Systems and Infrastructure Facilities

改良東華三院企業電郵系統

去年，本處曾就東華三院企業電郵系統進行評估，結果顯示現行的電郵系統有優化的必要，以確保院方的服務得以持續的發展。在董事局的支持下，相關工作已展開，包括採購新系統所需的軟硬件配備。為確保新舊系統能在穩定和無間斷的情況下順利轉換，資訊科技處正積極地跟供應商策劃及部署適當的方案，務求將系統轉換時對院方服務運作的影响減至最低。整個項目預計於二〇一六年第三季完成。

Revamping TWGHs Corporate Email System

An evaluation of the existing TWGHs Corporate Email System during the year revealed that an overhaul of the system was crucial for sustainable business growth. With the Board's support, the Project has commenced and procurement of required hardware and software for setting up the new email system has been carried out. As smooth system migration and changeover are crucial for stable and non-stop email service, the Branch devised a holistic plan and solution with the contractor to minimize service downtime and the impact on daily operations in the replacement process. The revamping exercise is expected to be completed in the third quarter of 2016.

為服務單位提供資訊科技網絡基建支援及顧問服務

為了配合東華三院的服務發展，資訊科技處提供適切的資訊科技顧問服務予有需要的服務單位，包括學校、社會服務及醫療服務，尤其就新建的校舍、社區服務大樓及各中心的重點網絡基建給予技術支援，這些項目包括東華三院戴麟趾安老院重建計劃、東華三院黃笏南中學重建計劃、東華三院黃竹坑服務綜合大樓及廣華醫院第一期重建發展計劃等的網絡工程。

Providing IT network infrastructure support and consultative advice for service centres

To align with service development of TWGHs, the Branch provided appropriate IT consultative services with technical assistance in the establishment of IT network infrastructure for schools, community and medical service centres, especially for projects involving the construction of new buildings and significant renovation works, such as the redevelopment of TWGHs David Trench Home for the Elderly, TWGHs Wong Fut Nam College, TWGHs Wong Chuk Hang Complex, and the decanting works for the Kwong Wah Hospital Phase 1 redevelopment.

資訊科技的管治 IT Governance

推行「使用自攜裝置」政策

資訊科技處去年就發展「使用自攜裝置」作出全面性研究，並在董事局的支持下，於二〇一五年六月正式推行東華三院「使用自攜裝置」規章，就職員在工作崗位使用自攜裝置作出規範，本院所有職員必需執行資訊保安及完整性控制措施，防止隱私和敏感資料外泄，同時清楚了解資料外泄的風險和權責。

Establishing Bring Your Own Device policy

Based on the holistic study on the development of Bring Your Own Device (BYOD) policy conducted last year and with the Board's endorsement, the Branch established BYOD regulations for acceptable and appropriate use of personal devices in the TWGHs working environment in June 2015. Under these regulations, staff members must observe the relevant security and integrity control measures to protect against leakage of private and sensitive information from the devices and be aware of the associated risks, rights and liabilities.

檢討向使用者提供技術支援服務實務指引

因應資訊科技政策的更新和使用者在資訊科技實務上之需要，資訊科技處對使用者的技術支援服務實務指引進行了全面檢討，並於二〇一五年六月修訂指引文件，更清晰地訂定本處的服務範疇、服務承諾、獲取支援服務的方法以及其他如辦公室自動化和終端用戶系統的技術支援，以及電腦資訊保安小提示等資訊，以供使用者參考。

Reviewing the practical guidelines on the usage of technical support services for users

To align with the updates on IT policies and practical demand of users, the Branch conducted an overall review of the relevant technical support services with amendments to the Practical Guideline on the Usage of Technical Support Services of the Branch in June 2015. The revision gives users a clear picture of the Branch's services including the scope of works, service pledges and channels for service acquisition, together with other office automation issues, end-user computing and IT security tips for their reference.

