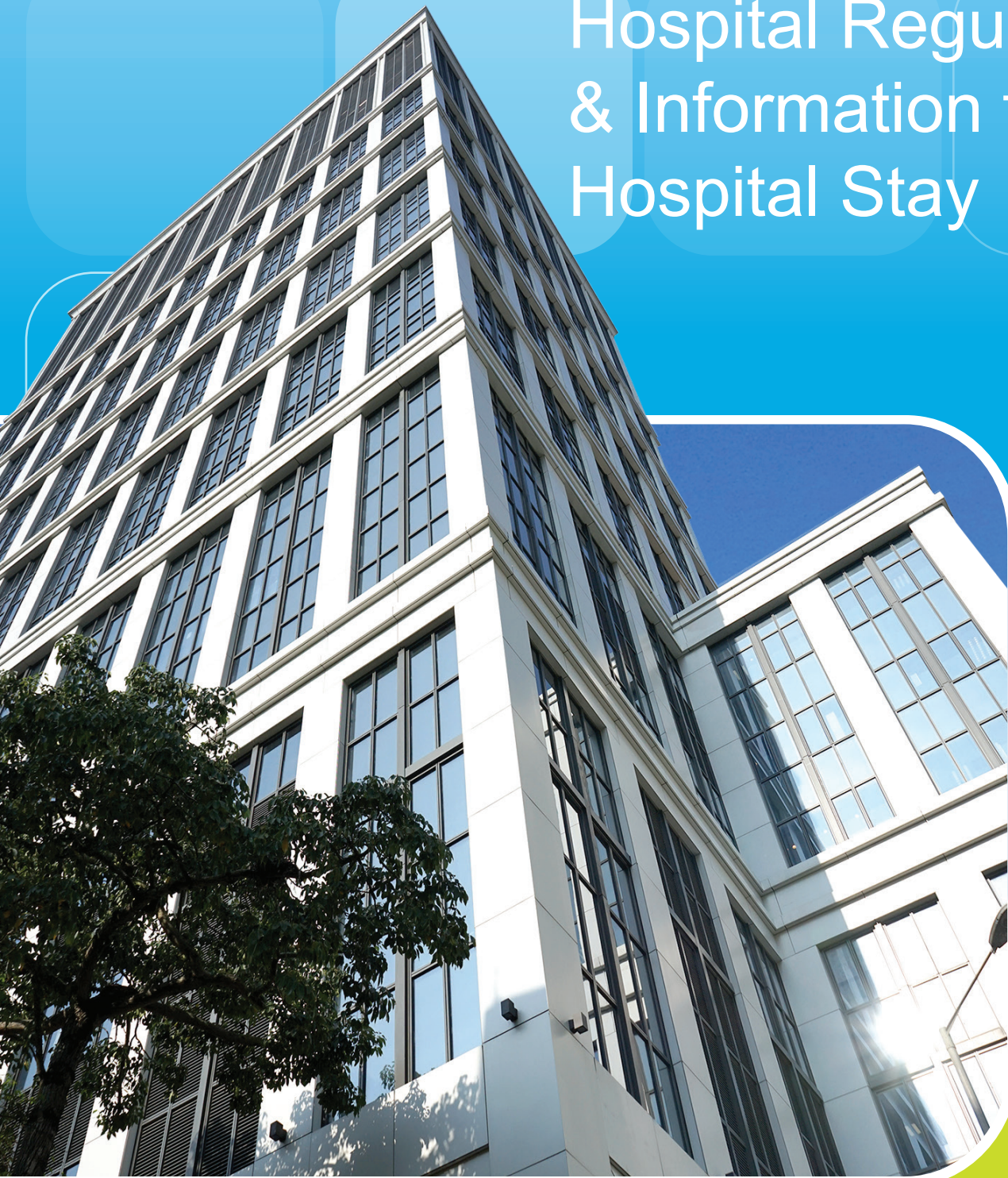




聖保祿醫院
St. Paul's Hospital

Hospital Regulations & Information for Hospital Stay



香港銅鑼灣東院道二號 2 Eastern Hospital Road, Causeway Bay, Hong Kong

電話 Tel : 2830 8888 / 2890 6008

電郵 Email : enquiry@stpaul.org.hk

網址 Website : www.stpaul.org.hk

Hospital Directory

Floors (Block B)	Wards / Departments	Facilities
20/F	Premium Private Suite	—
19/F	Private Ward	—
17-18/F	Semi-Private Wards	—
11-16/F	General Wards	—
10/F	Paediatric Ward	—
9/F	Isolation Triage Ward	—
8/F	General Ward	—
7/F	Operating Theatre	—
6/F	Pastoral Care Unit, Pathology Department	Chapel
5/F	Obstetrics & Gynaecology Department, Nursery	—
4/F	Cardiovascular Centre, Health Centre & Electro Diagnostic Centre, Intensive Care Unit, Renal Dialysis Centre	—
3/F	Day Centre, Endoscopy Centre, Urology Centre	—
2/F	Dietetic Service, Rehabilitation Centre	—
1/F	Cashier, Outpatient Department, Pharmacy	—
G/F	24-Hour Outpatient Department, Admission Department, Customer Service Department, Information	ATM, Vending Machine (Masks, Drinks, Snacks)
LG1/F	Radiology Department	Car Park
LG2/F – LG3/F	—	Car Park

Hospital Regulations and Information for Hospital Stay

Table of Content

I.	Patient / Hospital Regulations and Information for Hospital Stay	2
II.	Personal Information Collection Statement	2
III.	Patients' Charter	2
IV.	Charter for Children in Hospital	4
V.	Admission Procedures	4
VI.	Charges	6
VII.	About Medical Insurance.....	8
VIII.	Patients with Risks of Infection Transmission	9
IX.	About Medical Procedures NOT provided by Hospital Staff or Attending Doctor	10
X.	Medication Safety	10
XI.	Operation / Special Procedure Consent Form	10
XII.	Emergency Treatment.....	10
XIII.	Further treatments in other hospitals / locations.....	10
XIV.	Changing of Room / Bed	10
XV.	Catering	11
XVI.	Visiting.....	11
XVII.	Hospital In-house Rules for Patients and Visitors.....	12
XVIII.	Patient's Companion	13
XIX.	Private Nurse / Carer	13
XX.	Parking	13
XXI.	Entertainment	13
XXII.	Automatic Teller Machine	13
XXIII.	Religious Services.....	14
XXIV.	Discharge Procedures.....	15
XXV.	Feedback.....	15
XXVI.	Apply for Medical Record / Insurance Claim Documents.....	16

Hospital Regulations and Information for Hospital Stay

I. Patient / Hospital Regulations and Information for Hospital Stay

