

Admission Information 入院須知



Gleneagles Hospital

HONG KONG

港怡醫院

Admission Information

入院須知



Hospital address

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Wong Chuk Hang, Hong Kong

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www.gleneagles.hk



港怡醫院
Gleneagles Hospital Hong Kong

Gleneagles Hospital Hong Kong reserves the rights to change the above information without prior notice.
In case of discrepancy in information, please refer to the hospital's website.
港怡醫院保留一切更改以上內容之權利而毋須另行通知。如以上內容與實際情況有偏差，將以本院網站內所提供之資料為準。



Gleneagles Hospital

HONG KONG
港怡醫院

Thank you for choosing Gleneagles Hospital Hong Kong! 感謝您選擇港怡醫院！

You may have some questions about what to expect during your stay. That is why we have compiled an Admission Information booklet to provide answers to the common questions from patients and visitors. Here you will find the general information on the procedures and processes that may take place before admission, during your stay and upon discharge.

您可能對於住院期間的安排有不同的疑問，因此我們誠意為您獻上這本「入院須知」，解答病人和訪客的常見問題。本手冊簡述入院前、住院期間及出院時的安排和程序。

Before Admission 入院前

Your doctor or the clinic staff will have made the necessary reservations for your admission and will guide you through the pre-admission registration. At the Admission and Cashier Office, fee advisory will be offered to ensure that you understand the fee estimation during hospitalisation and payment process.

您的主診醫生或診所職員已為您預訂病床等事宜，並會協助您辦理入院前的登記手續。在「入院登記及繳費處」，我們會為您提供費用諮詢服務，確保您了解住院期間的相關費用預算及收費程序。

Admission 入院

It is advisable for you to arrive at the hospital two hours before the scheduled procedure. However, if your doctor has instructed blood on standby for your operation, you should check in to the hospital at the appropriate time for blood grouping and cross-matching as advised by your doctor.

您須在預約程序進行前兩小時到達醫院；但如醫生需要您在手術前進行一些血液程序，您就須按醫生指示準時到達醫院，以進行血液鑒定和交叉配血。

What to bring for your visit? 入院所須帶備的文件和物品

To ensure a smooth and hassle free admission process, please bring the following documents to the Admission and Cashier Office on the admission day:

為確保入院過程順利，請於入院當天帶備以下文件到「入院登記及繳費處」辦理手續：

- | Your doctor's referral / admission letter
- | Valid HKID Card / Passport / Birth Certificate
- | Medical benefit card or letter of guarantee from your insurance company / employer (if applicable)
- | 醫生轉介 / 入院信
- | 有效香港身份證 / 護照 / 出生證明書
- | 醫療保險咭或由保險公司 / 僱主發出的保證信 (如適用)

We will not be able to perform any surgery without the presentation of valid documents upon admission.

如病人在入院當天未能出示有效的文件，我們將不能為病人進行任何手術。

You may wish to pack the following items to make your stay at Gleneagles more comfortable:

您亦可帶備以下物品，以確保住院期間更為舒適：

- | Intimates, pyjamas (front opening is preferred), dressing gown
- | Closed slippers, preferably skid-proof (as you must always be in footwear)
- | Familiar toys for children, such as a favourite toy or doll
- | Any necessary equipment or special devices (eyeglasses, hearing aids, wheelchair, CPAP mask etc)
- | If you are required to attend regular physiotherapy sessions, please pack some comfortable sportswear
- | 內衣褲、睡衣 (開胸款式最為理想)、睡袍
- | 不露趾的拖鞋，防滑款式最為理想 (因為您在任何時候都必須穿鞋)
- | 兒童喜愛和熟悉的玩具或玩偶
- | 任何所需用品或儀器 (眼鏡、助聽器、輪椅、睡眠呼吸機等)
- | 如您需要定期進行物理治療，請帶備舒適的運動服飾

Please leave jewellery, credit cards, large amounts of money and other valuables at home. Gleneagles Hospital Hong Kong will not be responsible for any loss during hospitalisation.

