



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 小時急診中心

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



Valid date 有效期至：2024/12/31

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。

N-2311



Admission 入院須知



Welcome 歡迎

Thank you for choosing Hong Kong Adventist Hospital – Tsuen Wan. It is the goal of our nurses and medical team to lead you on the path of recovery. Your health, comfort and well-being are our utmost concern.

多謝選用香港安醫院—荃灣。本院的職員、所提供的服務及設備均為協助閣下步向康復之途。閣下的健康、舒適和安泰正是我們最關注的。

Adventist Health Mission 港安使命宣言

Extending the Healing Ministry of Christ

延續基督的醫治大能

Chaplaincy 院牧服務

It is our desire, to provide you with a holistic approach to healthcare. While you are staying with us, our chaplains would like to take this opportunity to visit you, and offer spiritual support for emotional or spiritual concerns. Please feel free to ask either our nurse or contact the Chaplain's office directly at (852) 5506 3181. Our regular worship services are held every Saturday morning at 10:00am. We would like to extend this invitation to all patients, relatives and visitors of Hong Kong Adventist Hospital – Tsuen Wan.

我們所關心的，不僅是您的身體需要，心理及靈性需要亦不容忽視。在住院期間，本院院牧將定時探望並給予屬靈及情緒上的支援，聯絡院牧請致電 (852) 5506 3181或與護士聯絡。本院禮堂逢星期六早上十時舉行崇拜聚會，歡迎您及您的家人參加。

Lifestyle Management Center 健康生活促進中心

Good health is the key to a happy and productive life. At Hong Kong Adventist Hospital – Tsuen Wan we believe that prevention is the best medicine. As health is a gift from our creator, it is important that we surround ourselves with a healthy positive attitude and social life. Our Lifestyle Management Center offers holistic health programs to enable you to achieve a healthy lifestyle. You are welcome to ask our nurse or contact the Lifestyle Management Center directly at (852) 2275 6338 for information.

要保持健康必須配合良好的生活習慣、整全的人生觀以及共融的社交生活。健康生活促進中心樂意為你提供實踐全人健康生活之課程及活動。歡迎向護士索取相關資料，或致電 (852) 2275 6338與健康生活促進中心職員聯絡。

Admission 入院程序

To be admitted into our hospital a letter is required from either our in-house associate, or visiting doctor.

Patients are requested to provide the following to the In-Patient Admission/Discharge at the time of registration:

- + Doctor's referral/admission letter
- + Hong Kong ID card or passport
- + Relatives or guarantor's ID card or passport
- + Deposit: + Refer to the "Daily Room Rates" table or
 + A letter of guarantee from an approved company or insurance company is required.

If an infectious disease is raging, it is inevitable for all patients to provide a negative test result for the disease before admission in accordance with hospital guidelines. Details of the latest news are available on our website (www.twah.org.hk).

由私家醫生或本院醫生轉介

請攜帶下列文件到本院入院處辦理入院手續：

- + 醫生簽署之入院通知書。
- + 個人身份証或護照。
- + 家屬或保證人身份証或護照。
- + 入院時須繳納之按金〔請參閱每日房租收費表〕，或認可僱主之保證書，或醫療保險證書。

若於傳染病肆虐期間，所有病人必須按照醫院指引，於入院前提供相關病毒測試呈陰性的有效報告。如欲查詢最新資訊，請參閱本院的網站(www.twah.org.hk)。

- + Home leave: If you would like to take home leave, it is necessary to get permission from your doctor. Please inform a nurse to make the necessary arrangements, before you can leave. During home leave, you are responsible for your personal health and safety. Hong Kong Adventist Hospital - Tsuen Wan, staff and associates are not responsible for any incidents occurring outside the hospital in any circumstances.
- + You are advised to bring with you the following personal items: pyjamas, dressing gown, slippers, towels and toothbrush.
- + In-patient should bring your own laptop computer for using wireless internet services.

