



Inpatient Service

Patients are requested to approach Admission Office located on the G/F of Main Block; or the ward concerned for admission as indicated by the clinical staff on the scheduled admission date.

Smoking is prohibited in hospital compound.

ADMISSION

Information upon Admission

Identification Proof and the Original Copy of Documentation

- Identification Proof:
 - Adult - Hong Kong Identity Card
 - Child - Birth Certificate or Hong Kong Identity Card
 - Non HK resident - Valid Identification Proof (e.g: Passport)
- Appointment Slip / Admission Slip
- Referral Letter (if applicable)
- Government servants, HA staff, their eligible dependants or patients under 'Comprehensive Social Security Assistance (CSSA) Scheme' must inform counter staff of their eligibility and produce valid proof of identity for online verification or produce valid documents (HA181/182, GF181, TRY447...) for exemption of fee, otherwise, full payment would be charged.
- Please bring with one utility bill within six months, e.g. electricity, gas or water bill, which carries your or your relatives' address to facilities data input.

Medications & Personal Necessities

- Patients should inform our ward staff and bring along the medication that are currently taking or other relevant medical information such as X-ray films and medical reports.
- Unless being advised by doctors / nurses, in-patients should not take the medications they brought into hospital
- Paediatrics and obstetrics patients can choose wearing their own private clothings.
- Patients should bring along the personal daily necessities including slippers, toothpaste, toothbrush, face towel, tissue, mug and small vacuum flask etc.
- Patients should not bring dangerous objects into the Hospital. In order to provide a safe environment in the Hospital, the Hospital may check and, where appropriate, take away dangerous objects in the interests of safety.

Dangerous objects include:

- Fragile items including glasses and chinaware.
- Cutlery (e.g. knives, scissors, nail cutters, nail files, razors or other sharp objects such as syringes, etc.)
- Harmful medications, chemicals or substances;
- Flammable or toxic liquids or substances;
- Lighters or matches, and other objects that present a danger to the life, health and/or safety of the patient or others.

Patient Valuables

- Please do not bring along valuable items into the hospital.
- All personal property / belongings of the patient is permitted on the premises of the Hospital only on the basis that it is at the sole risk of the patient, and that the Hospital are not liable for any loss or damage to such personal property / belonging, howsoever arising. If your valuables need to be locked-up, please contact our ward staff for arrangement.

Bedside Facilities

In general ward setting, a small bedside cabinet (patients can bring along a padlock to lock up small quantity of personal item) and radio (patients have to use their own headphones) are available

Patients are not allowed to use the electricity supply from the Hospital for personal electrical appliances (such as mobile phones and personal computers).

Red Cross Library

A Red Cross Library is located on 1/F of Main Block.

Red Cross Hospital School

School works will be available for paediatric patients.

Patient Catering

- Appropriate diets will be provided to patients according to their clinical conditions and needs, e.g. religion.
- Our dieticians will design special diets for patients who need special care.

Patients should notify our ward staff before leaving the ward.

VISITING ARRANGEMENT

With Effect from
8 Dec 2010

1. Visiting Hours

<u>General wards</u> (including Medical, Obstetric & Gynaecology, Oncology, ICU, Orthopaedics, & Traumatology, Emergency Medicine, Surgical, O.M.S., E.N.T. & Eye wards)	12:00noon – 1:30pm & 5:30pm – 8:00pm daily
<u>Paediatric & Adolescent General Wards</u>	8am – 8pm daily
<u>Paediatric Intensive Care Unit</u> (including Paediatric & Neonatal Intensive Care Unit and Special Care Baby Unit)	4pm – 8pm daily
<u>Psychiatric Admission Wards</u>	3pm – 5pm (Mondays – Saturdays) 10:30am – 12:00noon & 3pm - 5pm (Sundays & public holidays)
<u>Psychiatric Other Wards</u>	3pm – 7 pm daily
<u>Private Wards & Special Accommodation Wards</u>	8am - 9pm daily

