

# 衛生署 抗疫特刊

## DH Special Bulletin on the Fight against COVID-19

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中文



English



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## 署長的話 Message from the Director of Health

「同心抗疫」— 在抗疫的日子，這不僅是宣傳口號。衛生署將此口號付諸實行，與持份者和公眾通力合作，共同應對2019冠狀病毒病疫情。

**'Together, We Fight the Virus'. Over the days of our anti-epidemic battle, the Department of Health (DH) has not just chanted but also lived up to this motto. The DH has forged extensive collaboration with stakeholders and the general public to rail against the Coronavirus Disease 2019 (COVID-19) pandemic.**

衛生署是香港特別行政區政府的衛生事務顧問，也是執行衛生政策和法定職責的部門。我們透過促進健康、預防疾病、醫療護理和康復服務，保障香港市民的健康。我們亦促進社區協作和國際合作。在提供服務時，我們崇尚專業精神和秉持誠信的核心價值，確保我們的服務都能以人為本，並能隨着時代發展和公眾期望日漸提高下持續進步。

The DH is the Hong Kong Special Administrative Region Government's health adviser and agency to execute health policies and statutory functions. We safeguard the health of the people of Hong Kong through promotive, preventive, curative and rehabilitative services. We also foster community partnership and international collaboration. In delivering our services, we espouse the core values of professionalism and integrity, ensuring our services are people-oriented with continuous improvements as we move with times and rising public expectations.

Over the years, the DH has been a forerunner to safeguard the health and well-being of every Hong Kong citizen. Working closely with stakeholders and partners from various sectors, we have capitalised on the resources from both the public and private sectors to implement comprehensive measures, and respond promptly to the needs of the community. We offer professional and succinct public health advice and guidelines for the general public, and produce a rich variety of risk communication materials to muster public support for health and anti-epidemic measures.

多年來，衛生署是保障每位香港市民健康和福祉的先導者。我們與持份者和各界伙伴緊密合作，善用公營及私營機構的資源採取以全面的措施，迅速回應社會需求。我們為公眾提供專業而精簡的公共衛生建議和指引，並推出多元化的風險傳達資訊，以凝聚公眾對衛生和抗疫措施的支持。

2019冠狀病毒病疫情肆虐全球，世界衛生組織錄得全球超過7.7億宗個案，死亡人數約700萬人，而實際數字可能遠高於此。在本港，疫情為香港的醫療系統造成巨大壓力，社會各界亦蒙受沉重壓力。

但我們已作充分準備。經歷2003年的嚴重急性呼吸系統綜合症爆發後，香港已全面提升面對任何新興流行病的應變能力。衛生署已制訂應對新型疾病的應變計劃，並進行演習和訓練以作好準備。我們亦與社會持份者及其他政府各政策局和部門攜手合作以加強準備工作，確保本港能採取適當而迅速的應對方案，阻止疫情蔓延。

我們感激各政府部門和社區伙伴的參與和支持，共同對抗2019冠狀病毒病疫情。從傳遞準確資訊和提供各類服務，以至推廣疫苗接種和提供抗疫物資包等等，社會都見證著他們竭盡所能和衷誠合作，為成功對抗2019冠狀病毒病疫情作出貢獻。我們亦衷心感謝中央人民政府在2022年初第五波疫情期間，在香港不堪重負地應付大量個案時提供強大支援。在各界的共同努力下，我們順利戰勝一波又一波的2019冠狀病毒病疫情。我們在每波疫情爆發後都加強防疫措施，務求以最小的社會成本，制訂以科學為本而具針對性的抗疫工作。

經過三年多不懈努力應對2019冠狀病毒病疫情後，香港已經逐步復常。回顧這漫長的抗疫路上，我們都獲益良多。今期抗疫特刊旨在敘述一眾衛生署同事的努力、奉獻和公共衛生歷程，亦讓衛生署的新成員和下一代了解，儘管面對巨大挑戰，我們仍為保障公共衛生而共同作出重大努力。

The COVID-19 pandemic has wreaked havoc around the world. The World Health Organization (WHO) has recorded over 770 million cases and a death toll of about 7 million worldwide, and the actual figures would likely be north of these. Locally, the pandemic had put a gargantuan stress on Hong Kong's healthcare system, not to mention the pressure exerted on various sectors of the community.

Yet we were prepared. After the outbreak of Severe Acute Respiratory Syndrome (SARS) in 2003, Hong Kong had comprehensively upped our readiness to face any new and emerging epidemic. The DH had formulated contingency plans to tackle novel diseases and undertaken exercises and drills to hone our preparedness. We also joined hands with community stakeholders and other government bureaux and departments in enhancing readiness so that appropriate and swift response actions would be implemented to thwart the spread of an epidemic.

We are thankful for the participation and support of various government departments as well as community partners in the joint fight against COVID-19. From dissemination of accurate information and provision of various services, to the promotion of vaccination and provision of goodies bags, to name but a few, the community has witnessed their dedication and collaboration that had contributed to the successful battle against COVID-19. We are also grateful for the staunch support from the Central People's Government when Hong Kong was stretched to tackle a deluge of cases during the fifth wave of the pandemic in early 2022. Thanks to the joint efforts, we were able to prevail over the successive waves of COVID-19 pandemic. On the heels of each wave of the pandemic, we sought to strengthen our measures, formulate scientific and targeted anti-epidemic efforts with minimal social costs.

After more than three years of unceasing efforts to combat the COVID-19 pandemic, Hong Kong has gradually returned to normalcy. As we gasp and look over the shoulder after such a long distance run to fight the disease, there are many insights that we can distill from the experiences gained. This special bulletin is propitious to recount the efforts, dedication, and public health journeys made by DH colleagues. It also serves to inform newcomers of the DH and future generations of the monumental collaborative efforts made to safeguard public health against overwhelming odds.





本港於2020年1月證實2019冠狀病毒病輸入個案，隨即展開長達超過三年的抗疫之路，並於2020至2021年經歷四波疫情。透過全方位的防疫抗疫措施，截至2021年12月30日，本港的個案總數維持在12,631宗的低水平（佔2021年香港人口的0.17%）。本港在2021年下半年原則上已經實現「動態清零」，當時僅有五宗零星的本地確診個案。

Omicron 變異病毒株的出現引發第五波疫情並對本港帶來前所未有的挑戰。得到各界在抗疫路上的全力支持和配合，疫情逐漸受控。透過精準抗疫的方針和全力提高疫苗接種率，確診個案數目呈明顯下降趨勢。鑑於有證據顯示Omicron變異病毒株並未引起較嚴重病情，加上經疫苗接種率有所提升和自然感染而迅速建立的混合免疫屏障，政府於2023年1月30日起開始放寬控疫措施。**自2021年12月31日第五波疫情開始至2023年1月29日期間，衛生防護中心錄得約310萬宗陽性檢測個案**，當中超過九成半是本地個案。

## 2019冠狀病毒病疫情於過去三年的概況 Overview of COVID-19 Pandemic in the Past Three Years

### 2019冠狀病毒病個案記錄 COVID-19 Case Record

第一至第四波  
First to Fourth Wave  
(23/1/2020 - 30/12/2021)

**12,631**

第五波  
Fifth Wave  
(31/12/2021 - 29/1/2023)

**3,093,948**

第一至第五波疫情  
First to Fifth Wave of the Pandemic  
(23/1/2020 - 29/1/2023)

**3,106,579**



Following the confirmation of COVID-19 imported cases in January 2020, Hong Kong embarked on a more than 3-year anti-epidemic journey and went through four waves of outbreaks from 2020 to 2021. With the comprehensive anti-epidemic measures, the cumulative number of cases as of 30 December 2021 in Hong Kong was kept at a low level of 12,631 cases (accounting for 0.17% of Hong Kong's population in 2021). 'Dynamic zero' was achieved in principle by the second half of 2021 with only 5 sporadic local confirmed cases.

The emergence of the Omicron variant triggered the fifth wave of the pandemic and brought unprecedented challenges to Hong Kong. With the support and cooperation from all sectors on the anti-epidemic journey, the situation was gradually brought under control. Through the direction of targeted anti-epidemic measures and efforts to increase the vaccination rate, the number of confirmed cases has shown a significant downward trend. As there is evidence that the Omicron variant does not cause a rise in clinical severity, together with the hybrid immunity barrier rapidly built by the increased in vaccination rate and natural infections, the Government started to relax the anti-epidemic measures from 30 January 2023 onwards. **Since the start of the fifth wave on 31 December 2021 till 29 January 2023, the CHP recorded about 3.1 million cases that were tested positive**, of which over 95% were local cases.





# 香港2019冠狀病毒病疫情 主要事件時序表

## Chronology of key events of COVID-19 pandemic in Hong Kong





**第二波疫情**  
**The second wave of pandemic**

(2020年3月中至4月中)  
(mid-March to mid-April 2020)

《預防及控制疾病（規定及指示）（業務及處所）規例》（第599F章）生效  
The Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation (Cap. 599F) came into force

28/3

政府向全港住宅地址免費派送口罩  
The Government delivered masks free-of-charge to all residential addresses in Hong Kong

30/6

《預防及控制疾病（規管跨境交通工具及到港者）規例》（第599H章）及《預防及控制疾病（佩戴口罩）規例》（第599I章）生效  
The Prevention and Control of Disease (Regulation of Cross-boundary Conveyances and Travellers) Regulation (Cap. 599H) and the Prevention and Control of Disease (Wearing of Mask) Regulation (Cap. 599I) came into force

15/7

竹篙灣檢疫中心投入服務  
The Penny's Bay Quarantine Centre was put into operation

16/7

展開普及社區檢測計劃，為市民提供一次免費病毒檢測服務  
The Universal Community Testing Programme (UCTP) launched to provide a one-off free virus testing service for members of the public

1/9

25/3

禁止所有從海外乘搭飛機抵港的非香港居民入境  
All non-Hong Kong residents coming from overseas by flights were denied entry to Hong Kong

19/3

《外國地區到港人士強制檢疫規例》（第599E章）生效  
The Compulsory Quarantine of Persons Arriving at Hong Kong from Foreign Places Regulation (Cap. 599E) came into force

29/3

《預防及控制疾病（禁止羣組聚集）規例》（第599G章）生效  
The Prevention and Control of Disease (Prohibition on Group Gathering) Regulation (Cap.599G) came into force



**第三波疫情**  
**The third wave of pandemic**

(2020年7月至8月)  
(July to August 2020)

16/11

推出「安心出行」流動應用程式，市民進入處所前須掃描場所二維碼  
The 'LeaveHomeSafe' mobile app was launched. The public had to scan the venue QR code before entering premises

15/11

《預防及控制疾病（對若干人士強制檢測）規例》（第599J章）生效  
The Prevention and Control of Disease (Compulsory Testing for Certain Persons) Regulation (Cap. 599J) came into force

**第四波疫情**  
**The fourth wave of pandemic**

(2020年11月中至2021年5月)  
(mid-November 2020 to May 2021)





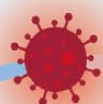
**第五波疫情**  
**The fifth wave of pandemic**

(2021年12月31日起)  
(since 31 December 2021)

全面實施指定檢疫酒店計劃及指定交通計劃  
Designated Quarantine Hotel Scheme and Designated Transportation Scheme were fully implemented

**22/12**

**2021**



**2022**

**26/2**

正式展開2019冠狀病毒病疫苗接種計劃  
The COVID-19 Vaccination Programme was officially launched

**23/12**

就《預防及控制疾病（使用疫苗）規例》（第599K章）刊登憲報，在公共衛生緊急狀態下提供法律框架，引入符合安全、效能及質素要求的新冠疫苗作緊急使用

The Prevention and Control of Disease (Use of Vaccines) Regulation (Cap. 599K) was published in the Gazette, which provided the legal framework under the present state of public health emergency to bring in COVID-19 vaccines which satisfy the criteria of safety, efficacy and quality for emergency use

推行「居安抗疫」計劃  
The 'StayHomeSafe' Scheme was launched

**8/2**

首批內地專家和技術人員及首批流動核酸檢測車抵港  
Arrival of the first batch of Mainland experts and technicians as well as the first fleet of mobile testing vehicles in Hong Kong

**17/2**

內地中醫專家組抵港  
Arrival of a delegation of Chinese medicine expert from the Mainland

**29/3**

向全港住戶派發「防疫服務包」  
Distributed anti-epidemic service bags to all households in Hong Kong

**2/4**

**8/4**

呼籲全港市民一連三日自我進行快速抗原測試  
Called on all members of the public to do daily rapid antigen testing for three consecutive days

**2/3**

內地供港物資鐵路運輸服務正式開通，首班列車運載約50噸抗疫物資抵港  
The railway transportation of goods from the Mainland to Hong Kong commenced with the first train carrying about 50 tonnes of anti-epidemic supplies arriving at Hong Kong

**25/2**

香港單日確診宗數首次破1萬宗  
The single-day confirmed cases exceeded 10,000 for the first time in Hong Kong



強化抗疫指揮架構，包括成立由行政長官監督的「應對疫情指導及協調組」、「應對疫情指導及協調組辦公室」和專責／專項組  
Strengthened the command structure in fighting the pandemic through establishing the Command and Coordination Group (CCG) overseen by the Chief Executive, setting up a CCG Office under the CCG and appointing task groups or solution teams

28/7

撤銷從海外地區或台灣抵港人士的強制檢疫要求  
Lifted the compulsory quarantine requirement for inbound travellers from overseas places or Taiwan

26/9

香港與內地自1月8日起分階段通關並於2月6日全面通關  
Normal travel between Hong Kong and the Mainland was resumed in phases starting from 8 January 2023 with full resumption on 6 February 2023

8/1

政府把應變級別由「緊急」級別調低至「戒備」級別  
The Government lowered the response level from the Emergency to Alert level

30/5

世衛宣布2019冠狀病毒病不再是國際關注的突發公共衛生事件  
The WHO declared that COVID-19 was no longer a PHEIC

5/5

2023

1/5

取消非香港居民入境限制  
Lifted the ban on non-Hong Kong residents entering Hong Kong

29/12

撤銷界定密切接觸者及發出檢疫令  
Removed the definition of close contacts and ceased the issuance of quarantine orders

1/3

竹篙灣社區隔離設施關閉儀式  
Conducted closing ceremony of the Penny's Bay Community Isolation Facility