- + 貴重物品：請勿攜帶貴重飾物或過多之錢財，如有遺失，本院恕不負責。
- + 小賬：本院禁止屬下員工收取任何小賬。
- + 手提電話干擾：醫院範圍內，請避免使用手提電話，以免醫療器材受到干擾。
- + 非吸煙區：請勿在醫院範圍內吸煙，以免妨礙其他病者健康。
- + 住院期間暫離醫院：您必須先得您的主診醫生批准，並向護士辦理離院休假手續，始可離院。於離院期間，您須負責自身之安全及健康。任何情況下，一切在醫院範圍外所發生之任何事故，均與香港安醫院 - 荃灣及其員工無關。
- + 請攜備下列私人用品：睡衣、晨褸、拖鞋、毛巾及牙刷。
- + 設有無線上網服務，請自備手提電腦。

4 Registration Procedure 辦理手續

- + Complete the personal data sheet
- + Select a room type
- + Select a method of payment
- + Pay deposit
- + A nurse will show you to your room

- + 填寫有關個人資料表格
- + 選定房間類別
- + 確定支付住院費之方式
- + 繳交入院按金
- + 由護士帶領前往病房

4 Admission Procedure 入院手續

+ Admission - Things you need to know 住院期間注意事項

- + Valuables: Patients are strongly advised to leave their valuables at home. The hospital will not be responsible for any loss.
- + Tips: Tips are not required.
- + Cellular phones: Please switch off your cellular phone in the hospital to avoid interference with medical equipment.
- + Smoking: Smoking is not permitted inside the hospital.

+ Out Patient Physician 門診醫生

- + If a patient is admitted to the Hospital by the out-patient physician, the patient still needs to pay a consultation fee for the services of the physician.
- + The out-patient consultation fee does not include fees for medication, tests, or operating procedures and etc. The patient has the choice to decide whether to accept the physician's advice to undergo further treatment or operating procedures. If this is acceptable, he/she is required to pay all fees involved. The patient has the right to reject the treatment or transfer to another hospital. However, payment for the physician consultation fee is still required.
- + 若病人是經門診醫生轉介入院，病人仍需繳付門診醫生的診費。
- + 門診掛號及醫生診症費，並不包括藥費，化驗或手術費等。當病人選擇醫生所建議的藥物或進一步的治療或手術時候需支付一切治療的費用。病人亦有權拒絕接受醫生所建議的治療或轉到其他醫院，但病人仍需繳付門診醫生診症費。

In-Patient 住院病人

Once a patient is admitted to our Hospital, the patient must be under the care of a physician and a Physician Management Fee will be charged to the patient accordingly. The care provided to patients who are admitted to the hospital includes medical care by the doctor responsible for the patient, ward rounds to examine the patient, as well as constant nursing care and treatment. Based on the above reasons:

- + If after admission, a patient wishes to be discharged without treatment prior to the doctor conducting ward rounds, the Physician Management fee still applies.
- + After admission, the patient has the right to request to be under the care of another physician. However, it is advisable to consult with the attending physician before making any change. Once the change is made, a new fee will be charged and the charge by the previous physician will not be refunded.
- + If a change in physician takes place before the current attending physician conducts ward rounds, the patient will be charged the Physician Management Fee for both the former physician and the newly chosen attending physician.
- + If a patient chooses to be under the care of a particular physician who is not available at the time of admission, the patient can choose not to be admitted or to accept the physician who is recommended and provided by the hospital.

當病人入住本院，因隨即需要主診醫生的照顧，因此，醫生診療費將會立即生效。醫生對住院病人的照顧包括在住院期間負上一切醫療護理的責任，護理人員對病人隨時提供所需的治療及每天在適當時候巡房及檢查病人。基於上述理由：

- + 病人在入院後，如在醫生巡房前自行簽紙拒絕接受治療而離院，也當繳付當天的醫生診療費。
- + 病人有權轉換醫生，本院建議在轉換醫生之前，先與照顧你的當值醫生查詢及商量。若病人決定轉換醫生，新醫生的收費便會重新釐訂及收取，而之前的醫生收費，將不會退還。
- + 病人如在原先主診醫生巡房前決定轉換醫生，在同一天內前後兩位醫生也有權經本院向病者收取診療費。
- + 若病人在入院時，所選擇的醫生院方未能提供，病人可以選擇不入院，或接受院方所建議及提供的醫生。

Visiting Hours 探訪時間

	Visiting Hours 探訪時間
Obstetric 產科	07:00 - 22:00 Except during evening feeding hours 餵奶時間除外
Surgical / Pediatric / Medical / Integrated 外科 / 兒科 / 內科 / 綜合	08:00 - 22:00 Except during treatment 治療時間除外

Fees 住院收費

Physician Fees 醫生費

The hospital is responsible for collecting all fees related to admission.

