United Christian Hospital
Admission Leaflet

GENERAL INFORMATION

Please read the contents of this Notice carefully. This Notice concerns rights and responsibilities as a patient of the Hospital Authority.

Hospital Authority (HA) is a statutory body which manages HA Hospitals.
References to "HA Hospital" are to that part of HA and its staff managing the HA Hospitals concerned.

Examination and Treatment

- Some wards in the Hospital are mixed gender in nature which provide in-patient monitoring and treatment services as other specialties. Fee will be charged according to HA's scheme.
- When admitted into a HA Hospital, patient may be subsequently transferred to another HA Hospital for examination and / or treatment.
- When in HA Hospital, patient would be asked to give consent to such tests, examination and treatment considered appropriate or necessary by the Hospital.

Patient's Visitors

- Unless patient disagrees, the HA Hospital may disclose patient's ward / bed number to persons requesting to visit patient in Hospital.
- During patient's stay in Hospital, our staff may receive enquires in person or via telephone by patient's friends, relatives or florists to deliver bouquets / gifts, who would like to know if patient has been admitted to Hospital and if so, the ward / bed number patient is staying in. Such information would be disclosed unless patient expressly objects to the disclosure. In such case, patient should request and complete the relevant form, and return to our Admission Office / ward staff after completion. Under our current system, both the fact of patient's hospitalization and patient's ward / bed number would not be disclosed. We regret that we cannot permit selective disclosure of such information.

Patient's Personal Belongings / Valuable Items

- Patient please do not bring along personal belongings / valuable items on admission to and during hospitalization at a hospital (the "Hospital") of the Hospital Authority ("HA").
- Patient should take care of all his / her personal belongings / valuable items during hospitalization. All such items (whether kept by the patient or temporarily kept by the Hospital) are at the sole risk of the patient, and the patient agrees that HA / the Hospital is not liable for any loss or damage to such items, howsoever arising. All such items must also be removed or collected by the patient or the patient's next of kin / intended or actual personal representative of the estate forthwith when the patient no longer stays in the Hospital (for the reason of discharge or other circumstances) ("the Discharge").
- If patient's cash is temporarily kept by the Hospital, the Hospital may deposit the cash to HA's bank account for security reason. The same amount of cash (with no interest) will be returned to the patient or the patient's next of kin / intended or actual personal representative of the estate upon the Discharge. The patient agrees that any interest generated into the bank account from the cash belongs to HA absolutely.
- The patient agrees that all his / her personal belongings / valuable items in the Hospital (including items temporarily kept by the Hospital) not removed or collected for more than three months after the Discharge shall be considered abandoned by the patient and the Hospital may dispose of such items at any time thereafter and in any manner considered appropriate, and the proceeds of disposal (if any) may be retained by the Hospital for its own use. Patient further agrees that if such items are perishable, noxious, offensive, or otherwise repulsive, they may be disposed of by the Hospital at any time and in any manner considered appropriate without notice to the patient or the patient's next of kin / intended or actual personal representative of the estate and the Hospital is not liable for any loss or damage caused.

Personal Data (Privacy) Ordinance

- Please refer to the "Notice to Patient" and "Personal Data (Privacy) Ordinance – Hospital Authority Policy and Procedures" regarding the use and disclosure of personal data.

I. ADMISSION INFORMATION

(i). Admission Registration

- To facilitate the Hospital to register the patient accurately, for the purposes of (i) retrieval of the correct patient's clinical data for ongoing patient care (ii) accurate calculation for patient's admission / attendance fees, please present the following documents upon admission registration:
- Identity document*

Patient Type	Document to Present
Adult	- Original identity document of patient (e.g. Hong Kong Identity Card) ; or - Original travelling document of patient
Children under 11 years old	- Original Hong Kong Identity Card of patient; or - Birth Certificate of patient; or - Original travelling document of patient
Newborn babies who were born in Hong Kong and not yet obtained the Hong Kong Birth Certificate (born within 42 days)	- Documents issued from Hospital in which the patient was born with name of patient's father / mother indicated (e.g. discharge summary, immunization card); and - Original identity document / travelling document of patient's father / mother

* Remarks: Admission registration would not be performed unless patient presents valid identity documents upon registration.

- Address proof within last six months, such as electricity bills, water bills, telephone charges statement
- Hospital appointment slip

(ii). Personal Items to be prepared by Patient

1. Please bring your own tumbler, slippers, flannel, wet tissue, toothbrush, toothpaste, comb, toilet paper, shower gel and other hygiene goods.
2. Incontinent patients should also bring adult diapers.
3. If patients are on medication, please bring along your medicines and seek for our medical staff's advice.

(iii). Meal Services

1. Our Hospital generally provides inpatient meal service for breakfast, lunch, dinner and snacks (subject to patient's condition).
2. We also provide special meals for patients with special needs, such as low sodium, diabetic, vegetarian and Halal meals.

3. Our meal service provision schedule are as follows:

Breakfast:	7:15 am to 8:45 am
Lunch:	11:30 am to 1:00 pm
Dinner:	5:00 pm to 6:30 pm

4. Outside the above service hours, all wards would provide milk, fruit juice or biscuits if available.
5. Patient can also purchase food and beverages at our Hospital restaurant (located at B2, Block S) and convenience store during their opening hours.
   Remarks: If family members prepare meal for patients or the food portion provided by the Hospital is considered too much, please kindly inform ward staff for meal adjustment.

