

# Queen Mary Hospital Private Ward

# 瑪麗醫院 私家病房



瑪麗醫院  
Queen Mary Hospital



醫院管理局  
HOSPITAL  
AUTHORITY



# 私家病房簡介

## 前言

瑪麗醫院是醫院管理局轄下，其中一所主要的區域性急症全科公立醫院。同時，亦是香港大學李嘉誠醫學院的教學醫院。本院除了提供普通公眾病房外，亦設有私家病房，主要集中於K座二十一樓，但亦有部份病床附屬在其他專科病房內。

私家病房設有頭等(單人房)和二等(雙人房)，並配備浴室、坐廁、電動病床、冷氣和電視等設施。

私家病房	位置
男女私家病房	K座 21樓
小兒外科	K座 15樓
日間綜合中心	C座 3樓
新生兒、兒童及青少年內科	K座 7樓
婦產科私家病房	K座 6樓南翼



## 入住私家病房須知

### 一、申請入住私家病房的途徑

#### 預約入院

經由私家醫院或其他醫生轉介後，病人必須由本院私家診所的醫生安排住院。由於病床需求非常大，請先做好預約，並依照預定入院日期入院。

#### 經急症室入院

病人亦可經由急症室直接辦理申請入住私家病房手續，院方可根據病情和床位情況，安排住進私家或普通病房。

#### 由普通病房轉入

病人可以申請由普通病房申請住進私家病房。由於私家病床數量有限，病人可能需要輪候。



## I. 醫療服務

### 醫生

本院可提供私家服務的醫生包括香港大學李嘉誠醫學院教授及醫管局的專科醫生。駐院醫生亦會執行基本醫療程序。病人可以選擇主診醫生。如有需要，請向主理護士查詢。

### 主理護士

主理護士負責執行護理評估和計劃，為病人提供適切的照顧。每位主理護士負責照料一組病人。當值板上展示每天主理護士的名字，方便病人及家屬查詢。如有需要，病人可自行僱用私家護士。請聯繫病房當值護士主管以獲得更多資訊。

### 復康專職醫療隊伍

本院的復康專職醫療隊伍包括藥劑師、臨床心理學家、營養師、職業治療師、物理治療師、義肢矯形師，足病診療師及言語治療師等。當收到主診醫生的轉介，復康專職醫療人員會先進行評估，再訂立治療計劃，並教導病人掌握治療技巧及使用復康用具，促使功能早日康復。

### 社康護理

本院設有社康護士服務，為出院病人提供協助。如有需要，請向主理護士查詢。

### 藥劑部

本院藥劑部提供24小時藥劑服務，私家病人繳付藥費後，請攜同藥方到藥劑部取藥。臨床藥劑師會為出院病人提供藥物使用諮詢及輔導。如有需要，請致電查詢。

位置: S座1樓中央藥劑部

電話: 2255 5787

## 二、 住院收費

### 住院按金

入住私家病房時需依據病房的等級預繳按金，可使用現金、易辦事咭、信用咭或銀行本票繳付住院按金(詳情請參閱會計部收費表)。各繳費處位置如下：

K 座21樓繳費處 (電話：2255 3449)

S 座1樓繳費處 (電話：2255 4884)

急症室繳費處 (電話：2255 3008)

### 繳付院費

病人在住院期間，會收到中期住院賬單。繳費方式包括支票、現金、易辦事、繳費靈或信用卡等。病人出院後，本院財務部會發出賬單，扣除預付訂金和各項費用後，餘額將退還給病人。賬單必須在60天內繳清，逾期繳費需支付行政費用。如需了解詳情，請前往K座21樓繳費處或致電 2255 6810。

## 三、 入院備忘

- ◆ 入院登記時請攜帶香港身份證或護照，十一歲以下小童請攜帶香港出世紙
- ◆ 請自備個人日用品、如面巾、牙刷、拖鞋等
- ◆ 可穿著私人或醫院供給的衣服
- ◆ 一雙舒適、防滑的步行鞋
- ◆ 請勿攜帶貴重物品及大量金錢

## 四、 政府僱員、醫管局職員及家屬備忘

- ◆ 入院時請攜帶醫療福利證明文件，如僱員保證書
- ◆ 本院會為入住私家病房的政府僱員或公職人員提供主診醫生，如欲申請入住較高級的房間及選擇指定醫生診治，則須支付住院按金及額外的費用。詳情請向病房護士查詢。

## 探訪時間

- ◆ 探訪時間為每日上午八時至下午八時。
- ◆ 本院在有需要時，如實施感染控制措施或遇有特殊情況，需暫停或減少探訪時間。訪客請依從醫護人員的指示。

## 預約覆診

- ◆ 出院後，醫生會安排覆診日期及地點。
- ◆ 病人亦可致電指定之私家診所預約或更改覆診日期。

## 醫療報告、證明文件、保險索償

- ◆ 如需要病假、入院或出院之證明文件，可向主診醫生提出要求。如需要醫療報告，請向主理護士查詢。
- ◆ 如需申請保險索償，請往S座2樓醫療報告組辦理手續，亦可先致電 2255 3660 查詢。