- + Physician fees, anesthesia fees, and operating fees are calculated based on room type.
- + In addition to daily room charges, the doctor will charge patients a daily doctor management fee. Our in-house General Practitioners have a fixed doctor management fee. For other doctors, please contact your doctor regarding his/her physician, anesthesia, and operating fees.
- + 醫生費、手術費、麻醉師費等，將按照其入住房間類別釐定收費。
- + 除每日房租外，醫生將向病人收取每日醫生診療費。除本院駐院全科醫生外，本院並無制定私家醫生收費，故請您在入院前向有關主診醫生查詢。以上費用均由本院代收。



Fees - Things you need to know 收費注意事項

- + Operating room fees are calculated based on duration of operation, type of operation, and materials used.
- + Regular hospital office hours are from Sunday to Friday. Higher charges may apply if hospital services are required outside of these hours and on hospital holidays.
- + For information on obstetrics services, please refer to the Obstetric Package leaflet.
- + To support environmental protection, Diagnostic Imaging Center introduces CD to record medical images, in order to replace traditional film. If you would like to request any film of the medical images, additional fee will be charged. For detail, please contact our staff at (852) 2275 6340.
- + 手術室費用將按照個別手術類別及需用的時間，消耗藥物及物料的數量而收費。
- + 如病人在星期六、公眾假期或非辦公時間內使用本院服務。本院將收取額外費用。本院於星期日照常服務。
- + 產科分娩費用請參閱"產科全套優惠"單張。
- + 為支持環保，診斷影像中心的醫療影像會以光碟取代底片印製。如閣下需要底片，須繳交額外費用，請向本中心職員查詢：(852) 2275 6340。

Private Nurse 僱用私家護士

If you would like to hire a private nurse we can assist you with the arrangements. All fee negotiations and collections must be handled directly with the private nurse. Since the hospital is not a party in the contractual agreement, we will not assume responsibility for the nursing care provided or injury, if caused.

病人如需僱用私家看護，本院可代為安排，惟病人需直接與私家看護商討及交付費用，本院不會代收有關費用。由於本院並不牽涉於雙方合約中，本院對如有關之護理行為及引致之傷害將不負任何責任。

Insurance Coverage 醫療保險

- + If you have insurance please contact your respective insurance agent for information on the details of your coverage.
- + The first basic insurance claim form for in-patient services is free of charge. Services charges will be applied for each subsequent claim form.
- + Please visit our website at <https://www.twah.org.hk/en/insurance-direct-billing> for the details of Insurance Frequently Asked Questions (FAQs).
- + 請親自向保險公司查詢，以確定受保之範圍及等級。
- + 如需醫生填寫住院服務的保險索償表格，首份將無須收費，其後每份須收取服務費。
- + 有關保險常見問題，歡迎瀏覽本院網站 <https://www.twah.org.hk/en/insurance-direct-billing>。

Letter of Guarantee 僱主負責留院費用

If an employer wishes to pay your hospital bill, it is mandatory that the employing organization have a prior contractual agreement directly with the hospital. A letter of guarantee with details of entitlements must be presented during the registration process.

有關僱主必須與本院簽有保證付款之合約協議，而僱員在入院時須呈交僱主之保證書，否則須照常繳付按金及在出院時自行繳付所有費用。

Meal Plan 膳食服務

All food provided is healthy vegetarian. You are welcome to ask our nurse or contact the Food and Dietetic Department directly at (852) 2275 6890 for information.

