Hospital Authority

Cheshire Home, Shatin
Admission Notice

Please read the contents of this Notice carefully. This Notice is about your rights and responsibilities as a patient of the Hospital Authority. Hospital Authority (HA) is a statutory body which manages HA hospitals. References to "HA hospitals" are to that part of HA and its staff managing the HA hospitals concerned.

1. Preparation Prior to Admission

a. Bring the original copy of your identity document and address information document.

b. Bring examination/laboratory reports conducted in the private clinics/hospitals and personal drugs (if applicable).

c. Bring your personal daily necessities such as cups, face towels/towels, toothbrushes, toothpaste, body wash, shampoo, comb, toilet paper, slippers and shavers (for male patients), etc. Bring also a padlock for your beside locker.

d. Don't bring personal belongings or valuables (you will be responsible for your own loss) or dangerous articles such as sharps or flammable items.

2. Admission Procedure

a. **Admission Office & Opening Hours**

- Location: Lift lobby of ground floor
- Opening Hours: Monday to Friday : 8:45am – 5:30pm
  Saturday : 8:45am – 1:00pm & 2:00pm – 5:30pm
  Closed on Sundays and Public Holidays

Please present the following documents at Admission Office, G/F upon registration:

- Original copy of the patient's identification document/travel document
- Address information document (e.g. electricity/telephone bill dated within the last 6 months).

b. **Arrangement under Special Circumstances**

If typhoon No. 8 or above or rainstorm black warning is hoisted, non-emergency admission will be withheld and hospital will inform patients about rescheduling arrangement.

3. Hospitalization (Rules & Regulations)

Please refer to "Patient Charter" for the information on patient's right and responsibilities.

a. No member of hospital staff is permitted to accept gratuity or presents.

b. Each patient is required to wear an identification band with the name and other important details on it during the stay in our hospital. With the band, the patient will be easily identified and he/she will be offered with the right treatment and care.

c. You are required to inform ward staff before leaving the ward. For your safety, the hospital would seek police assistance to locate your whereabouts if the ward staff cannot find you.

d. To avoid inference to the medical equipment, please switch off mobile phones in areas where large numbers of highly sensitive medical equipment are in use. We would prefer that mobile phones be used in public spaces such as the lift lobby and the Day Room.

e. Do not connect private or non-hospital owned electrical appliances/equipment to hospital power supply without the hospital's prior permission.

f. To protect the health of our patients and staff, smoking or making use of a naked light within the hospital premises is forbidden. Offender may be prosecuted.

g. Pursuant to Hospital Authority Bylaws, photo taking and video taking in hospital are prohibited without the permission of staff or the person involved. Offenders may be prosecuted.

h. Under 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. Offenders may be prosecuted.

4. Food

Food provided by the hospital will be sufficient in quantity and can cater for patients' needs. Patients' relatives need not bring too much food for them. When soup is fed to tube feeding patients, patients should be assessed by clinical staff before feeding or clinical staff should directly feed the patients. For those who have swallowing problem, food should be fed by clinical staff. Generally, relatives can consult clinical staff relating to patients' feeding problems.

If patient has the following conditions during the stay in our hospital, please notify nursing staff for further arrangement:

a. Require smaller or larger portion of meal or not requiring any meal

b. Allergic to any kinds of food

c. Require special diet due to religious reasons, e.g. Halal meal or vegetarian meal

5. Patient's Examination and Treatment

During hospitalization, you may be asked to give consent to undergo examination, tests and treatments considered appropriate or necessary by the HA hospital. Patients may be examined by medical/nursing/allied health students and treated by house officers under supervision of corresponding supervisors.

6. Patient Safety

a. Patients and their relatives are encouraged to collaborate with hospital staff during treatment and investigation procedures to ensure patients' safe and speedy recovery.

b. 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 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.

c. 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 notifying healthcare staff.

d. Drug information: Should there be any enquiries on medication prescribed, please contact healthcare staff or pharmacy staff.

e. 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.

f. Skin & Wound Care: Please inform the healthcare staff upon admission if you have any skin breakdown. During your hospital stay, if you observe any condition change (such as increasing redness, swelling, tenderness, heat or discharge), please notify the healthcare staff.

g. 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.

h. Incident Management: To ensure patient safety, the Hospital Authority and the hospital have put in place any established mechanism and guidelines for staff to report medical incidents in a transparent and open manner.