19/4

推出「康復紀錄二維碼」  
Launched the recovery record QR code

29/12

撤銷「疫苗通行證」要求  
Lifted the Vaccine Pass requirement

1/3

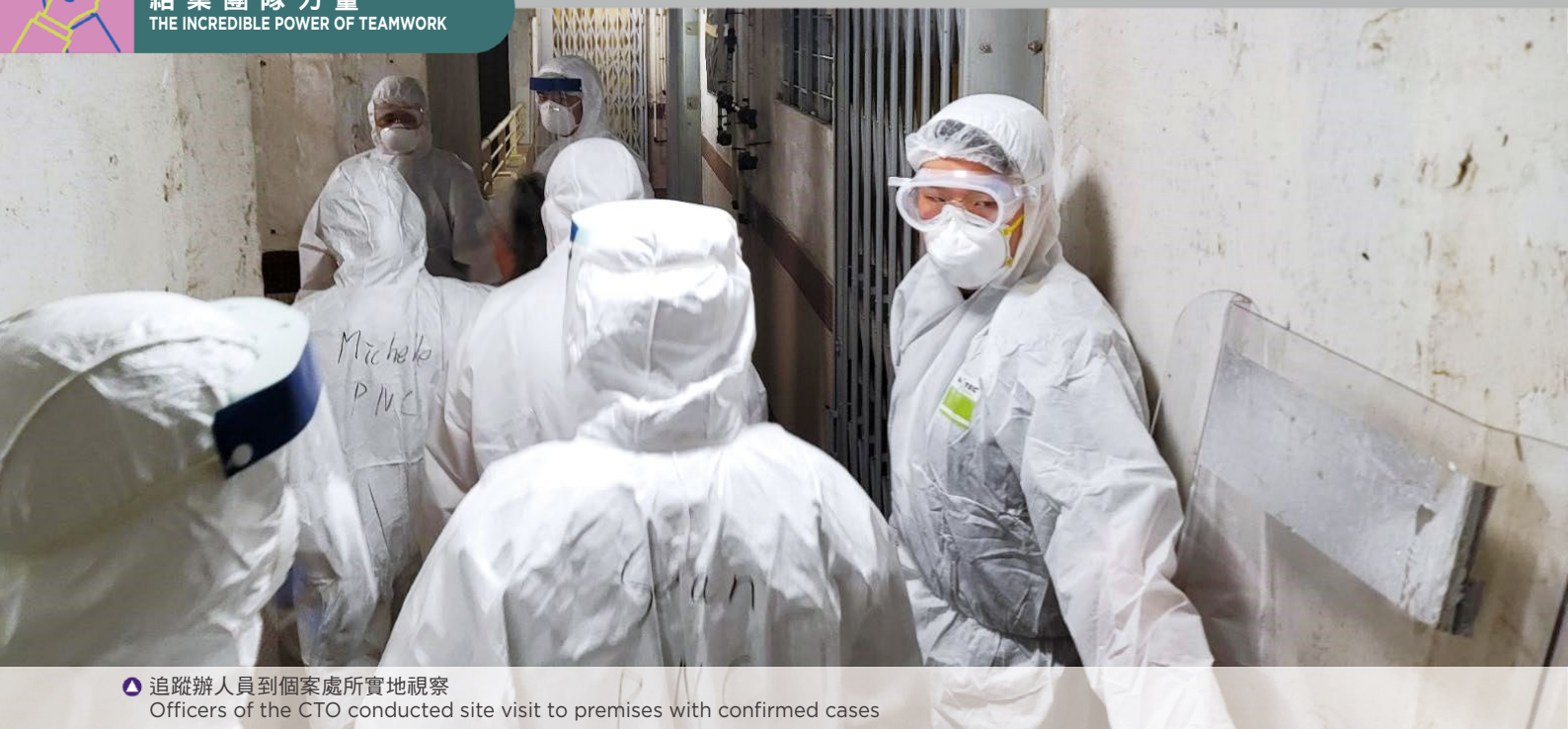
撤銷強制佩戴口罩的要求  
Lifted mandatory mask-wearing requirement

29/12

撤銷佩戴口罩以外的社交距離措施  
Lifted social distancing measures except mask-wearing

30/1

撤銷發出隔離令安排  
Cancelled the arrangement of issuing isolation orders



▲ 追蹤辦人員到個案處所實地視察  
Officers of the CTO conducted site visit to premises with confirmed cases

## 科學為本的流行病學 Science-based epidemiology

香港自2019年12月31日開始加強對2019冠狀病毒病的監測。自2020年1月23日發現首宗2019冠狀病毒病輸入個案起，香港先後經歷了五波疫情。

### 迅速調查 及早控制

在「圍堵」策略下，當病人的2019冠狀病毒病測試呈陽性，衛生防護中心傳染病處流行病學科便要即時展開流行病學調查及進行密切接觸者追蹤的工作，目的為確認感染源頭、尋找可能受感染人士，並制定及採取有針對性的公共衛生措施，阻截病毒繼續散播。傳染病處同事多次聯同其他部門人員及專家，在相關處所進行實地考察、採集環境樣本，並協調實驗室進行各項檢測，務求找出蛛絲馬跡，確認傳播途徑。

### 個案追蹤辦公室 成效顯著

在第一波到第三波疫情期間，個案追蹤的工作主要由傳染病處流行病學科的醫生和護士負責。2020年11月出現第四波疫情，個案數字自11月下旬起急速上升，每天確診個案超過一百宗，個案數字持續於高位徘徊。當時出現多個大規模群組爆發，包括一個涉及超過700宗確

Hong Kong had stepped up surveillance for COVID-19 since 31 December 2019. Hong Kong has also gone through five waves of outbreak since the confirmation of the first COVID-19 imported case on 23 January 2020.

### Swift Investigation and Timely Disease Control

Under the 'containment' strategy, the Epidemiology Division of the Communicable Disease Branch of the CHP (CDB) would immediately commence epidemiological investigations and conduct tracing of close contacts to identify the source of infection and potentially infected persons once the patient was tested positive for COVID-19, so as to formulate and implement targeted public health measures to curb the spread of the virus. To identify the routes of transmission, the CDB staff joined hands with officers of other departments and experts on numerous occasions to conduct site inspections in relevant premises, collect environmental samples and coordinate various testing with laboratories.

### Remarkable Achievements of the Contact Tracing Office

Contact tracing was mainly conducted by doctors and nurses of the Epidemiology Division of the CDB during the first to the third waves of the pandemic. In the fourth wave of the pandemic in November 2020, the number of cases surged and continued to hover at high levels since late



行政長官到訪追蹤辦  
The Chief Executive visited the CTO

診個案的歌舞群組。為了追蹤大量確診者及密切接觸者，傳染病處於2021年1月11日於啟德社區會堂設立首個個案追蹤辦公室（追蹤辦）。政府當時動員約200名紀律部隊人員（包括警務處、入境事務處、海關和消防處人員）參與個案追蹤工作。調派的人員在接受傳染病處的培訓後，協助尋找和聯絡個案的接觸者，大大加強確診個案的流行病學調查及其密切接觸者的追蹤工作，務求能更迅速地進行精準追蹤，從而提升追蹤效率。

追蹤辦由富有刑偵經驗的資深退休警務人員領導調查，採取調查重大刑事案件的手法查證感染者的行蹤，並與警務處內部的相關單位緊密聯繫。雖然在第四波疫情尾段曾出現「餐廳群組」及「健身中心群組」，但傳染病處透過迅速及徹底的密切接觸者追蹤，成功阻截兩個群組的病毒擴散。透過流行病學調查和接觸者追蹤等各項抗疫措施以及在各方努力下，本港在2021年5月至12月期間大致能維持「動態清零」。

## 電子個案處理平台 提高跟進效率

隨着第五波疫情在2022年1月初開始，先後出現由Omicron BA.1 變異病毒株引起的「餐廳群組和跳舞群組」，傳染病處透過追蹤工作成功堵截這幾個群組在社區傳播病毒。然而，本港

November with over 100 confirmed cases daily. A number of large-scale cluster outbreaks emerged at that time, including a dancing-linked cluster with over 700 confirmed cases. To trace the large amount of confirmed cases and close contacts, the CDB set up the first Contact Tracing Office (CTO) at the Kai Tak Community Hall on 11 January 2021. The Government deployed about 200 officers from disciplined services, including the Police Force, Immigration Department, Customs and Excise Department and Fire Services Department (FSD), to participate in the contact tracing work at the time. After receiving the training provided by the CDB, the seconded officers assisted in locating and liaising with the contacts of the patients, which considerably strengthened the epidemiological investigations and relevant contact tracing capacity on the confirmed cases and enabled precise contact tracing in a more effective manner, thereby enhancing the efficiency in contact tracing.

Led by retired veteran senior police officers with extensive experience in criminal investigation, the CTO adopted techniques for investigating major criminal cases to verify the local movement of infected persons. The CTO also closely collaborated with relevant units of the Police Force. Although outbreaks related to the 'restaurant-linked cluster' and the 'fitness centre-linked cluster' emerged towards the end of the fourth wave of the pandemic, the CDB successfully curbed the spread of the virus of the two clusters through rapid and thorough contact tracing. Through various anti-epidemic measures such as epidemiological investigation and contact tracing, along with the concerted efforts of the various parties, Hong Kong by and large maintained 'dynamic zero infection' from May to December 2021.

## Electronic Case Handling Portals Boost Follow-up Efficiency

During the onset of the fifth wave of the pandemic which started in early January 2022, the Omicron BA.1 mutant strain caused the 'restaurant-linked and dancing-linked

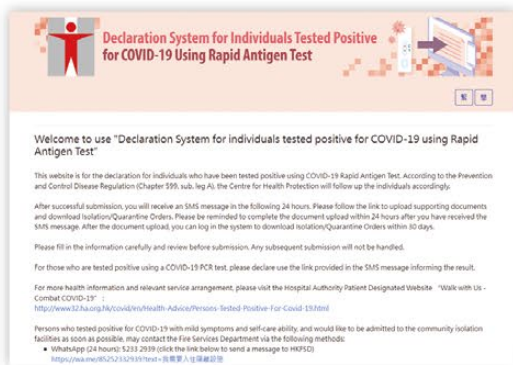


內地專家團到訪追蹤辦  
Mainland expert delegation visited the CTO



於2022年1月下旬在一所檢疫酒店出現Omicron BA.2.2 變異病毒株的交叉感染並引發持續社區擴散，個案數字自2月初起急速上升。為應對這種情況，傳染病處在短時間內增加**三個追蹤辦**和建立兩個電子申報平台，將部分個案處理及追蹤的工作電子化，以減輕個案數字急增所帶來的工作負擔。

衛生防護中心於2022年2月23日和3月7日分別啟動了「**2019冠狀病毒病人網上申報表格**」和「**2019冠狀病毒快速抗原測試陽性結果人士申報系統**」，旨在迅速獲取核酸測試或快速抗原測試呈陽性患者及同住家人的相關資料。有關人士可透過網上系統直接登記陽性結果，以便傳染病處可更快跟進個案。網上系統的資料用於各項防疫相關用途，包括按照分層分流的策略安排隔離及檢疫（包括居家隔離或檢疫），向同住家人發出檢疫令、派發抗疫物資包和電子手環等。



有關人士和其同住家人可通過手機短訊的連結下載文件。網上系統所收集的資料亦會用於流行病學分析及執行防疫行動時作參考，例如強制檢測及「圍封強檢」行動。

第五波疫情於2022年5月起漸趨平穩，追蹤辦亦恢復進行個案追蹤工作，以減低疫情擴散、持續社區傳播及大規模反彈的風險。個案調查及追蹤工作主要集中識別出現聚集性個案或爆發的人群及高風險場所，包括大廈、院舍及學校，而相關場所亦會納入強制檢測。追蹤辦會密切監察個案及密切接觸者，以防在社區出現進一步大規模傳播。

隨着整體社會對2019冠狀病毒病的混合免疫屏障逐步加強，政府在2022年開始穩步調整防疫措施，個案追蹤工作亦於2022年底正式結束。

clusters'. The CDB successfully curbed the transmission of these clusters in the community through contact tracing efforts. However, cases of cross-infection of Omicron BA.2.2 mutant strain developed in a quarantine hotel in late January 2022 triggered the continuous community spread, resulting in a rapid increase in the number of cases since early February. In response to the situation, the CDB set up **three additional CTOs** and developed two electronic reporting portals to digitalise part of the case handling and tracing work as well as alleviate the work burden caused by the sudden surge in number of cases.

With an aim to swiftly obtain relevant information from persons who tested positive by nucleic acid test or rapid antigen test and their household contacts, the CHP launched the '**Online Self-reporting for COVID-19 Patient**' and '**Declaration System for Individuals Tested Positive for COVID-19 Using Rapid Antigen Test**' respectively on 23 February 2022 and 7 March 2022. Relevant persons can register direct their positive test results via the online systems to expedite the follow-up actions of the CDB. Information submitted on the online systems were used for various anti-epidemic purposes, including the facilitation of isolation and quarantine arrangements (including home isolation/quarantine) according to the multi-tiered triage and treatment strategy, issuance of quarantine orders to household contacts and delivery of anti-epidemic kits and electronic wristbands.

Relevant persons and their household contacts could receive a short message service (SMS) with a link to download the documents. The information collected through the online systems were also used for epidemiological analysis and as a reference for implementing anti-epidemic actions, such as compulsory testing and 'restricted-testing declaration' operations.

The fifth wave of the pandemic gradually stabilised in May 2022. The CTO resumed its contact tracing work to reduce the spread of the virus, thwart community transmissions and prevent large-scale rebound. The case investigation and contact tracing work mainly focused on identifying groups or high-risk premises with case clusters or outbreaks, such as buildings, residential care homes and schools. Persons in relevant premises were subject to compulsory testing. The CTO closely monitored the cases and close contacts to prevent further large-scale community transmissions.

Given the gradual strengthening of hybrid immunity barrier against COVID-19 in the community, the Government gradually adjusted its anti-epidemic measures since 2022. The contact tracing work officially come to an end by end 2022.



▲ 醫務衛生局局長盧寵茂教授（左二）及醫務衛生局副局長李夏茵醫生（左三）在衛生署衛生防護中心總監徐樂堅醫生（左四）陪同下，到訪衛生署衛生防護中心疫情信息中心，了解其就應對新冠疫情的工作  
Accompanied by the Controller of the CHP of the DH, Dr Edwin Tsui (fourth left), the Secretary for Health, Professor Lo Chung-mau (second left), and the Under Secretary for Health, Dr Libby Lee (third left) visited the Outbreak Intelligence Centre of the CHP of the DH to learn about its work in combating the COVID-19 pandemic

## 2019冠狀病毒病的監測 Surveillance of COVID-19

香港就2019冠狀病毒病啟動緊急應變級別後，傳染病處監測科轄下的疫情訊息中心隨即啟動，成為傳染病情報的中央處理中心。在疫情期間，疫情訊息中心對本地和全球疫情進行全面監測，每天處理大量的監測數據及進行實時分析，為制定疫情的預防和管理措施（例如強制檢疫的要求和呼籲疫苗接種等）提供以科學為本的參考數據。其中，疫情訊息中心的跨專業團隊收集、整理、驗證和分析不同來源（例如網上平台以及衛生署和醫院管理局的轄下單位）的數據，有助及時並有效地識別群組及重症、追蹤個案、進行風險溝通、調整政策並實施疫情防控措施。

此外，傳染病處聯同醫務衛生局、環境保護署、渠務署及香港大學自2020年年底起監測及分析污水病毒數據，從而制訂所需措施以遏制疫情。

Following the activation of 'Emergency' response level in Hong Kong in response to COVID-19, the Outbreak Intelligence Centre (OIC) of the Surveillance Division of the CDB was activated as a central intelligence hub of communicable disease. Throughout the pandemic, the OIC conducted comprehensive surveillance on local and global COVID-19 activities, handled a huge amount of surveillance data, performed real-time analyses every day, and provided science-based reference data to support the formulation of prevention and management measures such as the requirements of compulsory quarantine and appeal for vaccination. In particular, the multi-disciplinary team at the OIC collected, collated and validated data from different sources such as online portals and other services within the DH and Hospital Authority (HA). This allowed timely identification of clusters and severe cases, facilitated effective contact tracing, risk communications, adjustments of policy and implementation of disease prevention and control measures.

In addition, the CDB, together with the Health Bureau, Environmental Protection Department, Drainage Services Department and The University of Hong Kong, have been monitoring and analysing sewage virus data since the end of 2020 to formulate necessary measures to contain the pandemic.



▲ 2019冠狀病毒病疫情簡報會  
Press briefing on COVID-19 situation



▲ 抽取污水樣本  
Sewage sample collection



▲ 實驗室檢測  
Laboratory testings

自2023年1月30日起，政府撤銷對2019冠狀病毒病感染人士發出隔離令的安排，針對2019冠狀病毒病個案的監測系統亦調整為以監察疫情趨勢和嚴重程度為主，而非監測所有呈報個案。策略調整不僅涉及修改呈報準則以針對重症和死亡個案，還引入了定點監測新機制，從多角度和全方位監控2019冠狀病毒病在社區的活躍程度。

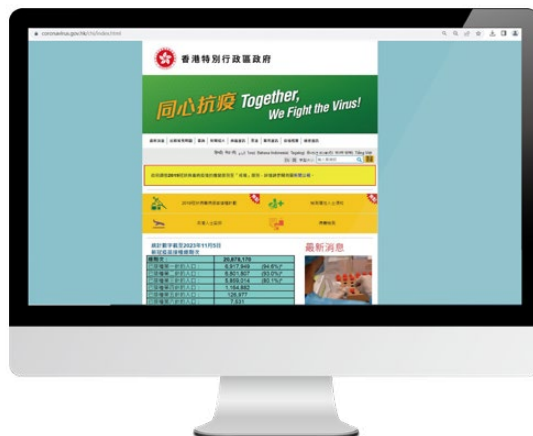
為追蹤2019冠狀病毒病變異株的發展，衛生防護中心轄下的公共衛生化驗服務處定期對檢測陽性的樣本、以及來自醫管局的嚴重和死亡個案樣本進行基因分析。作為世衛指定2019冠狀病毒病參比實驗室，公共衛生化驗服務處於2021年11月上載Omicron變異病毒株的全基因序列至全球基因數據庫（GISAID），成為全球首個上載相關資料的機構，為全球對變異病毒株的監測作出貢獻。

縱然政府於2023年5月30日起將2019冠狀病毒病的應變級別從「緊急」級別下調至「戒備」級別，衛生防護中心仍繼續維持對2019冠狀病毒病的密切監測，透過每週發布《2019冠狀病毒病及流感速遞》定期發布監測數據供持份者和公眾參考及進行持續的風險溝通。

With the cessation of the issuance of isolation orders on 30 January 2023, the emphasis of the monitoring and surveillance systems targeting all individual cases was adjusted to monitoring of the pandemic trend and severity. The strategy adjustment not only involved a modification on reporting criteria with a focus on severe and fatal cases, but also incorporated a new sentinel surveillance mechanism for comprehensive monitoring of COVID-19 activity in the community from multiple perspectives.

