



HOSPITAL AUTHORITY
PRINCE OF WALES HOSPITAL
Admission Notice

Please read the contents of this notice carefully. This notice concerns your rights and responsibilities as a patient of the Hospital Authority. Hospital Authority (HA) 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 Prior to Admission

- a. Bring the original copy of your identity document and address information document.
- b. Bring examination / laboratory reports done in the private clinics/ hospitals and personal drugs (if applicable).
- c. Bring your personal daily necessities (such as slippers, towel, toothbrush, toothpaste, soap, toilet roll etc.) and a padlock for your bedside locker.
- d. Don't bring personal belongings or valuables (you will be responsible for your own loss) or dangerous articles such as sharps or flammable items.

2. Admission Procedure

a. Registration Location & Opening Hours

- i) Please present the following documents upon registration:
 - ♦ Original copy of the patient's identification document / travel document / birth certificate (children under 11 years old) and
 - ♦ Address information document (e.g. electricity / telephone bill dated within the last 6 months)
- ii) Important message for patients of **booked** admission: No admission registration would be performed if patients are unable to present valid identification documents upon registration.
- iii) Important message for patients of **emergency** admission: If you cannot present valid identification documents, you will be regarded as non-Hong Kong residents and you are then required to pay a deposit on the day of admission and full fees on the discharge day.
- iv) Please go to the following locations for admission registration
 - ♦ Emergency & Admission Registration Office
Location: G/F, Main Clinical Block and Trauma Centre (Main Clinical Block)
Opening hours: 24 hours
 - ♦ Admission Registration Office
Location: G/F, Old Block
Opening hours: Monday to Friday; 7:30 am to 4:30 pm
Closed on Saturdays / Sundays / Public Holidays

b. Arrangement under Special Circumstances

- ♦ Patients under 18 or those who have difficulty in verbal communication should be accompanied by guardians or next-of-kin over the age of 18.

- ♦ If typhoon signal no.8 or above or the rainstorm black warning is hoisted, non-emergency admission will be withheld and hospital would inform patients on the rescheduling arrangement.

3. Ward Arrangement / Mixed- gender Ward

For efficient use of hospital beds and resources, some wards are mixed gender in nature so as to enable early admission of patients for treatment. Nevertheless, great respect will be paid to ensure patient privacy. You are welcome to contact our staff should there be any enquiries or suggestions.

4. Rules and Regulations during Hospitalization

- a. Please refer to the attached “Patient Charter” for information on patients’ rights and responsibilities.
- b. No member of hospital staff is permitted to accept gratuity or presents.
- c. Wear 'identity bracelet': You are required to wear the bracelet upon admission for the purpose of identity check-up whenever health care staff carry out treatment or procedures. Please inform the ward staff for replacement if the bracelet is damaged or lost.
- d. Leaving the Ward: You are required to inform ward staff before leaving the ward. For your safety, the hospital would seek police assistance to locate your whereabouts if the ward staff cannot find you.
- e. Use of Mobile Phones: You must follow the hospital rule to switch off mobile phones in areas where large numbers of highly sensitive medical equipment are in use to avoid interference to the medical equipment.
- f. Use of Electrical Sockets: Please do not connect private electrical appliances to hospital power supply. Paid mobile phone charging service is available at hospital convenience stores and kiosks.
- g. Use of Wet Wipes : Never flush wet wipes down the toilet, which could lead to drainage blockage and seriously affect the hospital operation.
- h. No Smoking: No person shall smoke or make use of a naked light in the hospital premises. Offenders may be prosecuted.
- i. Pursuant to Hospital Authority Bylaws, no person shall in a hospital use any language likely to cause offence or annoyance to any person or behave in an indecent or disorderly manner. Offenders may be prosecuted.
- j. Pursuant to Hospital Authority Bylaws, no person shall in a hospital take any photograph or film or video picture whereby any ward in a hospital is thereby depicted without consent of any member of the staff. Offenders may be prosecuted.

5. Meal Arrangement

- a. If you have the following conditions during your stay, please notify our healthcare staff for further arrangement:
 - ♦ require smaller or larger portion of meal, or not require any meals;
 - ♦ allergy to any kinds of food;
 - ♦ require special diet due to religious reasons, e.g. Halal meal, vegetarian meal

- b. Personal Food: Food provided by the hospital will be sufficient in quantity and can cater for individual needs. Very often, patients have to comply with special dietary requirements or restrictions while in hospital. Food hygiene may also be an issue if there is improper food handling. Bringing in food that requires processing and storing is therefore not encouraged and the hospital cannot accept responsibility for storing, heating or refrigerating these foods. Should you have any enquiries, please contact healthcare staff.