7. Patient's Visitors

a. Unless you apply for a confidential flag from the Admission Office, the HA hospital may disclose your ward to persons requesting to visit you in hospital.

b. Visiting of each patient in wards would be limited to no more than two visitors per day on each occasion and children under 12 are not allowed to enter wards. Visitors are advised to follow instruction of ward

staff to leave the ward area if it is deemed necessary.

c. The above visiting hours will be changed subject to HA Response Level for Infection Control. Please contact Admission Office at 2636 7288 for details.

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.

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.

9. Transfer

Cheshire Home, Shatin is a non-acute hospital which serves the population of the New Territories East Region. If you require acute or other inpatient care, you may be transferred to other New Territories East Cluster hospitals for continuation of care. The transfer enables you to receive inpatient care in a more suitable hospital environment.

10. Discharge Procedure

a. **Hospital Charges**

- With effect from 1 January 2026, hospital charges for eligible persons (HK residents with valid HKID card), Convalescent Rehabilitation: HK$200 per day
- Services are charged at the rates prevailing in the Gazette at the time the services are performed. For details, please refer to the HA website by scanning the QR code, or visit website https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=10045&Lang=ENG&Dimension=100&Parent_ID=10044

b. Payment

Shroff

Location: Ground floor

Opening Hours: Monday to Friday: 9:00am – 1:00pm & 2:00pm – 5:15pm
Closed on Saturdays, Sundays and Public Holidays

Payment Instruction:

- Make payment at Shroff, by Crossed Cheque, payable to "Hospital Authority", EPS, Octopus, credit card (VISA, MasterCard, UnionPay Card, JCB) or electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK)
- Crossed Cheque, by post
- Mobile Application – "HA Go"
- PPS / Internet Banking

- Automated Teller Machine (ATM)
- Cash Payment at 7-Eleven convenience stores

11. Financial difficulties and support

Please approach hospital medical social workers if you encounter any financial difficulties or need any welfare support.

Office: G/F of Cheshire Home, Shatin (Tel: 2636 7269)

Service Hours: Monday to Friday: 9:00am to 1:00pm & 2:00pm to 5:00pm
Saturday : 9:00am to 12:00noon
Closed on Sundays and Public Holidays

12. Other Information

a. Data Privacy & Update of Personal Information

- Please read "Personal Data (Privacy) Ordinance – Notice to Patient" regarding the use and disclosure of personal data.
- In case of any changes in personal information, please return with relevant documents to the Admission Office for updating.

b. Application for Patient Data

Details for applying patient data such as medical report, copy of medical records, medical certificate, etc. are available at one of the following channels:

- The hospital website: https://www3.ha.org.hk/sch/index_e.asp
- Admission Office on G/F, Telephone No. 2636 7288

c. Appreciation or Feedback on Hospital Service

You may express appreciation, feedback or complaints towards our services through "Patient Satisfaction Survey Form" available at hospital suggestion boxes or by scanning the QR Code or by approaching the Patient Relations Office:

Address : 1/F, Main Block, Shatin Hospital
Service Hours : Monday to Friday: 9:00am – 1:00pm & 2:00pm – 5:30pm
Closed on Saturdays, Sundays and Public Holidays
Hotline: 3919 7504 Fax: 2647 7850 E-mail: sch_enquiry@ha.org.hk

d. Transport

- Public light bus no. 67K runs a direct route from the Shatin MTR Station via Shatin Hospital and Bradbury Hospice to our hospital.
- Hourly fee-paying visitor car parking service is available in the lower level carpark of our hospital, including car-parking spaces designated for disabled drivers.

e. Caller Display

All calls from our hospital will show 1828 556 in the caller display of your phone. Please pick up the call when you see this phone number.

HA Go 網頁
HA Go Website
https://www3.ha.org.hk/hago/

掌握健康「智」輕鬆 **Health in Your Hand**

HA Go is a one-stop mobile app that integrates several HA apps with new useful features and functions. It facilitates patients to manage their healthcare effectively at their fingertips. Please scan the QR code with your smartphone to download HA Go, register by inputting your personal details and activate your account at a hospital's counter with the HA Go logo on your next attendance. Please visit HA Go Website for details.