To track the development of COVID-19 mutant strains, the Public Health Laboratory Services Branch (PHLSB) of the CHP regularly performs genetic analysis on samples of positive cases, as well as the specimens of severe and fatal cases from the HA. PHLSB as a reference laboratory for COVID-19 designated by the WHO was the first institute in the world to upload the whole-genome sequences of the Omicron variant to the international genomic database GISAID in November 2021, contributing to the global surveillance of variant strains.

Although the Government lowered the response level on COVID-19 from 'Emergency' to 'Alert' with effect from 30 May 2023, the CHP has continued to keep COVID-19 under close surveillance, and disseminate the surveillance data regularly to stakeholders and the public for reference and conduct ongoing risk communication, as well as ongoing risk communication information, through the weekly publication 'COVID-19 & Flu Express'.



▲ 2019冠狀病毒病專題網站 - 同心抗疫  
The COVID-19 Thematic Website - Together, We Fight the Virus



香港國際機場的臨時樣本採集中心  
The TSCC at the HKIA

## 嚴謹把關的港口衛生科 Stringent Border Measures by Port Health Division

政府一直緊守「外防輸入、內防擴散」的防疫策略，持續調整港口衛生措施以防止2019冠狀病毒病個案由外地傳入香港。

政府在2020年初暫停12個陸路和海路口岸邊境管制站的旅客清關服務，抵港人士只可經由香港國際機場、深圳灣口岸和港珠澳大橋香港口岸兩個陸路口岸管制站來港。

所有抵港人士均須於口岸進行體溫檢測和健康申報，並在抵港後根據《預防及控制疾病條例》（第599章）下訂立的相關規例（第599C章及第599E章）接受強制檢疫。衛生署於2020年初引入「電子健康申報表」系統，其後逐步提升為「健康及檢疫資訊申報系統」，為抵港人士簽發檢疫令。強制檢疫措施由2020年2月起實施，至2022年9月完結。

**Stringently adhering to the anti-epidemic strategy of 'preventing the importation of cases and controlling the spread of the virus in the community', the Government had continuously adjusted the port health measures to prevent the importation of COVID-19 cases to Hong Kong.**

In early 2020, the Government suspended passenger clearance services at 12 land-based and sea-based boundary control points. Inbound travellers could only arrive in Hong Kong through the Hong Kong International Airport (HKIA) and two land-based boundary control points, namely the Shenzhen Bay Port and the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port.

Apart from temperature screening and health declaration, all inbound persons were required to undergo compulsory quarantine in accordance with the relevant regulations (Cap. 599C and Cap 599E) under the Prevention and Control of Disease Ordinance (Cap. 599) at the boundary control points. The DH introduced the 'Electronic Health Declaration Form' system in early 2020 which was later upgraded to the 'Health and Quarantine Information Declaration System' (eHDF&eQO) to facilitate the issuance of quarantine orders to inbound persons. The compulsory quarantine measures took effect from February 2020 to September 2022.





▲ 抵港人士於香港國際機場T1中場客運廊的臨時樣本採集中心等候檢驗結果  
Inbound persons waiting for test results at the TSCC at the Terminal 1 Midfield Concourse of the HKIA



▲ 位於亞洲國際博覽館的衛生署臨時樣本採集中心  
The DH's TSCC at the AWE

衛生署於2020年3月起設立臨時樣本採集中心，為經香港國際機場抵港而沒有出現病徵的旅客採集樣本作病毒檢測，並因應風險評估及檢測技術發展調整安排。臨時樣本採集中心最初設於亞洲國際博覽館，於同年8月遷往香港國際機場的禁區。該中心最初收集由抵港人士自行採集的深喉唾液樣本，2020年12月起改由專人採集拭子樣本。為謹慎起見，政府對抵港人士實施「檢測待行」安排，他們須在臨時樣本採集中心等候檢測結果，確認結果呈陰性後才可離開，以防止病毒傳入社區。臨時樣本採集中心於2022年12月底停止運作。

根據疫情發展，政府於2022年12月29日起撤銷抵港檢測要求。內地、澳門和香港於2023年1月8日開始逐步恢復通關，並於2023年2月6日全面通關。「健康及檢疫資訊申報系統」於2023年4月1日停止運作。

The DH set up a Temporary Specimen Collection Centre (TSCC) in March 2020 to collect specimens for virus testing from asymptomatic inbound persons arriving through the HKIA. Arrangements were adjusted based on risk assessments and testing technology development. Initially located at the AsiaWorld-Expo (AWE), the TSCC was later relocated to the restricted area in the HKIA in August 2020. At first, the TSCC collected self-collected deep throat saliva specimen by inbound persons. Swabs specimens were collected by dedicated staff starting from December 2020. For prudence sake, the Government implemented a 'test-and-hold' arrangement for inbound persons. To prevent community transmission, inbound persons were required to wait and obtain a negative result at the TSCC before leaving. It ceased operations in late December 2022.

Taking into account the development of the pandemic, the Government lifted the testing requirements on arrival at Hong Kong on 29 December 2022. Gradual resumption of normal travel between the Mainland, Macao and Hong Kong was started on 8 January 2023 with full resumption on 6 February 2023. The eHDF&eQO subsequently ceased operation on 1 April 2023.



▲ 抵港人士在位於亞洲國際博覽館的臨時樣本採集中心等候檢驗結果  
Inbound persons waiting for test results at the TSCC at AWE





▲ 來自各服務單位的同事同心協力，發揮一貫專業精神  
Colleagues from various services units worked wholeheartedly and demonstrated professionalism

## 乘風破浪的檢疫中心醫療站 The Fearless Quarantine Centre Medical Post

衛生署管轄的檢疫中心設置了檢疫中心醫療站，為入住人士提供醫學監測和基本醫護服務，醫療站亦提供醫學監測支援予社會福利署管轄為安老院舍和殘疾人士院舍院友而提供的檢疫設施，以及沒成人陪伴的兒童的檢疫設施。專業發展及質素保證服務在重大傳染病爆發期間支援防控工作，迅速統籌檢疫中心醫療站的運作，配合因應疫情發展而不斷更新的檢疫政策。自2020年1月23日開始，麥理浩夫人度假村用作檢疫中心，其後鯉魚門公園、北潭涌度假營、饒宗頤文化館翠雅山房、西貢戶外康樂中心、八鄉少訊中心、駿洋邨及竹篙灣先後成為檢疫中心並設置醫療站。及後，13間酒店亦先後成為酒店檢疫中心。

The Medical Post (MP) was set up in the Quarantine Centre (QC) under the DH to provide medical surveillance and basic medical care services to persons staying in the QCs. It also provides medical surveillance support to residents of Residential Care Homes for the Elderly (RCHes) and Residential Care Homes for Persons with Disabilities (RCHDs), as well as for unaccompanied children who stay in the quarantine facilities under the Social Welfare Department (SWD). The Professional Development and Quality Assurance Service (PDQAS) supported the prevention and control work on the outbreak of major infectious diseases, coordinated swiftly the operation of MP in QC as well as implemented the prevailing quarantine policies which were updated from time to time having regard to the pandemic situation. The Lady MacLehose Holiday Village was designated as a QC on 23 January 2020. Lei Yue Mun Park, Pak Tam Chung Holiday Camp, Heritage Lodge of the Jao Tsung-I Academy, Sai Kung Outdoor Recreation Centre, Pat Heung Junior Police Call Permanent Activity Centre, Chun Yeung Estate and Penny's Bay subsequently became QCs and MPs were set up. A total of 13 hotels later also became Hotel QCs.



## 重重障礙莫怕它

2020年初，專業發展及質素保證服務參與物色合適營舍作為檢疫中心和設置醫療站。每次「拍板」，時間便會變得非常緊迫，行政組連同診所行政及策劃科須爭分奪秒在數天內完成設置。開始「收人」，醫生、護士便立刻啟動24小時輪班當值。

**檢疫中心內的醫療站24小時運作**，同事與醫療輔助隊及民安隊緊密合作，**為檢疫人士提供醫護服務**。同事不論炎寒夏冬、冒着風吹雨打，每每需要穿上全套個人保護裝備，派發和收取深喉唾液或採集鼻腔拭子樣本，並跟進檢測結果以符合完成檢疫要求或作送院安排等。同事除了需觀察檢疫人士有否出現病徵外，亦偶有未能適應檢疫安排而產生情緒、患有慢性病而缺乏藥物或有其他醫療需要的檢疫人士，需被安排到醫療站由醫生應診，或由醫護人員到檢疫單位提供醫療協助。

多間檢疫中心及酒店在需要檢疫的人數激增時同時運作。在人手緊絀的情況下，專業發展及質素保證服務需要致力簡化及優化流程。2020年2月20日，藍田辦公室設立了醫學監測支援組，在檢疫中心外通過電話、傳真、電郵及電腦系統程式等，促進醫療站、醫院、追蹤辦公室和各方工作人員之間的有效溝通，而且能更快地處理檢疫相關文件，並透過電話關心檢疫人士，盡力就他們的查詢和訴求提供協助和解答。醫學監測支援組最初主要由營養師、護士和物理治療師組成，及後還有臨床心理學家以及視光師加入，由一名醫生帶領十數人的小組，大大發揮效能。



▲ 護士同事已連續工作十二小時，下班仍趕緊在車上討論明天的工作安排  
After working continuously for 12 hours, the nurses still took time to meet in the van to discuss the work arrangement for the next day

## Indomitable Spirit

In early 2020, the PDQAS joined the visits to identify suitable venues to establish QCs and set up MPs. As decisions on the QC sites were made close to the commencement date of the QC operations, the Administration Section, together with the Clinic Administration and Planning Division, had to work around-the-clock to complete the setup within a few days. Doctors and nurses would start their 24-hour shifts as soon as close contacts were admitted.

Working closely with Auxiliary Medical Service (AMS) and Civil Aid Service (CAS), **colleagues of the MP of the QC worked to provide medical services 24 hours a day for persons staying in the QCs**. Colleagues had to work in full set of personal protective equipment in all weathers to distribute and collect deep throat saliva specimens or collect nasal swab specimens, follow up test results and arrange for discharge or hospitalisation. In addition to monitoring the conditions of persons under quarantine, there were occasions that persons under quarantine who experienced emotion issues arising from the quarantine arrangement, suffered from chronic diseases but ran out of medications and had other medical needs were sent to the MPs for consultation by doctors. Medical assistance would also be provided by medical staff in the quarantine units.

Multiple QCs and hotel QCs operated at the same time in view of the large number of people who were subject to quarantine. Under stringent manpower, the PDQAS had to strive for a streamlined and optimised workflow. On 20 February 2020, a Medical Surveillance Support Team (MSST) was set up at the Lam Tin Office to facilitate effective communication among MPs, hospitals, the CTOs and others colleagues through telephone, fax, email and computer systems outside the QCs. The MSST also processed quarantine-related documents efficiently, provided care services to persons under quarantine through phone, rendered assistance in response to their requests, and answered their inquiries. The MSST comprised mainly dietitian, nurse and physiotherapist initially. Clinical psychologists and optometrists subsequently joined the team. The MSST, led by a doctor with around a dozen colleagues, functioned well to provide effective care.





在尚未入伙的駿洋邨檢疫中心設置醫療站  
Setting up of MP in the QC at the unoccupied Chun Yeung Estate



視察竹篙灣興建中的組合單位  
A site visit to the new mobile units under construction at Penny's Bay

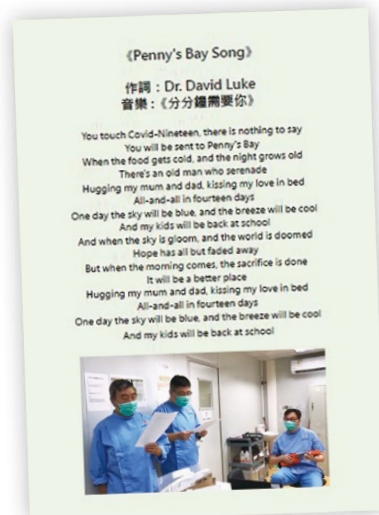
## 人人勵行勵志不 掉眼淚

在一浪接一浪的疫情下，醫療站需要更多各職系的人員加入。除了總動員專業發展及質素保證服務的同事，還需由衛生署其他服務單位調配同事，並須即時聘請合約員工。**超過1,000人曾在醫療站當值**，當中有醫生、護士、藥劑師和配藥員、專職醫療人員、文員、工人和其他職系或職位的工作人員。

同事們都自發為彼此送上關懷，激勵士氣。有同事在舊曲「分鐘需要你」填上新詞「Penny's Bay Song」，在夜裏抱着結他，與隊友大合唱。

## 無盡困難 終將消失去

在疫情中，醫療站慶幸可以與各服務單位攜手同行，歷練出包容和信任，一起應對巨大艱辛的挑戰。三年來，**入住檢疫中心的人數超過84,000人**。隨着密切接觸者的檢疫安排於2022年12月29日終止，醫療站的任務終於告一段落。



在夜裏抱着結他，與隊友彈着唱「Penny's Bay Song」  
Played the guitar and sang the 'Penny's Bay Song' with teammates at night

## No tears

The waves of the pandemic came one after another. The MPs required more colleagues at all levels to join in. Besides mobilising all colleagues in the PDQAS, colleagues from other services of the DH were deployed and contract staff were immediately recruited. **More than 1,000 colleagues had been on duty in the MPs**, among which there were doctors, nurses, pharmacists and dispensers, allied health professionals, clerical staff, workmen and colleagues from other grades or posts.

Colleagues proactively supported one another with rapport and care and this boosted the team's morale. A colleague penned new lyrics to the old song 'Without the Two of Us', as the 'Penny's Bay Song'. Colleagues played a guitar and sang the song together on many nights.

## We shall overcome

The colleagues of MPs were grateful to work hand in hand with various service units during the pandemic. In the process, they had developed compassion and mutual trust as they tackled the strenuous times together. Over the past three years, **more than 84,000 people had been admitted to the QCs**. With the cessation of the quarantine arrangement for close contacts on 29 December 2022, the MPs' mission have finally come to an end.



▲ 為西貢戶外康樂中心檢疫中心職員提供感染控制培訓  
Provision of training on infection control to staff working in Sai Kung Outdoor Recreation Centre Quarantine Centre

## 制定防控指引的感染控制處

### Formulating Prevention and Control Guidelines by Infection Control Branch

因應香港出現2019冠狀病毒病疫情，衛生防護中心感染控制處一直與各持份者緊密合作，以進行疫情防控工作。

感染控制處參考本地和國際專家的研究及文獻，**制定超過40份涵蓋不同界別範疇的感染控制指引及健康須知**，當中包括醫療機構、學校和社區隔離設施等。

疫情期間，感染控制處曾參與設立檢疫中心及社區隔離設施（如竹篙灣檢疫中心），並多次到香港國際機場及亞洲國際博覽館為臨時樣本採集中心及社區治療設施進行實地考察，以提供感染控制建議和評估。

感染控制處亦不時參與跨部門行動，包括到訪指定檢疫酒店、學校、安老院舍及殘疾人士院舍和懲教設施等，就防疫措施作出評估及提供建議。感染控制處亦對公共衛生有影響的大型活動如渣打馬拉松、各項選舉及香港書展等提供相關的感染控制建議。

**In response to the COVID-19 pandemic in Hong Kong, the Infection Control Branch (ICB) of the CHP collaborated closely with different stakeholders to carry out the work on pandemic prevention and control.**

Drawing on research studies and literature reviews from local and overseas experts, the ICB **formulated over 40 sector-specific infection control guidelines and health advice**, covering healthcare facilities, schools and community isolation facilities (CIFs).