本院提供健康素食餐膳，歡迎向護士索取是日菜單，或致電(852) 2275 6890與膳食及營養部職員聯絡。

Personal Necessities 住院病人個人物品

- + Please bring your daily personal items (i.e. pyjamas, bathrobe, slippers, shaving instruments).

- + Please bring warm clothing or wraps during the winter season.
- + Please bring milk powder, milk bottles and nipples for children, if necessary.

The above mentioned personal necessities can be purchased from the hospital for a fee.

- + 住院病人請自備個人所需之物品，如睡衣、浴袍、拖鞋、鬚刨等。
- + 冬天時須帶備晨褸及禦寒衣物。
- + 入住小兒病房者須帶備奶粉、奶樽及奶咀。

以上物品如需要醫院供給，本院會收取費用。

Telephone 電話服務

- + Free public telephones are available on every floor. Please dial "9" for an outside line.
- + To make a long distance call, please purchase a SIM Card from the Gift Shop at G/F, Main Tower.
- + 每層樓均設有免費公共電話，用街線請先撥"9"字，但為方便他人，請勿長時間佔用。
- + 如需撥打長途電話，請到本院主座地下禮品部購買電話卡。

Parking 停車場

Limited parking facilities is available for patients and visitors for a fee.

本院停車場設有少量車位供訪客及病人使用泊車服務。

Settlement of Payment and Charges 交費辦法

- + We accept cash, EPS, Visa, MasterCard, American Express Credit Card, Union Card or bank draft. No personal cheques are accepted.
- + Payment by credit is available for approved companies or insurance companies. Patients seeking payment by credit are required to present a letter of guarantee from their employer or insurance company at the time of registration.

- + When hospital charges exceed HK\$30,000 an interim bill will be sent to the patient. Please settle the bill as soon as possible. Please also bring along your deposit receipt on the day of discharge.

- + 各項費用可用現金、易辦事、Visa、Mastercard信用咭、美國運通信用咭、銀聯咭或銀行本票支付，支票恕不接受。
- + 如病者住院之費用由僱主或保險公司支付，需於入院時呈交僱主或保險公司承擔費用證明書，否則出院時需自行繳付全部費用。
- + 本院會把超出三萬元的賬單送交住院者或其家屬，請到地下出院繳費處繳交所有費用。出院結賬時請攜同按金收據。

A Discharge Procedure 出院程序

- + The entire discharge process will take approximately one hour.
- + Before a patient can be fully discharged the doctor must sign the "In-patient Discharge Notice", and if needed prescribe necessary medication.
- + Please take all belongings and upon notification from nurse, please proceed to the Pharmacy.
- + Collect X-ray films before you leave the ward, if necessary.
- + Please remember to bring along your deposit receipt to the In-patient Admission or Discharge afterwards to make a payment.
- + It is our aim to serve you as promptly as possible. If there is any delay during this time we ask for your patience and support. Thank you.

- + 大部份出院程序約需一小時完成。
- + 主診醫生在同意病人出院後，需先填寫病歷紀錄，及出院藥物處方等。
- + 病人及家屬收拾個人物品後，請耐心於病房內等候護士通知，到藥劑部取藥。
- + 離開病房前請緊記取回所有X光片。
- + 取藥後請攜同按金收據，往地下入院/出院部繳費。
- + 本院各部門定必盡快替您完成手續，偶有因醫護人員工作繁忙引致耽誤，祈閣下能體諒。

Requesting Medical Documents and Insurance Claim Forms

索取醫療文件及填寫保險索償表格須知

If you need the attending doctor to fill in the "Claim Form" or to write a "Medical Report", please present the form to the doctor during your hospitalization. If you could not make it, please contact the Medical Records Department for assistance.

+ Claim Form

Before submitting the claim form for completion by your doctor, please ensure that your name is signed in the authorization column.

+ To Request a Medical Report and / or Copy of Medical Record

Please submit a written request either through mail or in person to the Medical Records Department.

+ Collection arrangements for:

+ Patients over 18 years old: If you are unable to collect the documents in person you must write an authorization letter for a third party to collect the documents for you. The authorized person must present the authorization letter and a copy of your Hong Kong ID card or passport to the Medical Records Department before the documents can be released. Arrangements can be made to mail pertinent documentation.