- (1) This booklet covers the in-patient services that the hospital provides, information that patients should know, and regulations that patients are required to comply with.
- (2) In order to ensure fair and quality services to all admitted patients, patients are obliged to comply with all regulations in this booklet, failing which the hospital has the rights to immediately terminate service, request for immediate settlement of bills and request the patient to leave the hospital.

II. Personal Information Collection Statement

We may ask patients to provide personal data (including health information) or obtain from any appropriate third party their medical history and any relevant information for the purposes of their medical treatment. Patients should make sure that the data provided are accurate and complete, so that we are able to provide appropriate health care to them.

Patients' personal data, medical or otherwise, may be made available to i) other doctors / healthcare providers for purposes related to the patients' health care; or ii) the Court if ordered or subpoenaed by the Court, or to such other person as we are required by law; or iii) patient's nominated insurers or organizations (including their employed local or overseas medical institutions) for settlement of hospital bill.

Patients who wish to access and / or correct their personal data under the Personal Data (Privacy) Ordinance, or enquire our Privacy Policy, may contact the hospital.

III. Patients' Charter

Patients have the following rights:

- 1) The right to be respected
 - The dignity, culture and religious belief of a patient should be respected.
- 2) The right to know
 - To know the medical fee or charges in advance.
 - To know the details of their illness, including diagnosis, progress, investigations, methods and effectiveness of treatment.
 - To know the name, dosage, method of administration, uses and side effects of the prescribed medications.
 - To know the purposes and common complications of any treatment procedures or investigations before they are performed, and whether there are any other alternatives.
 - To obtain the information concerning their illness. Patients also have the right to

Hospital Regulations and Information for Hospital Stay

obtain a medical report or a copy of the medical record from the hospital/ doctors. A fee will be required, so patients should ask in advance.

