



# 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 A General Information**

##### **I) 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.

##### **II) Patient's Visitor**

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 the Admission Office. Information on both his/her hospitalisation and ward/bed number will not be disclosed if patient opted for no disclosure under the existing arrangement.

##### **III) Patient's personal belongings / valuable items**

1. Patient please do not bring along personal belongings / valuable items on admission to and during hospitalization at a hospital of the HA.
2. 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").
3. 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
4. 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.

##### **IV) Personal Data (Privacy) Ordinance**

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

##### **V) Patients' Rights & Responsibilities**

1. 'Patients' Charter' explains a patient's rights and responsibilities when using the service of Hong Kong public hospital. If you would like to know the content of the 'Patients' Charter' or have any enquiries about it, please contact out Patient Relation Office (Please refer to Point IV of Part E of this notice)

##### **VI) Application for Patient Data**

1. Patient can apply for patient data such as copy of medical records and medical report / patient information.
2. Application forms are available in Admission Office or can be downloaded from the Hospital website: <http://www3.ha.org.hk/ahnh>
3. For **enquiries**, please contact Health Information & Records Office at 2689 3352.

## VII) 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.

## VIII) Update of Personal Information

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

## Part B Admission Information

### I) Admission Information

1. Admission Office is located at G/F, Block A of the Hospital. Service hours are as follow:

Date	Service Hours
Monday to Friday	07:30 – 12:00 & 12:30 – 16:00
Saturday	08:00 – 12:00
Sunday & Public Holiday	Closed

2. Patient should register at the Admission Office according to the scheduled time. In case admission is scheduled outside service hours of the Admission Office, patient should approach the **A&E Registration Office located at G/F, Block C** of the Hospital for registration.
3. 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 following:

Patient Type	Document to Present
Adult	<ul style="list-style-type: none"><li>- Original identity document of patient (e.g. HKID Card); or</li><li>- Original travelling document of patient</li></ul>
Child under 11 years old	<ul style="list-style-type: none"><li>- Original HKID Card of patient; or</li><li>- Birth Certificate of patient; or</li><li>- Original travelling document of patient</li></ul>
Infant who was born in Hong Kong and is less than 42 days old but does not have Birth Certificate yet	<ul style="list-style-type: none"><li>- Documents issued by Hospital in Hong Kong indicating the patient was born in Hong Kong (e.g. Discharge Slip/Immunisation Card); <b>AND</b></li><li>- Original identity/travelling document of patient's father/mother</li></ul>

4. Please present address proof of recent six months on every registration e.g. electricity / water / telephone bill.
5. No admission registration shall be performed if patient with booked appointment failed to present valid identity document (e.g. HKID Card / Birth Certificate) upon registration.
6. For Emergency Admission via Accident & Emergency Department, if valid identity documents are not presented, patient will be regarded as non-entitled person 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.
7. Patient should bring along the following items for personal use:
  - Cup, thermo flask, slippers, towel, tooth brush, toothpaste, toilet roll and soap (as appropriate for Day Patient)
  - Diapers (for patient with incontinence of faeces/urine)
  - Tissue paper and diapers (for child under 2 years old)
  - Sanitary pads (for Maternity patient)
8. Should patient wish to cancel his/her admission appointment, please contact Admission Office at 2689 2040.

### II) Rules and Regulations

1. Pursuant to Bylaw 7(1)(b) of the Hospital Authority Bylaws, no person shall smoke or make use of a naked light in this hospital. Offender may be prosecuted.
2. Pursuant to Bylaw 7(1)(c) and 7(1)(d) of 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.
3. Pursuant to Bylaw 7(1)(g) of 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.

4. 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.
5. Do not ignite or burn incense in the hospital to prevent air pollution and fire hazard.
6. Do not use the electricity sockets in ward for private purposes.
7. 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.
8. 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.
9. No hospital staff is authorised to accept gratuity or present.

