

養和

住院守則及資訊

Hospital Regulations and Information

醫院號數
Hospital No. _____

病人姓名
Patient's Name _____

房 / 床號
Room/Bed No. _____

醫院收費等級
Hospital's Scale of Charges

套房 及 私家房 半私家房 普通房
Suite & Private Semi-private Ward

*** 醫院收費項目（已詳列於第二至三頁）乃根據不同房間等級而定，入住不同等級之房間，各項收費亦會有所不同。

*** Hospital charges (as listed on page 11 to 13) are made in accordance with the Hospital's scale of charges for the particular type of accommodation and different rates apply to all charges.

房價每日收費
Room/Bed Rate HK\$ _____ per day

陪人 / 陪人床每晚收費
Patient Companion/
Extra Bed (non-patient) HK\$ _____ per night

入院日期 時間
Date of Admission Time

請攜帶此手冊往醫院大堂收支處繳交按金
Please bring along this brochure to the Cashier (G/F),
Hospital Lobby, for payment of a deposit.

HK\$ _____

登記員
Receptionist _____

住院服務

1 訂房及入院

- 訂房：必須由主診醫生代訂房間。
- 請攜帶身份證 / 護照及按金辦理入院登記，並必須提供保證人及緊急聯絡人資料作記錄之用。

(十八歲以下病人請攜帶出生證明文件，並須由家長或監護人陪同下登記。建議在兒科病室內由一位家長或監護人陪伴病人。)

- 辦理入院時，需要提供個人信息以作登記，包括但不限於住址(不接受郵政信箱)、聯繫電話、出生日期、性別、年齡、國籍、近親、擔保人(包括擔保人的住址和身份證/護照號碼)。
- 請勿攜帶大量現金及貴重物品。如有財物損失或損壞，本院恕不負責。本院設有電子夾萬，供病人存放個人財物，任何時候皆不應隨意放置手袋、現金、首飾、手錶、個人電子產品 / 手提電話 / 電腦等物品。

2 主診醫生

本院只限香港註冊及獲批本院行醫權的醫生來院診症。所有診費、手術費及麻醉醫生費由病人與主診醫生商訂。

3 收費及繳付方法

- 病人入院前，必須先繳付按金。
- 留醫費用如房價(不包括膳食)、藥物、膳食、手術室、手術材料、診斷檢查(例如磁力共振掃描、電腦掃描、正電子電腦掃描、同位素掃描、X光、超聲波、化驗檢查)、放射治療、體外碎石、血管造影、物理治療、護理程序、儀器、醫療用品、醫生診症等，全部根據本院所訂入住病房等級收費計算。住院期間發出的藥物將以高於門診藥物的費用收費。詳情可向各有關部門查詢。