此外，請將貴重物品如手飾、信用卡、大量金錢等留在家中。港怡醫院恕不負責病人在住院期間的任何財物損失。



General infection prevention and control measures

一般預防和控制感染的措施

To keep you and your loved ones safe during your hospital visit, we highly encourage everyone to follow the practices below:

在住院期間，為確保您和您親友的安全，我們強烈建議每位人士採取以下措施：

- Always clean your hands with soap and water or an alcohol-based hand rub to maintain hand hygiene.
- Individuals with respiratory conditions or symptoms related to the respiratory system should wear a surgical mask during your visit. Caregivers for these individuals are strongly encouraged to wear surgical masks as well to minimise the chance of infection transmission.
- Visitors who experience fever or illness should avoid visiting the hospital and seek medical attention immediately.
- Visiting hours may change without prior notice in response to any changes of the Pandemic Response Level of the Department of Health.
- Individuals suspected of or diagnosed with an infectious disease will have to be admitted or transferred to a single or isolation room (where the related room fees apply) to reduce the risk of cross-infection in the hospital.
- 經常以梘液和清水洗手，或使用酒精搓手液保持手部衛生。
- 患有呼吸道感染病症或其症狀的人士應在醫院範圍配戴外科口罩；照顧者亦須配戴外科口罩，以減低傳播疾病的機會。
- 發燒或不適的訪客不應前往醫院，並應立即求醫。
- 本院會按衛生署發出的流感大流行應變級別調整探病時間而不作另行通知。
- 懷疑或已確診感染傳染病的病人將被轉至單人或隔離病房（病人須按有關病房之收費繳付房租），以減低醫院範圍交叉感染的風險。



Room information 病房資訊

Room types 病房類別

| Standard 標準房



| Semi-Private Double 半私家雙人房



| Private Single 私家房



| VIP Suite - Imperial 貴賓套房 - 帝皇



| Semi-Private Single 半私家單人房



| Junior Suite 豪華套房



| VIP Suite - Presidential 貴賓套房 - 總統



In-room facilities 病房設施

Room types 病房類別						
Facilities 病房設施	VIP Suite 貴賓套房	Junior Suite 豪華套房	Private Single 私家房	Semi-Private Single 半私家單人房	Semi-Private Double 半私家雙人房	Standard 標準房
Bathroom and toilet 浴室及洗手間	√	√	√	√	Shared 共用	Shared 共用
Separate Living Room 獨立客廳	√	√	X	X	X	X
In-room coffee/tea-making facilities 咖啡及茶沖調設施	√	√	√	X	X	X
Bluetooth speaker and charger 藍牙喇叭及充電器	√	√	X	X	X	X
Mini fridge 迷你冰箱	√	√	√	√	X	X
In-room electric safe 小型夾萬	√	√	√	√	√	√
LED TV with cable channels 平板電視配備有線電視頻道	√	√	√	√	√	√
Free Wi-Fi service 免費無線上網	√	√	√	√	√	√

Other charges 其他收費

Room Availability Your requested room type is subject to availability. If the requested room type is not available, patients will be asked to stay in a room of another type until the preferred room type becomes available for transfer arrangement. If all the beds are fully occupied, room allocation will be final based on clinical needs, actual room availability and circumstances in the ward.

病房供應 您所揀選入住的病房類別需視乎使用情況而安排。如本院未能提供閣下所選擇的病房類別，閣下則需入住另一類別的病房，直至所選擇的病房類別有空出，便可獲安排轉病房。如所有病床已滿，病房分配會按臨床需要、實際病房供應情況和病房情況而定。

Lodger Lodger accommodation is available for all room types and subject to surcharge. For all paediatric rooms as well as Private Single, Junior Suite and VIP rooms, the first lodger accommodation is complimentary, and subsequent lodger arrangement will be chargeable.

For shared rooms, only an accompanying lodger of the same gender is allowed.

親友留宿 親友留宿服務適用於所有病房並需按情況收費。所有兒科病房、私家房、豪華套房及貴賓套房，本院將豁免首位留宿者的陪宿費用，及後的留宿者則需收取陪宿費用。

如留宿在雙人病房，陪宿者只限於同一性別。

The daily room rate does not include any nursing care, doctor's fees, diagnostic tests, drugs, other ancillary services and meals.