### III) Hospital Meal

1. If patient have the following conditions during his/her hospital stay, please notify nursing staff for further arrangement:
  - i) Requiring smaller or larger portion of meal or not requiring any meal; or
  - ii) Allergic to any kinds of food; or
  - iii) 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.

### IV) Notes to Visitors

1. Information on visiting hours could be obtained from the Enquiry Counter (located at G/F, Block A) or via phone at 2689 2000.
2. No visiting is permitted in the 'Infectious Triage' ward
3. To protect individual's health, children under 12 years old are not allowed to enter wards.
4. 24-hour fee-paying visitor car park is located at Tai Po Hospital nearby.

### V) Hospital Facilities

Facilities	Location	Remarks
Prayer Room	1/F, Block A	
Chapel	1/F, Block A	Please contact ward staff for Chaplaincy Service
Snack Bar	G/F, Block A	
Cafeteria	2/F, Block C	
Tuck Shop	G/F, Block A	
Health Resources Centre	G/F, Block A	Selling of rehab products

## Part C Discharge Information

### I) 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.

### II) 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.

### III) Pharmacy

1. Main Pharmacy is located on Basement Level 1 in Block C of the Hospital and opens 24 hours every day.

## Part D Charges & Payment

### I) Hospital Charges

1. Public Ward and Day Ward:

Eligible Person (must present HKID)	:	HK\$ 75 (Admission Fee)
	:	HK\$ 120 per day
Non-Eligible Person	:	Public ward - HK\$ 5,100 per day
	:	Intensive Care unit - HK\$ 24,400 per day
	:	High Dependency Unit - HK\$ 13,650 per day
Deposit (must be settled before admission)	:	HK 51,000
HA staff	:	Free of Charge
Recipient of CSSA (must present CSSA Certificate)	:	Free of Charge
Children under 12 years old	:	Half Fee

### II) Payment

1. Shroff Office is located at G/F, Block A of the Hospital (Tel: 2689 2010). Service hours are as follow:

Date	Service Hours
Monday to Saturday	08:15 – 21:00
Sunday & Public Holiday	09:00 – 17:00

2. Whilst in hospital, patient must settle the hospital fee every 8 days.
3. Payment can be made by cash, EPS, Credit Card or crossed cheque payable to 'HOSPITAL AUTHORITY'. If payment is to be made by cheque through post, please write down patient's name and bill number at the back of the cheque and post to 'Finance Department, Alice Ho Miu Ling Nethersole Hospital, 11 Chuen On Road, Tai Po'. Alternatively, payment can be settled by cash at '7-Eleven Convenience Store' in Hong Kong by presenting the hospital bill.

## Part E Other Information

### I) Transport

1. Patient and visitor can take Green Minibus route No. 20A and 20X from Tai Po Market MTR Station or Bus route No. 71K from Tai Po Market or Tai Wo MTR Station when travelling to our Hospital.
2. Alternatively, patient and visitor may take the below-listed buses followed by a ten-minute walk to our Hospital:

Bus No	Route
73X	Fu Sin Estate ↔ Tsuen Wan (Nina Tower)
75X	Fu Sin Estate ↔ Kowloon City Ferry
71A	Fu Heng Estate ↔ Tai Po Market MTR Station
271	Fu Heng Estate ↔ Tsim Sha Tsui (Canton Road)

### II) Donation

1. The hospital is a non-profit making organisation. Donations are welcome. Donation boxes are located in all wards; receipts for donations are available upon request.

### III) Enquiry

1. For enquiries on services and facilities of the hospital, please contact the Enquiry Office at 2689 2000 or browse the hospital website: <http://www3.ha.org.hk/ahnh>

### IV) Patient's Concerns & Comments

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. Contact Information of Patient Relation Officer  
Address : 1/F, Block A, Alice Ho Miu Ling Nethersole Hospital  
Telephone : 2689 2168



# Alice Ho Miu Ling Nethersole Hospital & Tai Po Hospital



## Infection Control Team

### **Information Sheet to Patients' Relatives / Visitors for Handling of Food Brought into Hospital**

**In order to ensure food and patient safety, it is advised not to bring food items into hospital when visiting patients. Reheating or storage service is also not provided.**