(iv). Admission Regulations

1. Please do not present honoraria or gifts to our staff.
2. Mobile phones are strictly forbidden in the following areas:
   Coronary Care Unit, Labour Ward, High Dependency Unit, Intensive Care Unit, Neonatal Intensive Care and Special Care Baby Unit, Operating Room, Accident & Emergency Department Resuscitation Room and other restricted areas. If patient needs to use mobile phones in the Hospital unrestricted areas, please keep away at least 1 meter from medical equipment in order to prevent interference.
3. Smoking is strictly prohibited within the hospital compound (including all indoor and outdoor areas). Offenders are liable to prosecution.
4. To ensure a safe and secure environment for all patients, staff, and visitors, please do not bring any sharp objects or hazardous materials to the hospital, such as knives, scissors, lighters / matches etc.
5. Please do not use unspecified electrical socket in the Hospital for charging of mobile phones or other electrical appliances.
6. Pursuant to the Hospital Authority Bylaws 7(1)(c) and (1)(d), no person shall, in the Hospital, use any language likely to cause offence or annoyance to any person, or behave in an indecent or disorderly manner (e.g. gambling). Trespassers may be prosecuted.
7. Pursuant to the Hospital Authority Bylaws 7(1)(f) and (1)(g), no person shall, in the Hospital:
   - take any photograph or film or video picture whereby the likeness of a patient in the hospital is thereby depicted without the consent of such patient; or
   - take any photograph or film or video picture whereby any ward in a hospital is thereby depicted without the consent of a member of the staff whose consent shall not be withheld unless annoyance or disturbance to a patient, or prejudice to medical treatment of a patient, is thereby caused or likely to be caused.
8. Due to clinical needs, patients may be assigned to different wards (e.g. isolation ward) or to different beds within the ward (e.g. temporary added beds) during their hospitalization.
9. If patient needs to leave the vicinity of the ward, please inform our nursing staff. Otherwise, patient's departure from the Hospital will be treated as a "missing persons" and will be reported to the Police.

10. Please do not bring large amount of cash and jewelry etc. during hospitalization.
11. Should patient's immediate family wish to know the latest medical condition of the patient, a meeting with the doctor can be arranged through the attending nurse.
12. For patient's operational progress, caretakers can enquire the ward duty nurses or via use the Hospital Authority's mobile app "HA Go".
13. All medical records are the properties of the Hospital. Please do not remove or damage the medical records.
14. Hospital linen and patient clothing are the properties of the Hospital, please do not take away when you leave the Hospital.

(v). Visitors' Information and Visiting Hours

1. Comply with the above-mentioned admission regulations 1 – 14.
2. Visiting to isolation cubicles/wards may be restricted or prohibited.
3. Special arrangement may be arranged in case of needs raised by patients or patient's relatives.
4. No more than two visitors per patient at each time.
5. Children under the age of 12 are not encouraged for entering the patient wards.
6. There may be special visiting arrangements for paediatric and critically-ill patients.
7. All visitors should comply with the following infection control procedures:
   - Wash hands thoroughly when entering and leaving the Hospital.
   - Perform body temperature check and monitor your health situation before visiting the Hospital.
   - Do not visit patients or clinical areas if you have respiratory infection symptoms, diarrhea, vomiting or skin rash.
   - Put on a surgical mask when entering patient care areas.
8. During the Activation of the Alert Response Level, our Hospital implement the following visiting arrangement.

Ward	**Visiting Hours**
General Paediatric Wards	24 visiting hours 8:00 am to 8:00 pm daily (a maximum of two registered persons are allowed) 8:00 pm to 8:00 am daily (one registered person at bedside) *(Subject to the arrangement of individual ward)*
Neonatal Intensive Care Unit and Special Care Baby Unit, and Paediatric Intensive Care Unit	8:00 am to 8:00 pm daily (only parents are allowed) *(Subject to the arrangement of individual ward)*
Intensive Care Unit	12:00 noon to 1:00 pm & 5:00 pm to 8:00 pm daily

Psychiatry Wards	12:00 noon to 1:00 pm daily & 6:00 pm to 8:00 pm on Monday to Friday; 5:00 pm to 8:00 pm on Saturday, Sunday and Public Holiday
All Other Wards & Oncology Wards	12:00 noon to 1:00 pm & 5:15 pm to 8:15 pm daily

9. Our Hospital may implement contingency measures on visiting arrangement during the Activation of the Serious and the Emergency Response Level. Please note to our latest announcement or browse our website by scanning the QR code for the latest arrangement.
(https://kec.ha.org.hk/uch/en/Patient-Information/Visiting-Arrangement.html)

(vi). Hospital Facilities / Services

1. Health Resource Centre
   - Located at G/F, Block A (North Wing). For enquiry, please call 3949 4746.
   - The centre has a health information library with various health information pamphlets to anyone in need.
   - Patient support groups for patient with special needs are also available.

2. Cancer Patient Resource Centre
   - Located at G/F, Block A (North Wing, inside the Health Resource Center). For enquiry, please call 3949 3564.
   - The centre provides treatment information and rehabilitation training for cancer patients and their caregivers. Giving care and support in physical and mental health to cancer patients.

3. Breastfeeding Rooms
   - Block A, 2/F, Obstetrics & Gynaecology Clinic (Rooms 19 and 21)
     Opening hours: Monday to Friday - 9:00 am to 5:00 pm
   - Block A, 3/F, Corridor outside Paediatric & Adolescent Medicine Clinic (Two rooms available)
     Opening hours: Monday to Friday - 8:00 am to 6:00 pm; Saturday - 8:00 am to 1:00 pm
   - Block S, G/F (Please contact Security Department at 3949 4002 prior to use)
     Open 24 hours

4. Rehab Shop
   - Located at the main entrance of G/F, Block P. For enquiry, please call 3949 4541.
   - We sell various medical / healthcare supplies for anyone in need.

5. Chaplaincy Service
   - Provide pastoral care service to patients and relatives, especially for those experiencing emotional distress arisen from illness.
   - Office located at G/F, Block P. Welcome to come in person or call us at 3949 4691.
   - Chapel open for praying and meditation.