在公眾假期及工作時間外之個別服務(例如手術室、磁力共振、電腦掃描、心導管及介入治療、同位素掃描、體外碎石等)需要加收額外費用。詳情可向會計部或有關部門查詢。

經醫生處方所配之口服藥物，恕不能退還。至於所配完整之針藥，如經醫生指示停用，則可退回本院藥房，但需扣除百分之十配藥行政費用。

- 房價計算：(房價不包括膳食)
首二十四小時：由登記入院起計，住院二小時或以下者，作半天計，多於二小時則作一天計。
二十四小時後：少於十二小時，作半天計，多於十二小時則作一天計。
遷房：遷房當日之房價以遷入及遷出房 / 床號之日租各半計算。
- 加床：同一私家房多加一名病者及一張病床，該病者照房價一半收費。
- 陪人：加開陪人床時間：晚上九時後。
收摺陪人床時間：翌日早上七時前。
晚上十時後仍未離院者，則按人數計算收費，不論陪人床使用與否。
凡住半私家房或普通房，祇限陪人壹名。
兒科病室首名家長或監護人豁免陪人收費。
本院並不區分陪人的性別。如需提高個人私隱，可以選擇半私家房、套房或私家房。
- 本院不負責代病人向醫療保險公司收費。經本院批准者則除外。
- 病人、其親友或陪人等，如有毀壞本院之任何設備，必須由該病人負責按值賠償。
- 病人若於住院期間要求遷往較高類別的病房，本院有權補收各項費用之差額。
- 所有房價、藥物、膳食、診斷檢查、手術室、手術材料、醫療用品及儀器等費用，每五天結賬一次，深切治療部(ICU)每三天結賬一次。在出院前任何賬項必須繳清。
留醫費用可由本院認可之本港公司具函保證繳付。本院接受現金、香港銀行支票、易辦事、銀聯、VISA / MASTER、美國運通信用卡支付費用。
- 會計部及收支處辦公時間：每日上午八時正至晚上九時正。
病人如欲在辦公時間外出院，請於出院當天晚上或前一日之晚上九時正前到會計部辦妥出院手續。

4 病房設施

- 私人電子保險箱
病房設有私人電子保險箱，病人可把貴重物品放入保險箱，設定密碼後鎖好。
- IE Buddy (互動輕觸屏幕)
部份病床設有病人資訊及娛樂平台IE Buddy，為醫護人員提供病人的臨床資料，同時亦讓病人免費使用寬頻上網、網上電話服務及收看多個電視頻道。
- 在病房內不許濯洗及曬晾衣物。

5 感染控制

- 必須時刻戴上口罩。
- 經常以視液和清水洗手，或使用酒精搓手液清潔雙手。
- 進食前及如廁後必須潔手。
- 請保持病房整潔，減少堆放物品，以便清潔。
- 懷疑 / 確診感染傳染病的病人經風險評估後如需入住 / 調遷至單人 / 隔離病房，需按該病房等級支付房費及其他留醫費用。
- 本院之探訪安排或會隨醫院當時的政策或衛生署發佈之傳染病應變級別而改動。

6 私家護士及陪人

- 病人如需聘用私家護士或陪人，可由當值主管護士向護理行政部申請代聘，費用由病人負責。每名私家房或套房病人祇限聘用兩名私家護士或陪人。
- 私家護士 / 陪人當值時間：
日班 — 上午八時至下午八時。
夜班 — 下午八時至翌晨八時。

7 膳食

- 本院設有飯堂供各探訪者及病者使用。
開放時間：上午七時至晚上九時。
- 本院設病房24小時送餐服務，請參閱餐牌內食品供應時間。所有食品均是即叫即煮，製作連送餐到病房需時約50分鐘。
- 病房內不許烹飪或煮熟食品。如有需要可由管房代辦。
- 病房內不許洗碗碟。
- 請勿攜帶氣味濃烈的食品（如榴槤等）進入病房。
- 本院可應要求提供特別餐飲和營養師服務。
- 飯堂營運或送餐服務會跟隨本院當時政策作出改變或限制。

