

Dear patient 致親愛的病人：

Hong Kong Adventist Hospital welcomes the opportunity to provide you with highest quality healthcare, and thereby assist you to a speedy recovery. We are committed to improving your physical health, and your mental, social, and spiritual needs are also of significance to us.

Our hospital is motivated by Christian compassion, and we are dedicated to serving you, your family, and your support group, with our professional and comprehensive health care services.

This leaflet contains valuable information, which will enable you to be fully informed of all that is available to you in our hospital.

We trust your stay will be comfortable, and that it will meet all your expectations.

多謝選擇香港港安醫院。

作為一間基督教醫院，我們積極效法基督的精神，不僅扶助病者走向康復之路，更關心大家身、心、靈各方面的需要。我們竭誠以專業的態度和知識，配合各項設施，為大家提供綜合性的醫療護理和保健服務。

此小冊子內容為入院須知事項，有助大家充分了解入住本院可享有的服務，並安心接受治療和護理。謝謝。

The Administration 行政部
Hong Kong Adventist Hospital 香港港安醫院

4 Spiritual Care 院牧服務

The Hospital Chaplaincy is available for spiritual support 24-hours a day, seven days a week, and our nurses are happy to arrange this for you on request.

Religious services are conducted at the hospital each Saturday, in both English and Cantonese. For more information, please call 2835 0589.

本院提供每週七天，每天二十四小時院牧服務，歡迎向本院護理人員查詢以作安排。

本院逢星期六舉行崇拜（粵語和英語），歡迎參加。如欲索取更多資料，請致電2835 0589查詢。

4 Patient's Comments 病人意見

Hong Kong Adventist Hospital encourages patient feedback. We find this feedback information invaluable, as it helps us to continually improve our services. "Patient Satisfaction Forms" can be found in various departments throughout the hospital, for use by you or your family members. However, if you would prefer to write a letter, you are welcome to do so. SHARE boxes have been provided to collect the completed forms, or if you wish, you may mail the completed form / letter to the hospital.

Alternatively, you may telephone the Performance Improvement Officer on 2835 0689 with your comments and suggestions.

本院歡迎各界人士提供寶貴意見，好讓我們能精益求精。本院多個部門均備有「病人意見咭」，病人及其親屬亦可以通過便條或書信方式抒發想法或發表意見。如欲抒發對本院的感想，大家只需將已填寫的「病人意見咭」或有關信件投入意見箱，或郵寄至本院。

除上述途徑外，亦可以直接與本院的品質改善部聯絡：2835 0689。

4 What to Bring To Hospital 入院須攜帶物品

Your doctor usually arranges your hospital admission. To make sure your admission process runs smoothly, please bring the following items with you:

1. Admission letter and any other relevant documents given to you by your doctor.
2. Hong Kong Identification card, passport, or other certified photographic identification.
3. Advance deposit payment, or a letter of guarantee of payment from your insurance agency / or company with a contract with the Hospital.

A parent or legal guardian will be required to sign hospital documents on behalf of patients under the age of 18 years.

We encourage you to bring personal items such as toiletries, slippers, dressing gown, and shaving gear. You are strongly advised not to bring valuables, such as jewelry, watches, and mobile phones. Any valuables or large sums of money that you do bring, may be placed in a hospital security safe, or given to family members to take home. The Hospital will not accept any responsibility for loss or damage to your valuables.



入院事宜將由有關醫生代為安排。為免引起不必要的 inconvenience，登記入院時，請帶備下列文件：

1. 由醫生簽發的入院通知書或其他有關文件；
2. 香港身份證、護照或任何附相片的身份證明文件；
3. 入院時須繳納的按金，或認可僱主簽發的保證書，或醫療保險證書；

請注意，入院人士如未滿18歲，須由父母或法定監護人簽署住院文件。

本院鼓勵入院人士自備所需之個人物品，如拖鞋、鬚刨、梳洗用品和便服等。唯請勿攜帶貴重飾物，例如珠寶、手錶和手提電話，或過多金錢。如有需要，請將貴重物品或金錢小心存放於本院的儲物箱內，或交由家人代為保管。如有任何遺失或損壞，本院概不負責。