During the pandemic, the ICB was engaged in the setup of quarantine centres and CIFs such as the Penny's Bay Quarantine Centre. The ICB also conducted site visits to Community Treatment Facility and Temporary Specimen Collection Centre at the HKIA and AWE to provide infection control advice and assessment.

To conduct assessment and offer advice on infection control measures, the ICB also participated in interdepartmental operations from time to time such as conducted visits to designated quarantine hotels (DQHs), schools, RCHes and RCHDs and correctional facilities. The ICB also provided relevant infection control advice for large-scale events of public health significance, such as the Standard Chartered Marathon, various electoral arrangements and the Hong Kong Book Fair.



▲ 在指定檢疫酒店調查新型冠狀病毒病群組個案期間進行的煙霧測試  
Smoke test conducted during investigation of a cluster of COVID-19 cases in a DQH



▲ 為指定檢疫酒店提供房間消毒培訓  
Provision of training on room disinfection to DQHS



▲ 到青衣社區隔離設施進行實地考察  
A site visit to Tsing Yi CIF



將軍澳運動場及香港單車館實地考察  
A site visit to Tseung Kwan O Sports Ground and Hong Kong Velodrome



▲ N95呼吸器面型配合測試  
Facial contour fit tests for N95 respirator

過去三年，**感染控制處**舉辦超過**400場**涵蓋不同界別範疇的**感染控制訓練及講座**，逾**37,000**人次參與，當中包括政府各部門參與抗疫的前線人員和醫護人員。2020年12月，感染控制處舉辦為期三天有關2019冠狀病毒病的專題研討會，邀請國際知名專家及本地講者探討相關專題並分享經驗，當中包括世界衛生組織2019冠狀病毒病應對小組技術負責人、新發傳染病及人畜共患病組主管Maria Van KERKHOVE博士，研討會反應非常熱烈。

此外，感染控制處曾多次聯同社會福利署合辦安老院舍及殘疾人士院舍職員參與的感染控制專題講座，並將有關2019冠狀病毒病的內容納入安老院舍及殘疾人士院舍的年度培訓中，以加強院舍的感染控制力度。感染控制處亦為政府部門人員提供N95呼吸器面型配合測試操作的培訓，並為前線抗疫人員進行有關測試。

現時，社會各界已經復常。總結2019冠狀病毒病疫情的經驗，感染控制處會加強防控準備，並且時刻保持警覺。感染控制處會根據相關最新資訊，在以實證為本的基礎上，適時檢討和更新感染控制指引，並繼續致力為重點界別如醫護人員、安老院舍及殘疾人士院舍職員，提供深入而有系統的感染控制培訓，亦會透過導師培訓計劃加強培訓成效。與此同時，感染控制處將繼續與各持份者合作，為未來的疫情和其他新興或重現的感染性疾病作充足準備。

感染控制指引及健康忠告  
Infection control guidelines and health advices



In the past three years, **the ICB conducted over 400 sector-specific infection control training sessions and talks with more than 37,000 participants**, including frontline staff from different government departments that were involved in anti-epidemic operations as well as healthcare professionals. In December 2020, the ICB organised a three-day symposium on COVID-19 and invited renowned overseas experts, including Dr Maria Van KERKHOVE, WHO Technical Lead for COVID-19 Response and Head of Emerging Diseases and Zoonosis Unit, and local speakers to discuss relevant themes and share their experience. The symposium was well-received.

Furthermore, the ICB collaborated with the SWD to jointly organise infection control thematic talks for the staff of RCHes and RCHDs. To strengthen the infection control capacity of these residential care homes, the ICB included elements related to COVID-19 to the annual training programmes of RCHes and RCHDs. The ICB also provided training on facial contour fit test for N95 respirator to officers of government departments and conducted relevant tests to frontline anti-epidemic personnel.

At present, all sectors of the community have already resumed normalcy. To sum up the experience in COVID-19 pandemic, the ICB will strengthen the pandemic preparedness and stay vigilant at all times. The ICB will continue to review and update infection control guidelines timely in accordance with the latest information and on an evidence-based approach. The ICB will continue to deliver in-depth and structured infection control training to targeted sectors such as healthcare professionals and staff of RCHes and RCHDs, as well as enhance the training effectiveness through the train-the-trainer programme. Meanwhile, the ICB will sustain collaborative efforts with stakeholders to ensure adequate preparation for upcoming pandemic and other emerging or re-emerging infectious diseases.



▲ 派發食物包予受檢居民  
Distribution of food packs to persons subject to compulsory testing

## 夙興夜寐的檢疫工作團隊 Tenacious Efforts of the Quarantine Teams

檢疫是抗疫工作的重要一環。當2020年1月底香港首次出現新型冠狀病毒的輸入感染個案後，衛生署衛生防護中心立即成立檢疫中心專責小組，馬不停蹄按照「對公共衛生有重要性的新型傳染病預備及應變計劃」進行緊急籌備工作，並與相關政府部門如康樂及文化事務署、民眾安全服務隊和醫療輔助隊等通力合作，迅速啟動和營運檢疫中心。經同事上下一心努力，麥理浩夫人度假村於2020年1月23日啟用成為首個檢疫中心。僅兩日後，鯉魚門公園及度假村的營舍亦啟用為檢疫中心。

隨着疫情發展，密切接觸者和外地回港人士均須進行強制檢疫。檢疫中心專責小組積極配合抗疫政策，與相關部門如警務處、房屋署、消防處、社會福利署、食物環境衛生署和政府物流署等，物色和安排使用更多部門設施、尚未入伙的公共屋邨和合適的酒店作為檢疫設施，亦與建築署和土木工程拓展署等商討竹篙灣檢疫中心的設計。每項工作都爭分奪秒。

Quarantine is one of the important measures to fight against a pandemic. Soon after the initial imported cases of COVID-19 infection in Hong Kong in late January 2020, the CHP of the DH immediately established the Quarantine Centre Task Force (QCTF) and relentlessly took urgent preparations in accordance with the 'Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance'. It also worked closely with relevant government departments such as the Leisure and Cultural Services Department, CAS and AMS to swiftly activate and operate quarantine centres. With concerted efforts, the Lady MacLehose Holiday Village commenced operation as the first quarantine centre on 23 January 2020. The camp facilities in Lei Yue Mun Park and its Holiday Camp also began operation as a quarantine centre only two days later.

As the pandemic situation evolved, close contacts and people coming from overseas were required to undergo compulsory quarantine. The QCTF actively followed the anti-epidemic policy and worked with relevant departments such as the Police Force, Housing Department, FSD, SWD, Food and Environmental Hygiene Department (FEHD) and Government Logistics Department to identify and arrange for the use of more departmental facilities, vacant public housing estates and suitable hotels as quarantine facilities. It also discussed the design of the Penny's Bay Quarantine Centre with the Architectural Services Department and Civil Engineering and Development Department. Every task was taken forward at full tilt.

檢疫中心專責小組的同事除來自衛生署外，亦有不少來自其他政府部門的人員和合約員工。他們同心戮力確保檢疫中心順暢運作，範疇包括保安、清潔、消毒、膳食、為檢疫人士進行強制病毒測試，以至提供日用品、安排醫療服務、照顧長者和幼童的需要等。無論天氣陰晴或是颱風暴雨，他們每天24小時都從無間斷，肩負「外防輸入、內防反彈」的重要使命。檢疫中心專責小組亦支援從有疫情傳播大廈的居民撤離行動，**其中為映灣園居民進行的撤離行動雖長達25小時，但小組成員日夜無間，堅守崗位，確保受影響市民盡快有序入住檢疫中心。**

家居檢疫的任務同樣艱鉅。因應全球疫情升溫，政府由2020年2月起要求來自外地的入境人士在家居或酒店檢疫，至該年12月起改為限定入住指定檢疫酒店，其後政府在2022年2月疫情第五波時重新啟動密切接觸者家居檢疫，直至該年12月29日取消有關檢疫安排為止。為此，衛生署於2020年2月成立了家居檢疫專責小組，成員來自衛生署不同的服務單位和其他政府部門，其後亦加入合約員工和退休的消防處人員。該小組向家居或指定酒店檢疫的入境人士提供24小時熱線服務，亦提供協助、解釋強制測試的要求，以至處理懷疑違反檢疫令



竹篙灣檢疫中心  
Penny's Bay Quarantine Centre

In addition to DH colleagues, the QCTF also comprised staff from other government departments as well as contract staff. They worked together to ensure the smooth operation of the quarantine centres, including security, cleansing, disinfection, catering, mandatory testing for quarantined persons, as well as provision of daily necessities, arranging medical services, and taking care of the needs of the elderly and young children. Be it cloudy or sunny, stormy or rainy, they unceasingly fulfilled the important mission of 'preventing the importation of cases and controlling the spread of the virus in the community' 24 hours a day. The QCTF also supported the evacuation of residents from residential buildings where there was an outbreak. In particular, **while the evacuation operation for the residents of Caribbean Coast lasted for 25 hours, the team members worked timelessly around the clock to ensure that the affected residents could be smoothly admitted to the quarantine centre as soon as possible.**

The task of home quarantine was equally mammoth. As the situation of the pandemic worsened around the world, the Government required inbound persons from overseas to undergo quarantine at home or in hotels in February 2020. The requirement was then changed to undergo quarantine in DQHs in December 2020. Subsequently, the Government reactivated the home quarantine arrangement for close contacts in February 2022 during the fifth wave of the pandemic until the quarantine requirement was cancelled on 29 December 2022. In this connection, the DH established a Home Quarantine Task Force (HQTF) in February 2020 with members coming from different service units of the DH and other government departments. It was later augmented by contract staff and retired personnel of the FSD. The team operated a 24-hour hotline for inbound persons who were quarantined at home or in DQHs. It also provided assistance, explained the requirements of compulsory testing, and handled cases suspected of violating the quarantine orders. While saddled with heavy workload, the team worked tirelessly and kept



▲ 抗疫車輛  
Anti-epidemic vehicle



執行「受限區域」的「圍封強檢」行動  
'Restriction-testing declaration' operation in the  
'restricted area'



向受檢人士派發食物包及由中央人民政府捐贈或支援特區政府採購的抗疫中成藥  
Distribution of food packs and anti-epidemic proprietary Chinese medicines donated by or procured with the co-ordination of the Central People's Government to persons subject to compulsory testing

的個案等。雖然工作量龐大，但團隊都盡心盡力，並與其他有關政府部門如民政事務總署和社會福利署等保持緊密溝通，務求盡快處理檢疫人士的意見及訴求。

檢疫工作的挑戰委實不少：部分人士因宗教信仰、疾病或其他原因需要安排特別飲食，專責小組都一一盡快安排；疫情第五波下需要檢疫的人數在短期內幾何級數增加，專責小組在人手緊絀的情況之下，仍全力以赴與相關部門共同努力，確保檢疫中心運作暢順，包括處理大量人士的測試樣本和跟進結果；專責小組籌備新設檢疫中心運作亦在緊迫的時間內完成，期間克服各種困難。

衛生署上下夙夜匪懈，致力把檢疫工作做得更好，例如相關團隊在短時間內開發和提升「檢疫中心管理系統」，除大大提升檢疫中心營運工作的效率外，也簡化入住、安排食物和清潔等流程，為市民帶來方便。衛生署亦為於家居進行檢疫的人士設立居家抗疫醫療查詢熱線。由於查詢數量龐大而人手有限，衛生署積極採取各種方法提升服務效率，包括在網上提供常見問題和答案、發放WhatsApp短訊、製作清晰的指引和短片等，並推出2019冠狀病毒病電子監察系統和「居家抗疫」支援系統，務求便利市民。

close communications with other relevant government departments, such as the Home Affairs Department and SWD, to ensure that the views and requests of persons under quarantine were swiftly addressed.

The quarantine work was up against many challenges. Some people had special diet requirements due to religious belief, disease or other reasons. The task force had to accommodate each and every special request as soon as possible. The number of people requiring quarantine surged exponentially within a short period of time when the fifth wave of the pandemic struck. Together with the concerted efforts with relevant departments, the task force worked in full steam under manpower shortage to ensure the smooth operation of quarantine centres, including processing test samples from a large number of persons and taking follow-up action on the results. The task force also had to complete preparations for new quarantine centres within a tight timeframe and overcame many hurdles during the process.

All the involved DH colleagues, regardless of their positions, worked unremittingly to better the quarantine work. For example, the relevant teams developed and later upgraded the 'Quarantine Centre Management System' within a short period of time, which not only greatly improved the operation efficiency of quarantine centres, but also streamlined the admission, food delivery and cleansing arrangements. The DH also set up a hotline for persons subject to home quarantine to answer their enquiries on medical issues. Faced with a large number of enquiries and limited manpower, the DH actively adopted various methods to enhance service efficiency, including providing frequently asked questions and answers online, disseminating WhatsApp messages, producing clear guidelines and videos. It also launched the Electronic COVID-19 Medical Surveillance System (eCMSS) and the 'StayHomeSafe' support system to facilitate the public.



檢疫工作團隊肩負繁重工作。疫情期間，各檢疫中心合共處理約**85,000人次的密切接觸者**；**總共有8處設施和13間酒店曾用作密切接觸者檢疫用途**，每個設施都須要星夜籌備、緊急調配人手，並確保物資供應充足和配套盡快到位。入境人士方面，**入住指定檢疫酒店的檢疫人次高達約84萬**，**收集的測試樣本達約160萬個**，**向密切接觸者發出的家居檢疫令達約190萬**，**相關熱線處理超過62,000個有關醫療的查詢**。檢疫工作團隊處理過的各類要求和其他事項，更不勝枚舉。

The quarantine teams had a heavy workload. During the pandemic, the quarantine centres accommodated **a total of about 85,000 close contacts**. **Eight facilities and 13 hotels in total were used for quarantine of close contacts**. Each facility required urgent preparations and rapid manpower deployment. It was imperative to ensure adequate provision of supplies and ancillary services as soon as possible. As regard inbound travellers, **the total number of admissions into DQHs reached about 840,000, with about 1.6 million test samples collected**. **The total number of home quarantine orders issued to close contacts reached approximately 1.9 million and the relevant hotline handled more than 62,000 medical-related enquiries**. The quarantine teams also handled a myriad of various requests and other matters.



設立臨時採樣站，為居民登記接受檢測  
Set up temporary specimen collection station to conduct registration and testing for residents



緊急熱線中心處理公眾查詢的工作  
Staff in the EHL handled public enquiries

衛生署檢疫工作團隊爭分奪秒，透過不懈努力、有效運用科技，及與不同政府部門和持份者悉力協調合作，加上衛生署領導層的帶領和支持，面對各種困難最後都迎刃而解。我們衷心感謝檢疫工作團隊的貢獻和投入，為香港築起強韌的抗疫屏障。

The DH quarantine teams raced against time. Through assiduous efforts, effective use of technology, coordination and cooperation with different government departments and stakeholders, together with the stewardship and support of the leadership of the DH, various difficulties encountered were eventually resolved. We sincerely thank the quarantine teams for their contribution and effort, which built a resilient anti-epidemic barrier for Hong Kong.



