

☀ Hospital Charges

▶ Eligible Persons

Admission fee : HK\$ 75

Maintenance fee :

General Wards, Intensive Care Unit & 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, AliPay HK, WeChat Pay, WeChat Pay HK), 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.

High



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

* Shroff Office (G/F) Tel : 2208 0342

Mon - Fri : 8:45 am to 6:00 pm

Sat : 9:00 am to 1:00 pm

* 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

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

* 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

☀ Ambulatory Care Block

Enquiry (G/F) Tel : 2208 0111

Mon - Fri : 9:00 am to 5:00 pm

* Shroff Office (G/F) Tel : 2208 1554

Mon - Fri : 8:30 am to 6:00 pm

Sat : 9:00 am to 1:00 pm

* 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

Health Resources Centre (1/F) Tel : 2208 1259

Mon - Fri : 9:00 am to 5:30 pm

Closed on Saturdays, Sundays and Public Holidays

* Closed on Sundays and Public Holidays

☀ 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.

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).



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 in 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.
 - ▶ COVID-19 Rapid antigen test kits vending machine on G/F of Hospital Main Block.
 - ▶ Coffee shop on G/F of Ambulatory Care Block.
 - ▶ Rehab Shop on 1/F, Hospital Main Block.
 - ▶ 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

- ▶ Located on 1/F, Hospital Main Block.
- ▶ You may contact our ward staff for arrangement to see the medical social worker, chaplain or pastoral care worker.



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.



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.