

MEDICAL REGISTRATION ORDINANCE (Chapter 161)

ORDER MADE BY THE INQUIRY PANEL OF  
THE MEDICAL COUNCIL OF HONG KONG

DR LO KING YAN CATHY (REGISTRATION NO.: M18811)

It is hereby notified that after due inquiry held on 23 January 2024 in accordance with section 21 of the Medical Registration Ordinance, Chapter 161 of the Laws of Hong Kong, the Inquiry Panel of the Medical Council of Hong Kong found Dr LO King Yan Cathy (Registration No.: M18811) guilty of the following disciplinary charge:

“That in or about 2022, she, being a registered medical practitioner, disregarded her professional responsibility to her patient(s), in that she published snapshot(s) containing patient(s)’ names and/or personal particulars and/or medical information extracted from the Hospital Authority’s computerised system(s) onto Instagram without the prior consent from the patient(s) and/or the Hospital Authority.

In relation to the facts alleged, whether individually or cumulatively, she has been guilty of misconduct in a professional respect.”

Briefly stated, on 23 March 2022, the Medical Council received an anonymous complaint letter, in which the complainant alleged that Dr LO, whilst working at Tin Shui Wai (Tin Yip Road) Community Health Centre and subsequently at Madam Yung Fung Shee Health Centre, published snapshots containing patients’ names and/or personal particulars and/or medical information together with remarks made by Dr LO onto her electronic social platform. Attached to the complaint letter were 13 photographs of these snapshots (“13 snapshots”).

There was no dispute that the two aforementioned health centres were at all material times, and in fact still are, operated under the Hospital Authority (“HA”). Dr LO admitted that the 13 snapshots, which contained patients’ names and/or personal particulars and/or medical information, were extracted from HA’s computerised system(s) and published onto Instagram by her without prior consent from the patients and/or HA.

Dr LO admitted the factual particulars of the disciplinary charge against her.

All 13 snapshots showed the Instagram name and photograph of Dr LO on the top

left.

All 13 snapshots showed different patients' names and/or personal particulars and/or medical information as background, with Dr LO's different remarks superimposed thereon. Dr LO's remarks were as follows:

“66 歲揸貨櫃車 本來係住大陸但有得返去 係香港無地方住就買左個貨櫃住係人面 真係不得不佩服佢咁嘅創意”

“中醫連眼科都撈埋 [emoji] 個病人話個中醫專睇眼有部機睇眼底 [emoji]”

“我只想身體健康 ~~ 佢爸爸媽媽一定好想佢健健康康 [emoji]”

“個日係 今日到 [emoji]”

“大家估下呢個嘅仔幾多歲”

“好叻呀你哋！！... 一個肥仔嘅背後仲有一個肥哥哥 肥妹妹同埋肥家長 [emoji] 真心 生仔要考牌 集思廣益：創意激勵細路減肥方法”

“佢英文名真係叫 prince [emoji] 好彩佢係講中文 如果唔係我就要講 Good morning Prince, how may I help u today?”

“Triple Cancer [emoji] Feel sorry for him ><”

“Any thoughts about this name lol?!!!”

“我想講大家呢排盡量都唔好去 staycation 今日睇咗兩三個病人，都係屋企人快速測試中咗 去咗住酒店 所以啲酒店可以好多中左招又未確診嘅人士”

“元朗人的健康令我大開眼界 LDL 11.8 真心未見過 [emoji]”

“同場加映 43 既TG lol 正常係 1 到 LDL 理想水平係 2.6 到”

“我真心問左佢點解無咗做前列腺按摩 佢笑而不語 [emoji] PS PROSTATE MASSAGE 係會令前列腺指數唔準”

It was stated in the Code of Professional Conduct (“the Code”) (2016 edition) that:

*“1.1 Medical records*

*...*

*1.1.2 A medical record documents the basis for the clinical management of a patient. It reflects on the quality of care and is necessary for continuity of care. It protects the legal interest of the patient and the healthcare provider.*

*...*

*1.1.4 All medical records should be kept secure. This includes ensuring that unauthorized persons do not have access to the information contained in the records and that there are adequate procedures to prevent improper disclosure ...*

*...*

*1.4 Disclosure of medical information to third parties*

*1.4.1 A doctor should obtain consent from a patient before disclosure of medical information to a third party not involved in the medical referral.”*

In this case, the publishing of the 13 snapshots, which disclosed the different patients’ names and/or personal particulars and/or medical information were without prior consent of the patients. Dr LO was clearly in breach of the Code for improper disclosure. Further, it was very improper for Dr LO to publish the patients’ names and/or personal particulars and/or medical information onto electronic social platform, to be shared among her friends and/or the public, and to make inappropriate remarks, commenting, criticizing and/or making fun of the patients. The remarks on lipid levels were not factual. In the Inquiry Panel’s view, Dr LO had by her conduct fallen below the standards expected of registered medical practitioners in Hong Kong. Accordingly, the Inquiry Panel found Dr LO guilty of professional misconduct as charged.

Dr LO had a clear disciplinary record.

Taking into consideration the nature and gravity of the case against Dr LO and what the Inquiry Panel had read and heard in mitigation, the Inquiry Panel ordered that Dr LO be

reprimanded.

The order is published in the Gazette in accordance with section 21(5) of the Medical Registration Ordinance. The full decision of the Inquiry Panel is published in the official website of the Medical Council of Hong Kong (<http://www.mchk.org.hk>).

TANG Wai-king, Grace *Chairman, The Medical Council of Hong Kong*