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 / valuable items

- Please bring your own personal care items. However, 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.
- Patient please do not bring along personal belongings / valuable items on admission to and during hospitalization at a hospital (the "Hospital") of the Hospital Authority ("HA").
- Patient should take care of all his/her personal belongings/ valuable items during hospitalization. All such items (whether kept by the patient or temporarily kept by the Hospital) are at the sole risk of the patient, and the patient agrees that HA / the Hospital is not liable for any loss or damage to such items, howsoever arising. All such items must also be removed or collected by the patient or the patient's next of kin/ intended or actual personal representative of the estate forthwith when the patient no longer stays in the Hospital (for the reason of discharge or other circumstances) ("the Discharge").
- If patient's cash is temporarily kept by the Hospital, the Hospital may deposit the cash to HA's bank account for security reason. The same amount of cash (with no interest) will be returned to the patient or the patient's next of kin/ intended or actual personal representative of the estate upon the Discharge. The patient agrees that any interest generated into the bank account from the cash belongs to HA absolutely.
- The patient agrees that all his/her personal belongings/ valuable items in the Hospital (including items temporarily kept by the Hospital) not removed or collected for more than three months after the Discharge shall be considered abandoned by the patient and the Hospital may dispose of such items at any time thereafter and in any manner considered appropriate, and the proceeds of disposal (if any) may be retained by the Hospital for its own use. Patient further agrees that if such items are perishable, noxious, offensive, or otherwise repulsive, they may be disposed of by the Hospital at any time and in any manner considered appropriate without notice to the patient or the patient's next of kin/ intended or actual personal representative of the estate and the Hospital is not liable for any loss or damage caused.
- To ensure a safe and secure environment for all patients, staff and visitors, please do not bring any sharp objects (e.g. knives, scissors), lighters/matches or hazardous materials.

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.

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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*

- Convenience store on LG/F (24-hour services), Hospital Main Block.

Please order via Whatsapp (5929 0734) with ward delivery services*

*Free ward delivery is available upon spending a designated amount.

- 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

Maintenance fee :

<u>General Wards, Intensive Care Unit & High Dependency / Coronary Care Unit</u>

Adult : HK$ 300 per day
Age below 12 : HK$ 150 per day

<u>Medical Rehabilitation Ward</u>

Adult : HK$ 200 per day
Age below 12 : HK$ 100 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$ 74,000

<u>General Wards and Medical Rehabilitation Ward</u>
Maintenance fee : HK$ 7,400 per day
<u>Intensive Care Unit</u>
Maintenance fee : HK$ 35,600 per day
<u>High Dependency / Coronary Care Unit</u>
Maintenance fee : HK$ 21,000 per day

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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.