履行資訊科技應用系統災難復原演習

為確保新聘用的服務供應商能夠提供恰當的硬件設備、配置設定、場地及相關應變程序並配合本院既定的資訊科技應用系統災難復原計劃，本處與服務供應商於二〇一五年六月就本院界定為重要和緊急的資訊系統進行了一連串的資訊科技應用系統災難復原演習。透過演習的實際情況，全面地審視有關硬件及程序的準確性。此外，其他資訊科技應用系統的年度數據復元及溝通演習也如常進行。

Conducting disaster recovery drills for IT application systems

In order to ensure the new service provider can offer proper disaster recovery services for TWGHs, the Branch conducted a series of disaster recovery drills with the provider for all those defined as mission-critical application systems in June 2015. Through the drills, the provider's hardware, setup and configurations, premises, as well as procedures were validated in compliance with the plan. Besides, other regular data restoration and communication drills were also conducted in this fiscal year.

二〇一五／二〇一六年度為各部門提供的系統支援服務

System Support Services Provided for Various Divisions/Branches in the Year 2015/2016

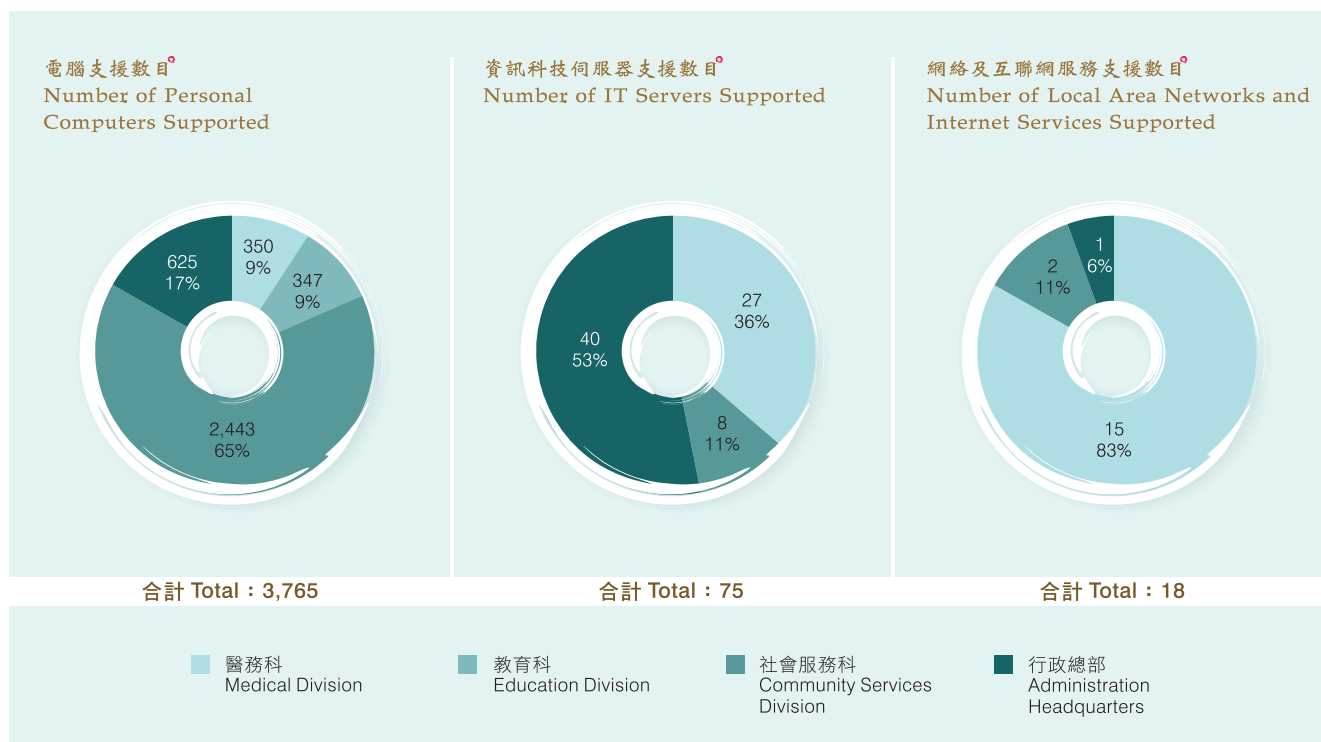
	醫務科 Medical Division	教育科 Education Division	社會服務科 Community Services Division	行政總部 Administration Headquarters
電腦支援數目 Number of Personal Computers Supported	350	347	2,443	625
資訊科技伺服器支援數目 Number of IT Servers Supported	27	-	8	40
網絡及互聯網服務支援數目 Number of Local Area Networks and Internet Services Supported	15	-	2	1