6. **Patient's Examination and Treatment**

During hospitalization, you may be asked to give consent to undergo examination, tests and treatments considered appropriate or necessary by the HA hospital. Patients may be examined by medical students and nursing students and treated by house officers under supervision of corresponding supervisors.

7. **Patient Safety**

- a. Patients and their relatives are encouraged to collaborate with hospital staff during treatment and investigation procedures to ensure patients' safe and speedy recovery.
- b. Infection Control Measures: Patients with infectious risks may be required to be transferred to different wards with enhanced infection control facilities, thereby minimizing cross infection within the hospital premises. In addition, to protect yourself and safeguard public health, please undertake precautionary measures such as wearing a surgical mask if you have respiratory symptoms; and perform hand hygiene before eating, taking medicine and after using toilet. Our health care workers are also required to clean their hands before and after taking care of patients. If you are aware of any healthcare staff not doing so, please make a friendly reminder to them.
- c. Personal Drugs: Please inform healthcare staff if patients need to take personal drugs and have the drugs with them during admission. During the hospital stay, visitors should not administer private medication to patients without notification to healthcare staff.
- d. Drug information: Should there be any enquiries on medication prescribed, please contact healthcare staff or pharmacy.
- e. Nutritional Care: Healthcare staff might conduct nutritional assessment such as interviewing and measuring body height and weight as necessary. Patients with choking risk should comply with the hospital's recommendations on diet texture and fluid consistency. Please ask help from ward staff if you have any questions.
- f. Skin & Wound Care: Please inform the healthcare staff upon admission if you have any skin breakdown. During your hospital stay, if you note any condition change (such as increasing redness, swelling, tenderness, heat or discharge), please notify the healthcare staff.
- g. Fall Prevention: 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.
- h. Incident Management: To ensure patient safety, the Hospital Authority and the hospital have put in place an established mechanism and guidelines for staff to report medical incidents in a transparent and open manner.

8. Visiting Policies

- a. You could contact ward staff to make a request not to release your ward and bed number information upon enquiry.
- b. Visiting of each patient in general wards would be limited to no more than two visitors per day on each occasion and children under 12 are not allowed to enter wards. Visitors are advised to follow ward staff instruction to leave the ward area if it is deemed necessary.
- c. Visiting hours may be changed subject to HA Response Level for Infection Control. Information on visiting hours can be obtained from the Enquiry Counter or wards or by calling 3505 2415.
- d. Visiting is not allowed in isolation wards. Patients' relatives can use hospital videophones to communicate with patients. The facility can be booked by calling 3505 3158.

9. Patient's personal belongings/ valuable items

- a. Patient please do not bring along personal belongings / valuable items on admission to and during hospitalization at a hospital of HA.
- b. 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").
- c. 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.
- d. 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.

10. Transfer

- a. PWH is an acute hospital which serves the population of the New Territories East Region. If you no longer require acute inpatient care, you may be transferred to other New Territories East Cluster hospitals such as the Shatin Hospital or Tai Po Hospital for continuation of care.
- b. The transfer enables you to receive non-acute inpatient care in a more suitable hospital

environment. You can also facilitate PWH to spare beds to admit patients in need of acute medical service.

11. **Discharge Procedures**

a. **Hospital Charges**

Public Wards and Day Wards

Eligible Persons (HK residents <i>must present valid HKID card</i>)	With effect from 18 June 2017: \$75 admission fee on the 1st day and, \$120 per day
Non-Eligible Persons (non HK residents)	With effect from 18 June 2017: Public Ward: \$5,100 per day Intensive Care Unit: \$24,400 per day High Dependency Unit: \$13,650 per day Nursery : \$1,340 per day <i>(a deposit of \$51,000 must be paid before admission)</i> \$90,000 will be charged for those who have not made a confirmed booking for their delivery or have not undergone the antenatal checkup provided by the Hospital Authority during the pregnancy concerned (This charge covers three days (two nights) of hospitalization in a general ward related to the delivery)
Civil servants and retired civil servants	With effect from 18 July 2017: \$68 per day
HA staff	Free of charge
Recipients of CSSA	Free of charge
Children under 12 years old (HK residents)	Half fee

b. **Payment**

Shroff

Location: Level 1, Main Clinical Block and Trauma Centre (Tel: 3505 2420)