+ Patients under 18 years old: Only a parent or guardian of the patient is authorized to collect the documents. Please bring a copy of the patient's birth certificate / Hong Kong ID card / passport for identification and collection. An authorization letter is required if a third party is needed to pick-up the documents.

+ Processing Time

The normal processing time is a minimum of 7 business days. Should you have any special requests or further inquiries, please contact the Medical Records Department at (852) 2275 6050.

+ Request Forms

The "Medical Document Request Form" and "Authorization Letter Form" are available at the nursing station and the Medical Records Department.

+ Charges

Please check with the Medical Records Department.

若您需要索取醫療報告或填寫保險索償表格，請在住院期間把有關表格交予主診醫生填寫。若您未能在住院期間將所需之表格交予主診醫生，請與「醫療記錄部」聯絡，代為辦理。

辦理各項文件之注意事項如下：

+ 醫療保險

請您於呈交保險索償表格前先在授權專欄上簽署

+ 索取醫療報告及醫療記錄副本

您須以書面通知「醫療記錄部」有關之要求

+ 授權書

+ 滿18歲：所有文件必須親臨取回。若未能親臨取回文件，請通知「醫療記錄部」將文件寄給您、亦可委託合法授權人或有關機構〔受託人〕代為領取。受託人須攜同您之授權書及身份證/護照副本親臨「醫療記錄部」取回所要求之文件。

+ 未滿18歲：可由家長／監護人代領，家長／監護人索取時須出示身份証及可證明與病人關係之證件，例如兒童的出世紙。若家長／監護人委託第三者代取，受託人須攜同家長／監護人之授權書及兒童的證明文件。

+ 處理時間

文件處理一般需時至少七個工作天。若有任何特別需要或疑問，請電(852) 2275 6050與「醫療記錄部」聯絡。

+ 表格

可在「護士站」或「醫療記錄部」索取「醫療文件申請表格」及空白的「授權書」。

+ 費用

請向「醫療記錄部」查詢有關文件的費用。



Personal Data (Privacy) Ordinance **個人資料〔私隱〕條例**

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

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

Please note and accept that we may use and disclose your / your children's personal data as follows:

- + **For Treatment:** We may use health information about you / your children to provide you / your children with medical treatment or services. The health information may be disclosed to the doctors, nurses, technicians, anesthetists or other hospital personnel involved in taking care of you / your children. The health information may also be disclosed to other doctors and / or health care providers who require it for the purposes related to your / your children health care.
- + **For Health Care Operations:** We may use and disclose health information about you / your children for hospital operations. These uses and disclosures are necessary for the management and operation of the Hospital and to make sure that all our patients receive quality health care and treatment. We may also disclose information to doctors, nurses, technicians, medical students and other personnel for review and learning purposes. In doing so we may remove information pertaining to your identify. Additional uses and disclosures for Health Care Operations include:
 - + activities related to improving health care and treatment at our Hospital;
 - + underwriting and other insurance related functions;
 - + patient satisfaction;
 - + research;
 - + grievance or complaint resolution.

- + **For Payment:** We may use and disclose medical information about your / your children treatment and services rendered for the purposes of billing and collection of payment from you, your insurance company or a third party.

- + **Required by Law:** We will disclose personal data to the Court if ordered or subpoenaed by the Court, or to such other persons as we are required by law.

If you wish to request access to and / or correction of your / your children's personal data, you may do so in accordance with the Personal Data (Privacy) Ordinance. We may charge a fee for processing any data access request. Please contact the Medical Records Department at (852) 2275 6050.