不包括置於中小學及東華學院作教學用途的電腦及網絡。

All computers and IT networks installed at the primary schools, secondary schools and Tung Wah College for teaching purpose are excluded.

不包括非資訊科技處直接管理的網絡及互聯網服務。

The network and internet services which are not directly administered by the Information Technology Branch are excluded.



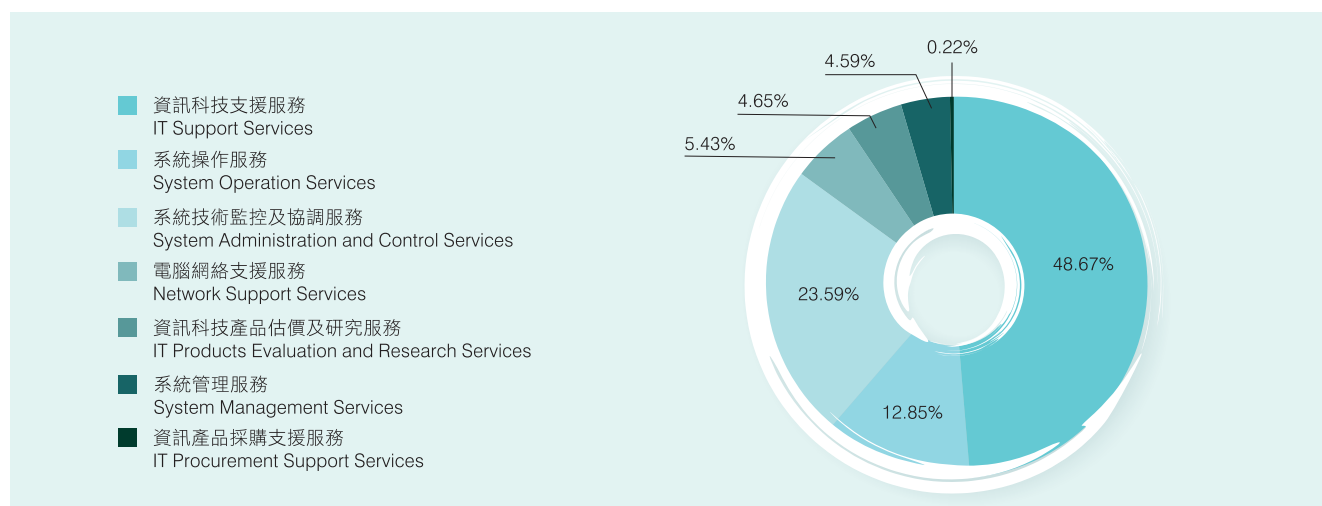
資訊科技處的運作統計資料

Operation Statistics of the Information Technology Branch

項目 Item	宗數 Number of Cases
全年資訊科技熱線及電郵支援求助服務數目 Number of cases in IT desktop or offsite support per annum	2,185
全年資訊科技實地支援求助服務數目 Number of cases in IT onsite support per annum	190
平均每日經資訊科技處處理的電郵數目 Number of emails daily processed through the Information Technology Branch	21,665
平均每日經資訊科技處過濾的垃圾郵件及電腦病毒數目 Number of spam mails and viruses daily filtered through the Information Technology Branch	4,232
全年平均系統可用性百分比 Average percentage in system availability per annum	99.98%