4 Hospital Fees & Room Rates 住院費用及房間租金

- Patients admitted to a general unit will be charged the full-day rate on the day of admission for a stay of 24 hours or less.
- On subsequent days, if the patient is discharged within 12 hours, a half-day charge will apply.
- On the first day of any admission to the Intensive Care Unit, the patient will be charged for a full day.
- The same will apply to subsequent transfers to ICU during a single hospitalization.
- Patients in the Isolation Room will be charged according to Isolation Room charges.
- Room rate charges also apply to patients taking home-leave.

Daily room rates include general nursing care, but do not include the following charges: doctor's consultations, drugs, clinical laboratory, rehabilitation, diagnostic imaging, operating room, catheterization, or other ancillary services including meals.

The Hospital Admission Office has a detailed list of all fees and charges should you require further information.

- 有關收費由病人登記入住病房當天起計，首天不足24小時亦作一天計算。
- 入院次日起，不足12小時可作半天收費。
- 深切治療部收費由入住該部門當天起計，首天不足24小時亦作一天計算。
- 上述第3點亦適用於在任何情況下轉介至深切治療部的單次住院治療。
- 病人如須入住隔離病房，收費按照隔離病房租金計算。
- 在「探親假」期間，房間租金如常計算。

病房每日租金已包括一般護理，但不包括下列項目費用：

醫生巡房費、藥物、臨床化驗、康復治療、影像診斷檢查、手術室、導管治療及其他輔助服務（如餐膳）。

本院入院登記處備有各項收費細明，如需進一步了解，請向登記處職員查詢。

4 Medical Insurance 醫療保險

We advise our patients who have medical insurance to fully understand their policy terms and conditions prior to their admission.

入院人士如已購買醫療保險，或由公司承擔費用，請於入院前詳細了解有關保單或文件內容，及保單內或公司所承擔的範圍。



4 Payment Settlement 付款方法

A patient's account is payable every seven days, or if the outstanding balance reaches HK\$100,000. Unless there are prior payment arrangements, all outstanding accounts are to be settled upon discharge. Please note that the Hospital discharge process normally takes one hour.

住院費用每七天或滿港幣10萬元結算一次。除非已事先安排其他付款方法，否則，入院人士須於出院時繳清所有賬項。一般情況下，辦理出院手續需約一個小時。

4 Meals 餐膳

The Food & Dietetic Department is committed to serving food of the highest quality. All patients will be served nutritious and healthy vegetarian meals from our extensive vegetarian menu, including those requiring special diets for specific health problems.

本院膳食及營養部致力提供營養均衡又美味的食品，並提供多樣化的素食餐單以供選擇，讓所有病人，包括因為健康問題而要特別的飲食需要者，均可享用富營養和健康的素食食品。

4 Ancillary Charges 額外收費

Drugs, laboratory tests, diagnostic imaging, specialized medical equipment and procedures, may be charged according to the type of patient room selected. Surcharges will be added to the regular rates if the Hospital services are provided during the weekend, public holidays, non-office hours, or non-scheduled periods.

下列事項將按照病人所住的房間類別釐訂收費：藥物、化驗服務、影像診斷服務、使用特殊醫療儀器及進行特殊醫療程序。如在星期六、公眾假期或非辦公時間內使用本院服務，本院亦會收取額外費用。

Physicians' Fees 醫生收費

Most physicians' fees vary according to the room category and/or the medical procedures performed. The physicians' fees are independent of the hospital, and we encourage patients to discuss the anticipated costs with their doctor prior to admission.

大部份情況下，會根據病人所住的房間類別和/或醫療程序收取醫生費。本院並無制定醫生收費，故此，本院鼓勵入院人士在入院前，向有關主診醫生查詢收費事宜。

Changing Your Room 轉換病房

We ensure the best accommodation possible, and make every effort to provide the type of room previously requested. However, if during your stay you wish to change your room / bed, we will be more than happy to accommodate your request depending on availability.