Room rates will still apply during any leave taken during the hospital stay.

Extra charges will be incurred if procedures and diagnostic tests are performed during non-office hours.

每日的住院費並不包括任何護理費、醫生費、診斷測試費、藥費、其他輔助服務以及膳食費用。

若於住院期間請假暫離醫院，仍須計算房租。

如在非辦公時間進行程序和診斷測試，將須收取額外費用。

Doctor's fees 醫生費

Doctor's fees Doctor's fees may vary; Please discuss the charges with your attending doctor prior to admission. Doctors determine their own fees and the hospital will collect the fees on their behalf.

醫生費 醫生費收費不一，請在入院前向您的主診醫生查詢費用。醫生一般自行決定收費，本院只代為收取。



Patient or procedure specific charges 病人和程序的特別費用

Ancillary charges Ancillary charges (e.g. procedures, radiology tests, laboratory tests, drugs & consumables etc) may vary depending on the patient's condition, diagnosis, room type and treatment.

輔助費用 輔助費用(包括程序、放射性測試、化驗、藥物和消耗品等)將視乎病人的情況、診斷、病房類別和療程而定。

Extended stay Additional charges will be incurred if procedures or packages are extended beyond the scheduled time or period of stay.

延長住院 如所需進行的程序或套餐超過預定時間或住院日數,則須收取額外費用。

Discharge The daily discharge time is set at noon. A half-day rate shall apply for discharges between noon to 6 p.m., while a full day rate shall apply for discharges after 6 p.m. Accommodation charge will be applicable for minimum one day.

出院安排 每天出院時間為中午12時。如出院時間介乎中午12時至下午6時,將收取半日費用;如下午6時後出院,則收取全日費用。住院費用最少以一天作計算。



Transfers 轉房

Critical care transfers For transfers in and out of critical care units (ICU, PICU, NICU, HDU, CCU, SCBU), half-day rate will apply if the stay is shorter than 12 hours. Accommodation to direct admission to Critical Care Unit is chargeable at a fee of at least one day.

危重症監護部 凡被轉入及轉出危重症監護部(深切治療病房、兒童深切治療病房、初生嬰兒深切治療病房、加護病房、心臟科深切治療病房、嬰兒特別護理病房)而入住少於12小時的病人,將被收取半日費用。至於被安排直接入住危重症監護部的病人,本院將收取最少一日的費用。

Room type transfers Patients who choose to have a change to a higher room category during their stay will be charged for the higher room fee from the day of admission. Those requesting for a change to a lower room category will only be charged for the lower room fee subsequent to the date of room transfer.

An administrative fee applies for each bed or room transfer requested by patients.

轉換房間類別 如病人在住院期間要求轉換至較高級別的病房,須由入院當天起計收取較高級別房間的費用。如轉換至較低級別的房間,則由轉換當天開始收取較低級別房間的費用。

病人如要求轉病房或床位,每次轉換需繳付行政費用。

Isolation rooms Isolation rooms are only arranged according to doctor's instructions based on clinical requirements. Additional charges will apply.

隔離病房 醫生會按病人的臨床情況而安排隔離病房,院方將收取額外費用。

Packages 套餐

Gleneagles Hospital Hong Kong believes that patients should have peace of mind upon admission to the hospital. As such, we have developed a series of Standard Packages and Hospital Packages at pre-determined prices to cover the most frequently performed procedures.

Hospital Packages include all nursing care, room and meal charges and the stated treatment normally associated with the procedure, while doctor's fees are not included. Standard Packages, restricted only to standard room accommodation, include all of the charges in the Hospital Package and all associated doctor's fees.

為確保病人在住院期間倍感安心，本院安排了一系列具預定價目的標準套餐和醫院套餐，以涵蓋大部分經常進行的程序。

醫院套餐包括所有護理費、住院費和膳食費，以及相關治療，但不包括醫生費。標準套餐只限於入住標準病房，並包括醫院套餐中的所有收費及相關的醫生費。

Please note the following:

- If you request a change in room type, the package of the highest room category will apply.
- There will not be any refund for discharge earlier than the end date of the package.