2. Restriction on Visitors

- **No more than two visitors** are allowed for each hospitalized patient in wards **at any one time**.
- **Children under the age of 12** are **not allowed** to enter wards.
- **Pregnant women** should consider the risk of visiting patients in hospital and **avoid visiting hospital** as far as possible.
- No visiting is permitted to patients who are being hospitalized in high-risk patient areas (including isolation wards/cubicles). Special consideration will be given for cases of exceptional circumstances (please refer to item 3 below). The hospital understands the need for in-patients to have psychological support from family members. Therefore, **restriction on using of mobile phones for patients will continue to be relaxed in those high-risk areas.**
- In order not to disturb the medical procedures, visitors will be requested to leave the ward when clinical rounds or medical procedures are being performed.

3. Exceptional Circumstances

Special consideration will be given for cases of exceptional circumstances, such as request from family members of critically ill patients.

4. Prior to Visiting

- Visitors should conduct **self-screening of their physical condition**. If they are not feeling well, they should not come to visit patients. Visitors with respiratory symptoms are encouraged to **wear surgical masks**.
- Visitors are advised to wash hands or to use alcohol-based handrub to clean their hands before entering and after leaving wards.

INFORMATION UPON DISCHARGE

Hospital Fee

- Standard medical service will be charged as per Gazette. Treatment, drugs and consumables other than standard service will be charged separately. For details, please refer to the separate pamphlets on “General Charge”.
- For those patients who have financial difficulties, they could contact the ward staff or Medical Social Workers whose offices are located on the 1/F, Main Block during office hours.

Payment

- Payment can be made at Shroff during office hours and A&E Registration Counter after Shroff is closed. Both are located on the G/F, Main Block. Payment can be made by cash, EPS, crossed cheque, and credit card. Service Hours are as follows:

Shroff:

Mondays to Fridays	8:30 am to 6:30 pm
Saturday	8:30 am to 1:00 pm
Sunday and Public Holidays	Close

A&E Registration Counter:

Monday to Friday	6:30 pm to 8:30 am next day
Saturday	1:00 pm to 8:30 am next day
Sunday and Public Holidays	Full Day Service

Our hospital in-patient fees can be settled at Shroff of any hospitals of Hong Kong East Cluster (HKEC). HKEC hospitals include the following:

- 1) Pamela Youde Nethersole Eastern Hospital
- 2) Ruttonjee & Tang Shiu Kin Hospitals
- 3) Tung Wah Eastern Hospital
- 4) Wong Chuk Hang Hospital
- 5) Cheshire Home, Chung Hom Kok
- 6) St. John Hospital

Due to differences in nature and set-up, the operating hours of Shroff may vary among hospitals, please check the service hours of Shroff in advance.

For any enquiries on bills and payment, please contact our Shroff or call 2595-6237.

Dispensary upon Discharge

- The Main Block pharmacy is located at the Lobby, G/F, Main Block. Service hours:

Monday to Sunday	Full Day Service (except 3am – 4am which will be closed)
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Booking for Specialist Out-patient Clinic & Rehabilitation Services

Upon discharge if future appointment is required as per doctors' instruction, our ward staff will advise you the necessary arrangement and information.

Shared Care Programs and Collaborations with Private Practitioners

To facilitate continuity of care at the referring private practitioners, the Hospital will provide the discharge summaries to the referring private practitioners for reference. Should you have any objection, please contact our staff at Admission Office or Central Patient Registration of Specialist Out-patient Block.

Community based Rehabilitation Service for Discharged Patients

- PYNEH and our community partners regularly organize community based rehabilitation programs, supportive services and related trainings for patients with chronic illnesses and their caregivers upon discharge. The programs aim at increasing patients and caregivers' better understanding of community resources and empowering their competence and confidence to face rehabilitation onwards.
- Community & Patient Resource Department 2595-6342