8 電話

- 撥「9」字接街線。
- 撥「0」字接本院接線生。
- 本院之直通國際電話服務（IDD）除基本收費外，另需付本院附加服務收費，詳情請詢問病房護士。

9 互聯網服務

本院內大部分範圍都已裝設無線上網服務，當中包括所有病室。只要帶備手提電腦、電子手帳或有無線上網功能之手機，就能隨時連接上網。如有疑問，請向病房護士查詢。

10 更換病房

- 本院有權在必要時遷調病人床位或房間。
- 同等價錢病房，不可隨意調遷。

1.1 探訪須知

為保持病室寧靜及病者舒適起見，探訪者請遵守探訪規則。（深切治療部探訪時間，請參閱該部探病規則）

- 為病人安寧著想，請在上午八時至晚上十時期間探訪病者。
- 每次探訪請勿超過兩人。
- 十二歲以下兒童不宜探訪。
- 發燒或身體不適人士不宜探訪。
- 探訪前後必須潔手。
- 探訪期間請勿飲食。
- 醫院範圍內所有室內及室外地方均不可吸煙。
- 嚴禁任何形式賭博。
- 請將談話、收音機或電視機之聲浪減低，以免騷擾其他病人。
- 除醫院特許外，私人傢具及電器不得搬進病室。
- 院內不准燃燒香、燭等物。
- 請勿攜帶寵物進入醫院範圍。
- 請勿在病室和走廊徘徊。
- 病人及訪客必須將手提電話轉為靜音 / 震動模式，並將談話聲浪減低，以免騷擾其他病人。
- 由於手術室空間有限，在手術或其他醫療程序進行期間，強烈建議訪客不要在手術室等候。要及時知道手術或其他醫療程序完成，訪客應在病房等候。
- 時刻用肥皂及清水/酒精搓手液清潔雙手，保持手部衛生。
- 附加探訪規則或會跟隨本院當時政策而適用。

1.2 泊車服務

- 本院停車場及代客泊車服務由威信(香港)停車場管理有限公司管理，所有駕車人士須遵從管理員指示。
- 停車場之收費及規則，請參閱威信(香港)停車場管理有限公司置於停車場之告示。
- 停車場內車輛，如有失竊、損壞或引致任何人士傷亡，本院恕不負責。
- 如劃定之停車位額滿時，後到車輛必須駛離本院。

1.3 公共交通

- 公共巴士1號、1M號、8X號、117號
- 電車
- 銅鑼灣專線30號小巴
- 李樹培院門外設有計程車站，常有計程車來往。（詳見附頁路線圖）

1.4 院牧服務

- 本院之院牧服務由香港區私立醫院院牧事工委員會提供，為病者及親友提供心靈輔導及協助，費用全免。
- 院牧部設於李樹芬院八樓。如需院牧探訪，請與病房護士聯絡。
- 每逢星期日下午二時，在李樹芬院七樓小教堂舉行宗教崇拜，歡迎病者及親友參加。

1.5 禮物

本院員工及學生，一概不准向病者索取任何報酬。

病人權益與責任

1 病人權益

知情權

- 病人有權預先知道有關醫療服務的收費，以及查閱其帳目並獲得解釋，包括醫院收費和醫生費。
- 病人有權知道自己的病情、包括診斷、進展、需接受的檢驗、治療方法、計劃和治療效果。
- 病人有權知道處方藥物的名稱、劑量、服用方法及副作用。
- 病人在簽署同意書前有權知道任何治療程序或檢測的目的、其常見的併發症及其治療程序或檢測所需的全部資料，以及有否其他可替代的方法。
- 病人有權索取有關自己病況的資料。病人可分別向其主診醫生索取醫療報告或向養和醫療集團索取其醫療記錄副本。有關方面會要求向病人收取所需之處理費用，病人應預先詢問清楚。
- 病人有權知道提供服務的職員的姓名及職級。
- 病人有權知道提供服務的醫生的資歷。
- 病人有權知道養和醫療集團實施的任何公共衛生措施，並採取適當措施保障健康。

決定權

- 病人在簽署治療同意書前有權徵詢不同醫生的意見。
- 病人有權決定是否接受醫生的治療建議。若病人拒絕接受醫生的建議，應明瞭其決定的後果及對任何可能出現的後果負責。
- 病人有權決定是否參與醫學研究計劃。
- 病人有權拒絕參與試驗或教學活動。

私隱及保密權

- 病人的私隱必須得到保障，其病歷資料要予以保密。
- 除非先得到病人的同意，所有醫護人員應盡可能對在診治過程中收集的任何資料予以保密。不過，有時病人資料需透露予其他醫護人員/第三方服務供應商，以協助為病人提供醫療服務。
- 在特殊情形下，若醫生懷疑病人涉及非法活動，亦可將病人資料向有關當局透露。

