



病人聯絡主任辦公室服務簡介

歡迎你聯絡本院病人聯絡主任辦公室。請注意以下事項：

1. 本部門處理病人求助及對本院服務反映的意見或投訴。我們接獲個案後會向你提供適當建議或協助。如有需要，我們會聯絡相關部門主管或職員跟進個案並回覆你。
2. 我們亦樂於接受你對本院服務的讚賞，並會把你的嘉許轉達予有關職員及部門。
3. 本部門的服務時間為星期一至五：上午9時至下午1時及下午2時至5時30分，星期六及公眾假期休息。你可親臨、郵寄、傳真、致電或以電郵聯絡我們：

地址	沙田銀城街30 - 32號，威爾斯親王醫院日間診療大樓暨兒童病房，2樓43066A室
電話號碼	3505 2433
傳真號碼	3505 4696
電郵地址	pwh_enquiry@ha.org.hk

4. 根據醫院管理局(醫管局)處理投訴指引，處理意見反映或投訴大約所需時間：

一般意見反映或投訴	六個星期內
性質複雜的投訴(如涉及不同部門或醫院的個案)	三個月內

5. 如個案內容涉及病人個人資料，除非得到當事人同意，否則我們會直接把調查結果回覆病人，以保障其個人私隱。
6. 醫管局設有兩層投訴機制處理病人及公眾人士的投訴。如投訴人對本院回覆感到不滿，可考慮向醫管局總辦事處或醫管局公眾投訴委員會提出上訴：

地址	九龍亞皆老街147B醫院管理局大樓
電話號碼	2300 7125 (公眾投訴熱線) 2300 6748 (公眾投訴委員會)



Service of Patient Relations Office

Welcome to the Patient Relations Office. Please note the following information about our service:

1. This office handles patients' requests for assistance, feedback or complaints regarding the hospital services. On receipt of a case, we will provide appropriate advice or assistance. We may liaise with the department head or staff concerned to follow up the subject and reply to you if necessary.
2. We also welcome your appreciation to our service and will convey your positive feedback to the staff and department concerned.
3. Our service hours are from 9:00a.m.-1:00p.m. and 2:00p.m.-5:30p.m. on Monday to Friday. We are closed on Saturdays and public holidays. You can contact us in person, by mail, fax, phone or e-mail.

Address:	Rm. 43066A, 2/F, Day Treatment Block & Children Wards, Prince of Wales Hospital, 30-32 Ngan Shing Street, Sha Tin, N.T.
Tel. no.:	3505 2433
Fax no.:	3505 4696
E-mail address:	pwh_enquiry@ha.org.hk

4. With reference to the Hospital Authority (HA) complaint handling guidelines, the approximate time required for handling a case is as follows:

General feedback or complaints	Within 6 weeks
Complex complaints (e.g. cases involve multiple departments or hospitals)	Within 3 months
5. If the case involves a patient's personal information, we will relay the investigation result to the patient directly for protection of personal privacy. The information can only be disclosed when the patient's consent is obtained.
6. The HA operates a two-tier system in handling patient and public complaints. If the complainant is not satisfied with the hospital's outcome of investigation, he/she may consider contacting the HA Head Office or the Authority's Public Complaints Committee for appeal:

Address:	Hospital Authority Building 147B Argyle Street, Kowloon
Tel. no.:	2300 7125 (Public Complaint Hotline) 2300 6748 (Public Complaints Committee)

