

A Private Nurse 私家看護

If you would like to hire a private nurse, our ward nurse can assist you with the arrangements. All fee negotiations and collections must be handled directly with the private nurse. Since the Hospital is not a party in the contractual agreement, we will not assume responsibility for the nursing care provided or injury, if caused.

如欲聘請私家看護，本院病房護士可協助安排，但私家看護收費及其聯繫方式須由僱主與私家看護直接交涉。由於本院並非契約當事人，故對私家看護所提供的護理服務或由此引起的任何損傷(如有)，既不負責。

A 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。

A 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。

A 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。

A 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，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。

A 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。每名入院人士每次只限兩名訪客探訪，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。

A 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。

A 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。



Patient Admission

Map 路線圖



Bus 巴士

6, 15, 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 Causeway Bay 銅鑼灣
24M Admiralty 金鐘

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

Parking 停車場

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

Hong Kong Adventist Hospital 香港港安醫院

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N-1008

Extending the Healing Ministry of Christ - Professionally We Serve, Personally We Care
彰顯主愛 - 專業服務 個人關心

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

Patient Admission 入院須知



Patient Admission

Patient Admission

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 香港安醫院

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.

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。

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「病人意見表」，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「病人意見表」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。

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。為免引起不必要的不便，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分證明文件；
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，入院人士如未滿十八歲，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保管箱內，或交由家人代為保管。如有任何遺失或損壞，本院概不負責。

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 (ICU) / High Dependency Unit (HDU), the patient will be charged for a full day.
- The same will apply to subsequent transfers to Intensive Care Unit (ICU) / High Dependency Unit (HDU) 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，首天不足二十四小時亦作一天計算。
- 入院次日起，不足十二小時可作半天收費。
- 深切治療部/加護病房收費由入住該部門當天起計，首天不足二十四小時亦作一天計算。
- 上述第三點亦適用於在任何情況下轉介至深切治療部/加護病房的單次住院治療。
- 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。

Facilities in Patient Room 病房設施

All rooms are equipped with private toilet and Wireless Internet Service.

所有房間均設有私人洗手間及無線上網服務。

A	Private 頭等	Semi-Private 二等	Standard 三等	ICU/HDU 深切治療室/加護病房
Mini Safe 小型保險箱	✓	✓	✓	✓
TV 電視機	✓	✓	✓	✓
Telephone 電話	✓	✓	✓	✓
Refrigerator 雪櫃	✓	Share 共用	Share 共用	Share 共用
DVD Player DVD播放器	✓	✓	✗	✗

Remarks: Not all semi-private in Obstetric Unit has DVD player. All ICU/HDU patients share one refrigerator in nursing station. There are 2 refrigerators share in Standard of Integrated Unit.

備註：只有部份產科部二等房設有DVD播放器。所有深切治療部/加護病房病人共用護理部的雪櫃。綜合病房三等房內設有二部雪櫃共用。

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。

Discharge/Payment Settlement 出院/付款

A patient's account is payable every five 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 normally takes one hour to process billing, discharge medication and other documentation. It is our aim to serve you as promptly as possible. If there is any delay during this time we ask for your patience and support.

住院費用每五天或滿港幣十萬元結算一次。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，以待醫生填寫病歷記錄、藥房調配出院藥物，處理住院單據或保險事宜等。我們會盡快處理，請耐心等待。