申訴權

醫護人員應使病人對自己的病情及療程作出適當的理解。若病人對服務有任何不滿，可向醫護人員或醫院行政部作出投訴，且有權知悉作出申訴的程序，以及處理和回應申訴的過程。

受尊重的權利

病人的尊嚴、文化及宗教信仰應受尊重。所有病人服務絕不涉年齡、性別、宗教、種族及殘疾歧視。

2 病人責任

- 病人應向其醫生及提供服務的醫護人員提供所有有關自己病況、過往病歷及其他有關情況的真實資料，包括但不限於擬攜帶入院使用之家用藥物。
- 病人應與醫護 / 輔助醫護人員合作以達成對於經雙方同意的醫治計劃及程序。
- 病人不應要求醫護人員提供不實的病歷資料、病假證明書、收據或醫療報告等。
- 病人在接受治療前應詢問及明白相關醫療費用。病人有責任準時及在離開養和醫療集團前繳交所有費用。
- 病人應遵守養和醫療集團所訂的規則，體諒及尊重其他病人及醫護 / 輔助醫護人員的權利。
- 如對關於病人治療的任何事情有任何疑問，病人有責任詢問其醫生及提供服務的醫護人員，以獲得適當的解答。
- 如病況有變，病人應立刻向其醫生或醫護人員報告。

個人資料（私隱）條例

向養和醫療集團有限公司（下稱「本集團」）及其成員（包括香港養和醫院、各養和醫健醫療中心、養和東區醫療中心、養和癌症中心及各關聯公司）提供個人資料前，請細閱本須知。

作為你的醫生 / 護士 / 醫護人員，本集團可能會要求你提供個人資料（包括健康資料），或向任何合適的第三方取得你的醫療記錄及任何相關資料，以作醫療及 / 或一般護理及治療及 / 或下列用途。

當你向本集團提供個人資料時，請確保這些資料真實、準確及完整。如你並無向本集團提供所需資料或所提供的資料有誤/不完整/虛假，或會影響本集團提供之服務。

請注意你的個人資料可能會交予：

- 病人的主診醫生及本集團獲授權職員使其取得和參閱養和統一醫療記錄供閣下醫療之用（詳情請參閱收集及使用個人資料的用途及養和統一醫療記錄資料須知）；或
- 其他醫生/醫護人員/第三方服務供應商為閣下提供醫療服務之用；或
- 法庭（如被法庭命令或傳召）或法律指定的其他人士；或
- 與本集團賬單及會計、研究及服務質量控制有關的人士。

閣下如欲按《個人資料（私隱）條例》查閱及 / 或修改個人資料，請於辦公時間內聯絡本集團職員，或電郵本集團醫療記錄部（recordenquiry@hksh.com）。本集團將就有關要求收取合理費用。

意見

我們歡迎病人和親屬的建議和反饋，以使我們能夠改善我們的服務。凡對本院院務有改善之意見，請填寫本院之服務意見調查表，投入意見箱或函寄本院。

如有任何不滿，可聯絡下列人士：

- 統籌主任或病房 / 部門主管，或
- 夜間總巡，或
- 醫院行政部（辦公時間內致電：2835 8800）

病人出院後，本院會發送電子郵件到病人已登記的電子郵箱。病人亦可通過電子郵件反饋。

接到意見後，本院定當立刻處理，並迅速回應。若果病人對本院所作出的解釋仍有不滿，可向私營醫療機構投訴委員會秘書處作出投訴（聯絡電話：3107 2667）。

為醫院的病人及他人著想，必須保持環境寧靜及良好秩序。為此，當處理問題時，請大家平心靜氣，以禮相待，並避免使用激烈的措辭。如病人或訪客對本院職員出言侮辱，本院有權要求當事人轉院或離開本院範圍。

請謹遵守本院守則。

In-Patient Service

1 Admission

- Booking for admission must be made through the patient's attending doctor.
- Please bring along your Hong Kong Identity Card/Passport and deposit for registration on admission. Details of guarantor and emergency contact person should also be provided on admission.

