

Admission Notice

(如需繁體中文版入院須知，請向職員查詢 / 如需简体中文版入院須知，請向职员查询)

Please read the contents of this Notice carefully. This Notice concerns your rights and responsibilities as a patient of the Hospital Authority (HA). Hospital Authority is a statutory body which manages HA hospitals. References to “HA hospitals” are to that part of HA and its staff managing the HA hospitals concerned.

1. Preparation before Admission

A. Personal Identification

Please present the original copy of patient’s identity document, proof of address (e.g. electricity/water bill etc) and other documents (e.g. Certificate of Comprehensive Social Security Assistance Recipient, travel document etc.) for patient registration.

B. Private examination and laboratory reports

Patient should bring along all private investigation reports if available.

C. Personal items

Cup, slippers, towel, toothbrush, toothpaste, toilet roll, soap & diapers (for patient with incontinence of faeces/urine)

D. Patient’s personal belongings/ valuable items

- Patient please do not bring along personal belongings / valuable items on admission to and during hospitalization at a hospital (the “Hospital”) of the Hospital Authority (“HA”).
- Patient should take care of all his/her personal belongings/ valuable items during hospitalization. All such items (whether kept by the patient or temporarily kept by the Hospital) are at the sole risk of the patient, and the patient agrees that HA / the Hospital is not liable for any loss or damage to such items, howsoever arising. All such items must also be removed or collected by the patient or the patient’s next of kin/ intended or actual personal representative of the estate forthwith when the patient no longer stays in the Hospital (for the reason of discharge or other circumstances) (“the Discharge”).
- If patient’s cash is temporarily kept by the Hospital, the Hospital may deposit the cash to HA’s bank account for security reason. The same amount of cash (with no interest) will be returned to the patient or the patient’s next of kin/ intended or actual personal representative of the estate upon the Discharge. The patient agrees that any interest generated into the bank account from the cash belongs to HA absolutely.
- The patient agrees that all his/her personal belongings/ valuable items in the Hospital (including items temporarily kept by the Hospital) not removed or collected for more than three months after the Discharge shall be considered abandoned by the patient and the Hospital may dispose of such items at any time thereafter and in any manner considered appropriate, and the proceeds of disposal (if any) may be retained by the Hospital for its own use. Patient further agrees that if such items are perishable, noxious, offensive, or otherwise repulsive, they may be disposed of by the Hospital at any time and in any manner considered appropriate without notice to the patient or the patient’s next of kin/ intended or actual personal representative of the estate and the Hospital is not liable for any loss or damage caused.
- You can bring a lock for your drawer. (The lock is available for sale at G/F convenience store)

2. Admission Procedure

A. General condition

- Admission procedure cannot be proceeded if no personal identification available.
- Please inform our admission staff to check the eligibility if you are a civil servant and his/her dependent, retired civil servant, HA staff and his/her dependent or retired HA staff.
- Office hours of admission office

- Monday to Friday : 7:30 a.m. to 1:00 p.m. & 2:00 p.m. to 5:30 p.m.
- Saturday, Sunday & Public Holidays : Closed

- For cancellation of admission appointment, please call Admission Office at 2683 7523 during office hours.

B. Special circumstances

- If typhoon No.8 or above or rainstorm black warning is hoisted, non-emergency admission will be withheld and hospital would inform patients about rescheduling arrangement.
- A guardian or next-of-kin over age 18 should accompany patient under 18 or who has difficulty in verbal communication.
- Please inform admission staff or ward staff if patient does not agree hospital disclose his/her ward/bed number upon enquiry.

C. Mixed gender ward

- Some wards may admit both genders due to operation needs. In order to safeguard privacy, some care and procedures will be re-arranged. Please contact our staff for further enquiry.

3. Rules and Regulations during hospitalization

A. Rules

- Please refer to “Patients’ Charter” for the information on patient’s right and responsibilities. “Patients’ Charter” is also available in the information counter or can be downloaded at the web site.



http://www3.ha.org.hk/ndh/content/patientcharter/charterpamphlet_e.html

- No member of hospital staff is permitted to accept gratuity or presents.
- To protect patient's safety, patients are strongly advised not to leave the hospital without notifying the doctor in-charge and the hospital will assume no responsibility for any consequences. The Hospital would seek police assistance to locate the patient’s whereabouts if the ward staff cannot find the patient.
- The hospital will take appropriate action in accordance with the Hospital Authority Bylaws to persons violated the clauses of the Bylaws including use any language likely to cause offence or annoyance to any person or behave in an indecent or disorderly manner in hospital. The Bylaws are posted up at prominent places in the hospital.
- Please do not use private electrical appliances connecting to hospital power supply. Paid and free mobile phone charging services are available at G/F Convenience Store and Lobby respectively.
- With a view to preventing interference of medical equipment, please switch off the mobile phone in wards and restricted areas within the hospital.
- Smoking in hospital premises including at open area is forbidden. Offenders are liable to prosecution.
- Please let our staff know if you have food allergy or preferences due to religious reason, such as requiring Halal meal or vegetarian. Please help us to reduce food leftover.

B. Visiting Policies

- Please prepare your own surgical mask
- Visiting sessions :
- All general wards (including EMW): 12:00 noon to 2:00 p.m. & 5:30 p.m. to 7:30 p.m.
Intensive Care Unit (ICU) : 12:00 noon to 1:30 p.m. & 5:30 p.m. to 8:00 p.m.
Isolation ward : No visiting allowed
- Visiting of each patient in general wards would be limited to no more than two visitors per day at every occasion and children under 12 are not allowed to go inside the ward. Visitors are advised to follow ward staff instruction to leave the ward area if it is deemed necessary.
- Visiting hours will be changed subject to HA Response Level for Infection Control. Please contact Enquiry Office on 2683 8888 for details.

