Patients' Charter
病人權益與責任

Gleneagles
Privacy Policy Statement

港怡醫院私隱政策聲明

The relationship between medical personnel and patients is one that is close, interdependent and about trust. 醫護人員與病人之間有着一種緊密而又互信互賴的關係。
Gleneagles Hospital Hong Kong is a teaching hospital affiliated with The University of Hong Kong (HKU) Health System. Please expect that there will be clinical teaching of students and trainees taking place. 港怡醫院為香港大學醫療系統教學醫院。醫院內或會向學生和實習生進行臨床教學，請知悉。

Patients' Rights

Right to Medical Treatment

- 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.

Right to Information

- The right to information about what health care services are available; and charges with any additional charges and price adjustment are involved.
- The right to be given a clear description of your medical condition, with diagnosis, prognosis (i.e. and opinion as to the likely future course of any illness), and of the treatment proposed including common complications, risks and appropriate alternatives.
- The right to know the names, the normal actions and common serious side-effects of the medications prescribed.
- The right of access to medical information which relates to your condition and treatment.
- The right to ask your doctor about the fees for all procedures that are recommended.

Right to Choices

- The right to accept or refuse participation in clinical teaching and professional training.
- The right to have a second medical opinion.
- The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.
- The right to choose whether or not to take part in a medical research program.
- The right to have care at the end of life that is respectful and compassionate.

Right to Privacy / Protection

- The right to have your privacy, dignity and spiritual care and cultural beliefs respected.
- The right to have information relating to your medical condition kept confidential.
- All patients are protected from physical assault.
- Vulnerable children, disabled individuals and the elderly have the right to be protected.

Right to Complain

The right to make a complaint through channels provided for this purpose, and to have any complaint dealt with promptly and fairly.

Patients' Responsibilities

Medical care within a hospital environment is a partnership between patients and health care workers. As well as giving you the basic rights which we have just outlined, this also brings with it certain basic responsibilities on your part. To play an active and responsible role in the health care process, you should:

- Provide as much information as you could to your health care providers about your present health, past illnesses, any allergies and any other relevant details.
- Inform your doctor about all the medications that you take including alternative medications (medicinal herbs, teas, pills, etc.).
- 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.
- Not ask health care providers to provide untrue medical information, to issue false receipts, sick leave certificates or medical reports.
- Be responsible to meet the required fees and charges for the medical services provided to you.
- Be responsible for personal belongings that you take to the hospital.

Personal Data (Privacy) Ordinance

Gleneagles Hospital Hong Kong (the "Hospital") strives to protect privacy in relation to personal data of every customer who uses our services. The Hospital and our staff shall, at all times, respect your confidentiality and endeavor to keep all personal data collected, stored, transmitted and/or used in accordance to requirement so required under the Personal Data (Privacy) Ordinance.

- As your doctors / health care workers, we may, before registration or consultation, request you to provide personal data such as (but not limited to) Hong Kong ID card number and health information or obtain from any appropriate third party your medical history and any relevant information for your health care purposes and/or generally for medical purposes and/or for the purposes stated in Gleneagles Privacy Policy Statement (please scan the QR code at the top-right corner for details).
- Please make sure the personal data that you have provided is accurate and complete. If you do not provide us with the information requested or if the information is inaccurate or incomplete, our ability to provide appropriate health care to you may be affected.
- Please note and accept that your personal data, medical or otherwise, may be made available to:
  - ➢ Medical staff, doctors, consultants, nurses, secondees and other student trainees of HKU (under the supervision of hospital staff members) who require it for teaching purposes including clinical research and development, clinical teaching and professional training carried out by Gleneagles jointly with HKU; or
  - ➢ Other doctors / health care workers who require it for purposes related to your health care; or
  - ➢ The Court if ordered or subpoenaed by the Court, or to such other persons as we are required by law.
- Data access or correction request can be made by post, email and by phone provided hereof:

  Address : Health Information & Records Department,
  Gleneagles Hospital Hong Kong, 1 Nam Fung Path, Wong Chuk Hang, Hong Kong
  Email : record@gleneagles.hk
  Phone : (852) 3153 9830

If you have any questions regarding your rights and responsibilities, personal data privacy or data protection matters, please speak with a member of your care team or contact our Service Excellence Team at 3153 9041.