## II. 服務和設施

### 陪人床

本院頭等病房可以提供陪人床，但需另外收費，請向護士提出申請。

### 育嬰父母親床及幼童父母親陪床

本院私家產科及兒科私家病房可提供育嬰父母親床及幼童父母親陪床。如有需要，請向護士提出申請及繳付費用。

### 膳食服務

本院膳食部供應中、西式套餐、素食及宗教餐(免牛肉或免豬肉)，如需特別安排，請預先聯絡護理人員安排。

餐點	服務時間
早餐	上午八時
午餐	中午十二時
下午茶	下午三時
晚餐	下午六時

### 餐廳

自助式的餐廳位於K座1樓。服務時間：每日早上七時至晚上九時，歡迎訪客使用。



## 病人聯絡組

若病人或家屬對本院服務有任何意見或建議，請致電病人聯絡主任或約見。

位置：正院E座地下22號室

電話：2255 4956

辦公時間：星期一至五：上午九時至下午五時

## 宗教服務

本院設有駐院天主教及基督教牧靈服務。旨在照顧病人及家屬的精神及心靈需要，使他們獲得支持和鼓勵。如有需要，可致電或聯絡主理護士代為約見。

## 基督敎院牧部

位置：S座 LG 2

電話：2255 3770 24小時熱線:8208 1716

辦公時間：星期一至六：上午九時至下午六時

## 天主教牧靈部

位置：S座 LG 2

電話：2255 3767

辦公時間：星期一至六：上午九時至下午五時

## 佛敎院侍部

位置：麥理浩復康院4樓

電話：5445 2217 / 5445 6818 (24小時熱線)

## 詢問處

本院設有詢問處，歡迎致電查詢。

位置：正院地下正門大堂

電話：2255 3838

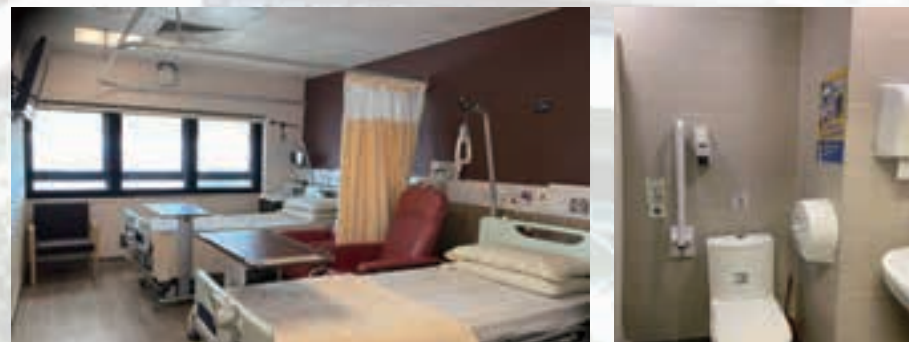
## PRIVATE WARDS INFORMATION

### Preface

Queen Mary Hospital (QMH) is a major regional acute public hospital under the Hospital Authority and the teaching facility for Li Ka Shing Faculty of Medicine at the University of Hong Kong. In addition to its general public wards, QMH also offers private ward facilities, with the primary ones located on the 21<sup>st</sup> floor of Block K. There are additional private ward facilities attached to the specialty wards.

Description	Location
General Private Ward	K21
Paediatric Surgery	K15
Integrated Ambulatory Centre	C3
Neonatal, Paediatrics & Adolescent Medicine	K7
Obstetrics & Gynaecology	K6S

Private accommodation at Queen Mary Hospital consists of 1-bed (1st class) and 2-bed (2nd class) rooms, which attach bathroom and toilet, as well as various amenities, such as television and electric bed.



## **I. Admission**

### **Elective Admission**

Admission to the private ward of Queen Mary Hospital is facilitated by QMH doctors who are eligible for private practice.

To book ahead, please consult with your attending doctor at the clinic or ward. Please ensure you are admitted as scheduled.

### **Emergency Admission**

In case of emergency admission, patient may be admitted immediately to private or public ward, contingent on patient condition and bed availability.

### **Transfer from General Ward**

Patient stays in the general ward may request transfer to private ward by application. Due to high demand, patient may have to wait until bed available.

## **II. Deposit and Payment**

### **Deposit**

A deposit is needed upon admission, and payment may be made by cash, bank drafts, EPS or credit card. Please refer to the hospital charging policy for more information. Location of Shroff:  
Shroff office, 21st Floor, Block K (Enquiry: 2255 3449)  
Shroff office, 1st Floor, Block S (Enquiry: 2255 4884)  
Shroff office, A&E (Enquiry: 2255 3008)

### **Billing**

The Finance Department will prepare interim bills during hospitalization for private patient. Payment methods include cheque, cash, EPS, PPS or credit card, etc. After the patient is discharged, the Finance Department will issue a bill, and the balance will be refunded to the patient after deducting the prepaid deposit and various fees. Bills must be paid within 60 days to avoid administrative charges. For more information, please refer to the hospital's charging policy.