- 3) The right to decide
 - To consult more than one doctor before making decision to accept any treatment.
 - To decide whether to accept or refuse any medical advice from doctors. If patients decide to refuse the suggestions from doctors, they should understand the consequences of their decision and be responsible for it.
 - To decide whether or not to participate in medical research.
- 4) The right to keep information confidential
 - Without patients' prior consent for disclosure, any information disclosed by patients during the process of management of their illness should be kept confidential by all medical personnel.
 - However, in order to help the management of the illness, the hospital/doctors may need to disclose the information to other relevant medical personnel.
 - Under special circumstances, if the hospital/doctors suspect that the patients had committed crime or participated in illegal activities, the information may be disclosed to relevant authorities.
- 5) The right to complaint
 - To make complaints and obtain a fair investigation and reply.

Patients have the following responsibilities

- 1) To tell medical personnel frankly about their present illness, past medical history and other relevant information.
- 2) To cooperate with medical personnel on any mutually agreed treatment plans or procedures.
- 3) Not to ask medical personnel to provide false medical information, to issue false receipts, sick leave certificates or medical reports.
- 4) To pay the reasonable fee charged by relevant doctors or medical institutes.
- 5) To follow the rules stipulated by the hospital and respect the rights of other patients and medical personnel.

Hospital Regulations and Information for Hospital Stay

IV. Charter for Children in Hospital

- (1) Children shall be admitted to hospital only if the care they require cannot be provided equally well at home or on a day basis.
- (2) Children in hospital shall be able to have their parents with them at all times, provided this is in the child's best interests. Accommodation shall be offered to all parents whenever possible and they should be helped and encouraged to stay. In order to share in the care of their child, parents shall be fully informed about ward routines and their active participation shall be encouraged.
- (3) Children shall enjoy the care of appropriately trained staff who are fully aware of the physical and emotional needs of each age group.
- (4) Children shall be cared for with other children of the same age group.
- (5) Children and/ or their parents shall be provided with information appropriate to their age and understanding.
- (6) Children and/ or their parents shall be able to participate in all decisions involving their health care and shall be provided with the relevant information for making decisions.
- (7) Children shall be treated with tact and understanding, and their privacy shall be respected. Children shall be protected from unnecessary medical treatment and shall be given aid in the prevention and relief of physical and emotional distress.
- (8) Children shall be able to wear their own clothes whenever possible and have their own personal possessions.
- (9) Children shall be in an environment that is furnished and equipped for their requirements. The setting for the care of children shall conform to recognized standards of safety and supervision.
- (10) Children shall have the opportunity for play, recreation and education suited to their age and condition.

V. Admission Procedures

- (1) Booking for admission must be made through patients' attending doctors, or through the staff doctors after consultation at Outpatient Department.
- (2) Document and personal belongings to be prepared
 - (i) Admission Letter.
 - (ii) The patient's original identity card or valid travel document.
 - (iii) Deposit (please refer to the Accommodation Charge List). Cash, EPS, UnionPay, cashier order or credit card (immediate transaction) are accepted. Cheques are not accepted.
 - (iv) Insurance cards, medical cards, letters of guarantee and insurance claim forms.
 - (v) Information of the patient's current medications.

