

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：

- + 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）。



## Map 路線圖



### Bus 巴士

- |                                     |        |
|-------------------------------------|--------|
| 39A Tsuen Wan West Station          | 荃灣西站   |
| 39M Tsuen Wan MTR                   | 荃灣港鐵站  |
| 30X Whampoa Gardens                 | 黃埔花園   |
| 30 Cheung Sha Wan                   | 長沙灣    |
| A38 Hong Kong International Airport | 香港國際機場 |

To the Hospital Via Castle Peak Road:  
 + Alight at Tsuen King Circuit Flyover  
 + Take the bus in front of Tsuen King Circuit Police Station

所有行經青山公路荃灣段之巴士：  
 + 於荃景圍天橋站下車，  
 + 然後步行至荃景圍警署轉乘巴士到醫院。

### Minibus 專線小巴

- |                              |       |
|------------------------------|-------|
| 95M Tsuen Wan MTR            | 荃灣港鐵站 |
| 95 Nina Tower                | 如心廣場  |
| 84 Tsuen Wan Chung On Street | 荃灣眾安街 |

## A+ 24 Hour Urgent Care Center

**Adventist Health 港安** Hong Kong Adventist Hospital - Tsuen Wan  
 香港港安醫院·荃灣

Address 地址：199 Tsuen King Circuit, Tsuen Wan, N.T.  
 新界荃灣荃景圍199號

Telephone 電話：(852) 2275 6688

Fax 傳真：(852) 2275 6767

Website 網站：www.twah.org.hk



The Hospital reserves the right to change or amend details without prior notification.  
 For the latest information, please visit our website at www.twah.org.hk  
 如有任何資料調整或變更，本院毋須另行通知。  
 如欲查閱最新資料，請瀏覽本院網站www.twah.org.hk。

**Adventist Health 港安**  
 Hong Kong Adventist Hospital - Tsuen Wan  
 香港港安醫院·荃灣



## Patients' Charter 病人權益與責任



### Comments and Suggestions 你的寶貴意見

If you have any suggestions regarding improvements to our services, any complaints or compliments, please use the 'Share' cards provided and place in the box. Alternatively, you can speak to:

如對本院提供的服務有任何意見、投訴或讚賞，歡迎撰寫於本院的「與爾共享」上，然後投入意見箱內。亦可以聯絡下列人士或有關部門：

- |                          |                 |
|--------------------------|-----------------|
| Duty Manager 當值經理        | (852) 6383-5276 |
| Department of Health 衛生署 | (852) 3107-8451 |
| Medical Council 醫務委員會    | (852) 2873-5131 |
| Dental Council 牙醫管理委員會   | (852) 2873-5862 |

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 Hong Kong Adventist Hospital - Tsuen Wan



WELCOME! Right to choices

Extending the Healing Ministry of Christ  
 延續基督的醫治大能

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

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.

本小冊子說明您作為香港安醫院—荃灣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 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.
- + 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。

#### Right to Choices 選擇權

- + 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.
- + 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。

#### Right to Privacy/Protection 私隱權

- + 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.

- + 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。

#### Right to Complain 申訴權

- + The right to make a complaint and to have any complaint dealt with promptly and fairly.
- + 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。

### Your Rights as a Hospital Patient 醫院病人的權益

#### Right to Medical Treatment 醫治權

- + 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.
- + 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。

#### Right to Information 知悉權

- + 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.

### Your Responsibilities as a Hospital Patient 醫院病人的責任

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:

- + 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.).