

將軍澳醫院

病人住院須知

地址：將軍澳坑口寶寧里2號

電話：2208 0111 (24小時查詢)

傳真：2177 0161

電郵：tkoh.enquiry@ha.org.hk



入院準備

▶ 個人用品

- 請攜帶個人日常用品入院，如漱口杯、牙刷、毛巾、紙巾、濕紙巾、肥皂、拖鞋等，但貴重物品及需使用交流電的電器用品（例如手提電話充電器），則不應攜帶入院，如有遺失/損壞，醫院概不負責。如病人托醫院暫時保管其現金，醫院或會將款項存入醫管局名下的銀行，於病人離院(或其他情況)時如數(不含利息)歸還。

▶ 入院手續

- 請帶同入院紙、身份證明文件正本及六個月有效住址證明文件（例如電費或電話費單）到醫院主座大樓地下入院登記處辦理手續。
- 十一歲以下小童須帶備出世紙正本及父、母或監護人的身份證明文件。



留院期間

▶ 住院安排

- 住院病人應遵從醫生與病人共同擬定的治療計劃。如病人在治療期間需離院，必須得到醫生的同意。

▶ 膳食服務

- 病人膳食的菜式是經細心設計，務求達到營養均衡及健康的標準。
- 如病人需接受特別膳食作治療，請通知親友不要攜帶其他食物。

▶ 加強溝通和瞭解

- 病房的醫護人員很樂意聽取病人的意見和需要，並盡力協助。歡迎病人直接聯絡他們。

▶ 「無煙」環境

- 醫院範圍內(包括室內及室外)均嚴禁吸煙。



其他資料

▶ 歡迎向病房職員查詢以下項目的詳細資料：

- 年老病人覆診接載服務-「易達巴士」服務
- 醫院收費表
- 病人約章
- 電動輪椅暫存服務及輪椅租用服務病房內亦備有「住院病人參考資料」以供詳閱。

病房內亦備有「住院病人參考資料」以供詳閱。



院內設施和服務

▶ 病房一般設施

- 病室內備有電視機。
- 床邊設有小型儲物櫃供病人貯存物品。
- 設有暖及凍開水供病人飲用。

▶ 醫院一般設施

- 自動銀行櫃員機設於醫院主座大樓低層地下入口外。
- 飲品/小食自動售賣機設於醫院主座大樓地下(分別位於正門和急症室外)和一樓，以及日間醫療大樓地下至三樓。
- 外科口罩自動售賣機設於醫院主座大樓地下及日間醫療大樓地下。
- 咖啡店設於日間醫療大樓地下。
- 復康用品專賣店設於醫院主座大樓一樓。



請用Whatsapp / 電話 (5131 3824) 下單
可享病房送貨服務*

- 便利店設於醫院主座大樓低層地下(24小時營業)。



請用Whatsapp (4448 7905) 下單可享病房送貨服務*

- *購物滿指定金額可享免費病房送貨服務。
- 免費流動裝置充電服務設於醫院主座大樓低層地下及日間醫療大樓地下。
- 手機充電器租借站設於醫院主座大樓地下及日間醫療大樓地下。
- 病人可在醫院主座大樓地下正門對出的花園休憩。
[如需離開病房，請先通知病房職員]
- 本院設有少量訪客車位，A區(日間醫療大樓側)首小時20元，第二小時每半小時15元，第三小時每半小時20元。C區(急症室)首小時20元，第二小時每半小時20元，第三小時每半小時30元。

▶ 健康資源中心

- 位於日間醫療大樓一樓。
- 設有各類有關健康常識的書籍、刊物、錄影帶等和互聯網服務。

▶ 醫務社會服務/天主教牧靈及基督教院牧服務

- 醫務社會服務位於主座大樓一樓;天主教牧靈及基督教院牧服務位於主座大樓四樓。
- 病人可聯絡病房職員安排約見醫務社工、院牧或牧靈人員。



出院安排

▶ 出院手續

- 當醫生通知出院日期後，請與病房職員商議出院時間，並致電通知家人。
- 請攜出院紙到醫院主座大樓或日間醫療大樓的地下繳費處繳付住院費用。如有經濟困難，請聯絡本院醫務社工。
- 如需取藥，請往醫院主座大樓低層地下藥劑部。
- 離院前，請帶走所有財物。留下之財物如有遺失或損壞，醫院概不負責。如留下之財物逾三個月未被領回，將視作遺棄物品，醫院有權以任何合適的方法處置該些物品。凡留下之物品如會腐壞、有毒、有攻擊性或會令人厭惡，醫院有權隨時自行決定採取任何合適的方法將之清理。