However, due to medical orders or other reasons the hospital may not be able to grant your request for a room / bed change, and therefore we request patience and understanding if such a situation should occur.

不管入住的病房屬哪類型，本院都會盡力讓入院人士住得舒適和安心。

入院人士如欲在住院期間轉換病房或病床，可隨時通知主管護士或護士長，本院會盡力安排並滿足要求。不過，是否能轉換病房或病床須視乎實際情況，若因種種原因致未能即時安排轉換，敬請見諒及耐心等待。



Visitors 探病時間

Visiting hours are from 9:00 a.m. to 9:00 p.m. daily. We request not more than two people to visit with the patient at any one time. Children may visit at the discretion of the nurse in-charge. The Hospital has many seriously ill patients requiring complicated and expensive life-support medical equipment, and therefore we request that children are strictly supervised by their parents or guardians, for their own safety, the patient's safety, and the safety of the equipment.

病房探訪時間為每天上午九時起，至晚上九時止。為保障病人可於最舒適的環境下休息，每名入院人士只限兩名訪客探訪，訪客如欲攜同小孩需得到當值護士允許。同時，因為病房內設置了各種複雜的醫療維生儀器，故請家人或其監護人自行照顧及看管一起前來的兒童，以確保安全。

Please Note 請注意

Parking for visitors and patients is limited.

Smoking is prohibited in our hospital, we therefore request that all patients and visitors refrain from smoking on the hospital premises.

Signals from most mobile phones interfere with our critical medical equipment, and we therefore request they only be used on the Ground Floor or the 7th Floor of the hospital building. Elsewhere, mobile phone use is forbidden.

本院備有有限車位供訪客及病人使用。

本院範圍內，一律嚴禁吸煙，敬請各病人及訪客注意。

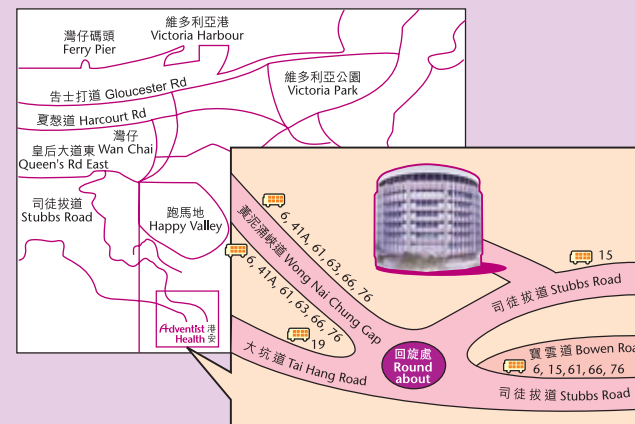
為免醫療儀器受到干擾，除醫院大樓地下和七樓外，在本院範圍內一律禁止使用手提電話。

Contact us 聯絡我們

If you require further information or you have any questions, you are most welcome to speak with our admission staff on the Ground Floor, or you may telephone 3651 8805.

如果有任何查詢，歡迎致電3651 8805，或與本院的入院登記處職員聯絡。

Map 路線圖



Bus 巴士

6, 15, 61, 66 Central Bus Station 中環巴士總站
76 Causeway Bay 銅鑼灣
19, 41A, 63 North Point 北角

Minibus 專線小巴

5, 24M, 36

Taxi 計程車

Available to and from the front entrance of Hospital
乘計程車可直達本院大門前

Carpark 停車場

Carpark is available for patients and visitors with a charge
本院設有收費停車場予病人及其家屬使用

Adventist Health An Hong Kong Adventist Hospital
香港港安醫院

Hotline 醫院總機：(852) 3651 8888

Address 地址：40 Stubbs Road, Hong Kong
香港司徒拔道40號

Website 網站：www.hkah.org.hk

Adventist Health An
Hong Kong Adventist Hospital
香港港安醫院

Patient Admission
入院須知