

## Right to Complain 申訴權

- + The right to make a complaint through channels provided for this purpose by our hospital, and to have any complaint dealt with promptly and fairly.
- + At our hospital, you can make formal complaints either verbally or in writing to the administration. The complaints will be investigated and followed up by appropriate personnel. You will receive a substantive reply to any complaint within a reasonable period of time, together with an indication of any action that has been or will be taken.
- + 有權通過本院設立的渠道投訴，並得到迅速而公允的處理。
- + 您可以在本院內以口頭或書面形式，向本院行政部提出正式投訴。然後由適當人員調查及跟進。本院會在合理時間內回覆，並詳細說明已採取或即將採取的行動。

- + 應盡可能向醫護人員提供有關您當前健康狀況、過往病歷、敏感症及其他相關資料。
- + 應遵從醫生提出並取得您認可的治療程序及有關指示。
- + 為保障其他病人及本院職員的權利，應遵守本院所訂立的規則。
- + 應準時應診，如不能依期赴診，應盡早通知本院或診所。
- + 不應要求醫護人員提供不正確的資料、收據、文件或病假證明書
- + 有責任繳交本院向您提供的醫療服務所需費用。
- + 有責任看管在病房內的一切個人財物及用品。
- + 有責任向本院醫生提供正在服用的處方藥物，以及所有其他用藥資料（包括中草藥、茶類及藥丸等）。

## Responsibilities 責任

- + Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.
- + Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.
- + Show consideration for the rights of other patients and health care providers, by following the hospital rules concerning patient conduct.
- + Keep any appointments that you make, or notify the hospital or clinic as early as possible if you are unable to do so.
- + Should not ask health care providers to provide incorrect information, receipts or certificates.
- + Be responsible to meet the required fees and charges for the medical services provided to you.
- + Be responsible for personal belongings you keep in the patient room.
- + Inform your doctor about all the medications that you take including alternative medications (medicinal herbs, teas, pills, etc.)



## Map 路線圖



### Hong Kong Adventist Hospital – Stubbs Road 香港港安醫院—司徒拔道

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## Patients' Charter 病人權益與責任



The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you use the services of the hospital. Knowing and understanding your rights and responsibilities will make your relationship with health care providers a mutually beneficial one.

The Charter sets out the ways in which the community and the hospitals work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.

本章程旨在說明您作為香港港安醫院—司徒拔道的病人時，所應獲得的權益及責任，讓您與本院之間能夠建立互信互賴、互惠互利的良好醫患關係。本章程為醫院與社區之間建立正面而開放的關係提供了合適的方法，共同以提升醫療護理成效為目標。



## Rights 權益

### Right to Medical Treatment 醫治權

- + The right to receive medical advice and treatment which fully meets the currently accepted standards of care and quality.
- + The currently accepted standards are those adopted by a responsible body of the profession in the light of accepted contemporary medical practice.
- + The right to receive acute pain relief and best pain management.
- + The standard for our hospital is to be assessed for pain at your initial assessment and any reassessment that it is appropriate.
- + 有權獲得符合現時認可標準的醫療服務。
- + 認可標準的醫療服務，是以目前醫療專業團體所採納的標準為根據。
- + 有權獲得舒緩急性疼痛的治療及最妥善的痛症管理。
- + 本院對您的痛症評估，是以初次評估作為標準，並會在有需要時再度評估。

### Right to Information 知悉權

- + The right of information about what health care services and how to access are available, and what charges are involved.
- + This information should be readily available to you in our Hospital.
- + The right to be given a clear description of your medical condition, with diagnosis, prognosis (i.e. an opinion as to the likely future course of any illness), and of the treatment proposed including common risks and appropriate alternatives.
- + You have the right to information which might affect the decisions concerning your treatment.
- + The right to know the names of any medication to be prescribed, and its normal actions and potential side-effects given your condition.
- + Computerized drug labeling (with Chinese or English instructions) has been fully implemented in the hospital since early 1980s. This provides information on medicines being prescribed to you.
- + The right of access to medical information which relates to your condition and treatment.
- + This right enables you to participate in decisions relevant to your treatment and facilitates continuity of health care.
- + The right to ask your doctor about the fees for all procedures that are recommended.
- + 有權知道本院提供的醫療護理服務資料、如何獲得治療及其收費。
- + 您可以在本院內取得各項資料。
- + 有權清楚知道您的病情、診斷、預後情況（即對未來任何疾病的預測）以及建議治療方法，包括常見問題及其他可行的療法。
- + 有權知道任何可能會影響您醫治決定的資料。
- + 有權知道處方藥物的名稱，以及藥物在您的情況下會發揮的正常作用及可能產生的副作用。
- + 自1980年代初以來，醫院已全面推行藥物標籤制度（附有中文或英文說明），讓您獲得處方藥物的資料。
- + 有權獲知與您病情及其治療相關的資料。
- + 上述權利可讓您參與跟您治療有關的決定，促進日後的治療及復康過程。
- + 有權向您的醫生查詢各項建議治療程序的費用。

### Right to Choices 決定權

- + The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.
- + Your wishes to accept or refuse medication, treatment or investigation will be respected. However, you should have a clear understanding of the implications of such refusal.
- + The right to a second medical opinion.
- + You have the right to seek another opinion from other medical practitioners on your own initiative.
- + The right to choose whether or not to take part in medical research programs.
- + Your written consent is required for you to take part in any medical research programs conducted by our Hospital. All aspects of such programs will be clearly explained to you beforehand.
- + The right to have care at the end of life that is respectful and compassionate.
- + This means that if you have made choices while you are still healthy or if your family has specific wishes for you than those choices will be considered respectfully and you will be cared for with compassion.
- + 有權接受或拒絕任何藥物、檢驗或治療，以及獲知所作決定可能引起的後果。
- + 您的意願會受到尊重，但您亦應清楚瞭解拒絕治療後有可能承受的風險或損害。
- + 有權徵詢其他醫生的意見。
- + 有權按個人意願自行徵詢其他醫生的意見。
- + 有權選擇是否參與醫學研究計劃。
- + 本院必須事先取得您的同意書，方會邀請您參與本院所開展的醫學研究計劃。而本院亦必須在簽署同意書前，清楚向您解釋計劃詳情。
- + 有權在臨終前獲得受到尊重和用心的照料。
- + 這項權利代表當您在健康情況下所作的選擇，或您的家人提出特別的期望，這些選擇都將會受到尊重，醫護人員亦會用心照顧您。

### Right to Privacy / Protection 私隱權

- + The right to have your privacy, dignity, religious and cultural beliefs respected.
- + Your personal belief and wishes will be respected provided the observance is not at the expense of other patients or health care provider's rights.
- + The right to have information relating to your medical condition kept confidential and protected from loss and misuse.
- + In general medical information pertaining to your conditions will not be released to other parties without your expressed consent.
- + All patients are protected from physical assault.
- + Vulnerable children, disabled individuals, and the elderly have the right to be protected.
- + We have put into place security processes / systems to protect those who may be at risk for harm.
- + 有權在個人私隱、尊嚴、宗教信仰及文化信念方面獲得尊重。
- + 在不損害其他病人或醫護人員權利的情況下，您的個人信仰及意願將會獲得尊重。
- + 有權讓您的病情資料得到保密，以及防止資料丟失和被濫用。
- + 一般情況下，本院如未經您的同意，將不可向他人透露有關您病情的資料。
- + 任何病人均有權阻止身體受到侵害。
- + 兒童、殘疾人士及長者均有權得到合理的保護。
- + 本院已經設立了安全流程/機制，以保護有可能受到傷害的人士。