▶ 住院收費

- 符合資格人士
入院費：港幣75元
住院費：
普通病房、深切治療部及加護/心臟加護病房
成人：每日港幣120元
十二歲以下小童：每日港幣60元
內科康復病房
成人：每日港幣100元
十二歲以下小童：每日港幣50元

[符合資格人士是指持有根據人事登記條例所簽發香港身份證的人士，但若該人士是憑藉其已獲入境或逗留准許而獲簽發香港身份證，而該准許已經逾期或不再有效則除外；或身為香港居民的11歲以下兒童。其他則屬於非符合資格人士。]

- 非符合資格人士
住院按金：港幣51,000元
普通病房及內科康復病房
住院費：每日港幣5,100元
深切治療部
住院費：每日港幣24,400元
加護/心臟加護病房
住院費：每日港幣13,650元

▶ 繳費方法：支票、現金、八達通、易辦事、信用卡、電子錢包(支付寶或微信支付)、郵遞、繳費靈、網上銀行服務、HA Go、轉數快、貼有「繳費易」標誌的櫃員機或於7-Eleven便利店以現金繳費

- 獲醫療費用豁免人士須先告知繳費處職員其資格，並出示身份證明文件以供查核。
- 醫院管理局職員或公務員及其家屬，須先通知繳費處職員其符合資格享有政府/醫管局醫療福利或出示有效的GF181/TRY447/ HA181/182，並出示身份證明文件以供查核。

▶ 申請醫療報告或填寫保險表格

- 請往醫院主座大樓地下入院登記處申請。

▶ 非緊急救護車服務

- 有需要的病人經醫療人員評估為合資格者，病房職員可於出院時安排非緊急病人運送服務。

▶ 社康護理服務

- 醫療人員可轉介需要護理服務的出院病人至社康護理服務部作評估和安排。有關申請和收費詳情，請向病房職員查詢。



辦公時間

▶ 醫院主座大樓

- 詢問處(地下) 電話：2208 0111
每日上午8時至下午8時

- 入院登記處/申請醫療報告(地下) 電話：2208 0346
星期一至五：上午8時至下午4時
星期六：上午8時至中午12時
星期日及公眾假期休息

- 繳費處(地下) 電話：2208 0342
星期一至五：上午8時45分至下午6時
星期六：上午9時至下午1時
星期日及公眾假期休息

- 死亡文件辦理處(地下) 電話：2208 0348
星期一至五：上午8時至下午4時
星期六：上午8時至中午12時
星期日及公眾假期休息

- 藥劑部(低層地下) 電話：2208 0073
24小時

- 醫務社會服務(一樓) 電話：2208 0335
星期一至五：上午8時45分至下午1時
下午2時至5時15分
星期六：上午9時至中午12時
星期日及公眾假期休息

- 專職醫療服務(一樓) 電話：2208 0405
星期一至五：上午9時至下午12時30分
下午1時30分至5時
星期六：上午9時至下午12時30分
星期日及公眾假期休息

▶ 日間醫療大樓

- 詢問處(地下) 電話：2208 0111
星期一至五：上午9時至下午5時
星期六、星期日及公眾假期休息

- 繳費處(地下) 電話：2208 1554
星期一至五：上午8時30分至下午6時
星期六：上午9時至下午1時
星期日及公眾假期休息

- 專科門診新症預約處(地下) 電話：2208 0576
星期一至五：上午9時至下午12時30分
下午1時30分至5時
星期六：上午9時至下午1時
星期日及公眾假期休息

- 健康資源中心(一樓) 電話：2208 1259
星期一至五：上午9時至下午5時半
星期六、星期日及公眾假期休息

意見表達

如果你對住院服務有任何意見或建議，請向職員索取本院的服務意見書(意見書另放置於每層升降機大堂旁邊的意見箱上)、歡迎來函、致電或親臨本院與病人聯絡主任聯絡(電話：2208 0162)。



Tseung Kwan O Hospital

Inpatient Information

2 Po Ning Lane, Hang Hau, Tseung Kwan O
Tel. No. : 2208 0111 (24-hour enquiry)
Fax. No. : 2177 0161
Email : tkoh.enquiry@ha.org.hk



