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)。



Comments and Suggestions 你的寶貴意見

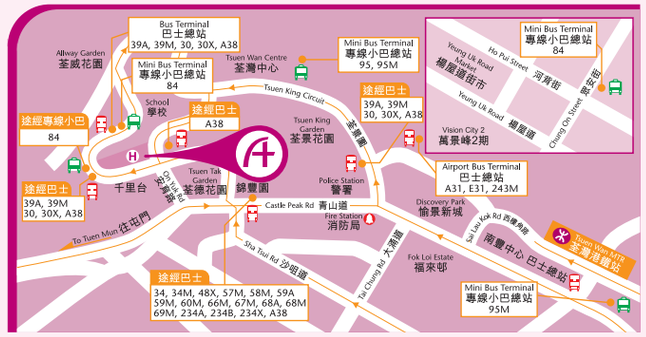
If you have any suggestions regarding improvements to our services, any complaints or compliments, please use the 'Share' cards provided and place in the box. Alternatively, you can speak to :

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
Department of Health 衞生署	☎ (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

Like us on
Hong Kong Adventist Hospital - Tsuen Wan

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	荃灣衆安街

A 24 小時急診中心 Hour Urgent Care Center

Adventist 港 Health 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

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
香港港安醫院—荃灣保留修訂收費表、單張內容、條款及細則之權利。任何的收費表調整將會根據法定的通知期提前發出通告和作出宣布。其他與收費表以外的相關修訂，則可能不作另行通知，閣下於使用本院服務前查閱最新資訊。
如欲查閱最新資料，請瀏覽本院網站www.twah.org.hk。

N-2610

WELCOME! Right to choices

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

Adventist 港 Health 安 Hong Kong Adventist Hospital · Tsuen Wan 香港港安醫院·荃灣

Patients' Charter
病人權益與責任



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.

本小冊子說明您作為香港港安醫院—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。



A 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 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 。
+ 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.

+ 有權接受或拒絕任可藥物、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。

A 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.).

WELCOME! Right to choices
WELCOME! Right to choices