Opening hours: Monday to Friday 8:15 am to 9:00 pm;

Saturdays: 8:45 am to 9:00 pm;

Sundays and Public Holidays: 9:00 am to 7:00 pm

If payment is made outside the service hours of the Shroff, you can also use the following payment methods:

1. Payment can be made at hospital's electronic kiosks which available 24 hours; or
2. Download the mobile payment application of Hospital Authority (HA) "HA Go" and use "Pay HA" for bill payment.
3. Please pay at the Emergency & Admission Registration Office (which provides a limited range of service)
Location : G/F, Main Clinical Block and Trauma Centre

c. **Financial difficulties and support**

Please approach hospital medical social workers if you encounter any financial difficulties or need any welfare support - Office: 2/F, Old Block;
Telephone: 3505 2400.

12. Other Information

a. **Data Privacy & Update of Personal Information**

- ◆ Please read ‘Personal Data (Privacy) Ordinance – “Notice to Patient”’ regarding use and disclosure of personal data.
- ◆ In case of any changes in personal information, please return with relevant documents to the following offices for updating
 - i. Admission Office during hospitalization;
 - ii. Shroff Office upon discharge of patient;
 - iii. Appointment Office of Specialist Outpatient Clinic for outpatient consultation.

b. **Application for Patient Data / Medical Record**

Details for applying patient data such as a copy of medical records, medical report, clinical information, medical certificate and on-loan of X-Ray films are available via the following channels:

- ◆ PWH website: www.ha.org.hk/pwh
- ◆ Telephone hotline: 3505 3555 -> Press 1 for Cantonese or 2 for English or 3 for Putonghua -> Press 6 go to Application of Patient Data
- ◆ Medical Records Office
Tel. no.: (852) 3505 2416 or Fax. no.: (852) 3505 4528
Address: 2/F, Old Block, Prince of Wales Hospital, 30-32 Ngan Shing Street, Sha Tin, New Territories, HONG KONG

c. **Appreciation or Feedback on Hospital Service**

You may make appreciation, feedback or complaints towards our services through ‘survey questionnaires’ available at hospital suggestion boxes or approach the Patient Relations Office
Address: Rm. 43066A, 2/F, Old Block.

Service hours: Monday to Friday: 9 am – 1 pm, 2 pm – 5:30 pm

Closed on Saturdays, Sundays and Public Holidays

Hotline: 3505 2433

Fax: 3505 4696

Email address: pwh_enquiry@ha.org.hk

d. **Hospital Facilities**

Rehab Shop

- ◆ Rehab shop is located on G/F, Main Clinical Block and Trauma Centre providing convenient and non-profit making rehab products sales services. For details, please call 3505 3495.

Visitor carpark

- ♦ Hourly rate visitor carpark is located at the Staff Quarters with opening hours as follows:
 - Monday to Friday: 5:00 pm – 8:00 am of the following day
 - Saturdays: 1:00 pm – 8:00 am of the following Monday
 - Sundays and Public Holidays: Whole Day
- ♦ Outside of the hours mentioned above, you can use the 24-hour visitor carpark at the Podium, 2/F, Old Block.
- ♦ Illegal parking in hospital area is liable to be impounded with impounding fee of \$320 and retention fee of \$320 per day.

e. **Others**

- ♦ All calls from our hospital will show the number 3505 6000 in the caller display of your phone. Please pick up the call when you see this phone number.
- ♦ For general enquiry of hospital services, please visit the website: www.ha.org.hk/pwh
- ♦ For more information on diseases, self-care tips, preparation for general surgery and inspection procedures and community resources, please visit the website: <http://www21.ha.org.hk/smartpatient>.

RESPONSIBILITIES

Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.



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



Should not waste medical resources unnecessarily.



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.



