

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

A. Scope of Service

Psychiatric

B. Service Hours and Address

1. Specialist Clinic

Service Hours	Monday to Friday : 9:00am – 1:00pm & 2:00pm – 5:45pm Saturday, Sunday & Public Holiday : Closed
Address	J, 7 th Floor, East Block, Pamela Youde Nethersole Eastern Hospital

2. SOPD Treatment Room

Service Hours	Monday to Friday : 8:30am – 1:00pm & 2:00pm – 5:45pm Saturday, Sunday & Public Holiday : Closed
Address	J, 7 th Floor, East Block, Pamela Youde Nethersole Eastern Hospital

3. Phone Enquiry Office

Service Hours	Monday to Friday : 9am – 5:45pm Saturday, Sunday & Public Holiday : Closed
Phone Number	2595 7609 < You may consider calling from 4:40pm to 5:15pm on Monday to Friday (except Public Holiday). The line is less busy during this period. >

C. New Cases Booking

Document required	<ul style="list-style-type: none"> ▪ All of the following documents are required during booking : <ol style="list-style-type: none"> 1) Patient’s valid Hong Kong identity document. 2) A referral letter from Hong Kong registered doctor (within 3 months from date of issue).
Route	<ul style="list-style-type: none"> ▪ Documents should be submitted to Psychiatric clinic by patient or relatives in person for booking during office hours. Clinic staff will mail appointment back to patient within two weeks. < Sick Leave/Attendance Certificate won’t be issued for booking day >
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. Appointment will mail to patient within 2weeks. ▪ Our staff will copy referral for record, and the original will be returned to patient. ▪ Please provide your personal particulars, include address and contact phone number. ▪ Please update SOPC Registration Counter for any changes of personal particulars. ▪ According to Personal Data (Privacy) Ordinance, enquiry about patient’s condition or report result via phone will not be entertained. Patient’s condition will only be released with consent. ▪ During the waiting period, patients are advised to continue with medical treatment provided by their family doctors or other Specialist Clinics.
Change of Condition	<ul style="list-style-type: none"> ▪ If there are any changes in patient’s conditions, patients should consult their family doctors or doctor of 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 consultation in Accident and Emergency Department.
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

<p>Points to Note</p>	<ul style="list-style-type: none"> ▪ To prepare medical records for consultation, appointment must be booked in advance. Patient should present valid identity document for attending clinic. ▪ Please arrive punctually. Those who are late for over 30 minutes will not be able to arrange consultation at the same day. ▪ If there are symptoms of Fever, Influenza, Measles, Rubella, Chickenpox/ Herpes Zoster (Shingles) on the date of appointment, please avoid attend the appointment. If happen after attended, please put on a surgical mask immediately and inform our nurse/ staff. ▪ Consultation time will be varies according to complexity of patient’s condition and waiting time may be affected, please wait with patience. ▪ If patient cannot attend the scheduled appointment, please notify us at 2595 7609. ▪ According to patient’s individual needs, our staff may re-arrange his/ her appointment by phone call/ mail with approval form patient’s case doctor. ▪ Please update SOPC Registration Counter for any changes of telephone number, address or personal particulars.
<p>Registration</p>	<ul style="list-style-type: none"> ▪ Please attend clinic as scheduled. Patient should pay the consultation fee and perform registration at our Registration Counter with presenting the valid identity document. For late attendance, the consulting sequence will be based on the arrival time. <ul style="list-style-type: none"> ➤ Cut-off time for registration: 12:00 noon for morning session and 4:30 pm for afternoon session. ➤ Staff will arrange another as-early-as possible appointment for the patient who arrives after registration cut-off time (or arrives not at scheduled AM/PM session). ➤ The appointment time may not be the exact time for consultation. Consultation time will be varies according to complexity of patient’s condition, please wait with patience.
<p>Attend Consultation</p>	<ul style="list-style-type: none"> ▪ Please present (1) original copy of doctor’s referral and (2) patient’s original identity document to our staff at the time of registration and then waiting for consultation. ▪ Please switch off your mobile phone before consultation. And present your appointment stub and identity document for patient identification when you enter the consultation room.

	<ul style="list-style-type: none"> ▪ Please counter check all documents with our staff in Enquiry Counter (Counter no. 10). If you have any enquiry, please contact clinic staff immediately.
Sick Leave/ Attendance Certificate	<ul style="list-style-type: none"> ▪ Sick leave certificate would be issued on the date of consultation and the sick leave coverage period will be counted from the date of consultation. Late application would not be accepted and back-dating is not allowed.
Follow Up	<ul style="list-style-type: none"> ▪ Please register at our Registration Counter 15 minutes before the appointment time to avoid unnecessary delay. And early arrival for registration will not be entertained. ▪ If there are needs to advance follow up appointment due to disease progression, please contact our staff for enquiry (Tel: 2595 7609). Consultation will not be arranged for patient without booking. ▪ If there are any urgent conditions, patients should consult their family doctor or attend Accident & Emergency Department. ▪ Please follow staff instruction to book next follow up and/ or investigation. If you do not have next appointment, please contact our staff for enquiry.
Dispensing of Medication (if any)	<ul style="list-style-type: none"> ▪ Please present the prescription to Registration Counter for payment and collect medication at the Main Block Pharmacy. 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. ▪ For patient required any other specialist medications, please consult respective specialist clinic. ▪ From year 2002 onwards, Hong Kong East Cluster has implemented “Self-financed Item” to enhance the drug utilization and thus bring the best beneficial to the HKEC patients.

Investigation/ Treatment (if any)	<ul style="list-style-type: none"> ▪ Please follow individual instruction for investigation, treatment or nursing care.
Re-scheduling/ Default	<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 1 October 2017