作為您 / 病人的醫療服務提供者，我們可能需要您提供您 / 病人的個人資料 (包括健康資料)，或向適當的有關人士查詢您 / 病人的醫療記錄及其他有關的資料，作為您 / 病人的健康護理之用、醫療用途以及下列其他用途。

當您提供您 / 病人的個人資料時，請確保這些資料準確及完整。如果您不能提供我們所需的資料或您所提供的資料錯誤或不完整，這可能會影響我們為您 / 病人所提供的健康護理。

請注意及接受您 / 病人的個人資料作以下用途：

- + **使用於治療用途方面：**我們會利用您 / 病人的健康資料，為您 / 病人提供診治及醫療服務。您 / 病人的個人資料或會給予提供醫療服務的人士使用包括醫生、護士、技術人員、麻醉師及其他醫護人員，而這些的健康資料，亦會可能給予其他向您 / 病人提供護理醫護人員、醫生作有關的治療之用。
- + **使用於醫療運作方面：**我們會使用及提供您 / 病人的健康資料以配合本院的運作上須要。該使用及資料提供是醫院的管理和運作上必須的；以確保所有病人得到高質素的護理及治療。除此之外，我們亦會把您 / 病人的資料給予醫生、護士、技術人員、醫護學生及有關人等作審閱或研究用途。在這範圍內我們可能會刪除有關您 / 病人的個人身份的資料。其他醫療運作上會使用到及提供您 / 病人的個人資料包括：
 - + 有關改善院內健康護理及治療的活動
 - + 有關投保及其它有關保險的事宜
 - + 病人的意見調查

- + 研究用途
- + 不公平或投訴處理
- + **有關付款方面之使用**：有關您 / 病人在本院所接受治療及服務使用之資料將會被使用作及給予向您、您的保險公司或其他人士作收費或追討費用之用途。
- + **使用於滿足法律上之要求**：您 / 病人的個人資料將會在法庭的要求下提交法院，法庭傳訊或在法律的要求下提供其他人士。

您可根據"個人資料 (隱私) 條例"向我們提出查閱和 / 或改正您 / 病人的個人資料的要求，我們或會就任何查閱或改正要求徵收費用。請於辦公時間內與「醫療記錄部」聯絡 (電話：(852) 2275 6050)。

Rights 權利

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 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。
- + 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 to 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.
- + The right to know the name and rank of the staff providing services.
- + The right to know the qualifications of the medical practitioners providing the service.
- + The right to be informed of any public health measures taken in our Hospital and to take appropriate measures to protect their health.
- + 有權知道本院提供的醫療服務資料及收費。
- + 有權清楚知道你的病情、診斷、病情發展、治療計劃，包括常見的問題及其他可行的療法。在同意治療程序前，可清楚知悉治療方法的資料，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，以及藥物在你的情況下會發揮的正常作用及可能產生的副作用。

Patients' Charter 病人約章

The purpose of the Patients' Charter is to explain both your Right and Responsibilities when you use the services of the hospital. Knowing and understanding your rights and responsibilities will make your relationship with health care providers a mutually beneficial one.

The Charter sets out the ways in which the community and the hospitals work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.

病人約章的目的是向市民解釋使用本院服務時應有的權利及責任。了解自己的權利與責任對於你和醫療護理人員的關係相得益彰。

病人約章列出社區與醫院如何藉著積極及開明的夥伴關係促進醫療護理的成效。

- + 有權獲知有關你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。
- + 有權知道提供服務職員的姓名和職級的權利。
- + 有權知道服務醫生的專業資格的權利。
- + 獲通知有關醫院內推行的任何公共衛生措施和採取適當措施保障個人健康的權利。

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 programs.
- + 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、檢驗或療法，並獲知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尊重及關切。

Right to Privacy/Protection 私隱權

- + The right to have your privacy, dignity and religious 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獲得尊重。
- + 有權得到院方將你的病情資料保密。
- + 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.
- + 有權向醫院管理層提出申訴，並得到迅速及公允的處理。

Responsibilities 責任

- + 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.
- + Should not ask health care providers to provide incorrect information, receipts or certificates.



- + 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.)

- + 應向醫療護理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。
- + 不應要求醫療護理人員提供不正確的資料，收據或病假證明書。
- + 有責任繳交醫生或醫院為你提供服務的所需費用。
- + 有責任看管及處理你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)。

References 參考資料

Patients' Rights & Responsibilities by Consumer Council & Hong Kong Medical Association, Hong Kong.

Patients' Charter by Hospital Authority, Hong Kong, 9/1998.

