



Pamela Youde Nethersole Eastern Hospital

## Specialist Outpatient Service

### Booking for New Cases

- A valid referral letter (i.e. within six months from date of issue) from a registered doctor in Hong Kong is required.
- Appointment given by nurse is based on New Case Classification Guidelines. Photocopies of referrals would be given to doctor afterwards to confirm priority of condition and /or re-schedule appointment.
- For new appointment defaulted cases, a valid new referral letter is required for re-booking. Change of appointment should be done before the appointment date.
- Please bring with one utility bill, e.g. electricity, gas or water bill, which carries your address to facilitate data input.

### Notes when Attending Clinic

- Appointment has to be made in advance. Please arrive punctually at the booked appointment date and time.
- New cases: Please bring along doctor's referral letter, all examination reports and/or any current medication to attend the clinic.
- New Cases of Clinical Oncology: In addition to the above documents, please bring along one recent photo and a small bottle of urine specimen.
- All attendances: Please present your valid identification document e.g. Original Copy of Hong Kong ID Card or Hong Kong Birth Certificate. Patients failing to present the valid identification document will be classified as "Non-entitled Person". Please refer to notice at the registration counter for the Non-entitled Person's consultation fee.
- Government servants, 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.
- If follow-up appointment is required, book the next appointment date at Registration Counters before you leave the clinic.
- *When conditions are treated / cured / stabilized and no further specialist follow up is required, doctors would 'close case' in Specialist Outpatient clinic and refer patients to their family doctor / General Outpatient Clinic / Maternal Child Health Centre / Family Planning Association / Family Medicine Specialist Clinic as appropriate.*
- Sick leave certificate (if required) would be issued on the date of consultation and sick dates counted from that date. Late application would not be accepted and back-dating is not allowed.
- Please inform Registration Counter for changes of telephone number or address.

### Arrangement for Black Rainstorm Warning / Tropical cyclone Signal No. 8 or above

- All clinics will be closed (Please note radio / TV broadcast)
- Please **Do Not** phone to our clinic for enquiry after black rainstorm / cyclone No. 8 or above for follow-up arrangement please refer to Instructions on *Appointment Slip*.
- Patient from Clinical Oncology will be informed of the revised appointment within 3 working days.

*Last update date: Mar 2011*

## Dispensing of Medication

- Please collect medications within 4 working dates, otherwise prescription sheet would be voided and the paid medication charges are not refundable.
- After consultation, please pay medication fees at the Shroff Counter before collecting medication from pharmacy. If there is no need to pay medication fee, please go straight to pharmacy for medication.

- Dispensing Time:

- SOPD Pharmacy Service Hours

Monday to Friday	9:30 am to 5:30 pm
Saturday, Sunday & Public Holiday	Close (Please proceed to Main Pharmacy for dispensing) (Operating hours: 9:00 am – 4:00 pm)

- Clinical Oncology and Psychiatric Patients  
Service Hours of Main Pharmacy, Main Block

Monday to Friday	9:00 am – 11:00 pm
Saturday, Sunday & Public Holiday	9:00 am – 4:00 pm

- During Dispensing, please check correct number and instruction regarding of drug taking. Consult Pharmacy staff if you have any doubt. All dispensed medication are not exchangeable or refundable.
- Lost or damaged medication would not be re-dispensed. Only prescription by doctor for self-purchase would be arranged.

## Arrangement of default appointment

- Defaulters of new appointment: A new referral is needed for re-booking.
- Change of appointment before appointment date in person, by phone or fax is accepted. However, dates for new appointment would depend on availability of quota.
- ***Change of appointment of same subspecialty for more than 2 times or defaulted for 2 times consecutively is not allowed. Above that, a new referral is needed for re-booking.***
- ***Old case but defaulted for  $\geq$  one year (count from date of last attendance), new referral letters are needed for re-booking.***
- ***Patient of Clinical Oncology:***
  - ***Cancer Old case but defaulted for  $\geq$  five years (count from date of last attendance). New referrals are needed for re-booking***
  - ***Non-Cancer Old case but defaulted for  $\geq$  2 years (count from date of last attendance). New referrals are needed for re-booking.***

## Auto-Reply to Private Practitioners

Hospital Authority (HA) and Hong Kong Medical Association (HKMA) has developed a project of “Auto-Reply to Private Practitioners”. If your referring private medical practitioner has registered in this project, PYNEH will provide updates of your medical conditions to him / her to keep abreast of your latest situation, so as to facilitate the planning for your future follow-up. Please be assured that your privacy and confidentiality are protected throughout the process and you can choose to opt out from this project. For enquiries, please contact our staff at Registration Counter.