



Updated : Nov/11

**General Out-Patient Department**  
**Hong Kong Causeway Bay Area**

**Telephone Booking Appointment Services**

Target clients : Registered patients of Tung Wah Eastern Hospital  
and its General Out-Patient Department / Specialist  
Out-Patient Department  
(New Cases should register in person before telephone booking)

General Out-Patient Department	Address	Tel Booking No.
Tung Wah Eastern Hospital GOPD	19 Eastern Hospital Road, Causeway Bay, Hong Kong	2162 6880

The working hours of the clinic :  
Mon - Fri : 9:00am - 1:00pm ; 2:00pm - 5:00pm  
Sat : 9:00am - 1:00pm

It is subjected to availability of quota.  
Please contact clinic staff for enquiry.

**A. 8 Steps for Telephone Booking Appointment:**

(This System can only make appointment in next 24 hours)

*This is an interactive voice response system; please follow the instructions to operate your telephone.*

1. Dial the telephone number of the clinic : 2162 6880
2. Choose language: English, press **2**.
3. Input ID card number first six numerals
4. Input Year of Birth **Y Y Y Y**  
*Example 1 : 01-07-1993, input* **1 9 7 3**  
*Example 2 : 1923, input* **1 9 2 3**
5. Confirm ID card number  
Correct, press **1** re-input, press **8**
6. The system provides the earliest appointment, confirm appointment, press **1**
7. Terminate the system, press **9**
8. Successful clients should bring along original ID card and Yellow medical record book (if available) for registration 15 minutes before the appointment time. Latecomer for 30 minutes is unlikely to have consultation on that day.  
Please use the hotline to book appointment again if needed.

**B. Recheck the appointment:**

Repeat step 1 - 5, then press **2**