Effective Use of Clinic Services

On the Appointment Day

- Please bring with original documents for identification proof.
- The sequence of medical consultation is scheduled during booking. Please arrive at the clinic according to the registration time on your appointment slip. Do not come too early to avoid waiting too long and getting too many patients in the clinic.
- Since consultation time for each patient may vary according to one's clinical condition, and the doctors may be called to attend other medical emergencies, you may have to wait for over an hour for consultation. Please accept our apologies for the inconvenience caused.
- The SOPD will be closed if rainstorm black warning / typhoon No.8 or above is hoisted. Clinic staff will inform you a new appointment.
- At your request, the clinic staff would reschedule your appointment according to the computer list. In general, the rescheduled appointment would not fall in a short period of time.
- If you need additional medication due to rescheduling of appointment, please consider consulting a doctor at the private clinic or the general out-patient clinic.
- If you need a prompt appointment due to change of clinical condition, assessment and recommendation from clinical staff are required.

Effective Communication

- Since there is a large demand for SOPD services, doctors have limited time for each consultation. To effectively communicate, you may write down the questions that you would like to ask the doctor prior to the consultation, focus on the questions asked when responding to the doctor's enquiries about your health condition. During dialogue, open and cooperative attitude is appreciated; understand your needs and raise reasonable request. Please be understanding that the clinical staff may have difficulties to meet all your requests.

Your Feedback

- You are welcome to express opinion about the clinic services by approaching our clinic 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.

Design and Production by TKOH P&CR Department 01/2026

Tseung Kwan O Hospital

Specialist Out-patient Department (SOPD)

Patient Reference

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

ADM/TKO/0018

Clinic Services & Charges

SOPD New Case Booking

Our SOPD includes Medical, Surgical, Orthopaedics & Traumatology, Paediatrics & Adolescent Medicine, Ophthalmology, Ear, Nose & Throat and Obstetrics & Gynaecology services. Since there is a large number of new patients, clinic staff will base on guidelines and the information in the referral letters to triage patients into 3 categories, namely First priority, Second priority and Routine, and allocate the appointment according to the computer list. Our specialists will subsequently screen the referral letters again and may advance the appointment if necessary. Please call 2208 0576 for booking procedure, or visit our website http://www.ha.org.hk/tkoh/hrc/hrc_home.htm for the latest waiting time for consultation.

Clinic Charges

- *Eligible Persons*

  First attendance : HK$ 250
  Subsequent attendance : HK$ 250
  Prescription : HK$ 20 per drug item for every 4 weeks

  [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*

  Per attendance : HK$ 850
  Prescription : HK$ 90 per drug item for every 4 weeks

- 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.

Other Services

- Non-Emergency Ambulance Transfer Service (NEATS) – Please approach clinic staff.
- Community Nursing Services (CNS) – Please approach clinic staff.
- Apply for waive of medical charges / disability allowance – Please approach medical social worker.
- Apply for medical report / filling insurance claim form – Please approach Admission Office.

Hospital Facilities & Services

Hospital General Facilities

- Automatic Teller Machine outside the entrance of LG/F, 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.
- 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.
- 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 ; $15 for every half hour from the second hour onward ; $20 for every half hour from the third hour onward. For Zone C (A&E Department), the parking fee is $20 for the first hour ; $20 for every half hour from the second hour onward ; $30 for every half hour from the third hour onward.

Allied Health Services

- Provides the following services : clinical psychology, dietetic, occupational therapy, physiotherapy, podiatry, prosthetic & orthotic and speech therapy.
- Referral letter is required for new booking.

Medical Social Service / Catholic Pastoral Care and Christian Chaplaincy Services

- Patients may approach medical social worker, chaplain or pastoral care worker on 1/F, Hospital Main Block.

Health Resources Centre

- Equipped with health-related books, journals, video tapes etc., as well as internet access.

Smoke-free Environment

- Smoking is prohibited in hospital premises (including indoor and outdoor areas).

Office Hours

Hospital Main Block

Enquiry (G/F) Tel : 2208 0111

8:00 am to 8:00 pm daily

* ***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

Pharmacy (LG/F) Tel : 2208 0073

**Please refer to the service hours listed at the prescription.*

* ***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

* ***Admission Office (G/F)*** Tel : 2208 0346

Mon - Fri : 8:00 am to 4:00 pm
Sat : 8:00 am to 12:00 noon

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

* ***SOPD New Case Booking Office (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

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

Mon - Fri : 8:30 am to 6:00 pm
Sat : 9:00 am to 1:00 pm

Pharmacy (LG/F) Tel : 2208 0084

(for Ear, Nose & Throat, Obstetrics & Gynaecology, Ophthalmology, Orthopaedics & Traumatology and Surgery SOPD patients only)

Mon - Fri 10:00 am to 6:00 pm

Closed on Saturdays, 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

* ***Closed on Sundays and Public Holidays***