Assistance that cannot be provided by the Government of the Hong Kong Special Administrative Region

- to intervene in the judicial system and administrative operations of the Mainland;
- to shield the unlawful acts of the parties concerned or to give them from criminal investigations;
- to get better treatment for the parties concerned in hospitals, under detention or in prison that provided for in the laws of the Mainland;
- to pay the hotel, legal, medical and travelling expenses or any other bills for the parties concerned.

Property stolen

In the event of loss of money, identify documents or any other belongings in the Mainland, report it first to the Public Security authorities and obtain a documentary proof of the report of loss. If assistance for returning to Hong Kong is needed, the parties concerned may contact the Immigration Department, the Office of the Government of the Hong Kong Special Administrative Region in Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong. Assistance to the parties concerned can be provided in the Mainland when they comply with the legal operations of the Mainland while they are staying in the Mainland.

Detention or arrest

Hong Kong residents should abide by the laws and regulations of the Mainland while they are staying in the Mainland.

Should such persons contravene the laws in the Mainland, the parties concerned have to bear the legal consequences. If the parties concerned are arrested or detained for any charge of criminal offence, they may contact the Public Security authorities to notify their relatives in accordance with the laws.

Transfer of Patients from the Mainland to Hong Kong

Cross-boundary patient transfer or ambulance booking service is not available in Hong Kong. If you, your companies, friends or relatives are injured or suffering from illness in the Mainland and need ambulance service upon arrival in Hong Kong, you may call the Immigration Department hotline at (852) 1868 to enquire about the arrangements or seek assistance from duty officers at border control points upon arrival.

The public should handle with great care the transfer of patients medical treatment. Generally speaking, you should consult a doctor beforehand to make sure that the patient is fit for the transfer. Under current arrangements, an ambulance booking service can only process application at the Immigration Department hotline at (852) 1868 for the border control point to a nearby hospital in Hong Kong for medical treatment.

Contact telephone numbers and addresses

Assistance to Hong Kong Residents Unit of the Immigration Department of the Government of the Hong Kong Special Administrative Region

Telephone No.: (852) 1868
Fax No.: (852) 1868
Address: 9/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

The Office of the Government of the Hong Kong Special Administrative Region in Beijing, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Beijing, and the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong.

Other information

Hong Kong residents may refer to a relevant booklet for details about the criminal laws and regulations in the Mainland which is obtainable at the District Offices of the Government of the Hong Kong Special Administrative Region in Beijing, Chengdu, Wuhan, Shanghai, Guangzhou, Chongqing and Guangdong. Hong Kong residents may refer to a relevant booklet for details about the criminal laws and regulations in the Mainland which is obtainable at the District Offices of the Government of the Hong Kong Special Administrative Region in Beijing, Chengdu, Wuhan, Shanghai, Guangzhou, Chongqing and Guangdong.

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