

常見問題 Frequently Asked Questions

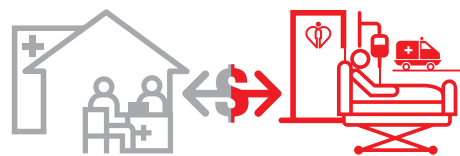
1

醫管局為何調整急症室服務收費？

Why does the HA introduce fee adjustment for A&E services?

公立醫院急症室主要是為有需要病人提供緊急醫療服務。調整收費目的在於能更有效地集中資源去照顧有緊急醫療需要的病人，同時鼓勵病情較輕微的病人善用社區基層醫療及家庭醫生服務。

The A&E services of public hospitals are mainly provided to patients who need urgent medical attention. The fee adjustment is introduced with a view to concentrating resources on taking care of patients in need of urgent medical care, and encouraging patients with milder conditions to make more use of services provided by primary healthcare and family doctors in the community.



2

急症室的分流系統是甚麼和有哪些分流類別？

What is the triage system and triage categories in A&E Department?

急症室實行病人分流制度，目的是為確保有緊急需要的市民能獲得適時的服務。病人會根據其臨床情況被分為I類(危殆)、II類(危急)、III類(緊急)、IV類(次緊急)及V類(非緊急)五個類別，並按類別緩急而決定治理的先後次序。

病人登記後，由分流護士或相關醫療專業人員為病人進行分流評估，如有需要，會再次為病人進行分流評估，以反映病人的最新臨床狀況。

To ensure that patients with urgent need can receive timely services, A&E departments implement a triage system under which patients are classified into five triage categories, namely Category I (critical), Category II (emergency), Category III (urgent), IV (semi-urgent) and V (non-urgent) based on their clinical conditions, and will receive treatment as prioritised by their urgency.

Triage assessments are conducted by triage nurses or relevant healthcare professionals, with the triage category assigned after registration. If necessary, re-assessment may be performed to reflect the updated clinical condition of patient.

3

在急症室新收費下，甚麼人士可以申請退款？

Under the new A&E fee, who are eligible to apply for a refund?

(III)緊急、(IV)次緊急及(V)非緊急病人於接受分流後但未有接受醫生診症而選擇使用其他私營醫療服務，可申請退款350元。退款申請需於登記後24小時內經HA Go或急症室登記處提出，有關申請將會在約一個月內處理。

For Categories III (urgent), IV (semi-urgent), and V (non-urgent) patients who have not received medical consultation and choose to seek treatment at other private healthcare institutions after triage may apply for a \$350 refund within 24 hours after registration via HA Go or A&E registration counter.

The application will be arranged in approximately one month.



4

在急症室等候期間，原先被分類為(III)緊急的病人情況出現變化，經重新分流後將病人列為(II)危急，所繳費用會否獲得退還？

If a Category III (urgent) patient appears to have a changed clinical condition while waiting in the A&E department, and is re-triaged as a Category II (emergency) case, will the payment made be refunded to the patient?

急症室服務新收費是根據病人就診前所屬的最終分流類別而定。

在服務新收費下，所有(I)危殆及(II)危急病人均獲豁免收費。就分流類別(I)及(II)的病人而言，如病人於就診後無需入院，費用將退還予病人(毋需申請)；如病人就診後需入院，費用將在住院賬單中抵銷。

Regarding the new A&E service fee, patients are charged according to their final triage category before consultation.

Under the new charging scheme, fee is exempted for all Category I (critical) and Category II (emergency) patients. Regarding Categories I-II cases, if the patient does not require hospitalisation, the fee will be refunded (no application is required); for patient admitted to hospital, the fee will be offset with inpatient bills.

公營醫療收費改革

Public Healthcare Fees & Charges Reform

Effective from

1.1.2026 開始

急症室服務 收費調整

(只適用於符合資格人士*)

Accident & Emergency
Service Fee Adjustment

(For Eligible Persons only*)



醫院管理局
HOSPITAL
AUTHORITY

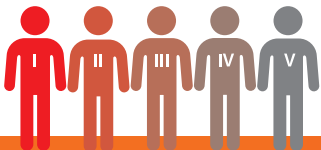


公立醫院急症室主要是為有需要病人提供緊急醫療服務。由2026年1月1日開始，醫院管理局(醫管局)調整急症室服務收費，讓資源能更有效地集中照顧有緊急醫療需要的病人。

The Accident & Emergency (A&E) services of public hospitals are mainly provided to patients who need urgent medical attention. Starting from 1 January 2026, the Hospital Authority (HA) introduces fee adjustment for A&E services with a view to concentrating resources on taking care of patients in need of urgent medical care.

服務收費原則 Principles for Service Fee

急症室實施分流制度，按照病人病情的輕重緩急而決定治理的先後次序，將病人分為五類：(I)危殆、(II)危急、(III)緊急、(IV)次緊急及(V)非緊急。The triage system has already been implemented in A&E departments to help determine the relative priority of individual patient needs. Patients are divided into five categories according to their clinical conditions: (I) critical, (II) emergency, (III) urgent, (IV) semi-urgent and (V) non-urgent.