Hospital Regulations and Information for Hospital Stay

- (vi) The investigation reports and record requested by the attended doctor, such as laboratory reports, X-ray reports, X-ray films, etc.
 - (vii) A gift set will be given to all patients upon admission. Patients are advised to bring along other personal commodities such as pajamas, dressing gown and bath towel, slippers, etc. Patients may enquire with ward staff if they wish to buy any personal commodities.
 - (viii) Please do not bring along large amount of cash or valuables. The hospital is not responsible for any loss.
 - (ix) Patients are advised to lock their valuables at the safety box in the cabinet.
- (3) Registration Procedures
- (i) Patients are requested to bring along their original and valid identity card/ travel document and original Admission Letter and attend Admission Department for registration.
 - (ii) For patients with medical insurance coverage, please inform hospital staff during registration. Details can be referred to the section “About Medical Insurance”.
- (4) Deposits
- (i) The hospital will collect a deposit by cash, EPS, UnionPay, cashier order or credit card (immediate transaction) during admission. Cheques are not accepted. (users of medical insurance cards and letters of guarantee please refer to the section “About Medical Insurance”). Please retain the official receipt. When discharge, the amount of the deposit will be deducted from the final hospital bill.
 - (ii) Upon settlement of the final hospital bill at the time of discharge, patients who paid the deposit by credit cards will have their refund, if any, made via the same credit card accounts.
 - (iii) In case the patient is transferred to Intensive Care Unit or undergoes cardiac surgery, an additional deposit shall apply. The amount paid will be deducted from the final hospital bill.
 - (iv) Additional deposit is required for long-stay patients or patients who do not settle interim bills on time. The amount paid will be deducted from the final hospital bill.
 - (v) Different deposits shall apply to non-Hong Kong residents.
 - (vi) If, during the hospital stay, patients are transferred to other hospitals / clinics for investigations / treatments, the relevant charges should be settled before that investigations / treatments (only cash payment is accepted).
 - (vii) The deposits will be used to pay for hospital charges first and then doctors’ fees.

Hospital Regulations and Information for Hospital Stay

VI. Charges

- (1) An administrative charge would apply for patients' admission. Please contact Admission Department for details.
- (2) Room charge is levied on daily basis (except Day Cases) with cut-off time at 12:00 mid-night. Full day room charge will be levied even if the hospital stay is less than 24 hours. Room charge will not be made on the day of discharge if the patient leaves before 12:00 noon. (The service hours for Day Cases is from 7 a.m. to 6 p.m. Overnight service is not available. Irrespective of the length of stay, one day room charge would be levied.)
- (3) The room charge does not include meal, medication, investigation fees, miscellaneous charges, etc.
- (4) Doctors' fees
Only Medical Practitioners who are registered in Hong Kong and who have obtained the hospital's admission privileges are allowed to provide medical service in the hospital. All fees for doctors' consultation, surgery and anaesthesia should be arranged between the patients and the doctors. The hospital collects the doctors' fees on behalf of the doctors only. The ward round fees of the hospital's staff doctors would be similar to the amount of the room charges. If due to the patient's medical condition, the hospital's staff doctor has to provide consultation from 00:00 midnight to 08:00 a.m., a special ward round fee amounting to 150 % of normal ward round fee would be charged. This fee is additional to the normal ward round fee of that day.
- (5) Miscellaneous charges
Charges for operating theater, physiotherapy treatment, radiological investigations, laboratory investigations, oxygen application, medication and other miscellaneous charges, etc. will be charged according to the class of accommodation. Compared with the Standard Class, the charges of other accommodation classes are subject to an approximate increment of 30-50% (Semi-private Class), 70-100% (Private Class), 70-125% (Premium Private Class).
- (6) Dispensed medications are not refundable. Medications for injection / infusion are refundable provided that they are discontinued by doctors, have not yet been given to patients and with their packing intact.
- (7) Special department charges
 - (i) Obstetrics & Gynaecology Department & Nursery (Please refer to the pamphlet of Obstetrics & Gynaecology Department & Nursery).
 - (ii) Intensive Care Unit will have additional charges for special equipments.
 - (iii) Operating theatre charges are based on the nature and duration of the surgery, and the equipments and consumables being used. Charges are levied according to the class of accommodation immediate before the operation.