二〇一五／二〇一六年度資訊系統操作及支援服務

IT System Operation and Support Services in the Year 2015/2016



二〇一五／二〇一六年度應用系統及互聯網網站的使用

Usage of Application Systems and Websites in the Year 2015/2016

	醫務科及相關服務單位 Medical Division and Related Service Centres	教育科及相關服務單位 Education Division and Related Service Centres	社會服務科及相關服務單位 Community Services Division and Related Service Centres	其他科/處 Other Divisions/Branches	公眾服務 Services for the Public
人力資源系統 Human Resources Information System	●	●	●	●	
物業管理系統 Property Management System				●	●
財務會計系統 Financial Accounting Information System	●	●	●	●	
員工休假系統 Staff Leave Information System	●	●	●	●	
僱主稅務申報及自動轉帳系統 Employer Tax Return and Autopay System				●	
義莊資訊系統 Coffin Home Information System				●	
物業租務電郵查詢系統 (Email Ticketing System for Property Rental Enquiry (eSupport System))				●	●
嘉賓名單資訊系統 Guest List Information System				●	
中醫醫療資訊系統 Chinese Medicine Clinical Information System	●				●
殯儀資訊系統 Funeral Parlour Information System			●		●

	醫務科及相關 服務單位 Medical Division and Related Service Centres	教育科及相關 服務單位 Education Division and Related Service Centres	社會服務科及 相關服務單位 Community Services Division and Related Service Centres	其他科/處 Other Divisions/ Branches	公眾服務 Services for the Public
東華三院綜合診斷及醫療中心資訊系統 TWGHs Integrated Diagnostic and Medical Centre Information System	●				●
女士健康普查醫療資訊系統 Well-women Clinic Information System	●				●
捐贈記錄資訊系統 Donation Record Information System				●	●
中央固定資產資訊系統 Centralized Fixed Asset Registration Information System	●	●	●	●	
牙齒保健資訊系統 Dental Clinic Information System	●				●
東華三院內聯網 TWGHs Corporate Intranet System	●	●	●	●	
安老院舍管理系統 Elderly Home One-stop Management Information System			●		●
電腦掃描中心資訊系統 Computerized Tomography Imaging Centre Information System	●				●
中醫普通科門診自助登記系統 Smart Queuing System for Chinese Medicine General Outpatient Clinic	●				●
東華三院網上假期系統 TWGHs e-Leave System	●	●	●	●	
東華三院企業電子郵件系統 TWGHs Corporate E-mail System	●	●	●	●	●
東華三院血液透析中心管理系統 TWGHs Haemodialysis Centre Information System	●				●
中醫專科門診自助登記及八達通收費系統 Self-service Attendance Registration with Octopus Payment System for Chinese Medicine Specialist Outpatient Clinic	●				●
東華三院電子考績報告系統 TWGHs e-Appraisal System	●	●	●	●	
中醫流動車門診服務系統 Chinese Medicine Mobile Clinics Information System	●				●
牙齒保健外展服務管理系統 Dental Clinic Outreach Management System	●				●
電子採購系統 Electronic Procurement System	●	●	●	●	
內聯網入門網站 iPortal	●	●	●	●	
剪報管理系統 News Clipping Management System				●	
東華三院流動應用程式 TWGHs Corporate Mobile App					●
東華三院放射資訊系統/圖片存檔和通訊系統 TWGHs Radiology Information System/Picture Archiving and Communication System (RIS/PACS)	●				●
天秀墟租務系統 Tin Sau Bazaar Rental Collection System			●		●
培訓及發展管理系統 Training and Development Management System				●	
東華三院設施預約系統 TWGHs Facility Booking Management System				●	
收據系統 Receipt Issuing System	●	●	●	●	●
東華三院機構網站 TWGHs Corporate Website	●	●	●	●	●
員工績效管理系統 Staff Performance Management System	●	●	●	●	
東華三院文物館館藏管理系統 TWGHs Museum Collection Management System				●	
「好當家」家居服務流動應用程式 Versatile Home Services Mobile Application			●		●
東華三院長者日間護理中心管理系統 TWGHs Day Care Centre for the Elderly Information System			●		●
中醫專科門診輪候管理顯示系統 Smart Queuing & Display System for Chinese Medicine Specialist Outpatient Clinic	●				●