(Patients under the age of 18 must be accompanied by a parent/guardian, and birth certificate must be provided. We encourage one parent/guardian companion in the Paediatric Ward at all times.)

- You must provide personal information for registration, including but not limited to residential address (Post Office Box not acceptable), contact number, date of birth, sex, age, nationality, next of kin, guarantor (including Guarantor's residential address and ID/passport number).
- Please do not bring valuables or large sums of money with you as the Hospital is not responsible for any loss or damage of your belongings. Personal electronic safe is provided for safe keeping of patient's personal belongings. Do not leave your purse, cash, jewellery, watch, personal electronic device/mobile phone/ computer, etc. unattended at any time.

2 Attending Doctors

All attending doctors must be medical practitioners registered with the Medical Council of Hong Kong and have been granted hospital privileges by our Hospital. Professional fees for consultations, surgical operations, anaesthesia, etc. should be arranged between the patient and the attending doctor.

3 Charges & Payment

- A deposit is required prior to admission.
- Hospital charges such as room/bed rate (excluding meals), medicines, meals, Operating Theatre (OT), OT materials, diagnostic examinations (e.g. MRI, CT scan, PET/CT scan, nuclear medicine, X-ray, ultrasound, laboratory tests), radiotherapy, lithotripsy, angiography, physiotherapy, nursing procedures, equipment, medical supplies, doctor's consultation, etc. are made in accordance with the Hospital's scales of charges for the particular type of accommodation. The inpatient medicines will be charged at a higher rate than the outpatient medicines. For details, please contact the relevant department.

Additional charges will be made for certain services (e.g. OT, MRI, CT scan, cardiac catheterization & intervention, nuclear medicine, lithotripsy, etc.) on public holidays and after

working hours. For details, please contact the Accounts Department or the relevant department.

Oral medications once dispensed are not returnable. Unopened vials/bottles of medicine for injection may be returned to our Pharmacy for refund if these are discontinued by the attending doctor. However, a 10% dispensing administration charge will be deducted.

- Room/bed charges are based on daily rates. (Meals not included)

First 24 hours – (Commencing from registration) any stay for 2 hours or less, a half-day rate will be charged; stay for over 2 hours, a full-day rate will be charged.

After 24 hours – Any period less than 12 hours, a half-day rate will be charged; any period over 12 hours, a full-day rate will be charged.

Room Transfer – The room/bed rate for the day of transfer will be the total of HALF OF EACH of the daily rates for the respective rooms/beds involved.

- Bed for each additional patient staying in the same private room: One-half of the normal room rate will be charged.
- Patient Companion:

An extra bed can be provided after 9:00 p.m. each day and it will be cleared out by 7:00 a.m. on the next day.

An extra charge will be made for persons staying in the room after 10:00 p.m. regardless of any use of extra bed.

Only one person is allowed to accompany each patient in a semi-private room or general ward.

The first parent/guardian companion in Paediatric Ward is free of charge.

The Hospital does not differentiate the gender of companions. To enhance your personal privacy, you may choose to stay in semi-private ward, private ward or suite.

- The Hospital is not responsible for collection of medical insurance payments for patients except those with the prior approval of the Hospital.
- Any damage to Hospital property made by the patient, his/her family members or companions shall be charged to the patient's account.
- The Hospital reserves the right to collect the differences in charges incurred in respect of patients who change their accommodation to a higher grade.
- All charges for room rate, medicines, meals, diagnostic examinations, Operating Theatre, OT materials, medical supplies, equipment, etc. are payable every 5 days (for ICU every 3 days) and full settlement must be made to any outstanding bills before discharge from hospital.

Payment of hospital charges may be guaranteed by producing an acceptable letter of guarantee from a company in Hong Kong on admission. Payment may be made by cash or cheque drawn on a local bank in Hong Kong. EPS, China UnionPay and VISA/MASTER/American Express cards are also accepted.