Hospital Regulations and Information for Hospital Stay

- (iv) Additional charges for personal protective material and negative pressure facilities will be levied for Negative Pressure Rooms.
- (8) Charges related to changing of Room / Bed
 - (i) Administrative charges would apply if the transfer of bed or room is at patients' request. The transfer shall be subject to availability of beds. The room charges on the day of transfer shall be calculated on pro-rata basis according to the length of stay in those different rooms (calculated on hourly basis). If the patient changes the bed or room on the first day of admission, the room charges shall be levied on the number of hours of stay in those rooms, and the room charge for the remaining hours of the day shall be levied according to the charge of the room where the patient stays last on that day.
 - (ii) If a patient wishes the operation charges to be levied at the rate of Standard Room class, the patient must be transferred to Standard Room before the operation
 - (iii) If a patient is transferred to a higher class room within 24 hours after an operation, the operation charges will be levied at the rate of that higher class room.
 - (iv) If a patient is admitted directly to Intensive Care Unit after an operation, and is transferred to a higher class room within 24 hours after discharged from Intensive Care Unit, the operation charges will be levied at the rate of that higher class room.
- (9) All charges are subject to alteration without further notice.
- (10) Visitors staying in the room after 10:00 p.m. will be charged as a patient companion. HK\$300 would be charged for every single companion.
- (11) The patient is responsible for any damage to hospital's property by the patient, his/her relatives, visitors or companions.
- (12) All charges for accommodation, medicine, meal etc. must be settled every three days. Upon receipt of payment notification, patients should settle the charges within three days during office hours of Inpatient Cashier.
- (13) All hospital charges must be settled on discharge at the Cashier (Holders of a valid medical insurance card / letter of guarantee, please refer to the section "About Medical Insurance")
- (14) The hospital has the rights to levy overdue charges (including litigation costs and third party agency fees).
- (15) Office hours of Cashier:
 - Inpatient Cashier (1/F, Block B)
 - Monday-Saturday: 8:30a.m. - 9:00p.m.
 - Sunday & Public Holidays: 9:00a.m. – 1:00p.m. Tel.: 28303922 / 28303927
 - Out Patient Cashier (1/F, Block B)
 - Opens 24 hours every day Tel.: 28303723 / 28303724

Hospital Regulations and Information for Hospital Stay

(16) Methods of Payment

Payment could be made by cash, EPS, VISA, Master Card, American Express, Diners Club, JCB, UnionPay or bank transfer. Payment made by personal or company cheque is not accepted. Cashier orders are accepted.

VII. About Medical Insurance

- (1) Payment by Patient (Hospital bills are paid by patient and then reimbursed by insurance company)
 - (i) Deposit is required upon admission.
 - (ii) All charges must be settled at the time of discharge. The hospital will provide the patients with the invoice and official receipt for them to lodge insurance claims with their insurers.
 - (iii) The hospital is not responsible for claiming insurance on patients' behalf.
 - (iv) The hospital will not provide insurance claim form to patient due to diversified types of insurance forms. Hence, please bring along the insurance claim forms on or before admission; or request the forms from the insurance companies / agents prior.
 - (v) If hospital stamp is required on the insurance claim forms, patients must present the forms to Cashier when settling the final hospital bill at the time of discharge. (The form must be completed with the Insured's' personal data and hospital stay period)
 - (vi) The hospital will not handle any application for medical reports of visiting doctors. Patients should contact their doctors directly.
- (2) Insurance Pre-approval / Direct Billing Arrangement (Only applicable for patients who are covered by insurers that have prior direct billing agreement with the hospital)
 - (i) Patients are responsible for contacting their insurers to validate the insurance coverage and responsibility, and check if it is applicable for direct billing service. Please note that the hospital would not access patient's policy details on behalf due to the privacy laws and confidential information protection.
 - (ii) If pre-approval / Direct billing service is applicable, patients are responsible for requesting the 'Pre-approval / Pre-authorization Form' from their insurers and complete the required sections. For patients who are under the care of visiting doctors, please contact their doctors for completion and submit the forms directly to their insurers. The hospital can assist with the application follow-ups if necessary.
 - (iii) The hospital provides services on handling pre-approval / direct billing on behalf of the patients who are under the care of resident doctors. Please contact Outpatient Department staff for details.

