



### **Meeting The Needs Of Patients With Our Guest Relations Service** **客務部貼近病人所需**

Our Guest Relations department has been successfully launched, complementing clinical care with heartfelt services in line with our Total Health philosophy. With a singular focus on enhancing patient experience, our Guest Relations department will promptly and proactively offer services ranging from escort and transport assistance. By establishing a mutual relationship with patients, exercising keen attention to unspoken needs, and engaging in heartfelt service, we hope patients will not only feel comfortable during their stay, but feel at home.

香港港安的客務部為客人帶來全面的關顧，在提供醫療服務的同時，亦不忘細心款待病人，令病人感受從「心」而來的服務。客務部以提升病人住院服務品質和經驗為目標，時刻照顧病人所需，包括提供交通接送及翻譯等貼心服務。通過與病人建立相互信任的關係、聆聽他們的實際需求，設身處地、讓病人在院內感別賓至如歸。



### **What do Clinical Engineers do?** **生物醫學工程師的角色**

Have you ever stopped to think about the piece of hospital equipment used by nurses and doctors to assess or treat your condition, and wondered whether the equipment is routinely maintained by a group of qualified engineers and technicians?

Clinical engineers work to ensure that medical equipment in hospitals meet the required quality and safety standards to provide a safe environment for all front-line staff, patients, and their family members within the hospital setting.

您可曾想過醫生和護士用來評估或治療病人的醫療設備背後，是由一班合資格的生物醫學工程人員定期進行檢查及維修？

救急扶危，拯救生命是大眾對醫護界的普羅印象。能成就「華佗再世」的美事，全賴背後一班幕後功臣。除了專業的醫護團隊、舒適的醫院環境外，配備先進的醫療儀器亦是病人的重要考量，負責監控及維持醫院內日常醫療儀器質量的生物醫學工程人員為病人提供最安全的醫療服務，在院內擔當重要角色。

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### **Cross-Allergy between NSAIDs** **非類固醇消炎止痛藥 (NSAIDs) 的交叉過敏反應**

There have been cases of patients with known allergy history of aspirin or other Non-Steroidal Anti-inflammatory drugs (NSAIDs), who developed allergic reactions with other NSAIDs prescribed. The type of NSAID reaction (i.e., pseudoallergic or allergic) determines the possible management options. To prevent cross-allergy, healthcare professionals should always review the patients' allergy history before prescribing NSAIDs.

在醫學上曾有一些個案，有已知對阿士匹靈或其他非類固醇消炎止痛藥 (NSAIDs) 過敏的病人，對於其他NSAIDs出現交叉過敏的反應。醫護人員可從病人對於NSAIDs的反應 (屬於假性過敏或真過敏)，從而決定相對應的治療方案。為了減低病人出現交叉過敏反應的機會，醫護人員在開NSAIDs給病人前，必須詢問病人及定期回顧病人的藥物敏感史。

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*Extending the Healing Ministry of Christ*

*延續基督的醫治大能*



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