



1. Consent of patient / patient's legal guardian should be obtained for an applicant to apply for the patient's medical report / patient's information.
2. Consent of patient's parent / guardian should be obtained for an applicant to apply for the medical report / patient's information if the patient is under 18 years of age.
3. Consent of patient's personal representative should be obtained for an applicant to apply for the medical report / patient's information if the patient is a deceased.
4. All relevant supporting documents of the applicant, patient, and concerned parties should be presented for verification of identity upon request. Copy of the documents may be required if necessary. Examples of the supporting documents are:
 - Hong Kong Identity Card / Marriage Certificate / Birth Certificate or Legal Custody Paper (if the patient is under 18) / Probate or Letter of Administration (if the patient is deceased)
 - A guardianship order issued by the Guardianship Board / court / magistrate which can show that the Relevant Person is currently appointed as the guardian of the mentally incapacitated Data Subject
 - Documentary evidence to show that the Relevant Person has been vested the guardianship or that he is authorised to perform the functions of a guardian under the relevant section of the Mental Health Ordinance
5. The specialty responsible for completion of medical report / patient's information and all relevant information about the attendance of the patient, including dates, receipts and follow-up card must be specified upon submission of request.
6. If the reason for request is "Claim for Compensation / Insurance", please attach the relevant insurance form. Doctor will complete the medical report either in essay form or in the provided form.
7. An authorized signature of the patient is required if there is any amendment made on the documents / application form.
8. According to the policy of Hospital Authority, a minimum of \$895 per medical report per specialty and subject to a maximum of \$3,580 will be charged. \$230 will be charged for general requests (Proof of Date of Death, Date of Admission & Discharge, Birth Date & Time, Attendance Record, copy of Medical Certificate). Regarding the charges for other special requests, please contact our staff.
9. Charges for all requests should be paid during submission. The minimum charge of HK\$895 should be paid when submitting an application for medical report. Payment by cheque should be crossed and made payable to the 'Hospital Authority'. **Please do not send the cash by mail.**
10. For the application of <FORM B- Application for Reimbursement/ Direct Payment of Medical Expenses>, the applicant should submit the application form together with the copy of the itemised bill / receipt(s).
11. Under no circumstances will the application for medical report / patient's information be processed without receiving consent from patient or patient's authorized person, checking original and copy of relevant documents and paying the charges.
12. *No refund* of the charge for medical report / patient's information will be made once an application is made.
13. All medical reports / patient's information are written in English and based on patient's information during the care of Prince of Wales Hospital. The information provided will be until the date of application or subject to the doctor's decision on the relevancy of the case.
14. In general, a medical report takes approximately 8 weeks to complete. As doctors need to refer to the medical records in the preparation of medical reports, if you (or your representative) apply for more than one report, the doctors will refer to the medical records and complete the reports in succession. And each additional report will take 8 more weeks to complete. For any amendment request, please submit the original copy of medical report / patient's information. Please note that such amendment is subject to our doctors / hospital management's final decision.
15. All medical report / patient's information will be sent to the applicant by "Registered Post" unless specified upon application.
16. If you have any queries, please contact our Medical Records Office at:

Enquiry No. :	(852) 3505 2416	Office Hour	
Facsimile No.:	(852) 3505 4528	Monday-Friday:	9:00am – 1:00pm
24 hours hotline:	(852) 3505 3555		2:00pm – 5:30pm
Address:	Medical Records Office, 2/F., Old Block, Prince of Wales Hospital, 30-32 Ngan Shing Street, Shatin, N.T.	Saturday, Sunday and Public Holiday:	Closed
Website:	www.ha.org.hk/pwh		
17. **All calls from our hospital will show the number 3505 6000 in the caller display of your phone. Please pick up the call.**

Remark: "original consent" or "certified true copy" of the consent is required for application of medical report / patient's information.