- Opening hours of the Accounts Department and Cashier: 8:00 a.m. to 9:00 p.m.

Patients who have to leave before or after the opening hours should make prior arrangements with the Accounts Department before 9:00 p.m. on the day of intended departure or the day before for the settlement of the account.

4 Room Facilities

- Personal Electronic Safe

Personal Electronic Safe is available in rooms for patients to lock up their personal belongings with a code.

- IE Buddy

Some hospital beds are installed with IE Buddy, a Patient Infotainment Terminal (PIT) that provides clinical information for medical professionals as well as free access for patients to broadband internet, VoIP and various TV channels.

- No laundry is permitted in the wards.

5 Infection Control

- Wear a mask at all times.
- Always clean your hands with soap and water or an alcohol-based hand rub to maintain hand hygiene.
- Perform hand hygiene before eating and after using the toilet.
- Keep your room tidy and clutter-free for ease of cleaning.
- Patient with suspected or confirmed infectious disease may need to be admitted / transferred to a single / isolation room. Room rate and other hospital fees will be charged according to the new room class.
- The Hospital's visiting arrangement may change according to the prevailing Hospital's policies or Infectious Disease Response Level announced by the Department of Health.

6 Private Nurses and Companions

- Private nurses and companions are available for employment and paid by the patient. It may be engaged on application to the Nursing Administration through the Nurse In-charge. For patient staying in Private Room and Suite, the private nurses or companions should not be more than 2 persons at any given time.
- Duty hours : Day – 8:00 a.m. to 8:00 p.m.
Night – 8:00 p.m. to 8:00 a.m.

7 Food

- The Hospital Canteen is open for visitors and patients. Opening hours : 7:00 a.m. to 9:00 p.m.
- Room service is available 24 hours a day, please refer to ward menu for meal details. All food is prepared upon request. It may take around 50 minutes to prepare and deliver the food to the wards.
- No cooking or heating of food is allowed in the rooms. If needed, the ward attendant will provide assistance.
- No washing of bowls, plates, etc. is allowed in the rooms.
- No food or item with strong smell (e.g. durian) is allowed in the rooms.
- Special diets and dietitian services are available on request.
- Canteen operation restrictions or room service availability will be subject to the prevailing Hospital's policy.

8 Telephone

- Dial "9" for outside line.
- Dial "0" for operator.
- There is a service charge for International Direct Dialling (IDD) Service in addition to the IDD charges. Please contact your ward nurse for details.

9 Internet

Free wireless internet access is available in most areas of the Hospital including all patient wards. Patients may bring their own laptop computers, PDAs, or other WiFi-capable devices and connect to browse websites, check e-mail, or perform other basic internet tasks while in our facility. Feel free to seek assistance from your ward nurse if you have any question.

10 Reassignment of Accommodation

- The Hospital reserves the right to reassign a patient's accommodation, whenever necessary.
- Patients are asked not to change bed allocation at will within the same grade of accommodation.

11 Visiting Rules

To maintain peace and tranquillity in the wards for the comfort of the patients, visitors are requested to observe the visiting rules. (ICU visitors are requested to refer to the specific visiting regulations separately.)

- Visit between 8:00 a.m. and 10:00 p.m.
- Only two visitors per patient at any time.
- Visit by children under 12 is not advisable.
- Visit by people having fever or illness is not advisable.
- Perform hand hygiene before and after visit.
- No eating or drinking during visit.
- No smoking in all indoor and outdoor areas within the Hospital compound.
- Gambling of all forms is strictly prohibited.
- Patients and visitors are requested to refrain from creating noises which may disturb others. Radio and television sets must be turned down to minimum volume.
- No personal furniture or electric appliance is allowed in the rooms except with prior permission of the Hospital.
- Burning of incense and joss sticks is not permitted within the Hospital premises.
- No pet is allowed within the Hospital premises.
- No loitering in wards and corridors.
- Patients and visitors are requested to switch their mobile phones to the silent/vibrate mode and to conduct the conversation at a low level so as not to disturb others.
- Due to limited space in the Operating Theatre, visitors are strongly encouraged not to wait at the Operating Theatre while a procedure or surgery is in progress. Visitors should wait in the ward to be informed when the procedure is complete.
- Always clean your hands with soap and water or an alcohol-based hand rub to maintain hand hygiene.
- Additional visiting restrictions may be imposed subject to the prevailing Hospital's policy.

