



Pamela Youde Nethersole Eastern Hospital

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 valid documents (HA181/182, GF181, TRY447) for exemption of fee, otherwise, full payment would be charged.
- Please bring one utility bill issued within six months, e.g. electricity, gas or water bill, which carries your or your relatives' address to facilitate data input.

Medications & Personal Necessities

- Patients should inform our ward staff and bring along the medications 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.
- Paediatric and obstetric patients may choose to wear their own private clothing.
- 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.
- Please remove the gel nail / nail polish and trim the nail before admission for observation.

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 is not liable for any loss or damage to such personal property / belongings, 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.



Pamela Youde Nethersole Eastern Hospital

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:		A&E Registration Counter:	
Monday – Friday	8:30 am – 6:30 pm	Monday – Friday	6:31 pm to 8:29 am next day
Saturday	8:30 am – 1:00 pm	Saturday	after 1:00 pm
Sunday and Public Holiday	Close	Sunday and Public Holiday	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 – Sunday	Full Day Service (Close: 3:00 am – 4:00 am)
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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 enhancing patients and caregivers’ understanding of community resources and empowering their competence and confidence to face rehabilitation onwards.
- Community & Patient Resource Department: 2595-6342