6. Visitor Carpark (Hourly Rate)
   - United Christian Hospital is undergoing a large-scale Expansion Project. Consequently, ONLY limited visitor carpark spaces are available from 9:00 am to 12:00 midnight on weekdays, and from 12:00 noon to 12:00 midnight on weekends/Public Holidays in the Block S Carpark. Please go to the nearby public carpark if the visitor parking spaces are fully occupied. Persons with disability please contact our on-site security guards for support. For enquiry, please contact our Security Department at 3949 4002.

7. Hospital Restaurant
   - Located at B2, Block S. Opening hours from 6:30 am to 8:30 pm daily (last order at 8:00pm).

8. Convenience Store & Vending Machines
   - Convenience Store is located at G/F, Block S (near the main entrance) and provides mobile phone charging rental service. Vending Machines are installed in multiple locations in the Hospital. Offer 24 hours service daily. Hot/cold drinks and personal hygiene goods can be purchased.

9. Automatic Teller Machine (ATM)
   - Hang Seng Bank ATM is located at G/F, Block S.
   - Bank of China (HK) ATM is located at G/F, the main entrance of Block S.

10. Wheelchair Lending
    - For patients' use within the hospital area on the same day.
    - Located at lobbies of G/F of Block S, Block P and Block A (South Wing & North Wing).

11. Temporary Storage Service of Electric Wheelchair
    - For hospitalized patients whose relatives could not immediately retrieve the electric wheelchair, and the service must be referred and arranged by wards which is subject to the availability of storage space at the time.
    - Patient (or their relatives) **should bring their own charger for electric wheelchair** to avoid insufficient power when retrieving the electric wheelchair.
    - Patients (or their relatives) must retrieve their electric wheelchairs before being discharged or transferred to another hospital.

12. Rental of Portable Chargers for Mobile Phones
    - Located at the lobby of G/F, Block P and Accident & Emergency Department.

II. DISCHARGE INFORMATION

(i). Discharge Procedures

1. Please contact Hospital ward staff or nurse for discharge procedures.
2. Patients having financial difficulty may contact ward staff or medical social worker for assistance.
3. If necessary, our ward staff will make a specialist out-patient / rehabilitation follow-up appointment for the patient upon discharge.

(ii). Medication Supply

1. Pharmacy department is located at G/F, Block S.
2. Service hours for discharge prescriptions: 9:00 am to 9:00 pm

III. CHARGES AND PAYMENT

(i). Inpatient Charges

1. For details of inpatient charges, please refer to "Fees and Charges for Public Hospital Services" or visit Hospital Authority website at http://www.ha.org.hk/> Service Guides > Fees and Charges > Fees and Charges.

2. Deposit must be paid upon admission by Non-Eligible Person (NEP).

3. Civil Servants and HA Staff (serving or retired) or their eligible dependents, please advise staff that they are eligible for Civil Service / HA medical benefits upon registration or go to Shroff Office and advise staff to verify their eligibility or submit valid GF181 / TRY447 / HA181/182 and present valid proof of identity at discharge or upon receipt of the bills. Civil Servants (serving or retired) or their eligible dependents are required to pay Hospital maintenance fees in accordance with Civil Service Regulations.

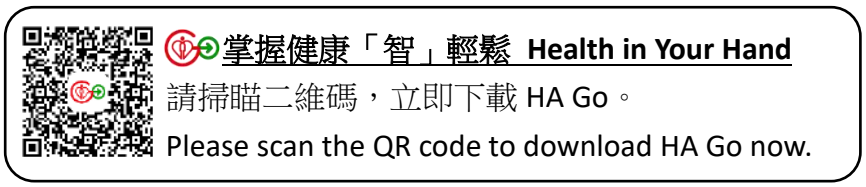
4. Recipients of medical fee waiver should go to Shroff Office and advise staff that they are eligible for medical fee waiving at discharge or upon receipt of the bills. Medical fee waiving will be arranged once the status is verified through on-line enquiry system.

5. Patients who have difficulties in making the payment due to financial hardship are advised to contact the medical social workers during office hours.

(ii). Payment

1. For inpatient charges, Shroff Office will send interim bills to patient via ward during hospitalization and ward will issue Hospital Fee Payment Notice to patients at discharge. Bills will be sent to the patient's registered correspondence address on the next working day if no full payment is made at discharge. **If no bill is received within one week from the date of discharge, please contact Shroff Office at 3949 4066 for enquiries.**

2. Payment can be made via HA's mobile application "HA Go" upon receipt of the bills or Hospital Fee Payment Notice.



3. Electronic kiosks are located at hospital and accept payments by Octopus, credit card (VISA, MasterCard, UnionPay Card) or electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK, BoC Pay, PayMe). The maximum amounts per transaction for kiosk payments is HK$3,000 for Octopus.

4. Payment by cash, cheque, EPS, Octopus, credit card (VISA, MasterCard, UnionPay Card, JCB) or electronic wallets (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK) will be accepted during office hours at our Shroff Office (G/F, Block S, opposite to the Pharmacy or 1/F, Ambulatory Care Centre, Block A, opposite to the Pharmacy) or Shroff Office of any hospitals under the Hospital Authority.

   G/F, Block S, Shroff Office hours:

Monday to Friday	9:00 am to 6:00 pm
Saturday	9:00 am to 1:00 pm
Closed on Sunday and Public Holidays	

   1/F, Ambulatory Care Centre, Block A, Shroff office hours:

Monday to Friday	8:30 am to 6:00 pm
Saturday	9:00 am to 1:00 pm
Closed on Sunday and Public Holidays	

   Patients may also make payment at the Accident and Emergency Registration Counter (B1, Block S) **after Shroff Office hours**.