12 Car Parking

- The Hospital car park and valet parking are under the management of Wilson Parking (Hong Kong) Ltd. All drivers should follow the directions of the car park attendants.
- Wilson Parking (Hong Kong) Ltd has prominently displayed parking charges and regulations at the car park.
- The Hospital will not be responsible for the loss or damage to any vehicle or for articles kept therein or for injury to any person.
- When the car park is full, all vehicles arriving subsequently must leave the Hospital compound.

13 Public Transport

- Bus route No.1, 1M, 8X & 117
- Tram
- Minibus No.30 from Causeway Bay
- A taxi stand is located in front of Li Shu Pui Block (Route map is enclosed)

14 Chaplaincy Service

- The Chaplaincy Service at our Hospital is provided for free by the Hong Kong Island Private Hospitals Chaplaincy Committee to offer counselling and assistance to patients and their relatives.
- The Chaplain's office is located on 8/F of Li Shu Fan Block. If you need the service, please contact your ward nurse.
- A service is held every Sunday at 2:00 p.m. in the Chapel on 7/F of Li Shu Fan Block. Patients, their relatives and friends are welcome to attend.

15 Gifts

All staff members and students are not permitted to solicit gifts or benefits in any form from patients.

Patients' Rights & Responsibilities

1 Patient's Rights

The right to know

- Patients have the right to know the medical fees or charges in advance, and to examine and be given explanation on their bill, including hospital's charges and doctors' fees.
- Patients have the right to know the details of their illness, including diagnosis, progress, investigations, method, plan and effectiveness of treatment.
- Patients have the right to know the name, dosage, method of administration, and side effects of the prescribed medications.
- Patients have the right to know the purposes, common complications and all necessary information of any treatment procedures or investigations, and whether there are other alternative methods before giving consent to these procedures.
- Patients have the right to obtain information concerning their illness. They are entitled to request a medical report from their attending doctor(s) or a copy of the medical record from HKSH Medical Group but will be required to pay respective processing charges. Patients should ask about the payable charges in advance.
- Patients have the right to know the name and rank of the staff providing services.
- Patients have the right to know the qualifications of the medical practitioner providing the service.
- Patients have the right to know any public health measures taken by HKSH Medical Group and to take appropriate measures to protect their health.

The right to decide

- Patients have the right to consult more than one doctor before giving consent for any treatment.
- Patients have the right to decide whether to accept or refuse any medical advice from their doctors. If patients decide to refuse the recommendations from their doctors, they should understand the consequences of their decision and be responsible for any possible outcome.
- Patients have the right to decide whether or not to participate in medical research.
- Patients have the right to refuse experimentation or participation in teaching programmes.

The right to privacy and confidentiality

- Patients are entitled to privacy and confidentiality regarding their medical information.
- Unless with patients' prior consent for disclosure, any information collected during the management of their illness should be kept confidential, as far as practicable, by all medical personnel. However, sometimes in order to facilitate the provision of patient's healthcare services, health information may be disclosed to other relevant medical personnel / third-party service providers.
- Under special circumstances, when patients are suspected to be involved in illegal activities, doctors may also disclose such information to relevant authorities.

The right to complain

Patients should be made to gain a good understanding of their illness and the treatment. If they are dissatisfied with their medical care, they can make a complaint to the medical personnel or hospital administration and have the right to be informed about the procedures for making complaints and the process of managing and responding to their complaints.