請注意以下事項：

- 如閣下要求轉換房間類別，套餐費用將以較高的房間級別為準。
- 病人於套餐終止日期前提早出院將不獲任何退款。

Private nursing arrangements 私家看護安排

■ If a private nurse is required, the hospital can provide further information to assist with this arrangement. Charges incurred through this arrangement will be directly payable to the relevant service provider.

■ Gleneagles Hospital Hong Kong is not liable for any acts or omissions on the part of persons not directly employed by the hospital.

■ 如需聘用私家看護，本院可提供相關資訊以協助安排。有關收費會直接由服務供應方收取。

■ 本院對於非醫院聘用人士所作出的任何行動或過失概不負責。

Settling your hospital bill 繳付住院賬單

Deposit upon admission 入院按金

- A deposit is required upon admission and can be settled in cash, by credit cards, EPS, Alipay/Wechat pay or bank draft.
- 入院時須以現金、信用卡、易辦事、支付寶/微信支付或銀行本票繳付按金。

Interim bills during your stay 住院中期賬單

- An interim bill will be issued once outstanding balance reaches HK\$50,000 or in every five days, and is payable within one day of issuance.
- 當費用超出港幣50,000元或相隔每五天，本院會於您住院期間發出一張中期賬單，請於發單日期起計一天內全數繳付。

Discharge billing 出院賬單

- We would like to ask for your patience. It takes us around two hours to process billing, all the related discharge documents and medication (if applicable).
- To complete the discharge process, all accounts must be settled in full or payment arrangement shall be guaranteed by the insurance companies that have credit arrangements with the hospital.
- 我們需要大概兩小時處理賬單、所有相關出院文件及藥物如適用。請耐心等待。
- 您必須全數繳付所有費用，或由與本院有住院保證安排的保險公司擔保所有費用，方可完成出院手續。



Insurance cases 保險安排

- | Upon admission, you have to present the necessary documents required by your insurer. If you fail to do so, you will be fully responsible for the fees incurred and required to pay the necessary deposit. If the requested documents are still unavailable upon discharge, you will be required to settle the hospital expenses in full and contact your insurer for reimbursement.
- | The rates for the highest room category shall apply from the day of admission. You are strongly advised to confirm your entitlement with your company or insurer prior to admission or room transfer as this may affect the choice of room category.
- | Please check with the Admission and Cashier Office to find out whether the hospital has a direct settlement agreement with your insurer if you wish to settle the hospital bill directly through insurance. You remain responsible for any deductibles under a co-insurance plan or any non-covered amounts (i.e. personal fees, meals, lodger fees, bed movement charge etc).
- | Gleneagles Hospital Hong Kong does not accept any Letter of Guarantee / Guarantee of Payment from companies or insurers that have no prior credit arrangements with us.
- | The hospital reserves the right to refuse any insurance card or related documentation as a mode of payment.
- | 入院時，請出示保險公司所需的相關文件。如您未能提供相關文件，則可能需要自行全數繳付相關費用及所需按金。如出院時仍未能提供所需文件，您便需要先行繳付住院費用，隨後聯絡保險公司安排賠償。
- | 房間費用由入院日期起計算並以較高的房間類別為準。有鑑於僱主或保險公司的保障範圍或會影響您所選住的病房等級，我們強烈建議您在入院或轉換病房前先與有關方面確認保障範圍。
- | 如您欲透過保險公司繳付住院開支，請向「入院登記及繳費處」查詢您的保險公司是否與本院有直接繳付協議。此外，您仍須繳付保險計劃中的免賠項目，或任何保障範圍外的項目（如個人費用、膳食、親友留宿、轉換病床等費用）。
- | 本院不接納未與本院有任何住院保證安排的公司或保險公司所發出的保證信／繳付保證。
- | 本院保留拒絕任何保險咭或相關文件作為繳付用途的權利。

