

HOSPITAL AUTHORITY

Alice Ho Miu Ling Nethersole Hospital

ADMISSION INFORMATION

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

PART I: BEFORE ADMISSION

A. Preparation Before Admission

- 1) Identity Documents & Other Supporting Documents
 - ▶ Patient must present the original valid identity document for admission, which includes:
 - For Adult and Adolescent (11 years of age or over): HKID Card or Travel Document
 - For Child (under 11 years of age): HKID Card / HK Birth Certificate or Travel Document
 - For Infant (less than 42 days): Documents issued by a Hong Kong hospital indicating the baby is born in Hong Kong; and the baby's parent's HKID Card or Travel Document
 - ▶ Proof of Address: e.g. electricity bill, water bill or telephone bill of recent six months.
- 2) Private examination and laboratory reports
 - ▶ Patient should bring along all private investigation reports if available.
- 3) Personal Care Items
 - ▶ Patient should bring along personal care items such as cup, slippers, towel, tooth brush, toothpaste, shower gel, toilet roll and diapers, etc. according to need.
- 4) Valuable Items / Dangerous Articles
 - ▶ Do not bring personal valuables to the Hospital. You will be responsible for your own loss.
 - ▶ To ensure a safe and secure environment for all patients, staff and visitors, please refrain from bringing sharp objects, hazardous or inflammable items to the Hospital.

B. Admission Procedures

- 1) Non-emergency Admission
 - ▶ Non-emergency admissions are arranged after consultation in Clinical Department. An Admission Slip will be issued to patient with information on admission date, time, ward and special instructions (if any).
 - ▶ Patient should follow the instructions on "Admission Slip" and report to Admission (G/F, Block A) or corresponding ward accordingly.
 - ▶ Admission Office

	Location:	G/F, Block A
	Office Hours:	Monday to Friday: 07:30 to 12:00 & 12:30 to 17:00
		Saturday: 08:00 to 12:00
		Sunday & Public Holidays: Closed
 - ▶ If your admission is scheduled outside service hours of the Admission Office, patient should approach the A&E Registration located at G/F, Block C of the Hospital for registration.
 - ▶ To facilitate the accurate registration of patient, correct retrieval of patient's clinical data for on-going patient care and accurate calculation of patient's admission/attendance fees, patient is asked to present the original of his/her valid identity document.
 - ▶ No admission registration shall be performed if patient with booked appointment failed to present valid identity document upon registration.
 - ▶ If the admission appointment is no longer required, please call 2689 2040 to contact Admission Office to cancel.
- 2) Emergency Admission (through Accident & Emergency Department)
 - ▶ If hospital admission is needed after assessment by AED medical officer, emergency admission would be arranged.
 - ▶ If valid identity documents are not presented, patient will be regarded as non-entitled person (NEP) and be required to pay a deposit on day of admission. In case, valid identity documents are not presented on/before discharge, full fee will be applied.
- 3) 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.
 - ▶ When Tropical Cyclone Warning Signal No.8 or above, or Black Rainstorm Signal or "extreme conditions" is in force, booked clinical admission will be withheld and hospital will inform patients about rescheduling arrangement.

PART II: DURING HOSPITALISATION

A. Hospital Rules

- 1) "Patients' Charter" explains a patient's rights and responsibilities when using the service of Hong Kong public hospital. Please refer to the enclosed leaflet.
- 2) No hospital staff is authorised to accept gratuity or present.
- 3) Patient is required to wear an 'identity bracelet' upon admission for the purpose of identity check-up whenever health care staff carries out treatment or procedures. Please inform the on-duty nurse for replacement if the 'identity bracelet' is damaged or lost.
- 4) Patient is required to inform clinical staff before leaving the ward. Do not leave the hospital compound without doctor's permission. For the safety of patient, police assistance would be sought in case ward staff cannot locate the patient. The hospital will not be liable for patient having any accident outside the hospital premises.
- 5) Patient must observe the precaution of keeping mobile phones at a distance of at least 1 meter away from medical equipment and follow the hospital rule to switch off mobile phone in critical areas where large numbers of highly sensitive medical equipment are in use to avoid interference to medical equipment.
- 6) Do not use the electricity sockets in ward for private purposes.
- 7) Do not flush wet wipes down the toilet, which could lead to drainage blockage and seriously affect the hospital operation.
- 8) Pursuant to the Hospital Authority Bylaws, no person shall smoke or make use of a naked light in this hospital. Offender may be prosecuted.
- 9) Pursuant to the 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. Offender may be prosecuted.
- 10) Pursuant to the 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. Offender may be prosecuted.

B. Patient's Examination and Treatment

- 1) When admitted to Hospital, patient may subsequently be transferred to another HA hospital for examination and/or treatment.
- 2) When in Hospital, patient may be asked to consent to such tests, examination and treatment considered appropriate or necessary by the hospital.
- 3) When in Hospital, patient may be examined by medical student and nursing student and treated by House Officer under supervision of corresponding supervisor.