Location : Shroff office, 21st floor, Block K  
Enquiry : 2255 6810

### **III. Reminders on Admission**

Please bring the following items with you:

- ◆ Hong Kong Identity Card or Passport, Hong Kong Birth Certificate for patients under the age of 11
- ◆ Personal toiletries, such as toothbrushes and face towels
- ◆ A set of your own clothes or you may use our hospital attire
- ◆ A pair of comfortable, non-slip walking shoes
- ◆ Please do not bring excessive money or valuables to the hospital

### **Reminders for Civil Servants, HA staff of dependents**

- ◆ Please bring along all required documents, such as the guarantee letter, for entitled medical benefit.
- ◆ Extra charges will be applied if you choose to have your own attending doctor or upgrade your accommodations to a higher class. Please contact the nurse in-charge for more information.



## II. Medical Services

### Doctors

The doctors who provide private patient services include the professors of the Li Ka Shing Faculty of Medicine, the University of Hong Kong, as well as HA specialists approved by the hospital. Medical officers are also available to provide basic medical care. Private patients can select the doctor of their choice during hospitalization. Please contact the ward nurse for further information.

### Nurses

A "Name Nurse" is responsible for conducting nursing assessments and implementing nursing care plans for a designated group of patients. You may seek assistance from your "Name Nurse" for any concerns. Their names are displayed in the ward. If you wish to arrange for a private nurse, please contact the ward in-charge for further information.

### Allied Health Professionals

The allied health professionals include pharmacists, clinical psychologists, dietitians, occupational therapists, physiotherapists, prosthetics and orthotists, podiatrists, and speech therapists. After being referred by a doctor, they will conduct individual assessments, design appropriate treatment plans, provide professional advice, teach special techniques, and use tools to help patients achieve their maximal rehabilitation potential.

### Community Nursing Service

This service provides domiciliary nursing care to patients through home visits and facilitates rehabilitation within the patient's home environment. For more information please contact the ward nurse.

### Pharmaceutical Care Services

Our Pharmacy Department provides 24-hour pharmaceutical care services. Private patients may pay for and collect their medications from the Pharmacy Department upon discharge. Please contact our Clinical Pharmacist if the patient requires drug counseling services. Location: S1 Central Pharmacy, 1st floor, Block S  
Enquiry : 2255 5787

### Visiting Hours

- ◆ Monday to Sunday: 8 am to 8 pm.
- ◆ When necessary, our hospital may suspend or reduce visiting hours due to the implementation of infection control measures or special circumstances. Please abide by the instructions of the staff.

### Follow-Up Appointment

- ◆ Discharged private patients will be followed up at the private clinic of Queen Mary Hospital
- ◆ The ward staff will assist in arranging the follow-up time and date

### Medical Certificates/Reports/Medical Insurance

- ◆ Sick leave certificates will be issued upon request
- ◆ Please contact the ward nurse for information on how to apply for a medical report
- ◆ For medical insurance claim, please visit the Medical Report Unit on the 2nd floor, Block S, Enquiry : 2255 3660



### III. Facilities and Services

#### Accompanying Person

There is a bed available for accompanying person in single room (1st class) only. Please note that there will be a charge for the bed. If you request a bed, please approach the nurse in-charge.

#### Nursing Mother

This service is available for parent who is accompanying a sick baby or child under three years old. Please be aware that there will be a charge for this service. If you wish to make use of this service, please contact the ward nurse in-charge.

#### Catering Service

Our catering service provides daily breakfast, lunch, and dinner with beverages and snacks as supplements. These meals are planned by our Catering Manager and include a choice of chinese, western, vegetarian, and Muslim food. Please inform the ward staff in advance to make special arrangements.

Meal	Service Time
Breakfast	8:00 am
Lunch	12:00 noon
Afternoon tea	3:00 pm
Dinner	6:00 pm

#### Canteen

Our self-service canteen is located on the 1st floor of Block K and open from 7 am to 9 pm daily.

#### Patient Relations Unit

Patients or their relatives are welcome to contact the Patient Relations Officer if they have any comments or suggestions.

Location : Room 22, G/F, Main Block E

Enquiry : 2255 4956

Office hour: Monday to Friday (9 am to 5 pm)

#### Pastoral Service

We provide pastoral services to patients and their relatives in order to meet their spiritual needs.

#### Christian Chaplaincy Service

Location : SLG2

Enquiry : 2255 3767 (Office hour) or  
8208 1716 (24-hours hotline)

Office hour: Monday to Saturday ( 9am to 6pm )

#### Catholic Pastoral Care Service

Location : SLG2

Enquiry : 2255 3767

Office hour: Monday to Saturday ( 9am to 5:00pm )

#### Buddhist Chaplaincy Unit

Location : 4/F, MacLehose Medical Rehabilitation Centre

Enquiry : 5445 2217 / 5445 6818 (24-hours hotline)


#### General Information Enquiry Counter

Location : Ground floor, Main Block

Enquiry : 2255 3838





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