5. Besides, patients can make cash payment at any 7-Eleven convenience stores in Hong Kong by presenting the Bill / Outstanding Statement or settle the payment via FPS, PPS, internet banking services and Automated Teller Machine (ATM). **At least three working days should be allowed for payment processing.**

6. For details of payment instructions, please refer to the back page of the Bill / Outstanding Statement or visit Hospital Authority website at http://www.ha.org.hk/ > Service Guides > Fees and Charges > Payment Method.

IV. OTHER INFORMATION

(i). Application for Patient Information

1. If necessary, patients can apply for patient information such as copies of medical records, medical reports or patient information from the Hospital.
2. Application forms can be obtained at the "Data Controller's Office", located at B1, Block S.
3. For enquiry, please call 2379 9611 or 3949 4070.
   Office hours

Monday to Friday	9:00 am to 5:00 pm
Saturday	9:00 am to 1:00 pm

   Closed on Sunday and Public Holidays

(ii). Interpretation Service

In the course of treatment process, if patient needs interpretation as he / she does not speak Cantonese, Putonghua or English, the Hospital would try to provide the service as far as possible. Our hospital also provides sign language interpretation services for hearing-impaired person when receiving hospital healthcare services. Since it may take substantial time to arrange for interpreters, patients who need the service are advised to contact Hospital staff in advance.

(iii). Barrier-Free Supporting Services

1. Facilitate and provide timely support for visual-impaired person and guide dog.
2. Provide hearing aids for the hearing-impaired person.
3. Provide virtual reality guided tour service in the hospital.

(iv). Post-discharge Patient Care

1. Our Community Involvement and Volunteer Services Department provides volunteer care and support services for singleton / doubletons elders or discharged patients in special needs. For enquiry, please contact our nursing staff or call 3949 4746.

(v). Medical Social Service

1. The Medical Social Service Department (Hospital Authority) work with the multidisciplinary professions to provide support and counseling services for patients and their family members with various emotional and caring problems arising from illness, trauma or disabilities. We also formulate discharge plan for the needy patients and bridge them with the required welfare services and community resources to facilitate reintegration into the community. The Medical Social Service Department is located at G/F, Block A (North Wing). For enquiry, please call 3949 4086.
2. Medical Social Services Unit of Social Welfare Department is stationed at 4/F, Block A (North Wing) to provide psycho-social intervention to patients. For enquiry, please call 3949 5178.

(vi). Feedback

1. Our hospital has suggestion boxes to collect compliments and feedback. If you have any comments about our services, you are welcome to provide your feedback by phone, email, post, or you may visit our Patient Relations Office in person during service hours.
2. Patient Relations Office Service Hours:
   Monday to Friday: 9:00 am - 1:00 pm & 2:00 pm - 5:00 pm
   Saturday, Sunday and Public Holidays: Closed
   Address: Room A, 7/F, Block K
   Tel: 3949 4080
   Email: uch.pro@ha.org.hk

(vii). Enquiry Hotline

To enquire on various Hospital services and information, please call 2379 9611 or visit our Hospital website at https://kec.ha.org.hk/uch/en/index.html or by scanning the QR Code.



A	A座基督教聯合醫院日間醫療中心 Block A UCH Ambulatory Care Centre	P	P座新翼大樓 New Block Block P
J	陳國本大樓 Chen Kou Bun Building Block J	Q	Q座 Block Q
K	林護堂 Lam Woo Hall Block K	S	邵逸夫大樓 Sir Run Run Shaw Building Block S
L	林植豪堂 Lam Chik Ho Hall Block L	P	地庫 B4, B5訪客停車場 basement level B4 & B5 visitor car park

由於醫院擴建工程持續進行中，圖內路線指示將有機會更改。
Due to the ongoing hospital expansion project, the above map information may be subject to change.

AV&ADU_map-062_2026-10r_UCH admission leaflet *revision date: 2026-10*

IMPORTANT NOTICE

醫院管理局
HOSPITAL AUTHORITY

NOTICE TO PATIENT

Please READ this notice before you provide any Personal Data to us.

Collection of Personal Data for Healthcare Purposes etc.

The Hospital Authority is a statutory body which manages public hospitals ("HA"), as well as entities (including subsidiaries) owned/controlled by it ("HA Entity").

Our hospital is a public hospital managed by the Hospital Authority.

Our staff members may ask you to provide Personal Data (including health information) or obtain from HA/HA Entity/any appropriate third party your medical history/relevant information. Such information is for purposes relating to your healthcare/general related purposes (including, but not limited to, treatment, charges levied by HA/HA Entities on you, research and education).

Collection of Personal Data in Disaster Situations

In addition, in situations involving disasters/accidents/incidents affecting more than one individual, a Help Desk may or may not be set up. If a Help Desk is established, it will be established by the HKSAR Government and may be staffed by government departments, such as Hong Kong Police, Social Welfare Department, Home Affairs Department and/or HA for the purposes relating to:

- HA's/government's operational requirements;
- rescue operation (including tracing of persons, responding to enquiries etc.);
- provision of all relevant services/assistance to persons involved in such situations; and
- any other directly related purposes and where permitted by law.

If a Help Desk is not established, these government departments and/or the HA may nevertheless have to deal with the above matters.

As a public hospital managed by the Hospital Authority, our hospital may be involved in such situations. As such, whether or not a Help Desk is established, our staff may collect Personal Data from persons who may be involved and are treated at/admitted to our hospital. We may also transfer such Personal Data to HA/HA Entity/appropriate government departments/carriers/third parties to deal with the above matters, for other directly related purposes and where permitted by law.