Relatives / visitors should seek advice from ward nurse before planning to bring food into hospital and pay attention to the following points:

1. Ensure the food brought into hospital is suitable for the patient especially if the patient is on a special diet or with swallowing problem.
2. Wash hands before handling food or drinks, prepare the food as fresh as possible and cook thoroughly, store food in a sealed container before bringing into hospital to prevent contamination.
3. Fruit should be washed and cut or peeled just before consumption.
4. All cooked food brought into hospital should be consumed immediately.
5. Discard all leftover food properly.
6. Don't bring any raw food or perishable food, such as sashimi, salads etc.
7. Don't eat food past its use by date.
8. Don't bring any food with strong smell causing discomfort to others.

<b>Food can be brought into hospital (example)</b>	<b>Food not recommended to bring into hospital (example)</b>
Fresh fruit (unpeeled/uncut)	Cold Food (e.g. frozen yoghurt, ice-cream, fresh milk)
Candy or packed biscuits	Cream cake
Bottled / Canned drinks	Undercooked / Raw Food (e.g. sashimi, salads)

## 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.



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](mailto:ahntph_pro@ha.org.hk)

Bradbury Hospice

Tel: 3919 7504

Email: [bbh\\_enquiry@ha.org.hk](mailto:bbh_enquiry@ha.org.hk)

North District Hospital

Tel: 2683 7921

Email: [ndh\\_pro@ha.org.hk](mailto:ndh_pro@ha.org.hk)

Prince of Wales Hospital

Tel: 3505 2433

Email: [pwh\\_enquiry@ha.org.hk](mailto:pwh_enquiry@ha.org.hk)

Cheshire Home, Shatin

Tel: 3919 7504

Email: [sch\\_enquiry@ha.org.hk](mailto:sch_enquiry@ha.org.hk)

Shatin Hospital

Tel: 3919 7504

Email: [sh\\_enquiry@ha.org.hk](mailto:sh_enquiry@ha.org.hk)

Tai Po Hospital

Tel: 2607 6313

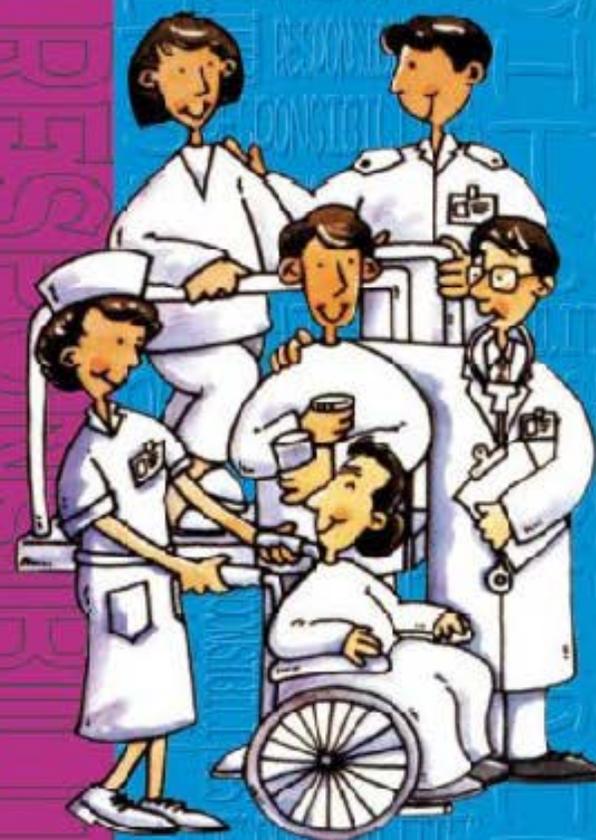
Email: [ahntph\\_pro@ha.org.hk](mailto:ahntph_pro@ha.org.hk)

You may also contact Hospital Authority Head Office

Tel: 2500 7125

Email: [haho\\_cm@ha.org.hk](mailto: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 hospital.



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.