

Admission Note

Services Provision

Ruttonjee Hospital (RH)

Clinical Services

- 24-hour Accident and Emergency Services
- Anaesthesiology, Perioperative and Pain Medicine
- Intensive Care Unit
- Ear, Nose and Throat (ENT)
- Medicine and Geriatrics
- Orthopaedics & Traumatology
- Palliative Care
- Pathology
- Radiology
- Surgery

Allied Health Services

- Clinical Psychology
- Dietetics
- Medical Social Service
- Occupational Therapy
- Pharmacy
- Physiotherapy
- Podiatry
- Prosthetic-orthotics
- Speech Therapy

Other Services

- Combined Endoscopy Unit
- Community Geriatric Assessment Service
- Electro-medical Diagnostic Unit
- Geriatric Day Hospital
- Health Resource Centre
- Special Accommodation Ward
- Specialist Out-patient Department
- Volunteer Service
- Chaplaincy and Pastoral Care

Pharmacy Service Hours

RH (G/F)

24-hour service with service break at 03:00 - 04:00



律敦治及鄧肇堅醫院
Ruttonjee & Tang Shiu Kin
Hospitals

266 Queen's Road East, Wanchai, Hong Kong
Website: <http://www.ha.org.hk/rtskh>



General Regulations

1. To facilitate the hospital to register the patient accurately, please present documents bearing the patient's address during registration e.g. electricity or telephone bill. A&E patients who are unable to provide address proof during registration can provide it later.
2. To ensure correct identification for appropriate treatment, personal data may be verified during the care process by health care providers during hospitalization.
3. Patients may be admitted to mixed gender wards as appropriate.
4. Please observe and follow infection control measures promulgated by the hospital.
5. Unless patients disagree, the HA hospital may disclose patients' ward/ bed number to persons requesting to visit you in hospital. If patients object to disclose the information about their hospitalization and ward/ bed number to any person, please inform our ward staff, or staff members of the Admission Office on G/F, Hospital Main Building, Ruttonjee Hospital. Under our current system, if you object to disclosure, both the fact of your hospitalization and your ward/ bed number will not be disclosed. Regrettably, we cannot permit selection of non-disclosure items at this stage.
6. For building desirable communication between hospital and patients, we recommend patients/ relatives to provide phone number of a designated contact person. Ward staff will contact the designated relative when patient's condition changes or whenever necessary.
7. Please contact health care professionals for the need of interpreter and hand sign services.
8. 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 (the "Hospital") of the Hospital Authority ("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.
 - (e) Patients are reminded to wear their personal clothing to leave the hospital upon discharge.
 9. Electricity is supplied to the hospital for service needs, including use of medical equipment. Patients and visitors should not connect their electrical devices such as mobile phone, laptop and charger to any socket outlet in the premises without prior approval to avoid disruption to power

supply system and life-supporting equipment.

10. The following acts are prohibited in the hospital:
 - selling or hiring any refreshment, commodity or article without the permission of the hospital
 - Pets are not allowed in the Hospital except for individuals with guide dogs
 - smoking or making use of a naked light
 - making any noise which is a source of annoyance to other patients
 - gambling inside the hospital compound
11. According to the provisions of the Prevention of Bribery Ordinance, hospital staff should not solicit or accept any advantage offered from the members of the public.
12. Patients are advised not to leave the hospital compound unless consent of clinical staff is obtained.
13. Please inform ward staff if patients admitted are under Guardianship Orders and provide the contact of Guardians.

Meal Time

Breakfast:	Lunch:	Dinner:
7:00 am	11:30 am	6:00 pm

The hospital implements "Green Monday" initiative and meatless meals will be provided every Monday. Please contact ward staff if you require meat-based meals.

(To avoid wastage, please inform ward staff if self-prepared meal is arranged. Please observe guidelines on brought in food.)

Payment

Our hospital in-patient fees can be settled upon discharge via mobile application "HA Go" (24-hour), Payment Kiosk (24-hour), hospital Shroff (office hours) or Accident and Emergency Registration Counter (non-office hours). For settlement of bill, please refer to the payment instruction at the back of the bill. For any enquiry, please contact our Shroff Office on G/F or call 2291 1096.

Hospital Facilities

- Canteen / Vending Machines
Canteen: LG1/F, Hospital Main Building
Vending Machine: G/F and LG3/F, Hospital Main Building

- 24-hour Convenience Store
The store is located at LG3/F, Hospital Main Building and provides delivery service to inpatients. For enquiry, please call 2836 0780.
- Rehabilitation Garden
G/F, near Pharmacy
- Automatic Teller Machine (ATM)
Entrance of LG3/F, Hospital Main Building
- Barrier Free Access
Lift at entrance near No 55 Wanchai Road

Other Patient Services

- Medical Records / Data Access
If patients need to view or request for a copy of medical records / data access, please approach our Medical Records Dept located at LG1/F, Hospital Main Building
- Non Emergency Ambulance Transport Services (NEATS)
Please contact staff at respective ward.
- Social Welfare Services
Please contact Medical Social Work Dept located at LG1/F, Hospital Main Building. Tel: 2291 1065 / 1052, Fax: 2836 6706
- 24-hour Enquiry Hotline
Please call 2291 2222 for interactive voice response system

Personal Data (Privacy) Ordinance

Details please refer to the "Notice to Patient" posted at the Admission Counter.

Appreciation & Feedback

Should you have any appreciation or feedback, please

1. fill in appreciation / feedback form and drop it into collection box in the Hospital

2. fill in online form

Appreciation Form (Ruttonjee & Tang Shiu Kin Hospitals)	Appreciation & Feedback Form (Hospital Authority)
	

3. Contact Patient Relations Officer on 1/F, Administration Building, Ruttonjee Hospital or through hotline 2291 2020 or via email : rtskh_pro@ha.org.hk.

"HA Go" Mobile Application

With "HA Go", the public can access and manage their own or their family members' health information.

