



HOSPITAL AUTHORITY
SHATIN HOSPITAL
Admission Notice

Please read the contents of this notice carefully. This notice concerns 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 slippers, towel, toothbrush, toothpaste, soap, toilet roll etc.) and 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

- i) Please present the following documents upon registration:
 - ♦ Original copy of the patient's identification document / travel document / birth certificate (children under 11 years old) and
 - ♦ Address information document (e.g. electricity / telephone bill dated within the last 6 month).
- ii) Important message for patients of booked admission: No admission registration will be performed if patient are unable to present valid identification documents upon registration.
- iii) Important message for patients of emergency admission: If you cannot present valid identification documents, you will be regarded as non-Hong Kong resident and you are then required to pay a deposit on the day of admission and full fees on the discharge day.
- iv) Please go to Admission Office located at G/F of Main Block for admission registration.

b. Arrangements under Special Circumstances

- ♦ Patients under 18 or those who have difficulty in verbal communication shall be accompanied by guardians or next-of-kin over the age of 18.
- ♦ 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. Ward Arrangement / Mixed Gender Ward

For efficient use of hospital beds and resources, some wards are mixed gender in nature so as to enable early admission of patients for treatment. Nevertheless, great respect will be paid to ensure patient privacy. You are welcome to contact our staff should there be any enquiries or suggestions.

4. Rules and Regulations during Hospitalization

- a. Please refer to the attached “Patient Charter” for information on patient's rights and responsibilities.
- b. No member of hospital staff is permitted to accept gratuity or presents.
- c. Wear “identity bracelet”: You are required to wear the bracelet upon admission for the purpose of identity check-up whenever healthcare staff carries out treatment or procedures. Please inform the ward staff for replacement if the bracelet is damaged or lost.
- d. Leaving the Ward: 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.
- e. Use of Mobile Phones: You must follow the hospital rule to switch off mobile phone in areas where large numbers of highly sensitive medical equipment are in use to avoid interference to the medical equipment. Paid phones are available at G/F, 1/F and 3/F to 5/F.

- f. Use of Electrical Sockets : Please do not connect private electrical appliances to hospital power supply.
- g. No Smoking : No person shall smoke or make use of a naked light in the hospital premises. Offenders may be prosecuted.
- h. Pursuant to 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.
- i. Pursuant to 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. Offenders may be prosecuted.

5. Meal Arrangement

- a. If you have the following conditions during your stay, please notify our healthcare staff for further arrangement:
 - ♦ require smaller or larger portion of meal, or not require any meals;
 - ♦ allergy to any kinds of food;
 - ♦ require special diet for religious reasons, e.g. Halal meal, vegetarian meal.
- b. Personal Food: Food provided by the hospital will be sufficient in quantity and can cater for individual needs. Very often, patients have to comply with special dietary requirements or restrictions while in hospital. Food hygiene may also be an issue if there is improper food handling. Bringing in food that requires processing and storage therefore is not encouraged and the hospital cannot accept responsibility for storing, heating or refrigerating these foods. Should you have any enquiries, please contact healthcare staff.

6. 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.

7. 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.

8. Visiting Policies

- 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. Visiting hours may be changed subject to HA Response Level for Infection Control. Information on visiting hours can be obtained from Enquiry Counter or ward or by calling 3919 7500.

9. Patient's Personal Belongings/ Valuable Items

- 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.
- 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").
- 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.
- 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.

10. Transfer

- SH 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 such as Prince of Wales Hospital for continuation of care.
- The transfer enables you to receive inpatient care in a more suitable hospital environment.

11. Discharge Procedures

a. Hospital Charges

♦ Public Wards

Eligible Persons (HK residents must present valid HKID card)	With effect from 1 January 2026: \$200 per day
Non-Eligible Persons (non HK residents)	With effect from 1 January 2026: Public Ward: \$7,400 per day (a deposit of \$74,000 must be paid before admission)

- ♦ Services are charged at the rates prevailing in the Gazette at the time the services are performed. For details, please visit the HA website

https://www.ha.org.hk/visitor/ha_visitor_index.asp?Content_ID=10045&Lang=ENG&Dimension=100&Parent_ID=10044

or refer to the website by scanning the QR code.



b. Payment

Shroff

Office: 1/F, Main Block (Tel: 3919 7511)
 Service hours: Monday to Friday: 9:00am to 1:00pm and 2:00pm to 5:00pm
 Saturday: 9:00am to 1:00pm
 Sunday and Public Holiday: Closed

Payment can be made by cash, EPS, credit card (VISA, MasterCard, UnionPay Card, JCB), electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK), Octopus or cheque payable to "Hospital Authority".

When the Shroff Office is closed, you can also make payment at hospital's One-stop Electronic Kiosks by Octopus, credit card (VISA, MasterCard) or electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK). Alternatively, you can make payment via HA Go, PPS, FPS, Internet Banking, ATM, cash payment at 7-Eleven convenience stores in Hong Kong, or to send a crossed cheque, bank draft or cashier order made payable to "Hospital Authority" by post.

c. Financial difficulties and support

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

Office: 1/F, Main Block (Tel: 3919 7521)

Service hours: Monday to Friday: 8:45am to 1:00 pm and 2:00pm to 5:15pm

Saturday: 9:00am to 12:00pm

Sunday and Public Holiday: Closed

12. Other Information

a. Data Privacy & Update of Personal Information

- ♦ Please read Personal Data (Privacy) Ordinance – “Notice to Patient” regarding use and disclosure of personal data.
- ♦ In case of any changes in personal information, please return with relevant documents to the following offices for updating
 - (i) Admission Office during hospitalization;
 - (ii) Shroff Office upon discharge of patient.

b. Application for Patient Data / Medical Record

Details for applying patient data such as a copy of medical records, medical report, clinical information, medical certificate and on-loan of X-Ray films are available via the following channels:

Medical Records Office

Tel no: (852) 3919 7696 or Fax no. (852) 3919 7713

Address: G/F, Main Block, 33 A Kung Kok Street, Ma On Shan, New Territories, Hong Kong

c. Application or Feedback on Hospital Service

You may make appreciation, feedback or complaints towards our services through “Appreciation/ Feedback Form” available at hospital suggestion boxes or scan the QR Code or approach the Patient Relations Office:

Address: 1/F, Main Block

Service hours: Monday to Friday: 9am to 1pm and 2pm to 5:30pm

Closed on Saturday, Sunday and Public Holiday

Hotline: 3919 7504

Fax: 2647 7850

Email address: sh_enquiry@ha.org.hk

Online “Appreciation & Feedback Form”: <http://pfcs.ha.org.hk>



d. Hospital Facilities

Cheers Gallery

- ♦ Cheers Gallery is located at G/F of Main Block for providing convenient and non-profit making rehab products sales services. For details, please call 2649 3675.

Visitor carpark

- ♦ Hourly rate visitor carpark is located near to Block A, Jockey Club Centre for Positive Ageing.
- ♦ Illegal parking in hospital area is liable to be impounded with impounding fee of \$320 and retention fee of \$320 per day.

e. **Others**

- ♦ All calls from our hospital will show 3919 7400 in the caller display of your phone. Please pick up the call when you see this phone number.
- ♦ For more information on diseases, self-care tips and community resources, please visit the website:
<https://www.smartpatient.ha.org.hk/en/smart-patient-web>



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.