Hospital Regulations and Information for Hospital Stay

- (iv) Whilst undergoing registration at the Admission Department, patients must present a valid medical insurance card, letter of guarantee / authorization, and insurance claim form(s). Otherwise, deposit is required.
 - (v) For emergency admissions, or for cases without the letter of guarantee / authorization at the time of admission, patients should pay for the deposit, and liaise with their insurers directly after the admission.
 - (vi) If the hospital does not receive the letter of guarantee / authorization by the time of discharge or if the hospital charges exceed the insurance coverage, patients will be required to settle the entire hospital bills. The hospital will furnish patients with the original hospital bills and official receipts for them to lodge claims with insurers.
 - (vii) The hospital will not process any insurance claims after patients are discharged from the hospital.
 - (viii) If the hospital is notified by the insurer that the insurance claim is declined, the hospital shall send the patient a payment notification and request the patient to settle the hospital bills.
 - (ix) The hospital does not accept letters of guarantee or medical insurance cards issued by overseas employers / insurers without prior agreement with the hospital.
- (3) Whilst undergoing registration at the Admission Department, patients should ensure that their names and signatures are identical to that of their insurance policies. The hospital shall not be responsible for any loss arising out of any discrepancy.
 - (4) If patients require any information related to insurance coverage or insurance claims procedures, they should enquire with their insurers directly.
 - (5) Before the patient is discharged, the hospital's resident doctors would fill in one set of insurance claim form free of charge. Charges would be levied for filling in subsequent insurance claim forms.
 - (6) If completion of insurance claim forms, questionnaire or medical reports by the hospital's resident doctors are required after discharge, please contact Health Information & Records Department for assistance (For details please refer to "The Patient's Data Request Form and Notice")

VIII. Patients with Risks of Infection Transmission

To minimize the risk of cross infection in the hospital, when a patient is suspected or confirmed with transmissible diseases, the patient will be admitted to triage wards or private rooms. The patient should comply with such arrangement and settle the relevant charges.

Hospital Regulations and Information for Hospital Stay

IX. About Medical Procedures NOT provided by Hospital Staff or Attending Doctor

Without the prior agreement of the Hospital and attending doctor, the patient should not arrange any person to perform, inside the hospital, any medical procedure such as prescription of Chinese / Western medicines, acupuncture, therapeutic massage, as well as other diagnostics or treatments. All personnel providing patient care in the Hospital must have their credentials checked and approved by the Hospital, and shall not charge the patient directly. All medical equipment must be provided or approved by the Hospital for use. The Hospital reserves the right of actions against any person violating this rule.

X. Medication Safety

- (1) To ensure medication quality, patients should administer medications provided only by the hospital.
- (2) If the patient has to continue any medication after admission, the hospital shall dispense such medication according to the attending doctor's prescription.

XI. Operation / Special Procedure Consent Form

- (1) Before undergoing any operation / special procedure, patients must sign an Operation/ Special Procedure Consent Form.
- (2) Parents or guardians must sign for patients under 18 years of age.

XII. Emergency Treatment

The hospital will provide emergency treatment to patients, without obtaining the patients' prior consent for that emergency treatment, in the event that the patients are in critical health condition. Patients are responsible for settling all charges incurred.

XIII. Further treatments in other hospitals / locations

If, based on the patient's clinical conditions, the hospital is of the opinion that the patient should be transferred to other hospitals or locations to continue treatments, the hospital shall discuss with the patient's attending doctor, and the attending doctor shall explain and arrange the transfer with the patient and relatives.

XIV. Changing of Room / Bed

- (1) For sake of overall operation, the hospital may need to transfer patients to other wards or beds to continue treatment. No extra charge would be collected by the hospital upon such arrangement.

Hospital Regulations and Information for Hospital Stay

- (2) Administrative charges would apply if the transfer of bed or room is at patients' request. The transfer shall be subject to availability of beds. Certain charges may also be affected by the transfer (For details, please refer to the section "Charges").

XV. Catering

- (1) Service hours: from 7:30 a.m. to 8:30 p.m.
- (2) Relatives may arrange meals for the patient.
- (3) No food with strong smell is allowed in the rooms.
- (4) Cooking or re-heating of food is prohibited in the wards. Patients may ask ward staff to help reheat food with microwave ovens.
- (5) The hospital dietitian is available for dietary consultation at fees. Please contact ward staff for details.

