



# 公立醫院急症室服務 特別退款安排

Accident and Emergency Services of Public Hospitals  
Special Refund Arrangement



由2025年4月14日至2025年5月5日<sup>註1</sup>，於公立醫院急症室求診人士，若於**登記後仍未接受醫生診症**<sup>註2</sup>而選擇改用其他醫療服務，可在**登記後24小時內申請退回有關急症室費用**，求診人士只需於登記處直接向當值職員提出申請退款<sup>註3</sup>，「HA Go」會員  亦可透過流動應用程式「HA Go」申請退款。

From 14 April 2025 to 5 May 2025 <sup>Note 1</sup>, patients attending the Accident and Emergency (A&E) services of public hospitals may apply for **A&E charges refund within 24 hours after registration** if they opt to use other medical services **before doctor consultation** <sup>Note 2</sup>. Patients can raise request for refund with the staff on duty at registration counter directly <sup>Note 3</sup>. “HA Go” Members  may also apply for refund through the mobile app “HA Go”.

註 1: 由2025年4月14日00時00分開始至2025年5月5日23時59分止。

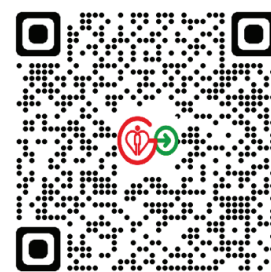
註 2: 如求診人士已接受公立醫院急症室醫生診症後仍提出退款申請，醫院管理局有權對其採取適當的法律行動。

註 3: 退款申請無需填寫退款申請表，但退款給第三者的情況除外(申請表格可在登記處索取)。

Note 1: From 00:00 14 April 2025 to 23:59 5 May 2025.

Note 2: If patient raises refund application after attending A&E doctor's consultation, the Hospital Authority would be entitled to take appropriate legal actions against the patient.

Note 3: Completion of the refund application form is not required, except for refund to third party where the application form can be obtained at the registration counter.



透過「HA Go」申請退款教學短片  
Apply for refund  
through “HA Go” video



醫院管理局  
HOSPITAL  
AUTHORITY