Preparation for admission

- ▶ Personal Belongings
 - Please bring your own personal care items, e.g. facial tissues, wet tissue, slippers etc. However, valuables and electrical appliances using AC (e.g. mobile phone charger) should not be brought to the hospital. The hospital is not liable for any loss or damage to such items. If patient's cash is temporarily kept by the hospital, the hospital may deposit the cash to HA's bank account. The same amount of cash (with no interest) will be returned upon discharge (or other circumstances).
- ▶ Admission Procedures
 - Please bring along your admission slip, original personal identification document and address proof (e.g. electricity / telephone bill etc.) within last 6 months to the Admission Office on G/F, Hospital Main Block, for admission procedures.
 - For patient aged below 11, the child's original birth certificate and at least one of his/ her parent's / guardian's personal identification document have to be presented.



Hospital Stay

- ▶ Hospitalization
 - You are encouraged to participate in the formulation of your treatment plan which you should follow during hospitalization. You should seek doctor's advice if you wish to leave the hospital.
- ▶ Food Services
 - Daily meals are carefully designed to be nutritionally balanced and healthy.
 - If you require a special diet as part of the treatment, please advise your relatives not to bring additional food.
- ▶ Effective Communication
 - Our ward staff are happy to discuss with you about your medical concern and provide assistance. Please contact them directly.
- ▶ Smoke-free Environment
 - Smoking is prohibited in hospital premises (including indoor and outdoor areas).



Other Information



You are welcome to contact our ward staff to get further information on the following subjects:

- Elderly Transport Service (for outpatient consultations)
- Hospital Fees and Charges
- Patients' Charter
- Electric driven wheelchair temporary storage service and wheelchair rental service

You may also refer to the "Inpatients' Reference Folder" available in wards.



General Facilities and Services

- ▶ Ward General Facilities
 - TV set in each cubicle.
 - Bedside cabinet for storage use.
 - Warm and cool drinking water would be provided.
 - ▶ Hospital General Facilities
 - Automatic Teller Machines outside the entrance of LG, Hospital Main Block.
 - Soft drinks / snacks vending machines on G/F (at the main entrance and outside the entrance of A&E) and 1/F of Hospital Main Block, and also on G/F to 3/F of Ambulatory Care Block.
 - Surgical masks vending machines on G/F of Hospital Main Block and G/F of Ambulatory Care Block.
 - Coffee shop on G/F of Ambulatory Care Block.
 - Rehab Shop on 1/F, Hospital Main Block.
-  Please order via Whatsapp / Phone call (5131 3824) with ward delivery services*
-  Please order via Whatsapp (4448 7905) with ward delivery services*
- *Free ward delivery is available upon spending a designated amount.
- Convenience store on LG/F (24-hour services), Hospital Main Block.
 - Free mobile charging stations available on LG/F of Hospital Main Block and G/F of Ambulatory Care Block.
 - Mobile Phone Power Bank Rental Stations on G/F of Hospital Main Block and G/F of Ambulatory Care Block.
 - Garden located at the front of the Hospital Main Block. **[Please inform our ward staff before leaving the ward]**
 - There are small number of car-parking spaces available for visitors. For Zone A (next to Ambulatory Care Block), the parking fee is \$20 for the first hour, thereafter \$15 per half an hour. For Zone C (A&E Department), the parking fee is \$20 for the first hour, \$20 per half an hour for the second hour, thereafter \$30 per half an hour.
- ▶ Health Resources Centre
 - Located on 1/F, Ambulatory Care Block.
 - Equipped with health-related books, journals, video tapes etc., as well as internet access.
- ▶ Medical Social Service / Catholic Pastoral Care and Christian Chaplaincy Services
 - Medical Social Service on 1/F, Main Block and Catholic Pastoral Care and Christian Chaplaincy Services on 4/F, Main Block.
 - You may contact our ward staff for arrangement to see the medical social worker, chaplain or pastoral care worker.



Discharge Arrangement

Discharge Procedures

- When notified of the date of discharge, please confirm the time of discharge with our ward staff and inform your family members accordingly.
- Please settle the hospital bill in Shroff Office on G/F, Hospital Main Block or Ambulatory Care Block. Please contact our medical social worker should there be financial difficulties.
- Please collect medication at Pharmacy on LG/F, Hospital Main Block.
- Please ensure that no personal property is left in the hospital upon discharge. The hospital is not liable for any loss or damages of the property left. Any unclaimed property over 3 months will be considered abandoned by the patient, the hospital may dispose the property in any manner considered appropriate. For any personal belongings left are perishable, noxious, offensive, or otherwise repulsive, they may be decided by the hospital for disposal at any time appropriately.