Provision/Disclosure of Personal Data

When you provide Personal Data to us, please make sure that such data is accurate and complete. Failure to provide accurate/complete information may affect our ability to provide services for the healthcare purposes or in disaster situations mentioned above.

You should note that your Personal Data collected in the above circumstances may be made available to:

- appropriate persons in HA/HA Entity;
- doctors/healthcare providers/other relevant persons outside HA/HA Entity;
- visitors/staff/students/trainees from hospitals/healthcare or educational institutions (local or overseas) whose presence at HA/HA Entity facilities are authorised;
- appropriate HA/HA Entity/government departments/carriers/third parties in disaster situations;
- appropriate government departments/agencies/authorities etc. when disclosure is required or permitted by law, is necessary in the public interest or enables verification of your identity/status for charging or other purposes.

In addition to the above, we will only use, disclose or transfer the Personal Data you provide to us:

- for those purposes relating to your healthcare/HA's handling of disaster situations or directly related purposes; or
- where permitted by law.

We will obtain your consent before using your Personal Data for any other purposes.

Data Access/Correction Requests

If you wish to access/correct your Personal Data held by HA/HA Entity, you may do so under Personal Data (Privacy) Ordinance. Please contact the relevant data controller during office hours at:

Address: Health Information & Records Department, Level B1, Sir Run Run Shaw Building (Block S),
United Christian Hospital, 130 Hip Wo Street, Kwun Tong, Kowloon

(Revised 2023)

Personal Data (Privacy) Ordinance
Hospital Authority Policy and Procedure

1. POLICY FOR COMPLIANCE WITH DATA PROTECTION PRINCIPLES

   Data Protection Principles

   We, the Hospital Authority, pledge our support and compliance with the following Data Protection Principles:

   Principle 1 -- lawful and fair collection of personal data.

   Principle 2 -- keeping of accurate personal data and deletion of personal data which are no longer required.

   Principle 3 -- use personal data in accordance with purposes of collection or directly related purposes.

   Principle 4 -- personal data be surrounded with appropriate security.

   Principle 5 -- openness about personal data.

   Principle 6 -- rights of access / correction of personal data by data subjects.

   We will uphold these principles for personal data which relate directly or indirectly to a living individual, which are in a form in which access or processing is practicable.

2. DATA ACCESS / CORRECTION

   The right of access / correction of personal data under the Ordinance will be observed. Any data subject has a right of access to, and correction of his inaccurate personal data in accordance with Principle 6 of the Personal Data (Privacy) Ordinance.

3. AN ADDITIONAL CHANNEL

   This Ordinance provides an additional avenue to, but does not replace, the existing channels for access to and correction of personal data. Only copies of personal data will be provided under the Ordinance. Patients who wish to obtain medical reports which have not previously been written should apply through the existing channels.

4. ENQUIRIES

   Data Subjects may make enquiries at, and obtain form or scale of fees payable for data access from the Data Controllers' office at the hospital.

Notice to Patients
Fees & Charges at Public Hospitals for Non-eligible Persons

In accordance with the population policy announced by the Government in February 2003, from 1 July 2003 onwards, 'Eligible Persons' using medical services at the public hospitals include holder of Hong Kong Identity Card issued under the Registration of Persons Ordinance except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and such permission has expired or ceased to be valid and children who are Hong Kong residents and under 11 years of age. The others are classified as 'Non-eligible Persons'.

If a patient is unable to present a valid identity document to prove his/her status as a Hong Kong resident, he/she will be initially charged as a 'Non-eligible Person'.

For validation of the patient's status as a Hong Kong resident, please present the patient's identity document to the following offices during office hours:

a. Admission Office while the patient is still staying in the hospital;
b. Shroff's Office upon discharge of patient;
c. OPD Registration Office for outpatients.

If the patient is under 11 years of age, please present the following documents to the above offices to register / update his/her record:

- patient's Hong Kong Identity Card; or
- patient's Hong Kong Birth Certificate indicating his/her right as a Hong Kong permanent resident is "established"; or
- document issued by the Hong Kong Immigration Department to the patient indicating his/her right to land/stay in Hong Kong, e.g. visa, Permit to Remain in the Hong Kong Special Administrative Region.

If the patient is under 42 days old and does not have his/her birth certificate, please present the following documents to the above office to register / update the patient's record:

- documents issued by a Hong Kong hospital indicating the baby is born in Hong Kong, e.g. Discharge Summary / Immunization Card (the document should indicate the parent's name); **and**
- the baby's parent's Hong Kong Identity Card or identity/travel document issued by the Peoples' Republic of China. If the baby's parents are not a Hong Kong Permanent Resident, please also bring along the document issued by the HKSAR Immigration Department indicating his/her right to stay in Hong Kong, e.g. visa, Permit to Remain in the Hong Kong Special Administrative Region.

If there is no document to prove the patient's status as a Hong Kong resident, he/she will be charged as a 'Non-eligible Person' for medical services.

Please contact Admission Office, Shroff's Office or Outpatient Registration Counter if any assistance is required.

United Christian Hospital
September 2013

RESPONSIBILITIES

Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.





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.





Keep any appointments that you make, or notify the hospital or clinic as early as possible if you are unable to do so.

UCH1172A(01/25)

RESPONSIBILITIES

Should not ask health care providers to provide incorrect information, receipts or certificates.





Should not waste medical resources unnecessarily.