- Healthcare staff may contact patient's relative via hospital phone no 2683 8668 if necessary.
- Flexible visiting hours : Visitor could visit patient outside visiting hours on special request so as to enhance physical and psychological care for patients. Please approach ward nurses for special arrangement.
- 24 hours visitor car-park is available.

C. Patient Safety

- Please inform ward staff if patients need to take personal drugs and have the drugs with them during admission. During the hospital stay, no private medication to patient without notification to ward staff.
- Should you have any enquiries on medication prescribed, please contact healthcare staff or pharmacy.
- Before eating, taking medicine and after toilet, patients or carers should clean their hands. Based on the WHO recommendations, health care workers will clean their hands before and after care of patients. If you are aware of healthcare staff not doing so, please make a warm reminder to them.
- In order to ensure food hygiene and safety of patients, hospital does not encourage visitors to bring food to patients during visitation, and hospital does not provide food heating and refrigeration services. Should you have any enquiries, please contact healthcare staff.
- Please inform the healthcare staff upon admission for skin integrity. During the hospitalization, if you noted any condition change (such as increasing redness, swelling, tenderness, heat or discharge), please notify the healthcare staff.
- For patients with high risk of pressure ulcer development, skin breakdown or fragility, pressure relieving device might be provided upon assessment by nursing staff.
- For patient safety and prevention of fall, if you have lowered the bedside rails of the patient during visitation, please have them re-set before you leave the ward. Please ask help from ward staff if you have any questions.
- Patients and their relatives are encouraged to collaborate with hospital staff during treatment and investigation procedures to ensure patients' safe and speedy recovery.
- Healthcare staff might conduct nutritional assessment such as interviewing and measuring body height and weight as necessary. If you have any enquiries, please contact healthcare staff.
- Patient with choking risk should comply with the hospital's recommendations on diet texture and fluid consistency.

4. **Discharge Procedure**

A. Please settle your hospital charges at G/F Account Office after collection of all documents from wards. Please pay before collection of medications at G/F Pharmacy if required.

B. Hospital Charges

- Eligible Persons (HK resident) Public Ward and Day Ward: \$75 admission fee for the 1st day & \$120 per day.
- Non-Eligible Persons (Non-HK resident) Public Ward and Day Ward: \$5,100 per day and \$51,000 deposit (deposit must be paid before admission)
- Please approach admission office for the details of the definition of eligibility.

C. Payment

- All hospital fees must be paid on discharge. Payment can be made by cash, EPS, Octopus, credit cards electronic wallets (AliPay, AliPay HK, WeChat Pay, WeChat Pay HK) or crossed cheque payable to HOSPITAL AUTHORITY.
- Shroff Office located at G/F, telephone: 2683 7533
- Shroff Office hours:

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|--------------------------|---|------------------------|
| Monday to Saturday | : | 8:45 a.m. to 9:00 p.m. |
| Sunday & Public Holidays | : | 9:00 a.m. to 5:00 p.m. |

5. Other Information

A. Enquiry

- For general enquiry of hospital services, please contact at 2683 8888. For details, please visit the website http://www3.ha.org.hk/ndh/index_e.asp



- If patient or carers would like to discuss treatment plan or nursing care plan with clinical management team, please check with duty nurse. For more information on disease, self-care tips, preparation for general surgery and investigation procedures and community resources, please visit the website <http://www21.ha.org.hk/smartpatient>



B. Appreciation, Feedback or Complaint

You may make appreciation, feedback or complaint towards our services through “Feedback Form” available at hospital suggestion box or approach the Patient Relations Office at 1/F North District Hospital

Telephone : 2683 7921
Fax : 2683 8383
e-mail : ndh_pro@ha.org.hk
Office hours : Monday to Friday 9:00 a.m. to 12:30 p.m. & 2:00 p.m. to 5:30 p.m.
Saturday, Sunday & Public Holidays Closed

C. Financial and Other Difficulties

Please approach Hospital Medical Social Workers if you encounter any financial difficulties or need any welfare support:

Office : 1/F North District Hospital
Telephone : 2683 7750

D. Personal Data (Privacy) Ordinance

Please read “Personal Data (Privacy) Ordinance (PD(P)O) – Notice to Patient” regarding use and disclosure of personal data.

E. Application for Patient Data

- Patient can apply for patient data such as copy of medical records and medical report / patient information.
- Application forms are available in Admission Office or can be downloaded from the Hospital website:

<http://www3.ha.org.hk/ndh/content/appatientdata.htm>



- For enquiries, please contact Health Information & Records Office at 2683 7042.

F. Update of Personal Information

In case of any changes in personal information, please return with relevant document to the following offices for updates

- Admission Office during hospitalization;
- Shroff Office upon discharge of patient;
- Appointment Office of Specialist Outpatient Clinic for outpatient consultation.



HA Go網頁
HA Go Website

<https://www3.ha.org.hk/hago/>

掌握健康「智」輕鬆 Health in Your Hand

HA Go is a one-stop app integrating several HA apps with new useful features and functions. It facilitates patients to manage health care at their fingertips more effectively. Please scan the QR code with your smartphone to download HA Go, register by inputting your personal details and activate your account at hospital's counter with the HA Go logo on your next attendance. Please visit HA Go Website for details.