Request for medical records and reports

要求醫療記錄及報告

- | Patients will incur an extra fee if they request for a copy of medical records and reports. Dedicated staff will follow up with you upon receipt of the request. For enquiries, please contact our Health Information & Records Department at (+852) 3153 9830 or record@gleneagles.hk.
- | 如病人需要醫療記錄及報告副本，本院將收取額外費用。本院收到申請後，會有專人與您跟進。如有查詢，請致電 (+852) 3153 9830 或電郵至 record@gleneagles.hk 與本院醫療資訊及記錄部聯絡。

Admission and Cashier Service 入院登記及繳費服務

- | The Admission and Cashier Office opens 24 hours.
- | Detailed breakdown of hospital charges is available upon request at the Admission and Cashier Office.
- | 「入院登記及繳費處」提供24小時服務。
- | 病人可向「入院登記及繳費處」索取住院詳細收費列表。

Please feel free to contact the Admission and Cashier Office at (+852) 3153 9000 or email to business.office@gleneagles.hk for further information. A Fee Schedule is also available for your reference.

如欲查詢進一步資料，歡迎致電 (+852) 3153 9000 或電郵至 business.office@gleneagles.hk 與「入院登記及繳費處」聯絡。我們亦可提供收費列表以供參考。



Comments & feedback 意見及回饋

Gleneagles Hospital Hong Kong welcomes valuable comments and feedback from patients and their family caretakers as your input helps us improve our services. You can find the Patient Comment Card at various departments in the hospital to assist with this process. Please fill in the card and drop it into our Comments Box available at various locations in the hospital. Alternatively, you can drop us an email to feedback@gleneagles.hk.

You can also contact the Department of Health at (+852) 3107 8451 or orphf@dh.gov.hk for comments or feedback.

港怡醫院歡迎病人和家屬提供寶貴的意見和回饋，以協助我們改善服務。您可在各醫院部門索取「病人意見咭」，填寫後放進本院各個意見箱；或可將意見電郵至 feedback@gleneagles.hk。

您亦可致電 (+852) 3107 8451 或電郵至 orphf@dh.gov.hk 聯絡衛生署提供意見或回饋。

Visitor's information 訪客資訊

- | The hospital is open to visitors between 8 a.m. and 10 p.m. to ensure enough rest for our patients.
- | Only 2 visitors are allowed at a time.
- | Visiting hours may change without prior notice in response to any changes of the pandemic response level of the Department of Health.
- | 本院探病時間為早上8時至晚上10時，以確保病人有充份休息。
- | 每次只限兩位訪客。
- | 本院會按衛生署發出的流感大流行應變級別調整探病時間而不作另行通知。

Getting to Gleneagles Hospital Hong Kong 前往港怡醫院

Free Shuttle Service 免費專車服務

| Gleneagles Hospital Hong Kong provides free shuttle bus service between MTR Wong Chuk Hang Station (Exit A) and the hospital (main entrance).

| 港怡醫院為市民提供免費專車服務往來港鐵黃竹坑站 (A出口) 及醫院 (正門)。



Free Shuttle Schedule
免費專車服務時間表

MTR 港鐵

| Gleneagles is within walking distance from MTR Ocean Park Station (Exit C).

| 您可由港鐵海洋公園站 (C出口) 步行至港怡醫院。

Bus 巴士

| Gleneagles Hospital Hong Kong is within walking distance from various bus stops along Aberdeen Tunnel / Wong Chuk Hang Road and Nam Fung Road.

| Available bus services along Aberdeen Tunnel / Wong Chuk Hang Road include: 37B 37X 38 42 42C 70 72 72A 75 77 90 90C

| Available bus services along Nam Fung Road include: 36 41A 76

| 您可由位於香港仔隧道 / 黃竹坑道和南風道的各個巴士站步行至港怡醫院。

| 途經香港仔隧道 / 黃竹坑道巴士服務包括：37B 37X 38 42 42C 70 72 72A 75 77 90 90C

| 途經南風道巴士服務包括：36 41A 76

Parking 泊車

| Parking service is available at Gleneagles. Please visit the hospital's website for details.

| 港怡醫院提供停車場服務，詳情請參閱本院網站。