For any appreciation, comment or feedback, please feel free to contact us:

Patient Relations Team
Tel : 3949 4080
Fax : 3949 5699
Email : uch.pro@ha.org.hk
Location : 7A, Block K, United Christian Hospital

Service Hours:
Monday to Friday
9:00 am to 1:00 pm and 2:00 pm to 5:00 pm
excluding public holidays

Online Feedback Form

Appreciation Form

醫院管理局 HOSPITAL AUTHORITY

基督教聯合醫院 UNITED CHRISTIAN HOSPITAL

RIGHTS RESPONSIBILITIES

PATIENTS' CHARTER



The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you use the services of any of Hong Kong's public hospitals. Knowing and understanding your rights and responsibilities will make your relationship with health care providers a mutually beneficial one.

The Charter sets out the ways in which the community and the hospitals work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.

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.

Right to Information



The right to information about what health care services are available, and what charges are involved.

This information should be readily available to you in the hospitals.



The right to be given a clear description of your medical condition, with diagnosis, prognosis (i.e. an opinion as to the likely future course of any illness), and of the treatment proposed including common risks and appropriate alternatives.

You have the right to information which might affect the decisions concerning your treatment.

The right to know the names of any medication to be prescribed, and its normal actions and potential side-effects given your condition.

Drug labelling has been fully implemented in all public hospitals since 1994. This provides information on medicines being prescribed to you.





The right of access to medical information which relates to your condition and treatment.

This right enables you to participate in decisions relevant to your treatment and facilitates continuity of health care. Provision of the information will be according to the practices and operational procedures of hospitals.

Right to Choices

The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.

Your wishes to accept or refuse medication, treatment or investigation will be respected. However, you should have a clear understanding of the implications of such refusal.





The right to a second medical opinion.

In public hospitals you are in fact being looked after by a team of clinicians and therefore enjoy the benefit of medical opinion from more than one medical practitioner. But if you feel the need to seek another opinion from practitioners in the private sector, you have the right to do so on your own initiative outside the public hospital system.

The right to choose whether or not to take part in medical research programmes.

Your written consent is required for you to take part in any medical research programmes conducted by public hospitals. All aspects of such programmes will be clearly explained to you beforehand.



Right to Privacy



The right to have your privacy, dignity and religious and cultural beliefs respected.

Your personal belief and wishes will be respected provided the observance is not at the expense of other patients or health care providers' rights. Due to historical reasons, there are varying standards of facilities and physical settings in different hospitals. But every effort will be made to meet minimum standards to protect your privacy.

The right to have information relating to your medical condition kept confidential.

In general, medical information pertaining to your conditions will not be released to other parties without your expressed consent.



Right to Complaint



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

At every hospital or clinic, there is a Patient Relations Officer to whom you can make formal complaints either verbally or in writing. The complaints will be investigated and followed up by appropriate personnel. You will receive a substantive reply to any complaint within a reasonable period of time, together with an indication of any action that has been or will be taken.

如何潔手？
How to perform hand hygiene ?

當雙手有明顯污垢或被血液、體液沾污、如廁後或更換尿片後，應用梘液及清水潔手。如雙手沒有明顯污垢時，可用含 70-80% 酒精搓手液潔淨雙手。

It is advised to clean hands with liquid soap and water when hands are visibly dirty or visibly soiled with blood and body fluid, after using the toilet or changing the diapers. When hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is also an effective alternative.

正確潔手步驟：

甲）用梘液和清水潔手：

1. 開水喉弄濕雙手。
2. 加入梘液，用手擦出泡沫。
3. 離開水源，按潔手技巧 7 步驟揉擦雙手（包括手掌、手背、指隙、指背、拇指、指尖及手腕）最少 20 秒，揉擦時切勿沖水。
4. 洗擦後用清水將雙手徹底沖洗乾淨。
5. 用潔淨的毛巾或抹手紙徹底抹乾雙手。
6. 雙手洗乾淨後，不要再直接觸摸水龍頭，例如先用抹手紙包裹著水龍頭，才把水龍頭關上。

注意：

- 切勿與其他人共用毛巾。
- 抹手紙用後應妥為棄置。
- 妥善放置個人毛巾，並應每日至少徹底清洗一次。如能預備多於一條毛巾經常替換，則更為理想。

如何潔手？
How to perform hand hygiene ?

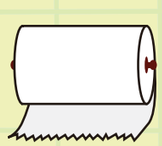
Steps for proper hand hygiene

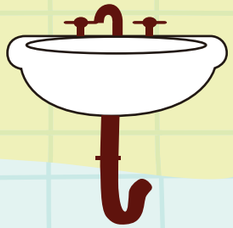
a) Clean hands with liquid soap and water:

1. Wet hands under running water.
2. Apply liquid soap and rub hands together to make a soapy lather.
3. Away from the running water, rub hands (including palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists) according to the 7 steps of hand hygiene technique for at least 20 seconds. Do not rinse off the soap while rubbing.
4. Rinse hands thoroughly under running water.
5. Dry hands thoroughly with a clean cotton towel or a paper towel.
6. The cleaned hands should not touch the water tap directly again. For example: using a paper towel to wrap the faucet before turn it off.

Please note:

- Never share towels with others.
- Dispose of used paper towel properly.
- Store personal towels properly and wash them at least once daily. Preferably, prepare more towels for frequent replacement.





如何潔手？
How to perform hand hygiene ?



如何潔手？
How to perform hand hygiene ?

乙）用酒精搓手液潔手：

1. 把足夠份量的酒精搓手液倒於掌心，至覆蓋整雙手。
2. 按潔手技巧 7 步驟揉擦雙手（包括手掌、手背、指隙、指背、拇指、指尖及手腕）。
3. 揉擦至少 20 秒直至雙手乾透。

b) Clean hands with alcohol-based handrub:

1. Apply a palmful of alcohol-based handrub to cover all surfaces of the hands.
2. Rub hands (including palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists) according to the 7 steps of hand hygiene technique.
3. Rub for at least 20 seconds until the hands are dry.



