

4 Private Nurse 私家看護

如病人需要私家看護，本院可協助安排，但對私家看護所提供的服務或由此引致的任何損傷，本院概不負責。

4 Meals 餐膳

本院只提供素食。我們的膳食及營養部提供營養均衡、美味又多樣化的素食餐單，讓所有入院人士，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。餐廳開放時間為上午七時至下午七時三十分。

#### 4 Charges for Ancillary Services 輔助醫療費用

Surcharges apply to services provided on Saturdays, public holidays, non-office hours, or out of appointment time.

#### 4 Physicians' Fees 醫生費用

SR-PI-PA-20240101



## Patient Admission 入院須知





**4 Your Professional Medical Team  
你的專業醫療團隊**

As a Christian hospital, Hong Kong Adventist Hospital – Stubbs Road is committed to following the teaching of Christ. We are not only dedicated to helping patients recover from illnesses, but also ready to take care of their physical, psychological and spiritual needs. With professional knowhow, advanced equipment and caring attitudes of our staff, we offer comprehensive health care services to you.

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

**4 Spiritual Care 院牧服務**

The Hospital Chaplaincy is available 24 hours all year round. Our staff members are happy to arrange this service for you upon request.

本院提供一天廿四小時、全年無休的院牧服務，歡迎向本院醫護人員查詢詳情。

**4 Appreciation and Feedback 您的意見**

If you would like to share any comments or express an appreciation, please fill in the SHARE feedback form available in patient wards and departments. Alternatively, you could speak to the person in charge of the ward, clinic or department.

If you want to report a service problem or an unsatisfactory experience, we encourage you to speak to the person in charge of the ward, clinic or department. Alternatively, you may reach us at:

Patient Experience Hotline : (852) 2835 0661  
Email : patientexperience@hkah.org.hk

為了了解您的看法，我們特別準備了「與爾共享」問卷，歡迎向病房或院內各部門索取。與此同時，您也可直接找相關病房、診所或部門的主管對話，他們會認真聆聽和回應。

如遇到任何問題或需要支援，也可以透過下列方式與我們聯絡：

病人聯絡熱線：(852) 2835 0661  
電郵：patientexperience@hkah.org.hk

**4 What to Bring To the Hospital  
入院須攜帶物品**

Your doctor usually arranges your hospital admission. To make sure of a smooth admission process, 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 (HKID), passport, or other certified photographic identification.
3. Deposit OR a letter of guarantee of payment from an insurance agency OR an employer who has agreements 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 recommend that you bring personal items such as toiletries, slippers, dressing gown, and shaving gear. You are strongly advised not to bring valuables, such as jewelry and watches. If you come with valuables or large sums of cash, please either keep them in one of the hospital's security safes or ask your family members to take them home for you. 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。為免引起不便，請攜同下列文件登記入院：

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 / 由認可僱主簽發的保證書 / 由認可保險公司發出的醫療保險證書（其中一項）

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個人日用品，如梳洗用品、鬚刨、拖鞋和便服等。請勿攜帶貴重物品（如珠寶和手錶）或大量現金入院。如有需要，請將貴重物品或現金存放於本院所提供的小型保險箱內，或交由家人保管。如有任何遺失或損壞，本院恕不負責。

**4 Room Rates 房租**

- **The room rate is effective from the time of admission registration.** This means when the bed transfer is required, the start of a day will be referred to as the time of admission registration instead of the time of the transfer.
- A full-day room charge is required for any stay less than 24 hours. After 24 hours of stay, the room rate is calculated on a half-day basis. This rule is not applicable to promotional packages.
- When a patient is transferred to the Intensive Care Unit (ICU), the Special Care Unit (SCU), or an isolation ward, a 24-hour rate will be charged based on the fee schedule of the room type with higher fees on the day of room transfer. [Note: The start of a day here refers to the patient's admission registration time.] Thereafter, the room rate is charged on a half-day basis.
- If the patient is placed on isolation precautions, he / she will be charged the room rate of an isolation ward regardless of the type of room he / she occupies.
- Room rates will still apply during any leave taken during the hospital stay.

The daily room rate includes basic nursing care. Fees for meals, physicians, medication, diagnostic imaging, laboratory tests, operating room, ancillary services, etc., are not included.

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

- **每日截數時間為入院註冊時間。**住院期間如需轉換房間類別，房租乃根據入院註冊時間而非轉房時間計算。
- 房租以廿四小時起計，其後每十二小時計算，此計算方法不適用於優惠套餐。
- 住院期間，如轉換至深切治療室、特別護理病房或隔離病房，不論入住時間為多少小時，轉房當日（按截數時間計算的廿四小時）將收取較高類別病房的房租，其後以每十二小時計算。
- 病人如須接受隔離，不管所入住的病房屬那一類別，房租亦按照隔離病房計算。
- 若於住院期間請假暫離醫院，仍須計算房租。

房租已包括基本護理。膳食、醫生、藥物、放射診斷檢查、化驗、手術室及其他輔助醫療服務等項目費用另計。

本院出入院登記處備有各項收費明細，如欲了解詳情，請向本院職員查詢。

**Facilities in Patient Room 病房設施**

4	Room category 房間類別			
Facilities 設施	Private 私家	Semi-Private 半私家	Standard 普通	ICU/SCU 深切治療室/特別護理病房
Toilet 洗手間	✓	✓	✓	✓
Mini Safe 小型保險箱	✓	✓	✓	✓
TV 電視機	✓	✓	✓	✓
Telephone 電話	✓	✓	✓	✓
Refrigerator 雪櫃	✓	Shared 共用		
Wi-Fi 無線上網	✓	✓	✓	✓

**Remarks:** All ICU and SCU patients share one refrigerator in the nursing station.  
**備註：**所有深切治療室和特別護理病房病人共用護士站的雪櫃。

**4 Medical Insurance 醫療保險**

We advise our patients with medical insurance policies to fully understand their terms and conditions concerned prior to admission to the hospital, particularly the scope of coverage.

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，包括保單內或公司所承擔的範圍。

**4 Payment Settlement 結賬**

A patient's account balance is payable every 5 days (For Intensive Care Unit patients, payable every 3 days), or when the outstanding amount reaches HK\$100,000. Unless there are prior payment arrangements, all outstanding accounts must be settled by the time of discharge.

Please note that the discharge normally takes at least 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（深切治療室病人每三天）或累計每超過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清繳所有賬項。

一般情況下，辦理出院手續需最少一個小時，以待醫生填寫病歷記錄，藥房調配出院藥物，並由有關部門處理住院單據或保險事宜等。我們會盡快處理，請耐心等待。