服務收費主要是根據病人經分流後所屬的類別而定：
The service fees are based on the triage category assigned to the patient.

I 危殆 Critical

II 危急 Emergency

III 緊急 Urgent

IV 次緊急 Semi-urgent

V 非緊急 Non-urgent

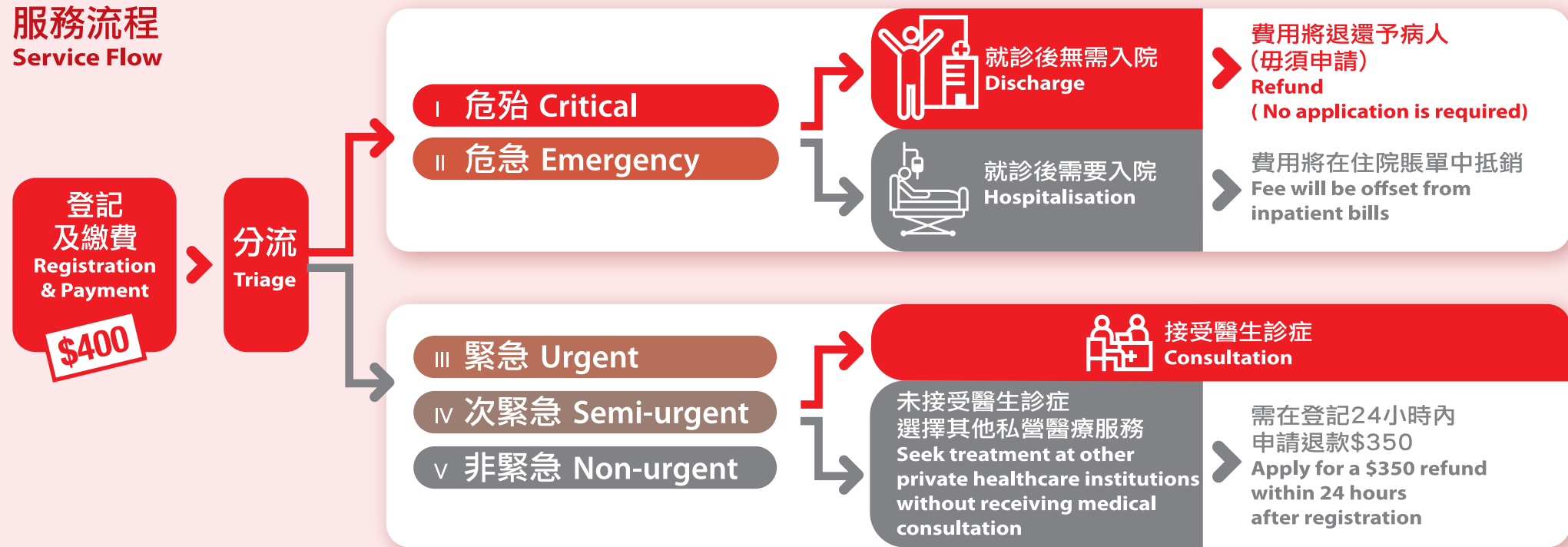
費用豁免
Fee exempted



\$400

(費用已包括處方藥物、病理學檢驗、緊急放射科服務及其他檢驗)
(Include the costs of prescriptions, pathology investigations, urgent radiology services and other examinations)

服務流程 Service Flow



退款安排 Refund Arrangement

(III)緊急、(IV)次緊急及(V)非緊急病人於接受分流後但未有接受醫生診症而選擇使用其他私營醫療服務，可申請退款350元。

For triage categories III (urgent), IV (semi-urgent), and V (non-urgent) cases, **patients who choose to seek treatment at other private healthcare institutions without receiving medical consultation** after triage may apply for a \$350 refund.



退款申請需在登記後 24小時內經 HA Go 或急症室登記處提出，退款申請將會在約一個月內處理。

Application for refund should be made **within 24 hours after registration via HA Go or A&E registration counter**. The application will be arranged in approximately one month.

*「符合資格人士」包括下述類別的病人：

- (1) 持有根據《人事登記條例》(第177章)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；
 - (2) 身為香港居民的11歲以下兒童；或
 - (3) 醫院管理局行政總裁認可的其他人士。
- 上述類別以外的人士將被定義為「非符合資格人士」。

* **Only patients falling into the following categories are eligible for the rates of charges applicable to "Eligible Persons":**

- (1) Holders of Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), 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;
 - (2) Children who are Hong Kong residents and under 11 years of age; or
 - (3) Other persons approved by the Chief Executive of the Hospital Authority.
- Persons who are not Eligible Persons are classified as Non-eligible Persons.



醫管局網頁
HA website