The right to be respected

Patients' dignity, culture and religious belief should be respected. All services must be delivered without discrimination on the basis of age, sex, religion, ethnicity and disability of the patient.

- Patients should abide by the rules laid down by the HKSH Medical Group, be considerate to and respect the rights of other patients and medical/allied health personnel.
- Whenever there is any matter concerning their treatment which they do not understand, patients have the responsibility to ask their doctors or medical personnel providing services to them for adequate explanation.
- Patients should immediately report any change in their medical condition to their doctors or medical personnel

2 Patient's Responsibilities

- Patients should tell their doctors and medical personnel providing services to them all about their present illness, past medical history and other relevant information, including but not limited to home medication they intend to bring in for personal use.
- Patients should cooperate with the medical/allied health personnel on the agreed treatment plans or procedures.
- Patients should not ask the medical personnel to provide untrue medical information or to issue false receipts, sick leave certificates or medical reports.
- Patients should ensure they ask and understand the charges before they receive the medical treatment. Patients have the responsibility to settle all charges on time and before discharge from the HKSH Medical Group.

Personal Data (Privacy) Ordinance

Please read this notice before you provide any personal data to HKSH Medical Group Limited ("Group") and any of its members including Hong Kong Sanatorium & Hospital, medical centres of HKSH Healthcare, HKSH Eastern Medical Centre, HKSH Cancer Centre and affiliates.

As your doctors/nurses/healthcare providers, we may ask you to provide your personal data (including health information) or obtain from any appropriate third party regarding your medical history and any relevant information for your health care purposes and/or generally for medical care and treatment purposes and/or for the purposes stated below.

When you provide personal data to us, please make sure that the data is true, accurate and complete. If you do not provide us with the information required or if the information provided is untrue, inaccurate or incomplete, our ability to provide appropriate health care to you may be affected.

Please note that your personal data may be made available to:

- Your attending doctors and authorised staff of HKSH Medical Group to access and view your medical records under HKSH Joint Medical Record (For details, please refer to the Information Sheet for the Purpose of Collection and Use of Personal Data and HKSH Joint Medical Record); or
- Other doctors/healthcare providers/third-party service providers who require it for purposes related to your healthcare services; or
- The Court if ordered or subpoenaed by the Court, or to such other persons as we are required by law; or
- Related parties for billing and accounting, research and service quality control purposes of HKSH Medical Group.

If you wish to access and/or correct your personal data under the Personal Data (Privacy) Ordinance, please contact our staff member during office hour, or send email to Health Record Unit of HKSH Medical Group (recordenquiry@hksh.com). Any request is subject to a reasonable fee.

Comments

We welcome suggestions and feedback from patients and relatives to enable us to improve our services. Please make use of our Patient Satisfaction Questionnaire available in the Hospital.

Should you find any of our service not up to your satisfaction, you may contact:

- The Coordinator or Supervisor of the Ward/Department, or
- The Night Supervisor, or
- The Hospital Administration during office hours (Tel: 2835 8800)

You can also provide your feedback through an email that we send to your registered email upon discharge. All comments will be attended and responded to promptly.

If patients remain dissatisfied with the explanation of the Hospital, they may lodge a complaint to Secretariat of the Committee on Complaints against Private Healthcare Facilities (Tel: 3107 2667).

In the best interest of patients and all others in the Hospital, it is important for peace and quiet to be maintained at all times. To this end we urge that when there are problems to be settled, these should be conducted courteously and quietly. Please refrain from using strong language. In case of any verbal abuse towards the Hospital staff, the Hospital reserves the right to request the patients or visitors concerned to be transferred to another hospital or leave the Hospital area.

All patients and visitors are required to comply with the rules and regulations of the Hospital.



香港跑馬地山村道二號

2 Village Road, Happy Valley, Hong Kong

Tel : 2572 0211

Fax : 2835 8008

hospital@hksh-hospital.com

www.hksh-hospital.com

ADM:030B/H/B-13-092022

A member of HKSH Medical Group