病人的權益

醫治權

- 有權得到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。
- 有權要求並得到減輕急性疼痛的治療及最妥善的痛症處理。

知悉權

- 有權知道本院提供的醫療護理服務資料及收費（包括附加費用以及費用調整）。
- 有權知道及明瞭自己的病況、包括診斷、病情發展及常見的後遺症。在同意治療程序前，可清楚知悉該治療方法的資料，包括常見的併發症及其它可行的治療方法。
- 有權知道處方藥物的名稱、效用及可能產生的常見嚴重副作用。
- 有權知道有關自己的病情及治療方面的資料。
- 有權向醫生查詢治療過程中的一切有關費用。

決定權

- 有權接受或拒絕參與臨床教學及專業培訓的過程。
- 有權徵詢其他醫生的意見。
- 有權接受或拒絕任何藥物治療、檢驗或療法，亦有權知道所作決定可能引起的後果。
- 有權選擇是否參與醫學研究計劃。
- 有權要求院方對病人臨終前的護理給予最大的尊重及關切。

私隱權及保密權

- 有權就個人的私隱權、尊嚴、宗教信仰及文化信念等，在不損害其他病人或醫護人員之權利下獲得尊重。
- 有權得到院方將您的病情資料保密。
- 所有病人應有權得到身體免受傷害或侵犯的保護。
- 兒童、傷殘人士及長者等較脆弱人士，應有權得到合理的保護。

申訴權

有權向港怡醫院提出申訴並於合理時間內得到公平的調查及回覆。

病人的責任

在醫院內，病人與醫療護理人員是有著醫療夥伴關係。除了上列的基本權利外，您對醫療護理人員及其他病人亦有一些基本的責任。要在醫療過程中擔當積極和負責任的角色，您的責任包括：

- 應向醫療護理人員詳盡地提供您的健康狀況、過往曾患的疾病、敏感症及其他有關詳情。
- 有責任提供本院醫生的處方藥物以外的一切用藥資料（包括藥丸、中草藥及茶類等）。
- 應遵從醫生提出並經您同意的治療程序及有關指示。
- 為顧及其他病人及醫院職員的權利，應遵守醫院所訂定的規則。
- 不應要求醫療護理人員提供不正確的資料、收據、文件或病假證明書；或將不正確資料載入您的病歷紀錄內。
- 有責任繳交醫生或醫院為您提供服務的所需費用。
- 有責任看管及處理您帶來醫院的一切個人財物及用品。

個人資料（私隱）條例

港怡醫院（"醫院"）遵守條例的責任及要求，本醫院員工必須時刻對本醫院所收集及/或儲存及/或傳送及/或使用的所有個人資料保密，並妥善保存。本醫院確保所收集及/或儲存及/或傳送及/或使用的所有個人資料，必須遵照條例規定的責任及要求處理。

- 作為您的醫生／醫療護理人員，我們可能會於登記或診症前向您提供您的個人資料包括（但不限於）身份證號碼及健康資料，或向任何適當的有關人等查詢您的醫療紀錄及任何有關的資料，作為有關您的健康護理之用或一般性的醫學用途或於港怡醫院私隱政策聲明內所列明的用途（詳情可掃描此海報右上方的二維碼）。
- 病人有責任確保所有提供的個人資料均為完整和準確，提供不準確的資料或拒絕提供要求的資料會影響我們為您所提供的健康護理。
- 閣下之個人資料可能會被交予：
  - ➢ 香港大學醫療系統醫療人員、醫生、顧問、護士、教學人員和其他實習學生用作教學用途（在醫院職員監督下），包括與香港大學合作進行的臨床研究和發展、臨床教學和專業培訓。
  - ➢ 其他醫生／醫療護理人員，作為有關您的健康護理之用。
  - ➢ 法庭（如被傳訊）或法律指定的其他人士。
- 如要求查閱和／或改正您的個人資料，請致函下列地址或以下電郵或致電：

  地址：香港黃竹坑南風徑一號 港怡醫院醫療資訊及記錄部
  電郵：record@gleneagles.hk
  電話：(852) 3153 9830

如對您的權益與責任、個人資料私隱或資料保障事宜有任何疑問，請向您的醫護團隊成員查詢，或致電3153 9041聯絡卓越服務部。

Gleneagles Hospital
HONG KONG
港怡醫院

Effective date: 15/10/2026 | Ref: GHSQ-P01-R4-10/26