

- + 應向醫護人員詳盡地提供你的健康狀況、過往曾患的疾病、敏感症及其他有關詳情。
- + 應遵從醫生提出並經你同意的治療程序，及有關指示。
- + 為顧及其他病人及醫院職員的權利，應遵守醫院所訂定的規則。
- + 應準時應診，如不能依期赴診，應盡早通知本院或診所。
- + 不應要求醫護人員提供不正確的資料、收據、文件或病假證明書；或將不正確資料載入您的病歷內。
- + 有責任繳交醫生或醫院為您提供服務的所需費用。
- + 有責任看管及處理您在病房內的一切個人財物及用品。
- + 有責任提供本院醫生的處方藥物以外的一切用藥資料(包括成藥、中草藥及茶類等)。
- + Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.
- + Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.
- + Show consideration for the rights of other patients and health care providers, by following the hospital rules concerning patient conduct.
- + Keep any appointments that you make, or notify the hospital or clinic as early as possible if you are unable to do so.
- + Do not ask health care providers to provide incorrect information, receipts, documents or certificates or to make incorrect entry into the medical records.
- + Be responsible to meet the required fees and charges for the medical services provided to you.
- + Be responsible for personal belongings you keep in the patient room.
- + Inform your doctor about all the medications that you take including alternative medications (medicinal herbs, teas, pills, etc.).



WELCOME! Right to choices

路線圖 Map



巴士 Bus

- | | | |
|-----|-------|------------------------|
| 39A | 荃灣西站 | Tsuen Wan West Station |
| 39M | 荃灣地鐵站 | Tsuen Wan MTR |
| 30X | 黃埔花園 | Whampoa Gardens |
| 30 | 長沙灣 | Cheung Sha Wan |

所有行經青山公路荃灣段之巴士：

- + 於荃德花園站下車，
- + 然後步行至荃景圍警署轉乘巴士到醫院。

To the Hospital Via Castle Peak Road:

- + Alight at Tsuen Tak Garden
- + Take the bus in front of Tsuen King Circuit Police Station

專線小巴 Minibus

- | | | |
|-----|-------|----------------|
| 95M | 荃灣地鐵站 | Tsuen Wan MTR |
| 95 | 荃灣碼頭 | Tsuen Wan Pier |

A 24 小時特別門診
hour priority clinic

Adventist 港 Health 安 Tsuen Wan Adventist Hospital
荃灣港安醫院

地址：新界荃灣荃景圍 199 號
Address: 199 Tsuen King Circuit, Tsuen Wan, N.T.
電話 Telephone: 2276 7676
傳真 Fax: 2415 6767
資訊通熱線: 2276 7622
Hotline:
網頁 Website: www.twah.org.hk

全港首間榮獲國際JCI評核認可醫院 (2006)
英國國家衛生服務「卓越」評核認可 (2000)
The First Hong Kong Hospital to be Accredited by JCI in 2006
Trent Accreditation since 2000

Adventist 港 Health 安
Tsuen Wan Adventist Hospital
荃灣港安醫院

病人權益與責任
Patients' Charter



本小冊子說明您作為荃灣港安醫院病人時應有的權益及應盡的責任。

請您、您的家人或朋友細心閱讀本小冊子以促進醫療護理成效。

The purpose of the Patients' Charter is to explain both your Rights and Responsibilities, as a patient of Tsuen Wan Adventist Hospital.

Review it carefully and share the information with your family and friends involved in your care. This can enhance the effectiveness of the health care process.



4 醫院病人的權益

Your Rights as a Hospital Patient

醫治權 Right to Medical Treatment

- + 有權得到符合現時認可標準的醫療服務。
- + 認可標準的醫療服務，是以目前醫療專業團體所採納標準為根據。
- + 有權要求得到減輕急性疼痛的治療及最妥善的痛症處理。
- + The right to receive medical advice and treatment which fully meets the currently accepted standards of care and quality.
- + The currently accepted standards are those adopted by a responsible body of the profession in the light of accepted contemporary medical practice.
- + The right to receive acute pain relief and best pain management.

知悉權 Right to Information

- + 有權知道本院提供的醫療護理服務資料及收費。
- + 有權知道及明瞭自己的病況、診斷結果，病情發展及常見的後遺症。在同意治療程序前，可清楚知悉該治療方法的資料，包括常見的併發症及其他可行的治療方法。
- + 有權知道處方藥物的名稱，效用及可能產生的常見嚴重副作用。
- + 有權知道有關自己的病情及治療方面的資料。
- + 有權向醫生查詢治療過程中的一切有關費用。

- + The right of information about what health care services are available, and what charges are involved.
- + The right to be given a clear description of your medical condition, with diagnosis, prognosis (i.e. an opinion as to the likely future course of any illness), and of the treatment proposed including common, risks and appropriate alternatives.
- + The right to know the names of any medication to be prescribed, and its normal actions and potential side-effects given your condition.
- + The right of access to medical information which relates to your condition and treatment.
- + The right to ask your doctor about the fees for all procedures that are recommended.

選擇權 Right to Choices

- + 有權接受或拒絕任何藥物治療，檢驗或療法，亦有權知道所作決定可能引起的後果。
- + 有權徵詢其他醫生的意見。
- + 有權選擇是否參與醫學研究計劃。
- + 有權要求院方對病人臨終前的護理給予最大的尊重及關切。
- + The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.
- + The right to a second medical opinion.
- + The right to choose whether or not to take part in medical research programmes.
- + The right to have care at the end of life that is respectful and compassionate.



私隱權 Right to Privacy/Protection

- + 有權就個人的私隱權、尊嚴、宗教信仰及文化信念等，在不損害其他病人或醫護人員之權利下獲得尊重。
- + 有權得到院方將您的病情資料保密。
- + 所有病人應有權得到身體免受傷害或侵犯的保護。
- + 兒童、傷殘人士及長者等較脆弱人士，應有權得到合理的保護。
- + The right to have your privacy, dignity and religious care and cultural beliefs respected.
- + The right to have information relating to your medical condition kept confidential.
- + All patients are protected from physical assault.
- + Vulnerable children, disabled individuals, and the elderly have the right to be protected.

申訴權 Right to Complain

- + 有權向港安醫院提出申訴並得到於合理時間內作出公平的調查及回覆。
- + The right to make a complaint and to have any complaint dealt with promptly and fairly.

4 醫院病人的責任

Your Responsibilities as a Hospital Patient

在醫院內，醫護人員是病人的夥伴。除了上列的基本權利外，你對醫療護理人員及其他病人亦有一些基本的責任。要在醫療過程中擔當積極和負責任的角色，你的責任包括：

Medical care within a hospital environment is a partnership between patients and health care workers. As well as giving you the basic rights which we have just outlined, this also brings with it certain basic responsibilities on your part. To play an active and responsible role in the health care process, you should:

WELCOME! Right to choices

WELCOME! Right to choices

WELCOME! Right to choices