

Admission Information 入院須知



Gleneagles Hospital

HONG KONG

港怡醫院



Hospital address

1 Nam Fung Path,
Wong Chuk Hang, Hong Kong

醫院地址

香港黃竹坑南風徑1號

Mainline 電話

+852 3153 9000

Fax 傳真

+852 2528 0081



www.gleneagles.hk



Gleneagles Hospital Hong Kong
港怡醫院

Admission Information 入院須知



Gleneagles Hospital

HONG KONG
港怡醫院

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。

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

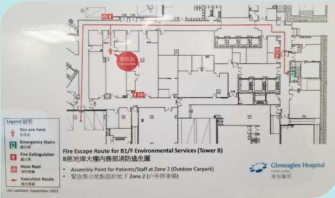
To keep you and your loved ones safe during your hospital visit, we highly encourage everyone to follow the practices below:

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。



Emergency procedures 緊急情況應變指引

Emergency type 緊急情況類別	Contact number 聯絡電話	Important information 注意事項
Fire emergency 火警	3153 9555 (Fire emergency hotline) (火警專線)	 Familiarise yourself with the fire escape route and the floor plan at your current location. 請預先了解所在位置的樓層平面圖及火警逃生路線。
		 Identify the nearest fire exit and staircase from your current location. 請留意所在位置最近的火警逃生出口和樓梯位置。  In the event of a fire, activate the fire alarm by breaking the glass call point, close all doors and fire shutters, and use the available fire-fighting equipment if it is safe to do so. 如發現火警，請打破消防火警鐘玻璃啟動警報，關閉房門及防煙門，並在安全情況下使用滅火設備撲滅火種。
Security/lift incident 保安/升降機事故	3153 9821 (Security Control Room) (保安室)	 Outside the 24-hour Outpatient & Emergency Department, G/F, Tower A A座地下24小時門診及急症室外
		 Outdoor Car Park, LG/F, Tower B B座低層地下露天停車場 When the fire alarm is activated and an evacuation is announced, proceed immediately to the designated fire assembly point. 當消防火警鐘響起，並聽到疏散廣播，請立即前往指定火警集合點。
Emergency medical assistance 緊急醫療協助	3153 9003 (24-hour Outpatient & Emergency Department) (24小時門診及急症室)	Provide details of the medical emergency, exact location, your name and contact number. 請清楚說明需要緊急醫療協助的情況、所在地點、通報人姓名及聯絡電話。

Room information 病房資訊

Room types 病房類別

Standard
標準房



Private Single
私家房



Private Single (Paediatric Ward)
私家房（兒科病房）



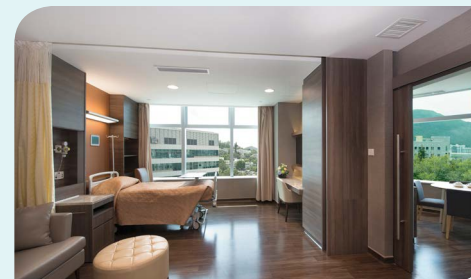
Semi-Private Double
半私家雙人房



Semi-Private Double (Paediatric Ward)
半私家雙人房（兒科病房）



Junior Suite
豪華套房



Semi-Private Single
半私家單人房



Semi-Private Single (Paediatric Ward)
半私家單人房（兒科病房）



VIP Suite - Imperial
貴賓套房 - 帝皇



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	√	√	√	√	√	√

* In-room coffee/tea-making facilities are not available in the Paediatric Ward.
兒科病房不設咖啡及茶沖調設施。

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。

如在非辦公時間進程序序和診斷測試，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	Except for standard day bed stays, the daily discharge time is set at 12:00 nn. A half-day rate shall apply for discharges between 12:00 nn and 6:00 pm, while a full-day rate shall apply for discharges after 6:00 pm. Accommodation charges are subject to a minimum of one day. For standard day bed stays, service hours are from 6:30 am to 8:00 pm, and overnight stay is not available. Admissions before 6:30 am or after 2:00 pm will require transfer to a standard inpatient ward, and a full-day room charge will apply. Patients who need to stay beyond 8:00 pm will be transferred to an inpatient ward.
出院安排	除標準日間床位外，每天的出院時間為中午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。 至於標準日間床位，服務時間為上午6時半至晚上8時，不設過夜服務。如在上午6時半前或下午2時後入院，均需入住標準住院病房並需繳付全日房租。病人如需逗留至晚上8時後，將會被轉送至住院病房。



Transfers 轉房

Critical care transfers	For transfers in and out of critical care units (Intensive Care Unit, Paediatric Intensive Care Unit, Neonatal Intensive Care Unit, High Dependency Unit, Coronary Care Unit, Special Care Baby Unit and Special Respiratory Care Bed), half-day rate will apply if the stay is shorter than 12 hours. Accommodation to direct admission to any of the above critical care units 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、嬰兒特別護理病房及呼吸科特別護理病房）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 request a transfer to a higher room category during their stay will be charged the higher room fee based on the rate applicable 48 hours prior to the room transfer. Those requesting for a change to a lower room category will only be charged for the lower room fee subsequent the date of room transfer. An administrative fee applies for each bed or room transfer requested by patients.
轉換房間類別	病人如在住院期間要求升級至較高級別病房，將由轉房前48小時起按較高級別房間收費。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 will no longer be applicable, and all fees will be charged based on the higher room category starting from the day of admission.
- 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，套餐將不再適用，且所有費用均須由入院當天起計收取較高級別房間的費用。
- 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 8 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8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。



Patients' Charter 病人權益與責任

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 病人的權益

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.
- | 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。

Right to Information 知悉權

- | 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.
- | 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。

Right to Choices 決定權

- | 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.
- | 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。

Right to Privacy / Protection 私隱權及保密權

- | 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.
- | 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。

Right to Complain 申訴權

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

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。

Patients' Responsibilities 病人的責任

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:

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：

- | 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.
- | 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。

Personal Data (Privacy) Ordinance 個人資料（私隱）條例

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.

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/或使用的個人資料，必須遵照條例規定的責任及要求處理。

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 bottom-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

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）身分證號碼及健康資料，或向任何適當的有關人等查詢您的醫療記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訂明的用途（詳情可掃描右下方的二維碼）。

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



Gleneagles Privacy Policy Statement



港怡醫院 私隱政策聲明

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.

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。

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), and between MTR South Horizons 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），以及往來港鐵海怡半島站（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 77 770 90 90C

Available bus services along Nam Fung Road include: 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 77 770 90 90C

途經南風道巴士服務包括：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。