牙科醫生及牙科手術助理員職系同事支援熱線中心  
Dental Officer and Dental Surgery Assistant grades staff assisted in the hotline centre

## 傾力支援的牙科服務 Helping hands from Dental Service



牙科醫生及牙科手術助理員職系同事為入境旅客簽發檢疫令，支援亞博臨時樣本採集中心和等候檢測結果中心  
Dental Officer and Dental Surgery Assistant grades staff issued quarantine orders to inbound travellers, supported the TSCC at the AWE and the HCTR

為應對2019冠狀病毒病的傳播，衛生署各服務單位辦公室均動員所有的人力物力，牙科服務亦不例外。由2020年2月起，50名牙科醫生職系同事及20名牙科手術助理員獲調派到衛生防護中心，跟進在港發現的陽性個案。

疫情期間，公共健康護理科緊急熱線中心的工作量遠超負荷，牙科服務隨即調動數以百計的牙科治療師到熱線中心輪班工作。另外，50名牙科醫生職系同事亦獲調派到西九龍政府合署，營運熱線中心。

牙科服務亦派員到港口衛生科，在各個邊境管制站為所有入境旅客簽發檢疫令、分發電子手環和樣本收集包等。

**In response to the spread of COVID-19, the DH mobilised all its resources and personnel across different service units. The Dental Services (DS) is of no exception. Starting from February 2020, 50 colleagues from the Dental Officer grade and 20 Dental Surgery Assistants were deployed to the CHP to follow-up on positive cases in Hong Kong.**

During the pandemic, the workload of emergency hotlines centre operated by the Public Health Nursing Division (PHND) were extremely overwhelming. The DS immediately deployed hundreds of Dental Therapists to work on a shift basis at the emergency hotline centre. Additionally, 50 colleagues from Dental Officer grade were deployed to operate a hotline centre at West Kowloon Government Offices.

Officers of the DS were also deployed to the Port Health Division to issue quarantine orders, distribute electronic wristbands and specimen collection packs to all inbound travellers at various boundary control points.



牙科醫生及牙科手術助理員職系同事跟進陽性個案  
Dental Officer and Dental Surgery Assistants  
grades staff followed up positive case

為了協助識別經由香港國際機場抵港並測試呈陽性的抵港人士，200多名牙科服務職員獲調派到在香港國際機場設立的臨時樣本採集中心提供支援。

在醫療輔助隊的協助下，牙科服務在九龍城富豪東方酒店設立及營運為抵港人士而設的等候檢測結果中心，由60名牙科服務職員以24小時輪班運作。

為籌備政府於2020年9月開展的普及社區檢測計劃，牙科服務和公共健康護理科在2020年8月中旬組成籌備小組，將灣仔伊利沙伯體育館設為其中一個社區檢測中心。在社區檢測中心運作期間，牙科醫生職系同事、牙科治療師和牙科手術助理員均獲調派至該處協助採樣，一共完成採集超過13,000個樣本。

2020年12月，牙科服務需在短時間內設立40間指定檢疫酒店，並負責設計有關運作流程及監察感染控制，為期一年。

隨着2019冠狀病毒病疫苗接種計劃於2021年上半年推行，牙科服務調動10位牙科醫生職系同事，支援2019冠狀病毒病疫苗接種計劃中央指揮中心及衛生防護中心傳染病處的運作，並統籌「指定人士作核酸測試」的整體運作。另外，牙科醫生職系的同事亦獲調派支援「院舍外展疫苗接種服務特別計劃」，為安老院舍及殘疾人士院舍院友提供疫苗接種服務，以加強對院友的保護。除了一般前線支援工作，牙科服務亦調派牙科治療師到公共殮房提供行政支援，以及協助法醫服務團隊陪同家屬進行遺體辨認。

To assist in identifying positive cases among inbound travellers at the HKIA, over 200 officers from the DS were deployed to the TSCC established at the HKIA to provide support.

With the support from the AMS, the DS established and operated a Holding Centre for Test Results (HCTR) for inbound travellers in the Regal Oriental Hotel in Kowloon City. The HCTR was operated by 60 colleagues from the DS who worked in shifts to provide 24-hour service.

In preparation for the Government's UCTP launched in September 2020, the DS and PHND formed a task force in mid-August 2020 to convert the Queen Elizabeth Stadium in Wan Chai into one of the Community Testing Centres (CTC). During the operation of the CTC, colleagues from Dental Officers grade, Dental Therapists and Dental Surgery Assistants were deployed to the CTC to assist in the collection of specimen with over 13,000 specimens were collected.

In December 2020, the DS was tasked to set up 40 DQHs within a short period of time. The DS was responsible for designing the relevant operational procedures and monitoring the infection control compliance for one-year period.

Following the implementation of the COVID-19 Vaccination Programme in the first half of 2021, the DS deployed 10 colleagues of the Dental Officer grade to support the operations of the Central Command Centre of the COVID-19 Vaccination Programme and the CDB of the CHP, as well as coordinated the overall operations for the 'Specific Persons to Undergo Review Nucleic Acid Test'. Furthermore, colleagues from the Dental Officer grade were also deployed to support the 'Outreach Vaccination Service Special Programme for Residential Care Homes' and provide vaccination service to residents of RCHEs and RCHDs to enhance their protection. In addition to general frontline support, the DS also deployed Dental Therapists to public mortuaries to provide administrative support and assist

colleagues of the Forensic Pathology Service (FPS) to accompany the next-of-kin in identifying deceased bodies.



設計檢疫酒店運作流程及監察感染控制  
Design of DQHs' operational procedures and monitored infection control compliance



▲ 沙田富山公眾殮房附近遺體貯存設施內的臨時辦公室及等候室  
The temporary office and waiting room at the storage facility near Fu Shan Public Mortuary in Sha Tin

## 快速應變的法醫服務 Swift Response of Forensic Pathology Service

在2022年2月和3月2019冠狀病毒病疫情嚴峻期間，於公立醫院急症室離世而送往公眾殮房的病人遺體數目上升，以致公眾殮房遺體貯存空間飽和。衛生署透過與多個政府部門合作，制定緊急應變措施，以增加遺體貯存量及加快遺體辨認流程。

在多個部門的協助下，法醫服務迅速於2022年3月上旬在沙田富山公眾殮房附近增設一個遺體貯存設施，共放置約60個冷凍櫃，可供存放超過2,700具遺體。自2022年3月5日起，法醫服務在警務處和食物環境衛生署的協助下採取特別安排，把超過 1,800 具遺體從公立醫院急症室移送到新增的遺體貯存設施。

**During the severe period of the COVID-19 pandemic in Hong Kong in February and March 2022, the storage spaces of deceased bodies at public mortuaries were saturated due to the rise in the number of deaths at the Accident and Emergency Departments (A&EDs) in public hospitals that required to be transferred to public mortuaries. In collaboration with other government departments, the DH formulated contingency measures to expand storage capacity and speed up the procedure for identification of body.**

With the assistance from various government departments, the FPS swiftly installed a new storage facility near the Fu Shan Public Mortuary in Sha Tin in early March 2022. About 60 refrigerated containers were installed for storing over 2,700 deceased bodies. Starting from 5 March 2022, the FPS adopted a special arrangement with the support from the Police Force and the FEHD. Over 1,800 deceased bodies were transferred from the A&EDs of public hospitals to the new storage facility.


由於所有從急症室轉移到新貯存設施的死亡個案均須向死因裁判官呈報，因此需要額外人手和資源以及時處理相關的死亡調查程序。法醫服務透過衛生署內部調配、聘請合約員工和重聘退休員工以增加人手，並與警務處和死因裁判法庭合作制定措施，以便家屬能盡快在遺體貯存設施辨認遺體及處理身後事。法醫服務亦在遺體貯存設施內設置臨時辦公室、等候室及遺體辨認室，提供合適的環境供家屬辨認遺體。

在同事們努力不懈以及警務處和死因裁判法庭的支援下，法醫服務在2022年3月底到4月初兩個星期內，成功為超過1,800名死者完成遺體辨認，並向死因裁判法庭呈交個案，協助死者家屬盡快領取法庭簽發的文件來安排殯葬事宜及盡早領回遺體。

Since all death cases transferred from A&EDs to the new storage facility were reportable to the Coroner, the death investigation procedure for relevant cases required additional manpower and resources to ensure timely handling. The FPS increased manpower through internal deployment within the DH, as well as engagement of contract staff and retired staff. The FPS also collaborated with the Police Force and the Coroner's Court to implement measures to help next-of-kins identify and claim deceased bodies at the storage facility for after-death arrangements early. To provide more suitable venues for the next-of-kin to identify deceased bodies, the FPS also set up temporary offices, waiting rooms and body identification rooms at the storage facility.

Thanks to the dedicated efforts of our colleagues, as well as the support of the Police Force and the Coroner's Court, the FPS successfully completed body identification for over 1,800 deceased persons within a two-week period from late March to early April 2022. The FPS also made case submissions to the Coroner's Court to assist the next-of-kin to promptly obtain documents issued by the court for after-death arrangements and to claim the deceased bodies.



遺體貯存設施內的臨時遺體辨認室   
Temporary body identification rooms at the storage facility

陳燦榮先生  
Mr Michael Chan Tsun-wing

指揮官  
Commander

追蹤辦公室  
The CTO office



在2020年新冠疫情來到之時，我覺得除了參加義工，還可以多參與一些抗疫工作，便在2021年加入了追蹤辦。在這裏遇到了不平凡的人，度過了一段難忘的日子。

個案追蹤要求高效率，以盡快安排密切接觸者接受檢疫。追蹤辦能夠好好發揮，全賴一批紀律部隊人員的專業能力，依循衛生防護中心的指引，並得到市民的配合。二百多人在啟德社區會堂中工作，在適應新工作環境的同時，亦需要輪班工作，但大家都坦然處之，更有便於溝通，有利了指揮團隊的工作。在應對第四波疫情時，我們自覺做得很好，有一段時間只有零星的輸入個案，很快便處理好，還有餘力追蹤帶有病毒的入口貨物，例如凍肉和生果。生活就是這樣，當你鬆懈了，敵人便會進攻你的防線。雖然已為第五波作出預備，但疫情來得太急，一下子使我們難以招架。

2022年一月開始了一段充滿挑戰的日子。個案急增，一下子開了三個追蹤辦，借調來的文職人員和新招聘的合約員工稍經訓練便要投入工作，對指揮團隊帶來不同方面的考驗。追蹤辦工作更多元化了：抽樣覆檢、「康復紀錄二維碼」和「紅碼」等。我們簡化工作流程以方便上手，再邊學邊做。尤幸大家都抱着解決問題的決心。最辛苦的是接聽市民查詢電話熱線的前線同事：處理投訴時遇上持不同意見或見解的人士，依然能耐心聆聽並提供協助。檢控工作又是追蹤工作困難的一環，有人虛報確診取病假、有的確診了還上酒樓飲早茶。感謝查看閉路電視的同事，會自備眼藥水舒緩眼睛不適。真的佩服衛生防護中心的醫生們，日以繼夜地工作，更感激他們的包容和工作上的支持。特別感謝高級行政主任林倩恒小姐。

幸好，疫情終於過去，追蹤辦亦完成歷史性任務。工作是艱難的，卻帶來滿足感。曾經一起工作的同事們都十分珍惜這段緣份，亦有幸能為抗疫作出貢獻。我相信今次的經驗為衛生防護中心應付未來的挑戰作充足準備。

在此多謝大家的努力，祝身體健康。

When the COVID-19 pandemic began in 2020, I believed that besides volunteering work, I could also participate in anti-epidemic efforts more. Hence, I joined the CTO in 2021, where I met extraordinary people and spent an unforgettable period of time there.

Contact tracing requires efficient arrangements for the quarantine of close contacts. To deliver excellent performance, the CTO relies on the professional abilities of a group of disciplined services officers who followed the guidelines of the CHP as well as public cooperation. Over two hundred people were working at the Kai Tak Community Hall. While adapting to the new work environment, we also needed to work in shifts. Nevertheless, everyone faced it calmly, making communication easier and facilitating the work of the command team. In fighting against the fourth wave of the pandemic, we believed we did a good job as there were only sporadic imported cases for a period of time, which were quickly handled. We even had the capacity to trace contaminated goods such as frozen meat and fresh fruit. That is life - the enemy springs to your defence when you drop your guard. Although we had prepared for the fifth wave, the pandemic came too fast and we were overwhelmed.

January 2022 marked the beginning of a challenging period. With surging number of cases, three CTOs were opened within a short time. The seconded clerical staff and newly recruited contract staff had to start working after basic training, thus placing significant pressure on the command team. The work of CTOs became more diversified: random tests checking of confirmed cases, 'recovery record QR codes', 'red codes' and more. We simplified the workflow, thereby facilitating easy pick-up of work and then learning by doing. Fortunately, everyone took the problem-solving approach with strong determination at work. The most challenging task fell on frontline colleagues who answered public enquiries. While handling complaints with persons who held different views or opinions, they could still patiently listen and provide assistance. Enforcement work was also a difficult part of contact tracing. Some people reported falsely that they were tested positive for the sake of taking sick leave while others who tested positive continued to dine out. I would like to thank colleagues who were responsible for checking the record of closed-circuit television and they had brought and used their own eye drops to alleviate their eye discomfort. I truly admire the doctors at the CHP who worked relentlessly day and night. I am even more grateful for their tolerance and support at work. My special thanks goes to Senior Executive Officer, Ms Lam Sin-hang, Constance.

Fortunately, the pandemic is finally over and the CTOs have completed their historical mission. The work was tough but it also brought a sense of fulfillment. Colleagues treasured the bonding of having worked together and felt grateful to have contributed to the fight against the pandemic. I believe this experience will fully equip the CHP to cope with future challenges.

I would like to thank everyone for their efforts and wish you all good health.

## 陳志偉先生 Mr Chan Chi-wai

香港警務處督察  
Inspector, Hong Kong Police Force

追蹤辦簡報  
The CTO briefing



### 永不放棄 - 與新冠疫情的艱苦戰鬥 Never Give Up - A Hard-Fought Battle against COVID-19 Pandemic

隨着所有與新冠病毒相關的限制措施解除，香港正以全速恢復正常運作。回顧我在衛生署追蹤辦工作的三年期間，充滿了難忘的回憶，尤其是我如何與同事們一起克服不同的挑戰。

在2021年夏季，團隊已經連續幾個月實現了動態清零的目標。感染源頭得以受控有賴高效率的接觸者追蹤、有效的控制措施和社會各界的共同努力。然而，在計劃通關和其他復常措施之際，Omicron變異病毒株給香港帶來了第五波疫情。隨着確診個案急劇增加，我們遇到了疫情中最困難的時刻。我目睹張竹君醫生和歐家榮醫生等所有同事，以極大勇氣和不懈努力參與這場前所未有的戰鬥。

香港過去幾年對抗新冠疫情的艱苦戰鬥是防範傳染病的一個里程碑。我很榮幸能夠與醫護人員和不同政府部門的同事們站在新冠的戰場上並肩作戰。我相信這寶貴的經驗幫助我們具備克服未來任何挑戰所需的準備和能力。

With the lifting of all COVID-19-related restrictions, Hong Kong has been resuming normalcy in full swing. Looking back, my three-year tenure at the CTO of the DH was filled with unforgettable memories, especially how I overcame different challenges with my colleagues.

In the summer of 2021, the team had already achieved dynamic 'zero infection' for several months. Thanks to efficient contact tracing, effective control measures and concerted efforts of the community, the source of infection was under control. Yet, the Omicron mutant strain brought the fifth wave of the COVID-19 pandemic to Hong Kong whilst the planning of resumption of normal travel and other resumption of normalcy measures was underway. With the drastic upsurge of confirmed cases, we encountered the toughest period in the pandemic. I witnessed my fellow colleagues, including Dr Chuang Shuk-kwan and Dr Au Ka-wing, were fighting this unprecedented battle with much courage and relentless efforts.

The hard-fought battle against the COVID-19 pandemic in the past years was a milestone for Hong Kong with regard to the prevention of communicable diseases. I am very honoured to have worked side by side with medical professionals and colleagues from different government departments in fighting against COVID-19. I believe this precious experience has equipped us with the readiness and capability to overcome any future challenges.

