

**Pamela Youde Nethersole Eastern Hospital**  
**Service of Clinical Oncology Out-patient Department**

**A. Scope of Service**

Clinical Oncology
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**B. Service Hours and Address**

1. Oncology Clinic

Service Hours	Monday to Friday : 8:40am – 1:00pm & 2:00pm – 5:30pm Saturday, Sunday & Public Holiday : Closed
Address	LG1, East Block, Pamela Youde Nethersole Eastern Hospital

2. Oncology Clinic Nursing Station (Blood Taking, Specimen Collection service)

Service Hours	Monday to Friday : 9:00am – 12:30am & 2:00pm – 4:15pm Saturday, Sunday & Public Holiday : Closed
Address	LG1, East Block, Pamela Youde Nethersole Eastern Hospital

3. Phone Enquiry Office

Service Hours	Monday to Friday : 8:40am – 5:30pm Saturday, Sunday & Public Holiday : Closed
Phone Number	2595 4167

### C. New Cases Booking

Document required	<p>The following documents are required during booking :</p> <ul style="list-style-type: none"> <li>▪ Patient's valid Hong Kong identity document.</li> <li>▪ A referral letter from Hong Kong registered doctor (within 3 months from date of issue).</li> </ul>
Route	<p>Either patient or patient's representative can do the booking :</p> <ul style="list-style-type: none"> <li>▪ In person <ul style="list-style-type: none"> <li>✓ Bring required documents to Oncology clinic in person during office hours. &lt; Sick Leave/Attendance Certificate won't be issued for booking day &gt;</li> </ul> </li> <li>▪ By facsimile <ul style="list-style-type: none"> <li>✓ Fax required documents to Oncology clinic with your contact phone number.</li> <li>✓ Fax No. 2515 1266</li> </ul> </li> </ul> <p>Staff will call back within two weeks for the appointment date.</p>
Point to Note	<ul style="list-style-type: none"> <li>▪ Our staff will photocopy the doctor's referral letter. Original referral, with the date of receipt marked, will be returned to you.</li> <li>▪ A personal particular form will be given by our staff. Please fill in your particular (especially your contact telephone number and correspondence address) clearly, and return the form to our staff at Reception.</li> <li>▪ Our staff may ask you to provide Personal Data for the purposes of relating to your healthcare and general related purposes (including, but not limited to, treatment, research and education)</li> <li>▪ Please update any changes of personal particular, by presenting proof documents, at the Oncology Registration Counter.</li> <li>▪ According to Personal Data (Privacy) Ordinance, telephone enquiry will not be entertained. Patient information will only be released to relative(s) with consent from patient or guardian.</li> <li>▪ During your waiting period for the new case appointment, you should continue with the management provided by your family doctor or specialists.</li> </ul>
Change of Condition	<ul style="list-style-type: none"> <li>▪ For urgent conditions, patients are advised to attend Accident and Emergency Department for medical advice.</li> </ul>
Re-scheduling/ Default	<ul style="list-style-type: none"> <li>▪ In case the patient cannot attend the appointment, please call 2595 4167.</li> </ul>

**D. Notes when Attending Clinic**

Points to Note	<ul style="list-style-type: none"> <li>▪ Patient must make prior appointment for medical consultation. This procedure helps to ensure that the relevant medical records can be ready.</li> <li>▪ When you are suspected to have symptom of Fever, Influenza, Measles, Rubella, Chickenpox or Herpes Zoster (Shingles) on date of consultation, please put on surgical mask immediately &amp; inform our nurse/ staff upon arrival.</li> <li>▪ Waiting time for consultation may be different as every patient's condition is different.</li> <li>▪ In case the patient cannot keep the appointment, please call 2595 4167</li> </ul>
Registration	<ul style="list-style-type: none"> <li>▪ Registration starts 15 minutes before the appointment time. Patient please perform registration at the Oncology Registration Counter by presenting the valid identification document, appointment slip and the consultation fee.</li> <li>▪ Early arrived patients will follow the above arrangement for registration, advancing appointment will not be arranged.</li> <li>▪ For late attendance, the consulting sequence will be based on the arrival time.</li> <li>▪ Late comers, over 30 minutes, may not be able to receive medical consultation on that date.</li> </ul>
Attend Consultation	<ul style="list-style-type: none"> <li>▪ Patients attend "New Case Clinic", please bring along the following things to LG1, East Block, Clinical Oncology Clinic Registration Counter: (1) original referral letter, (2) valid Hong Kong Identity document, (3) a small bottle of urine, (4) one recent photo (passport size), (5) patient personal particular form, (6) examination report and x-ray film (original &amp; copy).</li> </ul>
Sick Leave/ Attendance Certificate	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
Follow Up	<ul style="list-style-type: none"> <li>▪ If there is needs to advance follow up appointment due to disease progression, please contact our staff for enquiry (Tel : 2595 4167). All consultation appointments are pre-booked.</li> <li>▪ For urgent conditions, patients are advised to attend Accident and Emergency Department for medical advice.</li> <li>▪ Please follow medical staff instruction for booking next follow up appointment or any investigation. If no further appointment, please contact our staff for enquiry.</li> </ul>

<p>Dispensing of Medication (if any)</p>	<ul style="list-style-type: none"> <li>▪ Please present the prescription to Registration Counter for payment. For patient do not require paying medication fee, please go to the pharmacy directly. (G/F Main Block Pharmacy Service Hours : Mon – Fri : 9:00am – 11:00pm ; Sat , Sun and Public Holiday : 9:00am – 4:00pm) <ul style="list-style-type: none"> <li>➤ 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.</li> <li>➤ 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.</li> <li>➤ No reissue, exchange or refund for all dispensed medication.</li> </ul> </li> <li>▪ Lost or damaged medication would not be re-dispensed, and self-purchase would be arranged.</li> <li>▪ For any specialist medications, please refer to respective specialist clinic.</li> <li>▪ From year 2002 onwards, Hong Kong East Cluster established “Self-financed Item” for improvement the usage of resources and the best beneficial to the HKEC patients.</li> </ul>
<p>Investigation/ Treatment (if any)</p>	<ul style="list-style-type: none"> <li>▪ Please follow the clinic staff instruction to have investigation, treatment or nursing procedure.</li> </ul>
<p>Re-scheduling/ Default</p>	<ul style="list-style-type: none"> <li>▪ Please refer to the instruction on the appointment slip for re-arrangement.</li> </ul>

**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, the affected patients will receive individual notification of the new appointment date within 3 days.

**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, the affected patients will receive individual notification of the new appointment date within 3 days.

Updated on 1 October 2017