衛生防護中心網站
Centre for Health Protection Website
www.chp.gov.hk

二零二零年三月修訂
Revised in March 2020

應對抗菌素耐藥性

Combat Antimicrobial Resistance (AMR)



What is Antimicrobial Resistance (AMR)?

AMR happens when microorganisms (e.g. bacteria, viruses, fungi and parasites) evolve to become resistant to previously effective medications (i.e. antimicrobials).

What causes AMR?

AMR occurs naturally over time through genetic changes. It develops when microorganisms adapt and grow in the presence of antimicrobials (including properly used antimicrobials).

However, AMR is accelerated by misuse and overuse of antimicrobials (examples include misuse of antibiotics for treatment of viral infections such as common cold and influenza, and improper use of antimicrobials on food animals). Among all antimicrobials, resistance to antibiotics for treatment of bacterial infection is the most serious problem.

What are the consequences of AMR?

If the problem of AMR does not improve, existing antimicrobials would become ineffective and infections could not be cured, resulting in prolonged illness and increased risk of death.

Without effective antimicrobials for prevention and treatment of infections, medical procedures such as organ transplantation, chemotherapy for cancer, diabetes management and major surgeries become more risky in particular for patients who are frail.

What should the general public do to combat AMR?

AMR is affecting everyone. Members of the public should also play an important role in combating the threat of AMR by the following:

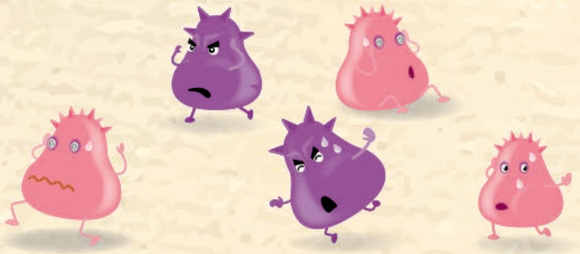
1. Proper use of antibiotics

- Do not demand antibiotics from your doctor
- Follow your doctor's advice when taking antibiotics
- Do not stop taking antibiotics by yourselves even if you are feeling better
- Do not take leftover antibiotics
- Do not share your antibiotics with others
- Do not self-purchase antibiotics without a prescription

2. Practise frequent hand hygiene, especially before eating and taking medicine, and after going to the toilet

3. Ensure your vaccination is up-to-date

4. Maintain cough etiquette, wear a surgical mask if you have respiratory symptoms



What are the precautions when taking antibiotics?

1. You should enhance your personal hygiene to protect the health of you and your family:
   - Practise frequent hand hygiene
   - Eat or drink only thoroughly cooked and boiled items
   - Disinfect and cover all wounds
   - Wear a surgical mask if you have respiratory symptoms
   - Young children with symptoms of infections should minimise contact with other children
2. Follow your doctor's advice when taking antibiotics and do not stop taking antibiotics by yourselves even if you are feeling better. Consult your doctor or pharmacist if in doubt.

Antimicrobials are a precious resource and their effectiveness must be preserved to protect us from infections.



Antimicrobial Resistance Thematic Webpage, Department of Health

Produced in June 2020

衞生防護中心
Centre for Health Protection

衞生署
Department of Health

醫健通 eHealth
香港特別行政區政府 HKSARGOVT

登記 醫健通及下載醫健通流動應用程式

建立 個人終身電子健康紀錄

Register eHealth and download eHealth App
Building up a personal lifelong electronic health record



認識醫健通
Getting to Know eHealth

掃描以下二維碼以了解更多有關醫健通的資訊，包括登記方法、電子健康紀錄互通範圍及給予互通同意等：

Scan the QR code to view information of eHealth including registration methods, scope of electronic health record sharable data and giving sharing consent:



參與者須知 及 收集個人資料聲明
Participant Information Notice and Personal Information Collection Statement

登記前，請閱讀「參與者須知」及「收集個人資料聲明」。
掃描以下二維碼查閱相關資料：

Please read the Participant Information Notice and Personal Information Collection Statement before registration. Scan the QR codes below to view relevant information:



參與者須知
Participant Information Notice

收集個人資料聲明
Personal Information Collection Statement

住院時，有關紀錄會上載至醫健通嗎？
Will relevant records be uploaded to eHealth during hospitalization?

當我住院時，有關紀錄會上載至醫健通嗎？
Wil relevant records be uploaded to eHealth during my hospitalisation?

有關的住院紀錄將於你出院時與相關醫療紀錄一併上載至醫健通，讓你的電子健康紀錄更全面、更準確！

Your relevant hospitalisation records, together with other related medical records, will be uploaded to eHealth after discharge, making your eHRs more comprehensive and accurate!

醫管局或衞生署的醫護專業人員會在什麼時候取覽我在醫健通內的紀錄？
When do healthcare professionals of HA and DH access my records via eHealth?

醫管局及衞生署的醫護專業人員會因應臨床需要（例如：個案分流、為將要被轉介入院的病人作準備、診症時及診症後的跟進等）取覽你於醫健通的電子健康紀錄。

Healthcare professionals of HA and DH may access your eHRs via eHealth based on clinical needs (e.g. triage, pre-admission care for referral cases, consultation, post-consultation follow-up etc.).



成功登記後，便可下載醫健通流動應用程式，簡單幾步登入後，就可使用全面功能，為你和家人建立個人終身的電子健康紀錄！

After registration, you may download eHealth App, login with simple few steps to enjoy the full functions, building up a personal lifelong electronic health record for you and your family!

1

在登入頁面上按「第一次使用」

Click "First-time User" on the login page



2

如果你已經登記醫健通，請選擇「我已經登記」後根據指示輸入你的個人資料

If you have registered with eHealth, select "I have registered" and input your personal information as instructed



3

輸入透過你所選的通訊方式收到的一次性密碼

Fill in the One-Time Password received through your selected communication means



4

設定你的用戶名稱及密碼

Set your username and password



立即下載醫健通流動應用程式

Download eHealth App now!