C. Patient Safety

- 1) Patients and their relatives are encouraged to collaborate with hospital staff during treatment and investigation procedures to ensure patients' safe and speedy recovery.
- 2) **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.
- 3) **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.
- 4) **Drug Information:** Should there be any enquiries on medication prescribed, please contact healthcare staff or pharmacy.
- 5) **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.
- 6) **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.
- 7) **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.
- 8) **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.

D. Mixed-Gender Ward Arrangement

- 1) For effective management of hospital beds resources and efficient arrangement of admitting patient for medical treatment, the hospitals had partially converted some wards into mixed gender ward. Mixed gender wards will admit both male and female patients simultaneously in the same ward with the following staff and resources provisions:
 - ▶ Patient of the same gender will be arranged to stay in the same cubicle.
 - ▶ Male and female washrooms are available for male and female patients respectively.
 - ▶ Male and female patients are looked after by both male or female staff. We will always work to maintain patients' privacy and dignity.
 - ▶ In case of emergency, immediate resuscitation will be provided by our staff irrespective of gender.
- 2) If you have any enquiries or suggestions, please contact any member of our staff.

E. Hospital Meal

- 1) If patient have the following conditions during his/her hospital stay, please notify nursing staff for further arrangement:
 - ▶ Requiring smaller or larger portion of meal or not requiring any meal; or
 - ▶ Allergic to any kinds of food; or
 - ▶ Religious reason, such as requiring Halal meal or vegetarian meal.
- 2) The hospital has a set menu for breakfast service i.e. congee, porridge or macaroni. Please notify nursing staff for meal amendment if breakfast item does not meet your need.
- 3) 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.

F. Personal Belongings / Valuable Items

- 1) 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").
- 2) 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.
- 3) 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.

PART III: VISITING POLICIES

A. Notes to Patients

- 1) Unless patient disagrees, Hospital may disclose his/her ward/bed number to persons requesting to visit him/her in Hospital.
- 2) If patient objects to the disclosure of such information, he/she should contact Ward / Admission Staff. Information on both his/her hospitalisation and ward/bed number will not be disclosed if patient opted for no disclosure under the existing arrangement.

B. Visiting Hours

- 1) Visiting hours will be revised subject to Hospital Authority's Response Level for Infection Control.
- 2) For the latest visiting hours, please call 2689 2000 or visit the hospital webpage:
https://www3.ha.org.hk/AHNNH/content/patientandvisitors/visitingarrangement_e.asp

Detailed Visiting Hours



C. Note to Visitors

- 1) Visitors are required to wear surgical masks in the patient care areas of the hospital.
- 2) 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.
- 3) Visiting is not allowed in isolation wards.

PART IV: DISCHARGE

A. Discharge Planning

- 1) After assessment, if hospital considers patient no longer requires hospital treatment, he/she has to be discharged from hospital or to accept the discharge plan arranged for him/her by hospital in conjunction with medical social worker.

B. Discharge Procedures

- 1) On day of discharge, nursing staff will give a discharge form to the patient and direct patient to Shroff Office to finalise his/her account. If patient has prescription for any additional medications, please present it to the Shroff Office for payment and stamping before obtaining the prescription from Main Pharmacy.

C. Medication Prescription

- 1) Discharged patient should collect prescriptions at Main Pharmacy (LG1/F, Block C) which opens 24 hours.

PART V: CHARGES & PAYMENT METHODS

A. Public Charges (Effective from 1 January 2026)

Eligible Person			Non-eligible Person (NEP)		
Service		Fee	Service		Fee
Inpatient Service	Acute General Bed	\$300 per day	Inpatient Service	General Ward	\$7,400 per day
	Convalescent / Rehabilitation, Infirmary and Psychiatric Bed	\$200 per day		Intensive Care Unit	\$35,600 per day
				High Dependency Ward	\$21,000 per day
				Psychiatric Hospital	\$3,100 per day
				Deposit (to be paid on admission)	\$74,000
Day Hospital / Day Procedure		\$250 per attendance	Day Hospital / Day Procedure		\$7,400 per attendance

1) "Eligible Persons" refers to:

- ▶ holders of Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and such permission has expired or ceased to be valid;
- ▶ children who are Hong Kong residents and under 11 years of age; or
- ▶ other persons approved by the Chief Executive of Hospital Authority.

2) Hospital maintenance fees for children under 12 years of age at public ward is half of that for adults. All other fees are the same as those for adults.

3) Maintenance fee will be levied on daily basis from day of admission with cut-off time set at 12:00 midnight.

4) Services are charged at the prevailing rates in the Gazette when the services are performed. Details can be referred to the HA website.

Fees & Charges



B. Payment

1) For payment, please approach the **Shroff Office** during office hours.