香港消費者委員會及香港醫學會：病人權益與責任

香港醫院管理局：病人約章

香港衛生處：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「與爾共享咭」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
Committee on Complaints against Private Healthcare Facilities	
私營醫療機構投訴委員會秘書處	☎ (852) 3107 2667
Medical Council 醫務委員會	☎ (852) 2873 5131
Dental Council 牙醫管理委員會	☎ (852) 2873 5862

In addition, we encourage you to report medical incidents, service complaints, or anything else you may have found unsatisfactory from your experience at Hong Kong Adventist Hospital - Tsuen Wan to us. We will handle each case promptly according to the Department of Health's Code of Practice for Private Hospitals while reviewing each incident or complaint for service improvement and patient safety purpose.

Many patients find it helpful to discuss their concerns or complaints immediately with staff or caregivers in charge of the ward or department, who will aim to resolve the issue at hand as soon as possible and provide feedback to you within two weeks. If you would rather talk to someone from outside the ward/department please reach us by email: patientexperience@twah.org.hk.

另外，如閣下遇上醫療事故、有關服務投訴，或認為本院之服務有未如理想之處，可以透過以下渠道作出投訴，院方會根據衛生署的《私家醫院實務守則》，及時處理每宗投訴並檢討，致力改善服務質素及保障病人安全。

本院亦歡迎閣下直接向病房的職員，或相關部門的負責人士表達意見或者作出投訴，務求更有效率地解決問題。本院收到有關意見後，會儘快於兩星期內回覆。您也可選擇循病房或有關部門以外的渠道表達意見，歡迎電郵致 patientexperience@twah.org.hk。



Like us on

Hong Kong Adventist Hospital - Tsuen Wan



Department 部門	Location 地點	Area of Service 服務範圍	Office Hours 辦公時間	Telephone 電話	Fax 傳真
Urgent Care Center Registration 急診中心登記處	G/F, entrance 地下正門處	Registration and enquiry 一般登記及查詢	24-hour service 24小時辦公	(852) 2275 6888	(852) 2275 6767
In-Patient Admission/ Discharge 入院/出院處	G/F, Main Tower 主座地下	Admissions and Discharge 辦理出入院事項及 繳交住院費用	24-hour service 24小時辦公	(852) 2275 6022	(852) 2275 6016
Medical Records Department 醫療記錄部	G/F, Main Tower 主座地下	Claim Forms, Medical Records, Medical Reports 索取記錄副本, 醫療報告或保險單	Mon - Thu 星期一至星期四 08:30 - 21:00 Fri & Sun 星期五及星期日 08:30 - 17:30	(852) 2275 6050	(852) 2275 6040
Food and Dietetic Department 膳食及營養部	6/F, Main Tower 主座6樓 1/F and 3/F, Main Tower 主座1及3樓	Food service 供應精美素食 Provided Dietetic counseling 提供營養飲食輔導	Whole Day 全日 06:30-19:30 By appointment 預約	(852) 2275 6890 (852) 2275 6979 Dietitian (營養師)	(852) 2275 6894 (852) 2275 6483
Lifestyle Management Center 健康生活 促進中心	1/F, Old Wing 舊院1樓	Health educational leaflets and programs, health counseling 索取健康單張、 查詢健康教育活動 及健康諮詢	Mon - Fri 星期一至星期五 08:00 - 17:00	(852) 2275 6338	(852) 2275 6452
Chaplaincy Services 院牧部	1/F, Old Wing 舊院1樓	Ministerial support 信仰疑難或情緒困擾	Mon - Fri 星期一至星期五 08:00 - 17:00 Emergency support available after office hours 非辦公時間, 備有緊急服務	(852) 2276 7277 (852) 2276 7291 (852) 2276 7183	(852) 2275 6416
Gift Shop 禮品部	G/F, Main Tower 主座地下	Premium necessities and gifts 提供優質日用品及禮品	Sun - Thur 星期日至星期四 10:00 - 19:00 Fri 星期五 10:00 - 18:00	(852) 2275 6066	(852) 2413 5311