Hospital Charges

- Eligible Persons

Admission fee : HK\$ 75

Maintenance fee :

General Wards, Intensive Care Unit & High Dependency / Coronary Care Unit

Adult : HK\$ 120 per day

Age below 12 : HK\$ 60 per day

Medical Rehabilitation Ward

Adult : HK\$ 100 per day

Age below 12 : HK\$ 50 per day

[Eligible Persons of public health services are holders of Hong Kong Identity Card issued under the Registration of Persons Ordinance, except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and such permission has expired or ceased to be valid; or children who are Hong Kong residents and under 11 years of age.]

- Non-eligible Persons

In-patient Deposit : HK\$ 51,000

General Wards and Medical Rehabilitation Ward

Maintenance fee : HK\$ 5,100 per day

Intensive Care Unit

Maintenance fee : HK\$ 24,400 per day

High Dependency / Coronary Care Unit

Maintenance fee : HK\$ 13,650 per day

- Payment Method : Cheque, cash, Octopus, EPS, credit card, electronic wallets (Alipay or WeChat Pay), by post, PPS, Internet Banking, HA Go, Faster Payment System (FPS), ATMs with "JET PAYMENT" signage or cash payment at 7-Eleven
- Recipients of medical fee waiver should advise Shroff staff that they are eligible for medical fee waiving and present proof of identity.
- HA staff / civil servants and their dependents have to advise Shroff staff that they are eligible for Government / HA medical benefits or submit valid GF181 / TRY447 / HA181/182 and present proof of identity.

Application for Medical Report / Completion of Insurance Claim Form

- Please apply at Admission Office on G/F, Hospital Main Block.

Non-Emergency Ambulance Transfer Service (NEATS)

- Discharged patients, if necessary, may require for NEATS upon eligibility assessment.

Community Nursing Services (CNS)

- Patients requiring nursing service at home after discharge may be referred to CNS for assessment and service arrangement. Please contact our ward staff for details.



Office Hours

Hospital Main Block

- Enquiry (G/F) Tel : 2208 0111
8:00 am to 8:00 pm daily

- Admission Office / Application for Medical Report at Admission Office (G/F) Tel : 2208 0346
Mon - Fri : 8:00 am to 4:00 pm
Sat : 8:00 am to 12:00 noon
Closed on Sundays and Public Holidays

- Shroff Office (G/F) Tel : 2208 0342
Mon - Fri : 8:45 am to 6:00 pm
Sat : 9:00 am to 1:00 pm
Closed on Sundays and Public Holidays

- Death Documentation Office (G/F) Tel : 2208 0348
Mon - Fri : 8:00 am to 4:00 pm
Sat : 8:00 am to 12:00 noon
Closed on Sundays and Public Holidays

- Pharmacy (LG/F) Tel : 2208 0073
24 Hours

- Medical Social Service (1/F) Tel : 2208 0335
Mon - Fri : 8:45 am to 1:00 pm
2:00 pm to 5:15 pm
Sat : 9:00 am to 12:00 noon
Closed on Sundays and Public Holidays

- Allied Health Services (1/F) Tel : 2208 0405
Mon - Fri : 9:00 am to 12:30 pm
1:30 pm to 5:00 pm
Sat : 9:00 am to 12:30 pm
Closed on Sundays and Public Holidays

Ambulatory Care Block

- Enquiry (G/F) Tel : 2208 0111
Mon - Fri : 9:00 am to 5:00 pm
Closed on Saturdays, Sundays and Public Holidays

- Shroff Office (G/F) Tel : 2208 1554
Mon - Fri : 8:30 am to 6:00 pm
Sat : 9:00 am to 1:00 pm
Closed on Sundays and Public Holidays

- Specialist Out-patient Appointment Booking Office (New Case) (G/F) Tel : 2208 0576
Mon - Fri : 9:00 am to 12:30 pm
1:30 pm to 5:00 pm
Sat : 9:00 am to 1:00 pm
Closed on Sundays and Public Holidays

- Health Resources Centre (1/F) Tel : 2208 1259
Mon - Fri : 9:00 am to 5:30 pm
Closed on Saturdays, Sundays and Public Holidays



Your Feedback

You are welcome to express opinion about the services by approaching our staff or using our hospital feedback form which is available in every lift lobby. You may also contact our Patient Relations Officer in writing, in person or by phone at 2208 0162.