Location: G/F, Block A

Telephone No.: 2689 2010

Office Hours: Monday to Saturday: 08:15 to 21:00
Sunday & Public Holidays: 09:00 to 17:00

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

- ▶ Payment can be made at hospital's One-stop Electronic Kiosks which available 24 hours; or
- ▶ Download Hospital Authority's mobile application - "HA Go" and use "Pay HA" for bill payment.

C. Financial Difficulties and Support

1) For social assistance, please contact **Medical Social Workers**.

Location: Room 44, G/F, Block A

Telephone No.: 2689 2020

PART VI: HOSPITAL FACILITIES

A. Hospital Facilities, Locations & Opening Hours

Facility	Location	Opening Hours
Prayer Room	1/F, Block A	24 Hours
Chapel	1/F, Block A	Monday to Friday: 09:30 to 13:00 14:00 to 17:30
Canteen	2/F, Block C	Monday to Sunday: 06:30 to 20:00
Snack Bar	G/F, Block A	Monday to Friday: 08:00 to 15:00
Convenient Store	G/F, Block A	Monday to Sunday: 08:00 to 20:00
Rehab Shop	G/F, Block A	Monday to Friday: 09:00 to 13:00 14:00 to 17:00 Saturday: 09:00 to 12:00
Hourly Car Park	9 Chuen On Road, Tai Po	24 Hours

Hospital Facilities



PART VII: OTHER INFORMATION

A. Personal Data (Privacy) Ordinance

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

B. Update of Personal Information

- 2) In case of any changes in personal information, please return with relevant document to the following offices for updates
 - ▶ Admission Office during hospitalisation;
 - ▶ Shroff Office upon discharge of patient;
 - ▶ Appointment Office of Specialist Outpatient Clinic for outpatient consultation

C. Application for Patient Data

- 1) Patient can apply for patient data such as copy of medical records, medical report and other patient information e.g. Laboratory Results and Radiological Imaging Reports.
- 2) Application forms are available in Admission Office or can be downloaded from the Hospital website.
- 3) For enquiries, please call 2689 3352 during Office Hours.

Application for Patient Data



D. Interpretation Service

- 1) In the course of treatment process, if patient needs interpretation as he/she do not speak Cantonese, Putonghua or English, the hospital would try to provide the service as far as possible. Since it may take substantial time to arrange for interpreters, patient who needs service are advised to contact hospital staff in advance.

E. Transportation

- 1) **Buses**, which stop or terminate at Alice Ho Miu Ling Nethersole Hospital (AHNH):
 - 🚌 **71K**: Tai Po Market MTR Station ⇄ Tai Wo MTR Station (Circular)
 - 🚌 **73B**: Sheung Shui ⇄ AHNH (Circular)
- 2) **Minibuses**, which stop or terminate at Alice Ho Miu Ling Nethersole Hospital (AHNH):
 - 🚌 **20A**: Tai Po Market MTR Station ⇄ AHNH (Circular)
 - 🚌 **20X**: Tai Po Market MTR Station ⇄ AHNH
 - 🚌 **502**: Ching Ho Estate, Sheung Shui ⇄ AHNH

Transport Information



F. Donation

- 1) The hospital is a non-profit making organisation. Donations are welcome. Donation could be made via donation boxes and Octopus Card Readers at various locations of the Hospital.

G. Appreciation, Feedback or Complaint

- 1) The hospital welcomes public opinion on the service we provide. If you have any comment, you may approach our Patient Relations Officer or send us your comment through the Suggestion Box.
- 2) Patient Relations Office
 - 📍 Location: 1/F, Block A
 - ☎ Telephone No.: 2689 2168
 - 🕒 Office Hours
 - Monday to Friday: 09:00 to 13:00
 - 14:00 to 17:30
 - Saturday, Sunday and Public Holidays: Closed
- 3) Online "Appreciation & Feedback Form": <http://pfcs.ha.org.hk>

Online Appreciation & Feedback Form



H. Additional Information

1) Enquiry

-  Location: G/F, Block A
-  Office Hours: Monday to Friday: 08:45 to 19:30
Saturday, Sunday and Public Holidays: 09:00 to 19:30
-  Telephone No.: 2689 2000 (Switchbox)
-  Email Address: ahnh_enquiry@ha.org.hk
-  Hospital Website: https://www3.ha.org.hk/AHNNH/index_e.asp

Hospital Webpage



2) Smart Patient Website

- For more information on diseases, self-care tips, preparation for general surgery and inspection procedures and community resources, please visit Smart Patient Website: <https://www.smartpatient.ha.org.hk/smart-patient-web>

Smart Patient Website



3) Caller ID Display

- Calls from our Hospital will show as 1828 551 or 1828 552 on your Caller ID. Kindly answer our call.



HA Go 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. Patients could invite family members as carer to manage and review their health records.

Please scan the QR code with your Smart Phone to download HA Go. Register by inputting your personal details in HA Go. Patients will become HA Go full members if their personal information and telephone mobile number matches with HA records. Please visit HA Go Website for more information.

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Mobile App