了解醫健通流動應用程式的全面功能!

View the full functions of eHealth App!

瀏覽醫健通流動應用程式功能小冊子

View eHealth App function Booklet

Fees & Charges for Public Hospital Services

Revised from 1.1.2026

醫院管理局 HOSPITAL AUTHORITY

Eligible Persons

Service		Revised Fee (HK$)	
Inpatient Service	Acute general bed	$300	per day
	Convalescent / Rehabilitation, Infirmary and Psychiatric Bed	$200	per day
Outpatient Service	Accident & Emergency	$400*	per attendance
	Specialist Clinic (including Integrated Clinic and Allied Health Clinic)		
	• Attendance Fee	$250	per attendance
	• Drug Charge	$20#	per item
	Family Medicine Clinic (including Integrated Clinic)		
	• Attendance Fee	$150	per attendance
	• Drug Charge	$5#	per item
	Injection or Dressing	$50	per attendance
Community Service	Community Geriatric Assessment Team Service		
	• Consultation	$100	per visit
	• Drug Charge	$20#	per item
	Community Nursing Service (General)	$100	per visit
	Community Allied Health Service	$100	per visit
	Community Psychiatric Nursing Service		Free
Day Hospital / Day Procedure	Psychiatric Day Hospital		Free
	Geriatric Day Hospital	$100	per attendance
	Rehabilitation Day Hospital	$100	per attendance
	Clinical Oncology or Renal Clinic / Centre	$250	per attendance
	Day Procedure and Treatment in Ambulatory Facility	$250	per attendance
Pathology Service (applicable for Specialist Clinic and Family Medicine Clinic)^	Basic		Free
	Intermediate	$50	per item
	Advanced	$200	per item
Non-urgent Radiology Service	Basic		Free
	Intermediate	$250	per item
	Advanced	$500	per item

* Patients triaged as Category I (critical) and II (emergency) at an Accident & Emergency Department (A&E) will be fee exempted. Patients of other triage categories who leave before medical consultation at A&E can apply for a refund of $350 within 24 hours after A&E registration.

\# 4 weeks as chargeable unit of each drug item (except self-financed drugs).

^ Applicable for patients attending a specialist clinic (including integrated clinic and allied health clinic) and a family medicine clinic (including integrated clinic) receiving pathology services.

Note: According to the Gazette, only patients falling into the following categories are eligible for the rates of charges applicable to "Eligible Persons":

- holders of Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and such permission has expired or ceased to be valid;
- children who are Hong Kong residents and under 11 years of age; or
- other persons approved by the Chief Executive of the Hospital Authority.

Services are charged at the prevailing rates in the Gazette when the services are performed. Details can be referred to the HA website.

Fees & Charges for Public Hospital Services

Revised from 1.1.2026

Non-Eligible Persons

醫院管理局 HOSPITAL AUTHORITY

Service		Revised Fee (HK$)	
Inpatient Service	General Hospital:		
	• General Ward	$7,400	per day
	• Intensive Care Ward / Unit	$35,600	per day
	• High Dependency Ward / Unit	$21,000	per day
	• Nursery	$3,100	per day
	Psychiatric Hospital	$3,100	per day
Outpatient Service	Accident & Emergency	$2,100*	per attendance
	Specialist Clinic (including Integrated Clinic and Allied Health Clinic)		
	• Attendance Fee	$850	per attendance
	• Drug Charge	$90#	per item
	Family Medicine Clinic (including Integrated Clinic)		
	• Attendance Fee	$500	per attendance
	• Drug Charge	$40#	per item
	Injection or Dressing	$250	per attendance
Community Service	Community Geriatric Assessment Team Service		
	• Consultation	$850	per visit
	• Drug Charge	$90#	per item
	Community Nursing Service (General)	$800	per visit
	Community Allied Health Service	$2,000	per visit
	Community Psychiatric Nursing Service	$2,000	per visit
Day Hospital / Day Procedure	Psychiatric Day Hospital	$1,800	per attendance
	Geriatric Day Hospital	$2,700	per attendance
	Rehabilitation Day Hospital	$1,900	per attendance
	Clinical Oncology Clinic	$1,300ϕ	per attendance
	Ophthalmic Clinic	$950ϕ	per attendance
	Renal Clinic / Centre		
	• Chronic Haemodialysis	$3,000ϕ	per attendance
	• Acute Haemodialysis	$6,000ϕ	per attendance
	Day Procedure and Treatment in Ambulatory Facility	$7,400	per attendance
Pathology Service (applicable for Specialist Clinic and Family Medicine Clinic)^	Basic	$400	per item
	Intermediate	$800	per item
	Advanced	$16,100	per item
Non-urgent Radiology Service	Basic	$400	per item
	Intermediate	$1,600	per item
	Advanced	$4,700	per item

* Triaged patients who leave before medical consultation at an Accident & Emergency Department (A&E) can apply for a refund of $1,850 within 24 hours after A&E registration.

\# 4 weeks as chargeable unit of each drug item (except self-financed drugs).

^ Applicable for patients attending a specialist clinic (including integrated clinic and allied health clinic) and a family medicine clinic (including integrated clinic) receiving pathology services.

ϕ Do not cover charges for prescriptions, radiology, pathology and diagnostic / therapeutic procedures.

Note: Non-Eligible Persons are required to pay deposit on admission for inpatient services. Please contact Admission Office or Shroff Office for details of the deposit requirement.

Services are charged at the prevailing rates in the Gazette when the services are performed. Details can be referred to the HA website.