XVI. Visiting

- (1) Patients are obliged to ensure that their visitors comply with the "Hospital In-house Rules for Patients and Visitors".
- (2) Visiting Hours

General Ward	:	8:00 a.m. to 10:00 p.m.
Intensive Care Unit	:	9:00 a.m. to 2:00 p.m.
		4:00 p.m. to 9:00 p.m.
Nursery	:	10:00 a.m. to 12:00 noon
		5:00 p.m. to 7:00 p.m.
- (3) Only two visitors are permitted at a time. To avoid disturbing other patients or affecting nursing care, visitors should keep quiet and speak quietly, and switch the mobile phones to the silent/vibrate mode, and avoid using loudspeakers.
- (4) Visitors under 12 years of age are prohibited.
- (5) Hospital staff may refuse entry into the hospital to any person who is:
 - (i) under the influence of drink or drugs;
 - (ii) offensively unclean in person or dress;
 - (iii) indecently or insufficiently dressed; or
 - (iv) likely to cause a nuisance.
- (6) Visitors should always keep the hands clean by washing with soap and water or cleaning with alcohol based hand rub, especially before leaving hospital.
- (7) People with respiratory symptoms should wear a surgical mask when entering hospital premises.
- (8) Caregivers of patients with respiratory symptoms should wear a surgical mask to reduce the chance of spreading the illness
- (9) People with fever and other illnesses are not advised for visiting hospital. They are advised to seek medical advice as soon as possible.

Hospital Regulations and Information for Hospital Stay

- (10) The Hospital's visiting arrangement may change with the Infectious Disease Response Level announced by the Department of Health. Please pay attention to the related notice.

XVII. Hospital In-house Rules for Patients and Visitors

- (1) Smoking, alcohol drinking, gambling, pets, washing or hang drying of clothes, lighting fire for any purpose (include burning of incense and joss sticks etc.) are strictly prohibited in all hospital premises.
- (2) To avoid disturbing other patients or affecting nursing care, please keep quiet and speak quietly, and switch the mobile phones to the silent/vibrate mode. Please wear headsets when using any audio or video facilities.
- (3) A central air-conditioning system is installed in the hospital, please do not open the windows. To avoid affecting other patients, please do not adjust the temperature, and please contact hospital staff for any assistance.
- (4) In order to avoid interruption to medical equipments and to protect your safety, it is not suggested to use any alternate current (AC) electrical or medical appliance not provided by the hospital. If you need to use your own AC electrical or medical appliance, please inform ward staff. The hospital's wall sockets could be used only with the hospital's permission.
- (5) Use of wall sockets specified for medical equipments (identified with red labels) is strictly prohibited unless permitted by hospital staff. The hospital reserves the rights to hold any person responsible for any loss in connection with interruption of electricity due to violation of this rule.
- (6) Please keep the room clean.
- (7) No food with strong smell is allowed in the rooms.
- (8) Please do not place large amount of personal belongings and furniture in the rooms.
- (9) Hospital staffs are strictly prohibited from accepting present, reward or advantage in any form from any person, and offenders are subject to dismissal. Please do not offer any present, reward or advantage to hospital staff as both parties will violate the "Prevention of Bribery Ordinance".
- (10) Use of any language likely to cause offence or annoyance to any person (such as using foul language, threatening to use violence or using words which cause intimidation to others) is strictly prohibited.
- (11) Behaving in an indecent or disorderly manner (such as making any noise which annoys staff or patients, or attempting to assault our staff) is strictly prohibited.
- (12) For patient safety, Patients should inform ward nurses prior to leaving the ward. Our nurses shall assess the Patients' condition and provide appropriate assistance.

Hospital Regulations and Information for Hospital Stay

XVIII. Patient's Companion

- (1) If an overnight companion is necessitated due to the patient's medical needs, please inform ward staff for arrangement. For wards not equipped with beds for companions, sitting chairs would be provided.
- (2) Charges shall be levied for every single companion stay overnight (For details, please refer to section "Charges").

XIX. Private Nurse / Carer

Patients are entitled to employ their own private nurses / carers. Information of the relevant institutions is also available for patients' information. All private nurses / carers are supplied by independent institutions, and patients are contracting and paying to these institutions directly.

