



# Tung Wah Eastern Hospital – Admission Note

19 Eastern Hospital Road, Causeway Bay, Hong Kong

<http://www.ha.org.hk/tweh>

Hospital Main Switch: 2162 6888 Hospital Fax: 2162 6333

24 Hours Enquiry Hotline: 2162 6899



## Admission Procedures

- Patients shall bring along their admission letters and identity cards to the following locations for admission procedure:

	Department of Medicine & Rehabilitation	Department of Ophthalmology
Office hours	Registration Office at 1/F, Main Block Monday to Friday 9:00 am to 5:30 pm Saturday 9:00 am to 12:00 noon	Registration Office at 1/F, Ophthalmic Centre Monday to Friday 8:00 am to 5:00 pm
Non-office hours	Receiving Room at G/F, Main Block	

## Information upon Admission

- Adults – Hong Kong Identity Card / valid travel documents
- Child – birth certificate and identity card of father or mother (if applicable)
- Government servants, HA staff, their eligible dependents or patients under ‘Comprehensive’ Social Security Assistance (CSSA) Scheme’ must inform counter staff of their eligibility and produce valid proof of identity for online verification or produce valid documents (HA181/182, GF181, TRY447) for exemption of fee, otherwise, full payment would be charged.
- Admission letter
- Valid proof of residential address in the past six months, such as electricity bills, water bills or monthly telephone statements (if applicable)

## Personal Necessities

- Patients should bring along personal daily necessities such as slippers, mug, toothpaste, toothbrush, towel, tissue and cups, etc.

## Thing To Note For Inpatient Services

- To ensure safety, patients are strongly advised not to leave the ward on their own. Patients shall notify the nurses or ward staff if they need to go outside.
- The operation of some medical equipment may be affected by signals emitted from mobile phones. Please turn off your mobile phones inside the wards and designated areas.
- To ensure normal operation of hospital’s electrical system, patients are not allowed to plug in personal electronic devices (such as mobile phones and personal computers) into the hospital’s power sockets.
- No photography is allowed inside the wards.
- Please contact health care professionals for the need of interpreter and hand sign services.
- For building desirable communication between hospital and patients, we recommend patients / relatives to provide phone number of a designated contact person. Ward staff will contact the designated relative when patient’s condition changes or whenever necessary.
- Please inform ward staff if patients admitted are under Guardianship Orders and provide the contact of Guardians.
- Patients and their family members are reminded not to give any money or gifts to hospital staff. In case any hospital staff request for money or gifts, you should report to the Patient Relations Officer or the Independent Commission Against Corruption (ICAC) immediately.

## Patient’s Personal Belongings / Valuables 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.

## **Hospital Facilities**

### • **Ward facilities**

- Portable phones are available in some wards to facilitate immobile patients.
- A small bedside cabinet is available. Patient can bring along their padlocks to lock up small quantity of personal item.
- Nurse calling systems are installed in wards and toilets for patients to alert the nurses when in need.

### • **Public telephone services** - Available at G/F of Main Block.

### • **Convenience store** - Located at G/F, Ophthalmic Centre (Services hours: Mondays to Sundays, 8:00 am to 7:00 pm)

### • **Drink / snack vending machines** - Available at G/F and 1/F of Main Block and 8/F Ophthalmic Centre.

### • **Automated Teller Machine (ATM)** - Available at G/F of Ophthalmic Centre.

## **Visiting Hours**

- Please contact the wards for details.

## **Payment**

### • **In Person**

- Payment at Electronic Kiosks by Octopus, credit card (VISA, MasterCard) or electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK). The maximum amounts per transaction for kiosk payment are HK\$3,000 and HK\$1,000 for Octopus and credit card respectively.

- The Shroff Office is located at G/F, Ophthalmic Centre. Enquiry no.: 2162 6020.

- Octopus, credit card (VISA, MasterCard, UnionPay Card, JCB), cash, electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK) and cheque are accepted for payments.

- Office Hours of Shroff Office: Mondays to Fridays 9:00 am to 5:30 pm

***Closed on Saturdays, Sundays and public holidays***

### • **Other payment methods**

- By internet banking services/Hospital Authority's mobile application "HA Go", postage, PPS, FPS, ATMs, payment at 7-Eleven convenience store.

- For patients who have financial difficulties, they could contact the ward staff or Medical Social Workers whose offices are located on the 4/F, Ophthalmic Centre during office hours.

## **Pharmacy Services**

- The Pharmacy is located at G/F, Main Block.

- Services Hours:      Mondays to Fridays                      8:30 am to 7:00 pm

   Saturdays and public holidays      9:00 am to 1:00 pm

***Closed on Sundays***

## **Other Patient Services**

### • **Patient Resource Centre**

- Conducts health promotion activities periodically to improve health knowledge of the community. Organises lectures and sharing sessions for patients and their families to encourage patients to master health information, face their diseases positively and make good use of community resources. In addition, develops volunteer services to promote the spirit of self-help and mutual assistance.

- Located at G/F, Ophthalmic Centre. Enquiry no.: 2162 6035.

### • **Christian Chaplaincy Services & Catholic Pastoral Services**

Please contact staff at respective ward.

### • **Medical Report & Data Access Request**

Please submit the application to the Enquiry Counter located at 1/F, Main Block during office hours.

Enquiry no.: 2162 6107.

### • **Social Welfare Services**

The Medical Social Services Department is located at 4/F, Ophthalmic Centre. Enquiry no.: 2162 6413 / Fax: 2162 6416.

## **Feedback**

Should you have any feedback or appreciation, please call 2162 6108 or fill in the feedback form and drop in the suggestion boxes in the Hospital or email to [tweh\\_enquiry@ha.org.hk](mailto:tweh_enquiry@ha.org.hk) or mail or contact our Patient Relations Officer located at 1/F, Main Block during office hours.

## **Personal Data (Privacy) Ordinance**

Please refer to the "Notice to Patient" posted at the Enquiry Counter at 1/F, Main Block for details.