

Pamela Youde Nethersole Eastern Hospital
Service of Specialist Out-patient Department

A. Scope of Service

Medicine	Orthopaedics & Traumatology	Paediatrics & Adolescent Medicine
Surgery	Obstetrics & Gynaecology	Pain
Neurosurgery	Ophthalmology	Ear, Nose & Throat

B. Service Hours and Address

1. Specialist Clinic

Service Hours	Monday to Friday : 9:00am – 1:00pm & 2:00pm – 5:00pm Saturday, Sunday & Public Holiday : Closed
Address	Specialist Out-patient Block, Pamela Youde Nethersole Eastern Hospital

2. SOPD Blood Taking Station & Treatment Room

Service Hours	Monday to Friday : 8:00am – 6:00pm Saturday, Sunday & Public Holiday : Closed
Address	LG1 East Wing, Specialist Out-patient Block, Pamela Youde Nethersole Eastern Hospital

3. Phone Enquiry Office

Service Hours	Monday to Friday : 9:00am – 5:00pm Saturday, Sunday & Public Holiday : Closed
Phone Number	2595 7778 < Voicemail is available when the line is busy. Please leave message with your name and contact phone number. >

C. New Cases Booking

<p>Document required</p>	<p>All three of the following documents are required during booking :</p> <p>1) Patient’s valid Hong Kong identity document :</p> <ul style="list-style-type: none"> ▪ If the patient is 11 years of age or above, please present original Hong Kong Identity Card or valid original document indicated his/her right to stay in Hong Kong (HK Birth Certificate not accepted). ▪ If the patient is under 11 years of age, please present the original document of the followings: <ul style="list-style-type: none"> ➢ Hong Kong Identity Card or Hong Kong Birth Certificate indicating his/her right as a Hong Kong permanent resident is “Established”. ➢ If the patient is under 42 days old and does not have his/ her birth certificate, please present the original copy of following documents : <ul style="list-style-type: none"> • Immunization card issued by a Hong Kong hospital indicating the baby is born in Hong Kong, and mother’s valid Hong Kong Identity Card, or • Immunization card issued by a Hong Kong hospital indicating the baby is born in Hong Kong, father’s valid Hong Kong Identity Card and Marriage Certificate. <p>2) A referral letter from Hong Kong registered doctor (within 3 months from date of issue).</p> <p>3) Information of correspondence address to facilitate contact.</p>
<p>Route</p>	<p>Patient or relatives can choose either one of the following route :</p> <ul style="list-style-type: none"> ▪ In person <ul style="list-style-type: none"> ✓ Bring required documents and come to respective clinic in person during office hours. < Sick Leave/ Attendance Certificate won’t be issued for booking day > ▪ By facsimile <ul style="list-style-type: none"> ✓ Fax required documents to respective clinic with your contact phone number. ✓ Staff will call back within three working days. ▪ By mobile application “Book HA” <ul style="list-style-type: none"> ✓ Use Hospital Authority “BookHA” mobile application with the smartphone. “Book HA” is available for designated specialties at present stage.

Service Directory	Department	Location	Fax	Enquiry
	Medicine	Nurse Station SOPD Block LG1 West	2898 7093	2595 7778
	Surgery	Nurse Station SOPD Block LG1 West	2898 7093	
	Head Neck Surgery/ Breast Surgery	Nurse Station SOPD Block LG3 West	2595 7737	
	Obstetrics & Gynaecology	Nurse Station SOPD Block LG2 East	2975 0334	
	Pain	Nurse Station SOPD Block LG2 East	2975 0334	
	Ophthalmology	Nurse Station SOPD Block LG2 West	2595 7744	
	Neurosurgery	Nurse Station SOPD Block LG3 East	2965 9629	
	Orthopaedics & Traumatology	Nurse Station SOPD Block LG3 West	2595 7737	
	Paediatrics & Adolescent Medicine	Nurse Station SOPD Block LG3 West	2595 7737	
	Ear, Nose & Throat	Nurse Station SOPD Block LG5 East	2558 2292	
Point to Note	<ul style="list-style-type: none"> ▪ The appointment will be given by nurse according to Triage Guideline in general and referral letter will be screened by concerned specialist. Any advancement will be informed by phone/ mail within 3weeks, otherwise please attend according to the date given with referral letter, examination report, x-ray film and current medication etc. ▪ Please avoid rescheduling. And during the waiting period, patients are advised to continue with medical treatment at their family doctors/ General Out-patient Clinics till the appointment date (if applicable). ▪ Please update SOPC Registration Counter for any changes of telephone number, address or personal particular with presenting original copy of patient's valid identity document. 			

Change of Condition	<ul style="list-style-type: none"> ▪ If there are changes in patient's conditions, patients should consult their family doctors/ General Out-patient Clinic. Supplementary referral letter and investigation reports could be submitted to SOPC for reconsideration of the appointment date if available. For urgent conditions, patients are advised to attend Accident and Emergency Department for medical advice.
Re-scheduling/ Default	<ul style="list-style-type: none"> ▪ Please refer to the instruction on the appointment slip for re-arrangement.

