在医院内，医护人员是病人的夥伴。除了上述基本权利外，您对医护人员及其它病人亦有基本责任。要在医疗过程中担当积极和负责任的角色，您应该：

+ 向医护人员提供您的健康状况、过往曾患的疾病、敏感症及其它有关情况的详情。
+ 遵从医生提出并经您同意的各项治疗程序及有关指示。
+ 遵守医院订定的规则，以顾及其他病人及医院职员的权利。
+ 准时应诊；如不能依期赴诊，应尽早通知本院或诊所。
+ 不应要求医护人员提供不正确的资料、收据、文件或病假证明书，或在您的病历中收录不正确的资料。
+ 有责任缴交医生或医院为您提供服务所需的费用。
+ 有责任看管及处理您在病房内的一切个人财物及用品。
+ 有责任提供本院医生的处方药物以外的一切用药资料，包括成药、中草药及茶类等。



Comments and Suggestions 你的宝贵意见

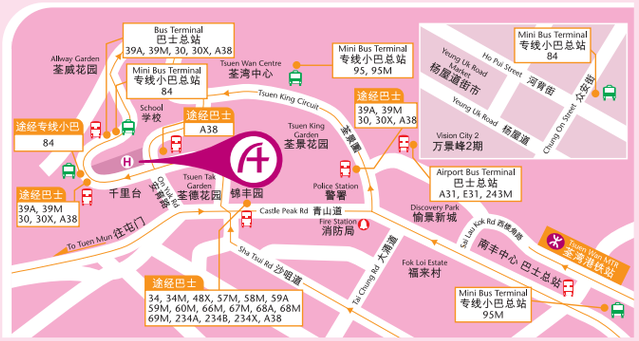
If you have any suggestions regarding improvements to our services, any complaints or compliments, please use the 'Share' cards provided and place in the box. Alternatively, you can speak to :

如对本院提供的服务有任何意见、投诉或赞赏，欢迎撰写于本院的「与尔共享咭」上，然后投入意见箱内。亦可以联络下列人士或有关部门：

Duty Manager 当值经理	☎ (852) 6383-5276
Department of Health 卫生署	☎ (852) 3107-8451
Medical Council 医务委员会	☎ (852) 2873-5131
Dental Council 牙医管理委员会	☎ (852) 2873-5862

Like us on
Hong Kong Adventist Hospital - Tsuen Wan

Map 路线图



Bus 巴士

39A	Tsuen Wan West Station	荃湾西站
39M	Tsuen Wan MTR	荃湾港铁站
30X	Whampoa Gardens	黄埔花园
30	Cheung Sha Wan	长沙湾
A38	Hong Kong International Airport	香港国际机场

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

所有行经青山公路荃湾段之巴士：
+ 于荃景围天桥站下车，
+ 然后步行至荃景围警署转乘巴士到医院。

Minibus 专线小巴

95M	Tsuen Wan MTR	荃湾港铁站
95	Nina Tower	如心广场
84	Tsuen Wan Chung On Street	荃灣眾安街

A 24 小时急诊中心 Hour Urgent Care Center

Adventist 港 Health 安 Hong Kong Adventist Hospital · Tsuen Wan 香港港安医院·荃湾

Address 地址：199 Tsuen King Circuit, Tsuen Wan, N.T.
新界荃湾荃景围199号
Telephone 电话：(852) 2275 6688
Fax 传真：(852) 2275 6767
Website 网站：www.twah.org.hk

Hong Kong Adventist Hospital -Tsuen Wan reserves the right to update the fee schedule, brochure, terms and conditions. Any change of fee schedule will be announced and notices will be published in advance, in accordance with the statutory notice period. Any other changes except the fee schedule may be made at any time as it sees fit without prior notice, you are advised to check the latest information before using our services. For the latest information, please visit our website at www.twah.org.hk
香港港安医院—荃湾保留修订收费表、单张内容、条款及细则之权利。任何的收费表调整将会根据法定的通知期提前发出通告和作出宣布。其他与收费表以外的相关修订，则可能不作另行通知，阁下于使用本院服务前查阅最新资讯。
如欲查阅最新资料，请浏览本院网站www.twah.org.hk。

N-2610

Adventist 港 Health 安
Hong Kong Adventist Hospital · Tsuen Wan
香港港安医院·荃湾

Patients' Charter
病人权益与责任



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.

本小册子说明您作为香港港安医院—荃湾病人时应有的权益及应尽的责任。

请您、您的家人或朋友细心阅读本小册子以促进医疗护理成效。



Your Rights as a Hospital Patient 医院病人的权益

Right to Medical Treatment 医治权

+ 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.

+ 有权得到符合现时认可标准的医疗服务。
+ 有权要求得到减轻急性疼痛的治疗及最妥善的痛症处理。

Right to Information 知悉权

+ 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.

+ 有权知道本院提供的医疗服务资料及收费。
+ 有权清楚知道你的病情、诊断、病情发展、治疗计划，包括常见的问题及其他可行的疗法。在同意治疗程序前，可清楚知悉治疗方法的资料，包括常见的并发症及其他可行的治疗方法。
+ 有权知道处方药物的名称，以及药物在你的情况下会发挥的正常作用及可能产生的副作用。
+ 有权获知有关你的病情及治疗方面的资料。
+ 有权向医生查询治疗过程中的一切有关费用。
+ 有权知道提供服务职员的姓名和职级的权利。
+ 有权知道服务医生的专业资格的权利。
+ 获通知有关医院内推行的任何公共卫生措施和采取适当措施保障个人健康的权利。

Right to Choices 选择权

+ 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.

+ 有权接受或拒绝任可药物、检验或疗法，并获知所作决定可能引起的后果。
+ 有权徵询其他医生的意见。
+ 有权选择是否参与医学研究计划。
+ 有权要求院方对病人临终前的护理给予尊重及关切。

Right to Privacy/Protection 私隐权

+ 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.

+ 有权就个人的私隐权，尊严，宗教信仰及文化信念等获得尊重。
+ 有权得到院方将你的病情资料保密。
+ 所有病人应有权得到身体免 受伤害或侵犯的保护。
+ 儿童、伤残人士及长者等较脆弱人士、应有权得到合理的保护。

Right to Complain 申诉权

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

+ 有权向医院管理层提出申诉，并得到迅速及公允的处理。

Your Responsibilities as a Hospital Patient 医院病人的责任

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.).

Patients' Charter
Patients' Charter