在抗疫這三年裏，我與一班志願隊友及各部門的同事共同進退，當時的每一幕都非常難忘。由當初一起進駐駿洋邨，接收滯留於日本郵輪上和從武漢等地回港入住的市民，到之後竹篙灣以及先後數十間檢疫中心及檢疫酒店啟用，我們一路走來互相支持，並肩作戰。我們護送了數以萬計的市民往返各檢疫中心，並票控了超過8,000個違反強制檢測規定的人士。除此之外，還有全城自我快測行動、派送抗疫物資包、支援公眾殮房等等。大家克服重重難關，全賴一班不辭勞苦的隊友。我想藉此機會再向大家道謝，感恩沿路有您。

In the past three years of fighting the pandemic, I had collaborated with a team of volunteers and colleagues from various departments. It was a truly unforgettable experience. From being deployed to Chun Yeung Estate to admit HK people who were stranded on the Japanese cruise ship and those who returned from Wuhan and other places, as well as the opening of Penny's Bay and tens of QCs and quarantine hotels sequentially, we supported and worked closely with one other. We escorted tens of thousands of citizens to and from various QCs and issued over 8,000 fixed penalty notices to those who violated the compulsory testing requirements. Additionally, we also supported in citywide rapid antigen test (RAT) exercise, distributed anti-epidemic kits, offered support to public mortuaries and more. Thanks to the hard work by dedicated teammates, we were able to overcome all these tough challenges. I would like to take this opportunity to express my gratitude to all of you once again for being part of this journey.

徐煒舜先生  
Mr Tsui Wai-shun

醫療輔助隊高級行動及訓練主任  
Senior Operations and Training Officer, Auxiliary Medical Service

2021年12月，社區出現新冠個案數字明顯激增，導致病毒大規模傳播並為公立醫院和醫護人員帶來沉重負擔。為了抗擊新冠疫情，我從2022年2月7日開始獲調派到追蹤辦，負責監督由消防處成員組成的各個團隊。

新冠大流行期間是一個充滿挑戰和考驗的時期。目睹病毒對個人和家庭的影響，以及對醫療系統和前線工作人員的壓力，讓我心理上非常疲憊。我們和追蹤辦的所有成員一起竭盡全力對抗疫情，阻止病毒的持續傳播。我感到有責任和義務為社會服務，協力抗擊這疫情。雖然這是一個艱難和壓力巨大的時期，但能夠為這個艱巨挑戰作出貢獻亦讓我感到一種成就感和使命感。

經過三年的艱苦奮戰，疫情終於結束了。我希望香港能夠把這些困難拋諸身後，奮力追求未來卓越。

In December 2021, there was a marked surge in the number of COVID-19 cases in the community, leading to widespread transmissions and putting a heavy burden on public hospitals and healthcare professionals. To fight against the COVID-19 epidemic, I was seconded to the CTO from 7 February 2022 to oversee various teams consisting of members of the FSD.

It was a period full of challenges during the COVID-19 pandemic. It was emotionally draining to witness the impact of the virus on individuals and families, as well as the strain on healthcare systems and frontline workers. Along with all members of the CTO, we put forth our utmost effort in fighting the epidemic and preventing the continuous spread of the virus. I felt a sense of responsibility and duty to serve my community and help fight against the pandemic. It was a difficult and stressful time, but I also felt a sense of fulfillment and mission in being able to contribute to this tough challenge.

After three strenuous years, the pandemic has finally come to an end. I hope that Hong Kong can leave behind these struggles and strive for excellence in the future.

## 李天頌先生 Mr Kobe Lee Tin-chung

香港消防處助理消防區長  
Assistant Divisional Officer, Fire Services Department



消防處隊員於追蹤辦工作  
Members of the FSD worked in the CTO



## 顏嘉禮醫生 Dr Raymond Ngan Ka-lai

醫生  
Medical and Health Officer

在竹篙灣與三位新入職的醫生檢視醫療站的工作  
Review of the MP's work with three newly recruited doctors in Penny's Bay

## 一起走過抗疫的日子 The Anti-epidemic Days We Walked Through Together

從不分晝夜地當值到帶領新人，我在檢疫中心醫療站與團隊在前線一起走過了兩年零十個月的抗疫日子。除了為密切接觸者提供醫學監測及照顧他們的身心健康外，還要協調他們醫療以外的各項需求，這也是我們團隊的一個挑戰。我不單要與團隊成員建立默契，亦要與各服務單位協作，不斷優化流程，讓市民能安心地完成檢疫。一直以來，隨着疫情的發展，我們隨機應變，配合各項防疫措施。這次抗疫之路，令我深深體會到如何「摸著石頭過河」而達致「變中求穩」，以及發揮團隊精神的重要性。

From working shifts round-the-clock to training up new doctors, I worked with my team on the frontline at the MP of the QC for two years and ten months during the pandemic. Apart from providing medical surveillance for close contacts and caring for their physical and mental health, we also needed to coordinate their non-medical requests or needs, which was a challenge for our team. Not only did I have to build rapport with teammates, but also had to collaborate with other service units to enhance the workflow so that members of the public could complete a hassle-free quarantine. Along the way, we remained resilient amidst the ever-changing pandemic situation and adapted to various anti-epidemic measures. This journey has taught me to learn by doing and take things one step at a time to achieve stability amidst change, as well as the importance of demonstrating team spirit.



還記得在疫情爆發初期，大家對新冠病毒一無所知。雖然如此，但可能大家在沙士期間也曾在檢疫中心服務，所以沒有退縮，更在完成N95呼吸器面型配合測試後便立即上陣。由於駿洋邨可使用的電梯有限，大家決定跟時間競賽，趕着在送飯時間前為指定入住人士量體溫及收集唾液樣本，避免交叉感染。令我印象最深刻的是與一眾衛生署醫生護士結伴上樓，為新入住人士派發物資及講解醫療注意事項。當時大部分入住人士雖然既緊張又擔心，但依然十分合作，還有不少市民親口向我們道謝，為我們加油。在這一時刻，我們感受到無比的動力，這絕對是大家能堅持到底的強效藥。

I still remember we knew nothing about COVID-19 at the outset of the outbreak of the pandemic. However, none of us backed down. Perhaps it was because we had also served in the QCs during the SARS. After completing facial contour fit test for N95 respirator, we went to work immediately. Due to the limited number of elevators available at Chun Yeung Estate, we decided to race against time to take the body temperature of and collect saliva specimen from designated confinees before meal time to avoid cross-contamination. Distributing supplies and explaining medical precautions to new confinees together with doctors and nurses of the DH was the most memorable thing to me. Although most of the confinees at that time were worried and anxious, they remained very cooperative. Some of them even thanked us in person and cheered us up. At that moment, we felt greatly motivated. Their support was definitely a powerful booster for our perseverance.

## 黃志新先生 Mr Wong Chi-sun

科學主任  
Scientific Officer

在世衛宣布2019冠狀病毒病大流行不足2個月後，公共衛生化驗服務處微生物科便與世衛合辦了首個2019冠狀病毒核酸檢測的全球質量評核計劃。從準備用作評核的病毒核酸，到安排運送標本到海外200多個國家的實驗室，箇中的挑戰是前所未有的。

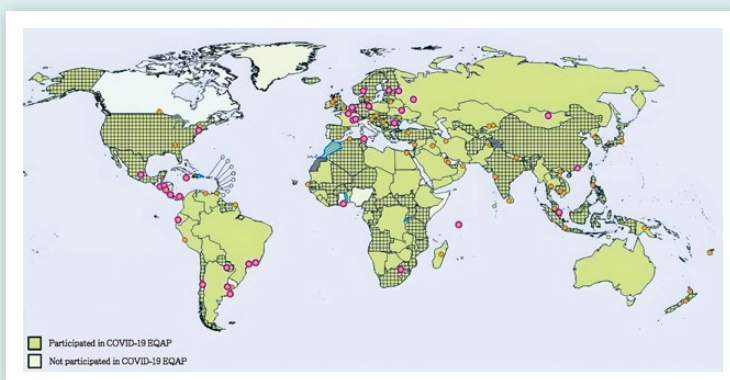
各參與者在這次快速評核計劃中皆表現出色，而最令我印象深刻的是一位在午夜仍積極尋找保持檢測質量方法的參與者，他在電郵更提到有過半數實驗室員工正染疫。這讓我意識到「公共衛生」不僅是預防疾病和改善人們健康的科學和藝術，也是一種對社會奉獻的態度。

雖然過程艱辛，但能夠於疫情中協助完成最後幾塊拼圖為我帶來那份滿足感是長存我心。

In less than 2 months after the WHO characterised the COVID-19 as a pandemic, the Microbiology Division of the PHLSB jointly organised the first global External Quality Assessment Program (EQAP) for the detection of SARS-CoV-2 by RT-PCR with the WHO. From preparing authentic genetic materials for quality assessment to scheduling shipments of specimens to over 200 national laboratories overseas, the challenges were unprecedented.

All participants had remarkable performance in this rapid assessment programme. What impressed me the most was a participant who sought to assure the quality of diagnosis during the midnight. This participant also mentioned in the email that more than half of the laboratory staff were tested positive at that time. This made me realised that 'public health' was not only the science and art to prevent diseases and improve the health of people, but also an attitude of devotion to the community.

The process was tough but the sense of satisfaction brought by being one of the members to complete the last few pieces of the puzzle lasts.



世衛2019冠狀病毒外部質量評估計劃啟動時的全球參與概況  
Worldwide coverage of WHO SARS-CoV-2 EQAP during its commencement



▲ 衛生署署長、副署長及前助理署長（衛生行政及策劃）到訪位於一號九龍的緊急熱線中心  
The Director of Health, Deputy Director of Health and the then Assistant Director of Health (Health Administration and Planning) visited the EHLHC at One Kowloon

## 楊敏慧女士 Ms Yeung Man-wai

護士長  
Nursing Officer

### 緊急熱線中心 - 抗疫路上 挑戰重重 Emergency Hotline Centre - The challenging times during the COVID-19 epidemic

轉眼間三年多的抗疫工作終於完結，新冠熱線（2125 1111 / 2125 1122 / 1830 111）為全港市民所熟知，我作為緊急熱線中心的主管，見證着公共健康護士帶領一眾不同職系的同事，當中包括醫護專職、醫療輔助人員及文職人員，一起並肩為克服一波又一波新冠疫情作出重要的貢獻。

熱線中心的工作非常具挑戰性，與平日大家認知的一般熱線不同。試想想在疫情下每一位致電熱線中心的市民都有他們不同的急切諮詢、擔心或困擾，所以同事需要具備高度的專業知識和技能，同時在壓力下保持冷靜，以應對每一個來電。我們在處理緊急的情況時，不但要有效地與其他不同的部門或單位進行溝通和協調，亦必須迅速應變和準確地作出判斷。與此同時，同事需以同理心了解來電者不同的需要，方能為他們提供正確的防疫知識及適切的支援或在有需要時轉介個案。

回顧抗疫期間，縱有說不盡的辛勞，但我很榮幸能與熱線中心工作的同事齊心協力地處理來電者的查詢或訴求。我由衷地感謝每一位同事在抗疫路上緊守工作崗位，通過熱線與市民一起共渡抗疫的艱難時刻。

由2020年1月22日至2023年4月18日，緊急熱線中心處理了超過280萬個市民的個案查詢。

In the blink of an eye, Hong Kong's anti-epidemic work of more than three years finally came to an end. By then, the COVID-19 hotlines (2125 1111/ 2125 1122/ 1830 111) had already become familiar numbers across the territory. As the supervisor of the Emergency Hotline Centre (EHLHC), I witnessed the public health nurses' notable contributions to leading colleagues of different grades, including medical professionals, paramedical and clerical staff, in successfully overcoming the successive waves of COVID-19 pandemic together.

Working at the EHLHC was exceptionally challenging and very different from typical hotline services. Just imagine this: the hotline was ringing from different callers with unique urgent enquiries, worries or troubles during the epidemic. Colleagues had to have a high degree of professional knowledge and skills, as well as to remain calm under pressure to effectively handle every incoming call. In dealing with emergencies, we must not only communicate and coordinate with other departments or units, but also respond quickly and make accurate judgments. Colleagues also needed to address callers' concerns with empathy to provide them with correct anti-epidemic knowledge and appropriate support, or to refer their cases when necessary.

Looking back at the COVID-19 pandemic, despite the indescribable hardship, I am honoured to have worked with colleagues in the EHLHC to handle callers' enquiries. I sincerely thank all my colleagues for their commitment and dedication to help the public get through the difficult times of the COVID-19 epidemic through the hotlines.

**From 22 January 2020 to 18 April 2023, the EHLHC handled over 2.8 million cases for the members of the public.**



● 位於西九龍政府合署的緊急熱線中心為後備熱線中心  
The EHLHC at West Kowloon Government Office was a back up hotline centre



● 位於衛生防護中心的緊急熱線中心  
The EHLHC at the CHP

## 陳壽麗女士 Ms Chan Sau-lai

註冊護士  
Registered Nurse

作為檢疫中心醫療站的護士，我們需要隨着疫情的變化及根據政府防疫措施政策的轉變作出相應的工作安排，希望能夠達到預防病毒散播的同時，也為檢疫人士提供適當的照顧。在這三年的抗疫工作中，我們需要與不同部門合作，以及運用有限的資源和人手維持檢疫中心醫療站的運作。很慶幸我們的團隊相當有默契和團隊精神。每次完成任務後，我們都會為大家共同努力取得的成果感到驕傲。

檢疫中心醫療站的護士  
Nurses at the MP of the QCs



As nurses working in the MP of the QCs, we had to make relevant work adjustments in response to the changing pandemic situation as well as the government's anti-epidemic measures and policies. We hoped to prevent the transmission of COVID-19 while ensuring persons under quarantine received the appropriate care. During the 3 years of

anti-epidemic work, we collaborated with other departments and made use of limited resources and manpower to maintain the operations of the MP. I was very happy about our team's rapport and strong team spirit. After completing a mission every time, we would all feel proud of our collective achievements.

身為醫療輔助隊的一份子，我在疫情期間曾多次參與護送正在接受檢疫的市民往返檢疫中心。當時每一幕情景至今仍歷歷在目。

令我最難忘的是護送市民前往醫院見病危親友最後一面。他們可能是密切接觸者或剛從外國趕回港而正接受隔離。還記得有市民跟我說：「爸爸剛剛走了！」當時心情真的非常沉重。希望疫情永遠離開我們，那些情景不要再出現。

As a member of the AMS, I escorted persons under quarantine to and from the QCs many times during the pandemic. Those scenes remain fresh in my mind today.

Sending members of the public to hospitals to visit their critically ill relatives is the most unforgettable scene. They might be close contacts or had just returned to Hong Kong from overseas, who were under quarantine. I still remember one of the members of the public told me, 'My dad has just passed away!' At that moment, my heart was heavy. I hope the pandemic will leave us forever and these scenes will never occur again.

## 陳曉楹女士 Ms Chan Hiu-ying

醫療輔助隊二級助理護士  
Nurse II, Auxiliary Medical Service

## 黃頌行先生 Mr Wong Chung-hang

醫療輔助隊一級助理聯絡主任  
Assistant Liaison Officer I, Auxiliary Medical Service

2020年11月，醫療輔助隊接到新的抗疫任務，就是對違反強制檢測規定的人士發出定額罰款通知書。這是醫療輔助隊成立七十多年來首次參與執法行動，大家感到既新奇又緊張。我們每日按衛生署所提供的資料，親身向違規人士發出告票。他們來自社會不同階層，各有不同背景及文化，我們不時要使出渾身解數，向他們解釋規例，方可成功向違規人士發出告票。一班隊友眾志成城，使命必達，這份情誼定必永存於各人心中。

In November 2020, the AMS was assigned a new anti-epidemic work of issuing fixed penalty notices to persons who violated the compulsory testing regulations. This was the first time the AMS participated in law enforcement work since its establishment for more than 70 years. We felt excited and nervous. We issued the notices in person to non-compliant persons according to the information provided by the DH every day. The non-compliant cases came from all walks of life and we tried our best to explain the regulations clearly to them in order to issue them notices. The great team spirit enabled us to accomplish the mission. I believe the bonding established among us will surely stay in our hearts forever.