For enquiry, please contact Patient Relations Office of the hospitals below :

Alice Ho Miu Ling Nethersole Hospital

Tel: 2689 2168

Email: ahntph_pro@ha.org.hk

Bradbury Hospice

Tel: 2636 7504

Email: bbh_enquiry@ha.org.hk

North District Hospital

Tel: 2683 7921

Email: ndh_pro@ha.org.hk

Prince of Wales Hospital

Tel: 3505 2433

Email: pwh_enquiry@ha.org.hk

Cheshire Home, Shatin

Tel: 2636 7504

Email: sch_enquiry@ha.org.hk

Shatin Hospital

Tel: 2636 7504

Email: sh_enquiry@ha.org.hk

Tai Po Hospital

Tel: 2607 6313

Email: ahntph_pro@ha.org.hk

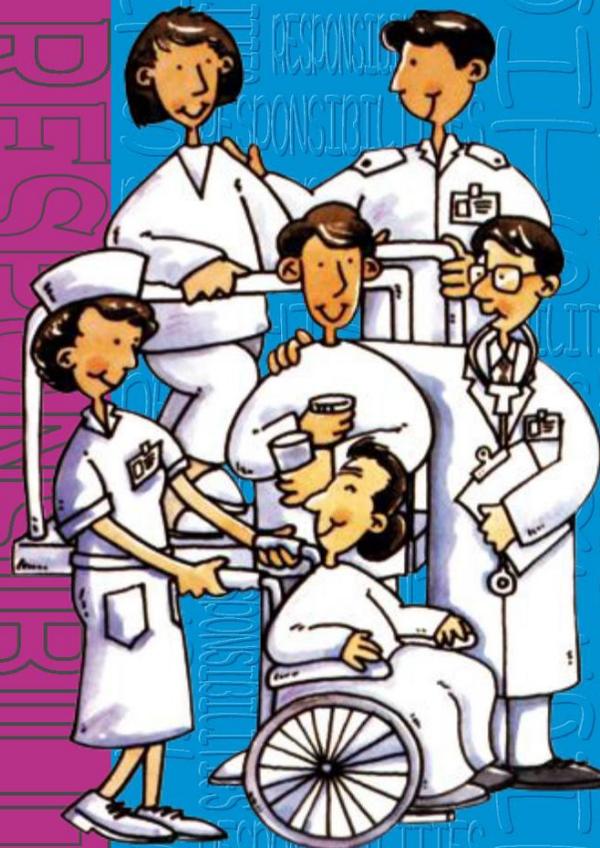
You may also contact Hospital Authority Head Office

Tel: 2300 7125

Email: haho_cm@ha.org.hk



PATIENTS' CHARTER



新界東醫院聯網
NEW TERRITORIES
EAST CLUSTER

The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you use the services of any of Hong Kong's public hospitals. 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.

RIGHTS

Right to Medical Treatment



The right to receive medical advice and treatment which fully meets the currently accepted standards of care and quality.

The currently accepted standards are those adopted by a responsible body of the profession in the light of accepted contemporary medical practice.

Right to Information

The right to information about what health care services are available, and what charges are involved.

This information should be readily available to you in the hospitals.



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.

You have the right to information which might affect the decisions concerning your treatment.

The right to know the names of any medication to be prescribed, and its normal actions and potential side-effects given your condition.

Drug labelling has been fully implemented in all public hospitals since 1994. This provides information on medicines being prescribed to you.



The right of access to medical information which relates to your condition and treatment.

This right enables you to participate in decisions relevant to your treatment and facilitates continuity of health care. Provision of the information will be according to the practices and operational procedures of hospitals.



Right to Choices

The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.

Your wishes to accept or refuse medication, treatment or investigation will be respected. However, you should have a clear understanding of the implications of such refusal.



The right to a second medical opinion.

In public hospitals you are in fact being looked after by a team of clinicians and therefore enjoy the benefit of medical opinion from more than one medical practitioner. But if you feel the need to seek another opinion from practitioners in the private sector, you have the right to do so on your own initiative outside the public hospital system.



The right to choose whether or not to take part in medical research programmes.

Your written consent is required for you to take part in any medical research programmes conducted by public hospitals. All aspects of such programmes will be clearly explained to you beforehand.



Right to Privacy

The right to have your privacy, dignity and religious and cultural beliefs respected.

Your personal belief and wishes will be respected provided the observance is not at the expense of other patients or health care providers' rights. Due to historical reasons, there are varying standards of facilities and physical settings in different hospitals. But every effort will be made to meet minimum standards to protect your privacy.



The right to have information relating to your medical condition kept confidential.

In general, medical information pertaining to your conditions will not be released to other parties without your expressed consent.



Right to Complaint

The right to make a complaint through channels provided for this purpose by the Hospital Authority, and to have any complaint dealt with promptly and fairly.

At every hospital or clinic, there is a Patient Relations Officer to whom you can make formal complaints either verbally or in writing. The complaints will be investigated and followed up by appropriate personnel. You will receive a substantive reply to any complaint within a reasonable period of time, together with an indication of any action that has been or will be taken.