XX. Parking

- (1) The hospital does not in any way accept any responsibility for the loss of or damage to any vehicle, or any injury or death of any person thus caused.
- (2) Cars shall be parked as directed by the attendants and shall not be left in any position which shall obstruct the entrances or exits or roadways or interfere with the parking of other cars or reserved spaces.
- (3) The parking charge is HK\$40 for the first hour, and HK\$60 per hour thereafter. Any excess of time will be charged as an additional hour.
- (4) The hospital reserves the right to dispose of any vehicle which is left in the car park for 24 hours or longer and all expenses incurred for the removal of such vehicle, plus the accrued parking charges up to time of disposal, shall be recovered from the user.
- (5) No repairs or cleaning of car inside the car park.
- (6) The hospital has the right to refuse entry of any car or person.

XXI. Entertainment

- (1) Each bed is equipped with a bedside terminal which can access to some local TV channels and the internet free of charge.
- (2) Free WI-FI services are available in the hospital. User name and password could be obtained from ward staff.

XXII. Automatic Teller Machine

Automatic Teller Machines are located near the lift lobby at ground floor of Block B.

Hospital Regulations and Information for Hospital Stay

XXIII. Religious Services

- (1) For any religious service, please contact our Pastoral Care Unit or notify our ward staff.
- (2) Any Catholic patient who wishes to receive the Sacrament of Reconciliation or Holy Anointing, please contact Pastoral Care Unit or notify the ward staff.

Service Hours:

Monday – Friday : 8:30 a.m. to 4:30 p.m.

Saturday : 8:30 a.m. to 12:30 noon

Tel. : 2830 8724

Hospital Regulations and Information for Hospital Stay

XXIV. Discharge Procedures

- (1) Patients should ensure that the attending doctor has completed and signed the insurance claim forms and sick leave certificates if required.
- (2) When the attending doctor orders discharge of the patient, the hospital dispenses medicines, checks investigation reports and hospital bills, and issues a payment notification to the patient.
- (3) The patient or the relatives should bring the following document to Cashier (1/F, Block B) to settle the hospital bills:
 - (i) The payment notification
 - (ii) The deposit receipt
 - (iii) The insurance claim forms completed and signed by the attending doctor (if hospital stamp is required)
 - (iv) The sick leave certificates completed and signed by the attending doctor (if hospital stamp is required)
- (4) After payment, the patient goes back to the ward and present the official receipt to staff to collect medicines and investigation reports, and to discuss the follow-up plan.
- (5) All hospital charges and doctors' fees must be settled upon discharge (Users of medical insurance cards and letters of guarantee please refer to section "About Medical Insurance").
- (6) Patients are recommended to be accompanied by relatives when leaving the hospital.
- (7) Please be reminded to collect all personal belongings from the safety box. The hospital is not responsible for keeping custody of properties being left.

XXV. Feedback

- (1) Your opinion is valuable for the hospital to evaluate and improve its service quality. Please complete the Hospital Services Satisfaction Survey Form and return it to the following areas:
 - (i) Nursing Station of any floor;
 - (ii) Suggestion Box at G/F, Block B;
 - (iii) Customer Service Department at Counter no. 7 of Admission Department, G/F, Block B.
- (2) You can also feedback to us via our hospital website: www.stpaul.org.hk

Hospital Regulations and Information for Hospital Stay

XXVI. Apply for Medical Record / Insurance Claim Documents

Before the patient is discharged, the hospital's staff doctors would fill in one set of insurance claim form free of charge. After discharge, patients are requested to apply in writing for photocopy of their medical records or any insurance claim documents with an administrative charge. For the details of administrative charge and reference processing time, please refer to "The Patient's Data Request Form and Notice" which is available on the internet at www.stpaul.org.hk/internet/index.php/download/form.

Health Information & Records Department

Tel.: 2830 3779

Office hours :

Monday – Friday : 8:00 a.m. – 5:00 p.m.

Saturday : 8:00 a.m. – 4:00 p.m.

Sunday & Public Holiday : Closed

The contents are subject to revision without further notice.

(Revised in Dec 2020)

Hospital Regulations and Information for Hospital Stay



May God Bless You