每日房租收費

主座

房別	每日房租	按金*	設備
外科病房 / 內科病房 / 綜合病房			
標準 (3/4人房)	\$1,000	\$10,000	電視、無線上網
標準 (2人房)	\$1,250	\$15,000	電視、無線上網
二等 (1人房)	\$2,500	\$20,000	電視、電話、雪櫃、保險箱、無線上網
優質私家 (1人房)	\$3,500	\$30,000	電視、電話、雪櫃、微波爐、保險箱、平板電腦、無線上網
負壓隔離病房	\$2,500	\$20,000	電視、電話、無線上網
兒科病房 (供15歲或以下青少年及兒童使用)			
標準 (3人房)	\$1,050	\$10,000	陪床、電視、無線上網
標準 (2人房)	\$1,350	\$15,000	陪床、電視、無線上網
二等 (1人房)	\$2,500	\$20,000	陪床、電視、電話、雪櫃、保險箱、無線上網
優質私家 (1人房)	\$3,500	\$30,000	陪床、電視、電話、雪櫃、保險箱、平板電腦、無線上網
負壓隔離病房	\$2,500	\$20,000	電視、電話、無線上網
婦產科病房			
標準 (3人房)	\$1,000	\$10,000	電視、無線上網
標準 (2人房)	\$1,250	\$15,000	電視、無線上網
二等 (1人房)	\$2,500	\$20,000	電視、電話、雪櫃、保險箱、無線上網
優質私家 (1人房)	\$3,500	\$30,000	電視、電話、雪櫃、微波爐、保險箱、平板電腦、無線上網
尊貴私家 (1人房)	\$4,000	\$50,000	電視、電話、雪櫃、微波爐、保險箱、按摩椅、平板電腦、無線上網
待產房	\$2,500	-	-
嬰兒床	\$ 700	-	-
嬰兒加護病房	\$ 800	-	-

主座

房別	每日房租	按金*	設備
深切治療部			
深切治療部	\$2,500	\$250,000	電視、無線上網
加護病房			
加護病房	\$2,500	\$150,000	電視、無線上網
綜合病房及婦科病房 (低收費病床)			
低收費病床 (詳情請參閱有關 低收費病床單張)	\$ 120	\$ 5,000	電視、無線上網

*或依照「服務費用預算」的金額(如適用)，以較高者為準

預約及查詢

如欲進一步了解上述內容，歡迎致電與本院職員聯絡或瀏覽本院網站。
電話：(852) 2275 6022 網址：www.twah.org.hk

注意事項

- + 最低收費：住院不足24小時，按房間類別收取1天費用〔以住院登記時間為準〕
- + 其後收費：+ 不足12小時以半天收費計。
+ 超過12小時以1天收費計。
- + 病房內物品損壞或遺失，院方有權要求賠償。
- + 倘若病人在住院期間轉換房間，本院有權收取病人此等費用較高病房的價錢〔包括所有費用〕，並從入院當日起計算。此外，本院亦有權在必要時調遷病者床位或房間。
- + 登記入院時，須支付醫院服務費港幣300元；低收費病床為港幣150元。
- + 病人如需接受手術，須另付手術按金，按金額由港幣\$10,000起，視乎手術而定。病人如需使用心導管檢查及介入治療中心的服務，須另付按金港幣\$100,000。
- + 非本港居民使用產科服務的「留位按金」為港幣\$30,000元，須於預約時繳付；另外，須於入院登記時繳付按金港幣\$20,000元。
- + 本院保留所有按金收費的最終決定權。
- + 醫生費、手術費、麻醉師費、手術室、護理費、化驗、診斷影像、物理治療、藥物、膳食、醫療用品、儀器、陪住及物料供應等費用另計，並將按照所入住的房間類別釐定收費。
- + 藥費：由於藥費會因治療方案及劑量的改變而有所變動，恕不能安排預先報價。病人可聯絡藥劑部查詢收費詳情。
- + 加護病房設有「每日套餐式收費」，詳情請參閱加護病房入住須知小冊子，本院職員及醫生會解釋入住情況及提供更多資訊。
- + 香港港安醫院—荃灣保留更改及刪除上述資料權利，而無須另行通知。