## 黃駿君醫生 Dr Bonnie Wong Chun-kwan

高級醫生  
Senior Medical and Health Officer

「你為什麼同意參與行動？你不怕受感染嗎？」2020年2月底，我在日本橫濱協助香港居民撤離「鑽石公主號」郵輪期間及完成行動後，都不斷被問及這些問題。通常我會回應說：「我並非無畏無懼，只是盡力運用知識來克服我的恐懼而已。知識讓我們更了解病毒和我們所面對的情況。」

我身為一名曾在海外接受傳染病爆發管理和感染控制培訓的傳染病專科醫生，當獲邀時便毫不猶豫答應參與這行動。我們最初預計只是為期兩天的任務，但當我們與保安局和入境事務處的其他組員抵達日本後，便意識到情況並非如此理想。儘管先頭部隊在出發前早已制定周詳計劃，但到埠後發現計劃各方面都充滿不確定性，需要現場靈活應對。我們需在極短時間內聯絡多個持份者，定期與中國駐東京大使館、香港駐東京經濟貿易辦事處、厚生勞動省、日本外務省、郵輪公司、航空公司和陸運快遞公司等溝通，甚具挑戰性。

這次任務最終是為期八天的挑戰，對我來說是一個重要的工作和生活體驗。這次不僅是我活用在醫學培訓中獲得的知識和技能的首次出國工作，更是一次讓我見證一隊盡心盡力的團隊為共同目標--把香港人安全帶回家，而發揮了神奇力量的旅程。

在這八天裏，衛生署團隊除了專注安排撤離工作外，還努力運用有限資源以執行最大程度的感染控制，確保撤離者和職員的安全。與此同時，我們為相關港人提供輔導服務，處理他們對未知情況的恐懼和感染病毒的擔憂。團隊亦為住院患者、在其他縣的隔離人士及其身處海外的無助家人提供各項支援，當中不乏感人的對話和難忘時刻。

參與這次行動不僅豐富了我在時間和資源限制下處理危機和不確定性、解決文化差異和與不同背景人士合作的經驗，亦給予我珍貴和獨特的機會去反思人生和工作的意義和目的：保持正念、感恩和堅毅的心，尤其我們在逆境奮鬥時。

‘Why did you agree to join the operation? Weren’t you afraid of getting infected?’ Those were the questions that I was being asked for hundreds of times, both during and after the operation to Yokohama, Japan for the evacuation of Hong Kong residents from the Diamond Princess cruise ship in late February 2020. ‘I’m not fearless,’ this was how I often replied. ‘I’m just trying my best to overcome my fear with knowledge, which helps us better understand the virus and the situation that we are dealing with.’

Trained as an infectious disease specialist with overseas training on outbreak management and infection control, I had no hesitation in taking up this task the moment I was asked. While initially anticipating it to be a two-day mission, we realised this was not the case the moment we landed Japan with other team members from the Security Bureau and the Immigration Department. Despite meticulous planning prior to the dispatch of the vanguard, every aspect of our plan was fraught with uncertainties and called for agile responses on-site. Liaisons with multiple stakeholders within a very tight schedule had been challenging: we were regularly communicating with the Chinese Embassy in Tokyo, Hong Kong Economic and Trade Office (Tokyo), the Ministry of Health, Labour and Welfare of Japan, the Ministry of Foreign Affairs of Japan, the cruise company, the airlines and the land couriers, to name a few.

This mission turned out to be an eight-day challenge. It was a significant task and life experience for me, not only because it was my first overseas duty that made use of the knowledge and skills that I had acquired during my medical training, but it was also a journey where I witnessed the miraculous power of a dedicated team united by a common goal - to bring Hong Kong people home safely.

During those eight days, while much focus was spent on working out the logistics of the evacuation, the team from the DH was striving to implement a maximal level of infection control out of the scarce resources available, to ensure the safety of both the evacuees and the staff. At the same time, we offered counselling to those involved and addressed their fear of the unknown and concerns about contracting the infection. There were also numerous touching interactions and memorable moments as the team offered different kinds of support to those who were hospitalised, isolated in another prefecture, as well as their helpless family members abroad.

Participating in this operation had not only enriched my experience in dealing with crises and uncertainties, tackling cultural differences, and working with people with diverse backgrounds under time and resource constraints, it also provided me with an invaluable and unique opportunity to reflect on the meaning and purpose of life, and of work: to remain mindful, grateful and resilient, especially when we are striving through adversity.

## 鄺雅明醫生 Dr Henry Kwong Ngar-ming

懲教醫療服務  
Correctional Medical Service

2019新型冠狀病毒病肆虐香港接近三年，我們懲教醫療服務的醫生在疫情初期已全力配合懲教署加強防疫措施及應變計劃，採取「早識別、早隔離、早治療」的方式應對世紀疫症。在疫情的首兩年，我們能有效控制病毒在院所內擴散。但面對由Omicron變異病毒株引發的第五波疫情時，隨著全港大規模爆發，懲教院所內的職員及在囚人士在最高峰時亦有不少人士相繼確診。當時，我們不但協助各個懲教設施制定一個合適及穩妥的新收納在囚人士醫學監察流程，以防止他們與其他在囚人士交叉感染，我們每一位醫生亦協助各院所設立其隔離及檢疫設施，有助盡早治療及隔離確診者或密切接觸人士，從而大大減輕當時公共醫療系統及社區隔離設施的負荷。

抗疫之路雖然難行，但我們從經驗累積中不斷調整抗疫策略，使懲教院所內能有效控制疫情。展望未來，我們會繼續與各持份者緊密合作，採取一切可能的預防措施，為未來可能在院所內出現的傳染病爆發做好準備。

The COVID-19 pandemic ravaged Hong Kong for nearly three years. The Medical Officers of Correctional Medical Service worked closely with the Correctional Services Department (CSD) during the onset of the pandemic to strengthen the penal infection control measures and response plans. We adopted an 'early identification, early isolation, early treatment' approach to combat this unprecedented pandemic, thus effectively containing the spread of the disease in correctional settings during the first two years of the outbreak. However, the emergence of the Omicron mutant variant triggered the fifth wave of the pandemic and caused a large-scale outbreak across Hong Kong. During the peak period, many staff and Persons-in-custody (PICs) of the CSD were tested positive subsequently. At that time, we not only assisted each penal institution in formulating a suitable and secure medical surveillance arrangement for newly admitted PICs for the prevention of cross-infection amongst the existing PICs, but also supported the establishment of isolation/quarantine facilities in each institution to promptly treat and isolate confirmed cases or close contacts. This greatly relieved the burden on the public healthcare system and the CIFs at that time.

Although the journey of fighting the pandemic was challenging, we gained valuable experience that helped us continuously adjust our anti-epidemic strategies to effectively control the outbreak within correctional facilities. Looking ahead, we will continue to work closely with all stakeholders and take the appropriate preventive measures to fight against any potential outbreak of infectious diseases in correctional settings.

## 何寶麟先生 Mr Alan Ho Po-lun

政府資訊科技總監辦公室系統經理  
Systems Manager, Office of the Government Chief Information Officer

### 開發和實施「疫苗通行證」 Development and Implementation of Vaccine Pass

政府資訊科技總監辦公室（資科辦）獲委派為實施「疫苗通行證」作技術安排，當中的經歷充滿回報和挑戰。我們很高興有機會為這個全港性系統的開發和實施作出貢獻，確保其效率和成效。這項工作涉及解決技術困難、處理公眾關注以及確保個人資料的安全和私隱。這次寶貴的學習經驗強調合作、適應性以及爭取公眾信任的重要性。

市民在進入表列處所前掃描  
「疫苗通行證」二維碼  
The public scanned the 'Vaccine  
Pass' QR code upon entry to  
scheduled premises



疫苗通行證資訊  
Vaccine Pass information



The Office of the Government Chief Information Officer (OGCIO) was tasked with the technical implementation for the Vaccine Pass arrangement. The experience was both rewarding and challenging. We are grateful to have had the opportunity to contribute to the development and implementation of this territory-wide system by ensuring its efficiency and effectiveness. This involved addressing the system's technical complexities, managing public concerns as well as ensuring the security and privacy of personal data. It was a valuable learning experience that emphasised the importance of collaboration, adaptability and gaining public trust.

陳奕涵先生  
Mr Eason Chan Yik-ham

政府資訊科技總監辦公室系統經理  
Systems Manager, Office of the Government Chief Information Officer

追蹤感染個案出行紀錄的「安心出行」流動應用程式  
Contact Tracing of Infected Cases' Visit Records from 'LeaveHomeSafe' Mobile App

資科辦於2020年11月推出「安心出行」流動應用程式，並持續推出超過40多個優化版本。在保障個人私隱的大前提下，「安心出行」流動應用程式為市民提供一個無須登記任何個人資料的便利數碼工具，鼓勵他們培養出記錄出行的習慣，以協助衛生署追蹤感染個案，並向曾到訪較高傳染風險地點的人士發出強制檢測公告通知。「安心出行」系統運作期間有超過14萬個公私營場所參與，更錄得超過950萬次下載，成為防疫抗疫不可或缺的工具。我們感謝社會各界在這兩年多以來一直支持「安心出行」流動應用程式，共同為本港防疫抗疫工作出一分力。

In November 2020, the OGCIO launched the 'LeaveHomeSafe' mobile app and released more than 40 enhanced versions since then. Following the principle of protecting user privacy, the 'LeaveHomeSafe' mobile app provided members of the public with a convenient digital tool that encourages them to form the habit of recording their whereabouts without the need to register any personal information. The 'LeaveHomeSafe' mobile app assisted the DH to conduct contact tracing of infected cases and send Compulsory Testing Notices to those who visited premises with higher transmission risks. Over 140,000 public and private venues participated in the operation of the 'LeaveHomeSafe' system, recording over 9.5 million downloads. The 'LeaveHomeSafe' mobile app became an indispensable tool in the fight against the COVID-19 pandemic. We are grateful to all sectors of society for their continuous support to 'LeaveHomeSafe' mobile app and their contribution to Hong Kong's anti-epidemic work over the past two years.

「安心出行」流動應用程式向曾到訪較高傳染風險地點的人士發出通知  
The 'LeaveHomeSafe' mobile app notified persons who visited premises with higher transmission risks



姚兆偉先生  
Mr Lu Siu-wai

民眾安全服務隊行動指揮官  
Operation Commander, Civil Aid Service

民安隊與衛生署合作至今逾二十載，多年來無論是沙士、人類豬型流感，還是2019冠狀病毒病侵襲，管理檢疫設施的工作一直由民安隊負責，而治療和照顧患者的工作則由衛生署負責。大家互相配合，為全港市民的健康奮戰。

The long-term collaboration between CAS and the DH in fighting diseases traces back to more than two decades ago, from when Hong Kong was attacked by the SARS, Human Swine Influenza (H1N1) to COVID-19. The CAS was tasked to manage quarantine facilities, while the DH provided medical treatment to and took care of patients, complementing one another for the benefit of public health in Hong Kong.

每當民安隊指揮中心接獲入住人士需要緊急醫療支援的消息，所有同事都會十分緊張，立即動手工作——通報駐場衛生署或醫管局同事、派隊員趕往現場支援、準備運輸工具讓醫生護士能盡速施救、為救護車安排最暢通的路線，同時不斷收集、整理和發放資訊……我們分秒必爭，不敢怠慢，直至醫護同事到場送患者入院，方能放下心頭大石。

Whenever there were calls for urgent medical care, the CAS Command Post would spring into action right away. Immediately after receiving such calls, we had to alert the DH or HA staff on duty and deploy personnel to provide onsite support, then arrange transportation for the speedy arrival of medical personnel and priority routes for ambulances, while collecting, organising and disseminating information at the same time. We raced against time and could only feel relieved after the arrival of medical personnel and the departure of ambulances.

在竹篙灣檢疫中心（後轉為社區隔離設施）的958天，需要緊急醫療支援的個案數以百計。民安隊每次與醫護人員合作，也能體會他們的南丁格爾精神。能與專業醫護人員共事，救急扶危，實在與有榮焉。



During our 958-day operation at the Penny's Bay Quarantine Centre (later as a CIF), hundreds of people required urgent medical care. It was my honour to help save those lives hand in hand with professional medical personnel, who demonstrated the true spirit of Nightingale.

民眾安全服務隊行動指揮官姚兆偉先生  
The CAS Operation Commander,  
Mr Lu Siu-wai

## 陳明豐先生 Mr Chen Ming-fung

民眾安全服務處行動及訓練主任  
Operations and Training Officer, Civil Aid Service

身為民眾安全服務處的行動及訓練主任，我在疫情期間曾獲派往駿洋邨、饒宗頤文化館和竹篙灣等地點協助管理檢疫中心和社區隔離設施，主要負責倉務工作。

管理整個檢疫中心或社區隔離設施倉庫的任務殊不簡單。團隊必須掌握不同物資的消耗量並及時訂貨，才能確保全天候有充足物資供應。有同事提議仿效超級市場的做法，利用銷售時點情報系統處理貨物進出紀錄，以便我們隨時查看相關數據，未雨綢繆。

然而，即使有電腦系統的輔助，倉務管理工作仍是困難重重。例如疫情於社區內大規模爆發時，團隊首當其衝，因為倉庫面積有限和部分食品的食用期限較短，所以我們不能大量入貨，而是要每天緊密留意物資的消耗量以確保供應穩定。

幸得其他部門支持和同事鼓勵，我們才能在往後日子不斷提升服務水平，更有效地守護市民。

As an Operations and Training Officer of the CAS, I was deployed to assist the management of QCs and CIFs such as Chun Yeung Estate, the Jao Tsung-I Academy and Penny's Bay during the pandemic. I was mainly responsible for the management of warehouses.

Managing warehouses of QCs and CIFs were not easy tasks. My team had to master the consumption of different items and restock them timely to ensure adequate and round-the-clock supply. A colleague suggested us to follow the point-of-sale system used by supermarkets to keep and check the record of goods any time to facilitate order placement planning.

Yet, we still faced challenges on the management of warehouses even with the help from computer system. For example, the team bear the brunt with large-scale outbreaks in the community. Since the warehouses have limited storage space and the shelf life of some food items were short, we could not order the items in bulk. Instead, we had to closely monitor the consumption of goods every day to ensure stable supply of goods.

Thanks to the support from other departments and the encouragement from colleagues, we managed to continuously improve our services and safeguard the public in a more effective way.



▲ 團隊於社區隔離設施工作  
Members of the team worked in CIFs



◀ 用作監察接受檢疫人士位置的電子手環  
Electronic wristbands used for monitoring locations of people under quarantine

### 開發及支援電子手環解決方案

#### Development and Support of Electronic Wristband Solution

2020年2月，資料辦獲委派緊急開發一個居家檢疫的監察系統。我們立即與本地一間研發中心合作，在一周內推出電子手環及「居安抗疫」流動應用程式解決方案。此解決方案展示應用創新與科技如何有效地協助對抗2019冠狀病毒病疫情。我們還設立了監察控制中心，並利用緊急服務使從衛生防護中心接獲的個案中能即日完成超過八成的電子手環派送和協助啟動工作。我們深感自豪能為對抗2019冠狀病毒病疫情作出貢獻。

In February 2020, the OGCIO was urgently tasked to develop a compliance monitoring system for home quarantine. We immediately partnered with a local research and development centre to introduce the electronic wristband and 'StayHomeSafe' mobile app solution within a week. This solution showcased how innovation and technology can be adopted to help fight against the COVID-19 pandemic effectively. We also set up control centres for compliance monitoring and acquired urgent services to deliver and assist with activation of electronic wristbands for over 80% of the cases received from the CHP within the same day. We are proud of our contribution to the fight against COVID-19 pandemic.

## 馮子聰先生 Mr Andrew Fung Tsz-chung

政府資訊科技總監辦公室高級系統經理  
Senior Systems Manager, Office of the Government Chief Information Officer

陳金漩女士、馮欣儀女士、盧肇鎔先生、羅家怡女士、穆詩霖女士、黃樂彤女士、蘇雋儀女士  
 Ms Chan Kam-suen, Ms Fung Yan-ye, Mr Lo Siu-kai, Ms Law Ka-yi,  
 Ms Mohammad Kirran Nazesh, Ms Wong Lok-tung, Ms So Chun-ye, Serana

研究主任, 疫情信息中心  
 Research Officers, Outbreak Intelligence Centre

作為衛生防護中心傳染病處監測科的一分子, 我們有幸在過去兩年半見證並為應對2019冠狀病毒病疫情出一分力。於第三至第五波疫情期間, 我們的團隊一直努力不懈地監測疫情最新情況並收集和**分析數據**, 以協助制定相應防控措施。儘管工作節奏緊張, 我們仍堅守崗位, 以公共衛生的大局為重。能被賦予如此重大的責任, 我們深感榮幸。

此外, 我們更為一眾同事卓越的團隊合作精神、互相支持和對工作的熱忱感到自豪。衛生防護中心亦為我們提供所需的資源和支持, 讓我們能夠有效履行職責。在充滿挑戰的時期, 我們獲得寶貴的**抗疫經驗**, 不僅豐富了我們的傳染病監測技術知識和技能, 還培養了各人的抗壓能力和適應力。我們衷心感激能參與這重大及崇高使命, 為香港市民的健康和福祉作出貢獻。

As members of the Surveillance Division of the CDB of the CHP, we had the privilege to witness and contribute to Hong Kong's relentless fight against the COVID-19 pandemic in the past 2.5 years. From the third to fifth wave of the pandemic, our team worked tirelessly to monitor the latest situation of the pandemic, as well as collect and analyse data to assist in the formulation of relevant prevention and control measures. Despite the intense pace of work, we remained steadfast in our efforts in the overall interests of public health. It is truly an honour to have been entrusted with such a significant responsibility.