D. Notes when Attending Clinic

Points to Note	<ul style="list-style-type: none"> ▪ Appointment should be made in advance. Please attend appointment according the scheduled date and time. Paediatrics and adolescence patient must be attended accompany with parent/ guidance. ▪ If there are symptoms of Fever, Influenza, Measles, Rubella, Chickenpox/ Herpes Zoster (Shingles) on the date of appointment, please inform the concerned clinic and avoid attend the appointment. If happen after attended, please put on a surgical mask immediately and inform our nurse/ staff. ▪ Please update SOPC Registration Counter for changes of telephone number, address or personal particular with presenting original copy of patient's valid identity document.
Registration	<p>Please arrive punctually. Patient should pay the consultation fee and perform registration at the Central Patient Registration Office with presenting the valid identification document.</p> <ul style="list-style-type: none"> ▪ The appointment time may not be the exact time for consultation. Extended waiting time may needed for the following circumstances: <ul style="list-style-type: none"> ➢ Investigation required before consultation, e.g. measuring body height and weight, measuring blood pressure, urine test, dilated pupil, taking x ray, ECG, etc.; ➢ Tracing medical records or investigation reports; ➢ Team cases; or ➢ Doctors are occupied by emergency/ ward services that affected the clinic consultation. ▪ For late attendance, the consulting sequence will be based on the arrival time. ▪ If patient arrived late that consultation could not be offered on the day, please contact concerned Nursing Station for arrangement.

Attend Consultation	<ul style="list-style-type: none"> ▪ Please follow instruction to attend required examination before consultation, such as taking body height and weight, measuring blood pressure, urine test, dilated pupil, taking x-ray, ECG, etc. ▪ Please note the announcement and follow the instruction to attend consultation. ▪ Please switch off your mobile phone before consultation. And present your identity document and appointment stub for patient identification when you enter the consultation room. ▪ Please counter check all documents before you left. If you have any enquiry, please contact clinic staff immediately.
Sick Leave/ Attendance Certificate	<ul style="list-style-type: none"> ▪ 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. Injury on duty patient should not re-schedule the appointment, otherwise the sick leave will not be issued/ extended. ▪ Loss of Attendance Certificate/ Sick Leave Certificate, please apply reissue at Main Block Enquiry Counter accompanied by processing fee.
Follow Up	<ul style="list-style-type: none"> ▪ Either one of the following would be arranged after consultation: <ol style="list-style-type: none"> 1) Next appointment is required and book appointment at the Registration Counter of the concerned clinic. And please check the booking details. If there is any enquiry, please contact clinic staff immediately; 2) Conditions are stabilized/ controlled, refer to family doctor/ General Out-patient Clinic/ Maternal Child Health Centre/ Family Planning Association/ Family Medicine Integrated Clinic for continuity of care as appropriate; or 3) Case closed by doctor, no further follow up. <p>For type (2) & (3) patients, refer to “New Case Booking” if there is a future need.</p> ▪ If there are changes in patient’s conditions before next follow up, patients should consult their family doctors/ General Out-patient Clinic/ Accident & Emergency Department. Supplementary referral letter and investigation reports could be submitted to SOPC for reconsideration of the appointment date if available.

<p>Dispensing of Medication (if any)</p>	<ul style="list-style-type: none"> ▪ Please present the prescription to Registration Counter at the concerned clinic or use “Octopus Drug Payment Kiosk” at LG1 SOPC for payment. For patient do not require paying medication fee, please go to the Pharmacy directly. <ul style="list-style-type: none"> ➤ Please hand in prescription and collect medications at Pharmacy within 4 working days from consultation, please be reminded after which the prescription will be cancelled and fees paid will not be refunded. ➤ Please note the instruction given and check if the amount and type of medication dispensed are correct. If there is any enquiry, please contact pharmacist immediately. ➤ No reissue, exchange or refund for all dispensed medication. ▪ Lost or damaged medication would not be re-dispensed, and self-purchase would be arranged.
<p>Investigation/ Treatment (if any)</p>	<ul style="list-style-type: none"> ▪ Blood taking, injection, wound management, ECG, etc. <ul style="list-style-type: none"> ➤ Please go to Blood Taking Station & Treatment Room at SOPC ▪ X-ray <ul style="list-style-type: none"> ➤ Please go to Main Block G/F ▪ Physiotherapy/ Occupational Therapy/ Prosthetic-Orthotic Service <ul style="list-style-type: none"> ➤ Please go to East Block ▪ Others <ul style="list-style-type: none"> ➤ Please follow individual instruction
<p>Re-scheduling/ Default</p>	<ul style="list-style-type: none"> ▪ Please refer to the instruction on the appointment slip for re-arrangement.

E. Arrangement During Black Rainstorm Warning

- Please note radio/ TV broadcast for the Hospital Authority regarding clinic operations.
- If black Rainstorm Warning Signal is issued **before the clinic session**, clinic service will be suspended while the warning signal is in force.
- If Black Rainstorm Warning Signal is issued **during clinic session**, clinic service will be continued.
- In case attendance cannot be made as arranged because of the Black Rainstorm Warning Signal is in force, please refer to the instruction on the appointment slip for re-arrangement.

F. Arrangement During Tropical Cyclone Signal No. 8 or above

- Please note radio/ TV broadcast for the Hospital Authority regarding clinic operations.
- In case attendance cannot be made as arranged because of the Tropical Cyclone Signal No. 8 or above is in force, please refer to the instruction on the appointment slip for re-arrangement.

Updated on 10 October, 2017