In addition, we take great pride in working alongside our exceptional colleagues, who demonstrated remarkable teamwork, mutual support and an unwavering passion for making a difference. The CHP also provided us with the necessary resources and support to effectively carry out our duties. Through these challenging times, we have gained invaluable anti-epidemic experiences, developing not only technical knowledge and skills on communicable disease surveillance, but also our own resilience and adaptability. We are sincerely grateful for the opportunity to take part in this critical and noble mission and contribute to the health and well-being of the members of the public in Hong Kong.

朱志光先生  
 Mr Chu Chi-kwong

高級控煙酒督察  
 Senior Tobacco and Alcohol Control Inspector

由2020年3月份起香港疫情越趨嚴峻, 需要大量人手共同抗疫, 因此我和一眾隊員獲借調到衛生防護中心協助抗疫工作。在**疫情期間**, 團隊面臨各項新挑戰, 職責愈加繁重。除控煙酒辦的日常職責外, 我們亦增添額外的**抗疫任務**, 例如協助入境旅客檢疫、限聚令巡查和大廈強制檢測等。因為清楚社會需要, 我們義無反顧加入**抗疫**, 可幸通過隊員之間的合作, 我們能夠順利完成工作。為保護自己和家人, 我們下班後亦採取額外的保護措施, 如與家人分房休息和加強清潔工作等。在**抗疫工作期間**我們亦留下很多深刻回憶, 其中在2021年2月14日晚上, 當日同時是情人節和大年初三, 衛生署與警務處舉行聯合行動, 在尖沙咀的一家食肆內發現有超過50人違反當時晚上6時後禁止餐廳堂食的限令。我們即時進行了票控, 而這算是同類情況中我們處理人數最多的事件之一。在完成各項**抗疫工作**後, 隊員都喜聞樂見自己能協助穩定疫情。

As the COVID-19 situation in Hong Kong began to deteriorate since March 2020, significant manpower was needed to fight against the pandemic. My team and I were deployed to the CHP to assist in the COVID-19 anti-epidemic work. During the pandemic, we faced many new challenges and our workload became increasingly heavy. Besides the regular duties in the Tobacco and Alcohol Control Office, we took up additional anti-epidemic duties, such as assisted the inbound travellers to undergo quarantine, conducted inspections on group gathering regulation and compulsory testing for buildings. With a clear understanding of our community's needs, we joined the anti-epidemic work without hesitation. Through the cooperation among team members, we completed the work successfully. To protect ourselves and our family members, we adopted extra protection measures after work such as resting in different rooms at home and enhancing cleansing effort. We left impressive memories during the anti-epidemic work. In particular, the DH conducted a joint operation with the Police Force on 14 February 2021, which was the Valentine's Day and the third day of Chinese New Year. Some 50 individuals violated the dine-in service ban after 6 p.m. at that time. We issued summonses to offenders immediately. This could be one of the incidents with the largest number of people we had handled in similar situations. After completing various anti-epidemic work, my team and I were delighted that we contributed to stabilise the epidemic situation and considered it a remarkable accomplishment.





▲ 家居檢疫組同事  
Colleagues of the HQT

## 林柏岐先生 Mr Jason Lam Pak-ki

科學主任  
Scientific Officer

自2020年1月，我由非傳染病處借調往家居檢疫組參與抗疫工作。當時家居檢疫組負責協調向居家檢疫人士提供醫療支援，以確保他們能按相關防疫規例完成檢疫。作為一名科學主任，我認為家居檢疫組的工作雖然充滿挑戰性，但為我帶來極大的滿足感。隨着防疫措施因時改變，家居檢疫組演變為負責安排在指定檢疫酒店檢疫的來港人士進行2019冠狀病毒檢測。我們每日需要與有關單位保持密切溝通和聯繫，與檢測承辦商安排、跟進和核實檢測結果，避免因任何延誤而延長檢疫期。

每天繁忙的工作雖然會讓人感到疲倦，但是我們必須堅守最後一道防線，保衛香港，而這種信念往往能給予同事重投抗疫工作的動力。十八個月的借調可算是畢生難忘，除了感謝上司對我的信任外，我亦很榮幸能為抗疫作出貢獻。

Starting from January 2020, I was redeployed from the Non-communicable Diseases Branch to the HQT to participate in the anti-epidemic efforts. At that time, the HQT was responsible for coordinating medical support for people subjected to home quarantine to ensure that they completed the quarantine in compliance with the relevant regulation. As a Scientific Officer, I found the work in the HQT challenging, but it also brought me a great job satisfaction. As the epidemic control measures evolved with time, the HQT became responsible for administering the COVID-19 testing to inbound travellers under quarantine at the DQHs. We had to maintain close communication and liaison with relevant parties daily, especially with the testing contractor to arrange, follow up and verify the test results in order to avoid any extension of quarantine period due to delay.

Although the daily work was exhausting, my colleagues and I were compelled to remain as the last line of defense to safeguard Hong Kong. This belief constantly gave us the motivation to return to the anti-epidemic work. The 18 months of deployment were an unforgettable experience. Apart from being grateful for my supervisor's trust in me, I am also honoured to have contributed to the fight against the epidemic.

## 林國輝先生 Mr Lam Kwok-fai

高級控煙酒督察  
Senior Tobacco and Alcohol Control Inspector

在過去三年，政府因應疫情的發展而多次調整本地防疫抗疫措施，包括推行疫苗通行證、限聚令、密切接觸者檢疫及強制佩戴口罩的要求等。身為前線執法人員，一方面我要不斷調整執法策略以捍衛公眾健康，另一方面又擔心工作為自己和家人帶來的健康風險。記得在2021年，為了打擊馬鞍山一家多次違反政府防疫措施的酒家，我們主動聯絡食物環境衛生署和警務處進行聯合行動，發出了多張違反限聚令告票，及就違反口罩令作出出口頭勸喻。如今社會終於全面復常，我衷心感謝政府奏效的防疫措施和廣大市民的同心協力。

For the past three years, the Government adjusted local anti-epidemic measures several times in light of the changing pandemic development, including the introduction of the vaccine pass, group gathering ban, quarantine for close contacts and mandatory mask-wearing requirements. As a frontline law enforcement officers, I had to review the enforcement strategies from time to time to safeguard public health on one hand, while I could not stop dwelling on the health risks arising from these duties to myself and my family on the other. I recalled an operation in 2021 to crack down a restaurant in Ma On Shan that often violated the Government's anti-epidemic measures. We took the initiative to line up a joint operation with the FEHD and the Police Force. We issued multiple fixed penalty notices to persons infringing the group gathering ban and gave out verbal warnings to those who breached the mandatory mask-wearing requirement. Now that our society has finally resumed normalcy, I feel most grateful for the effective anti-epidemic measures implemented by the Government and the full cooperation of the population at large.



徐樂堅醫生, 太平紳士  
Dr Edwin Tsui Lok Kin, JP

衛生防護中心總監  
Controller of the CHP



## 衛生防護中心總監的話

### Message from the Controller of the CHP

衛生防護中心一直致力提供專業意見和優質服務，堅守為香港達成有效預防和控制疾病的使命。衛生防護中心自2004年成立以來，香港經歷多次疫情，每次都在預防疾病方面累積經驗和取得新進展，令香港變得更強大。

**The CHP all along commits to provide professional advice and delivers quality services, and uphold its mission of achieving effective disease prevention and control in Hong Kong. Since the establishment of the CHP in 2004, Hong Kong has weathered multiple storms of epidemics, each time rising up stronger than before with experiences gained and new advances made in disease prevention.**

對抗2019冠狀病毒病的經驗為我們的同事留下很多與別不同和畢生難忘的故事。在持續三年多的抗疫路上，衛生防護中心在多方面建立專長和提升韌力。同事們都全力以赴，與社會各界攜手擊退一波又一波嚴峻的疫情。他們的努力實在值得嘉許。

衛生防護中心為加強能力而付出的重大努力實在是非以筆默能形容。從強化風險傳達和提高接觸者追蹤的能力，以至運用先進資訊科技來提供及時和可靠的公共衛生措施，我們用盡一切可用的工具以應對2019冠狀病毒病帶來的漫長而艱難的挑戰。我們見證着在整段疫情期間政府及時推出防疫措施，以及在由較高傳染性的Omicron變異病毒株所引起的第五波疫情肆虐時，衛生防護中心與其他政府政策局和部門、社區伙伴、義工和中央人民政府派出的專家緊密合作。衛生防護中心一直全力以赴，守護本港市民的健康。

The experiences in fighting COVID-19 have left many remarkable and indelible stories among our colleagues. During the more than three years of relentless battle against COVID-19, the CHP has built up its forte and resilience across multiple aspects. Colleagues have worked endlessly and joined hands with the community to ward off successive waves of the heinous pandemic. Their efforts are laudable.

Indeed, no word is enough to describe the staggering efforts made by the CHP to strengthen its capacity. All possible tools were used in the epic fight against COVID-19, from enhancing risk communication, ramping up contact tracing capacities, to the use of advanced information technology to deliver timely and reliable public health interventions. We witnessed timely roll out of anti-epidemic measures throughout the pandemic, and the close collaboration between the CHP and other government bureaux and departments, community partners, volunteers, as well as the experts sent by the Central People's Government in the fifth wave when the highly transmissible Omicron variant devastated. The CHP has gone from strength to strength in protecting the health of the local community.

衛生防護中心一直站在本港抗擊2019冠狀病毒病的最前線。我們來自不同專業和不同背景的同事都為政府的抗疫措施作出貢獻，充分展現他們的努力和承擔。有些同事努力不懈地在前線工作，參與流行病學調查和在現場進行接觸者追蹤工作，亦有些同事在香港國際機場或其他邊境管制站孜孜不倦地工作，執行防止疾病輸入本港不可或缺的港口衛生措施。有些同事盡力滿足正在檢疫或隔離人士的需要，還有些同事提供全天候熱線服務，耐心地解答公眾的疑慮和電話查詢，為有需要人士提供協助。

我們的同事亦向其他政府部門的同事、社區持份者、安老院舍和學校職員等提供培訓。面對繁重的工作量和有限的人手，多個資訊科技系統迅速開發，以提高生產力、簡化工作流程和促進高效服務。

風險傳達是緊急應變中不可或缺的一環。衛生防護中心了解及時和準確的信息對得到社會支持和消除虛假資訊的重要性，因此一直致力透過多個渠道讓市民得悉2019冠狀病毒病疫情的最新進展。同事們亦積極尋求專家和社區伙伴的支援，以協助傳遞關鍵信息。

2019冠狀病毒病疫情將成為史上其中一件最廣泛肆虐的公共衛生緊急事件，它亦展示出全世界同心協力攜手抗疫的努力。在這個充滿挑戰的時期，我親眼目睹同事們的專業態度，大家上下一心遏止疾病蔓延。我非常榮幸能夠與你們分享這些抗疫點滴，現在亦是表揚每位參與抗疫同事盡忠職守的時候。掌聲實在不足以感謝每位同事無私服務和奉獻的精神。

守護公共衛生是我們一直以來的使命。展望未來，我們將會把這次疫情得到的寶貴經驗轉化為應對未來公共衛生緊急事件的準備及應變計劃內的要素。我深信大家的付出會令香港遇強越強，更有能力跨越未來任何疫情帶來的挑戰。

The CHP has been at the forefront in the city's fight against COVID-19. Demonstrating remarkable dedication and commitment, our colleagues from various professions with different background had contributed to anti-epidemic measures of the Government. Some of them worked relentlessly at the frontline, participating in epidemiological investigations and onsite contact tracing measures. Some worked tirelessly at the HKIA or other boundary control points to undertake port health measures that were indispensable to prevent importation of the disease. Others diligently attended to the needs of those under quarantine or isolation. Then there were those who patiently answered anxious calls and enquiries from the general public, providing round-the-clock hotline services to help those who are in need.

Our colleagues also provided training to staff from other government departments as well as community stakeholders, workers of residential homes for the elderly, schools, and more. Faced with a mammoth amount of workload and limited manpower, a host of information technology systems was swiftly developed to enhance productivity, streamline workflow, and facilitate efficient service delivery.

Risk communication is always an integral part of any emergency response. Recognising the significance of timely and accurate information in gaining community support and dispelling disinformation, the CHP also worked unceasingly to use multiple channels to keep the public informed of the latest COVID-19 developments. Colleagues also enlisted the support of experts and community partners to help disseminate key information.

The COVID-19 pandemic will go down in history as one of the most ravaging public health emergencies that has demonstrated the united efforts of the world to fight the pandemic. Throughout the challenging times, I have witnessed the professionalism of our staff as we united as one to thwart the plundering disease. I am deeply honoured to share with you the stories of fighting the pandemic, and it is high time we commended the dedication and commitment of every colleague involved. Rounds of applause is not enough to everyone for the selfless service and dedication.

Protecting public health is our ongoing mission. Looking ahead, we will translate the valuable experiences acquired during this pandemic into the elements of our preparedness and response plans to deal with future public health emergencies. With your dedication, I am sure Hong Kong will be stronger and more resilient to take any epidemic head on.

抗 疫 同 行

感 恩 有 你

Thank you for your dedication!

**牙科服務 Dental Services**

公務員牙科服務 Civil Servants Dental Service  
社區特殊牙科服務 Community Special Dental Service  
醫院牙科服務 Hospital Dental Service  
學童牙科保健服務 School Dental Care Service  
口腔健康教育事務科 Oral Health Education Division  
牙科規管及執法辦公室 Dental Regulatory and Law Enforcement Office  
牙科服務行政辦公室 Dental Service Administration Office

**衛生防護 Health Protection**

傳染病處 Communicable Disease Branch  
港口衛生科 Port Health Division  
緊急應變及項目管理處 Emergency Response and Programme Management Branch  
健康促進處 Health Promotion Branch  
感染控制處 Infection Control Branch  
非傳染病處 Non-communicable Disease Branch  
公共衛生化驗服務處 Public Health Laboratory Services Branch  
公共衛生服務處 Public Health Services Branch  
社會衛生服務 Social Hygiene Service  
特別預防計劃 Special Preventive Programme  
胸肺服務 Tuberculosis and Chest Service

**規管事務 Regulatory Affairs**

管理局及委員會辦公室 Boards and Councils Office  
中醫藥規管辦公室 Chinese Medicine Regulatory Office Drug Office  
藥物辦公室 Drug Office  
健康科學及科技辦公室 Health Sciences and Technology Office  
私營醫療機構規管辦公室 Office for Regulation of Private Healthcare Facilities  
控煙酒辦公室 Tobacco and Alcohol Control Office  
法醫服務 Forensic Pathology Service

**衛生服務及行政 Health Services and Administration**

長者健康處 Elderly Health Branch  
家庭及學生健康處 Family and Student Health Branch  
專科服務處 Specialised Services Branch  
兒童體能智力測驗服務 Child Assessment Service  
專業發展及質素保證服務 Professional Development and Quality Assurance Service  
行政及政策辦公室 Administration and Policy Office  
財務及物料供應辦公室 Finance and Supplies Office  
衛生行政及策劃辦公室 Health Administration and Planning Office  
公共健康護理科 Public Health Nursing Division  
衛生資訊與科技辦公室 Health Informatics and Technology Office

衷心感謝衛生署每位成員在這段抗疫路上的付出！

Our heartfelt gratitude to each and every member of the DH for your contributions along this anti-epidemic journey!