

Union Hospital

Admission Information

1. Admission

- 1.1 On admission, please present your Doctor's referral letter for hospital admission and your identity document or valid travel document for verification.
- 1.2 For Paediatric patients, please provide birth certificate. For client under age of 18 who is to have an operation, the parents or guardian should bring along the Birth Certificate or other valid documents which can verify their relationship and sign the "Consent for Operation" witnessed by ward staff.
- 1.3 You are advised to bring along all your investigation reports or current medications, if any.
- 1.4 Deposit is to be paid by cash, credit card or EPS. Cheque payment is not accepted.
- 1.5 If you have any discount privileges, please present the relevant document upon admission. Any claims for discount after discharge will not be accepted.
- 1.6 If you are covered by medical insurance, please show your medical card, guarantee letter, or the claim form.
- 1.7 Please follow the content of "Admission Agreement" that you have signed on admission.

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2. Inpatient Regulations

- 2.1 Visiting hour is from 7:00 a.m. to 9:00 p.m. daily. Visitors should leave the ward after the visiting hour.
- 2.2 To maintain a quiet environment and to minimize cross infection, a patient may have up to two visitors at one time. (Children under age of 12 are not advised to visit the patient at wards)
- 2.3 In order to minimize the disturbance to other patients, please keep noise generated by your conversations and children at low level, and please use headphones when watching TV.
- 2.4 You are advised not to bring large amount of cash or valuables to the hospital. Please lock your belongings of value in the safety box and wardrobe and have your key with you. The hospital will not be responsible for any loss.
- 2.5 The overnight stay of an accompanying guest will be charged, no matter whether a companion bed is used or not (limit to one adult companion except for private room patient). Companion for child aged 12 or below with or without use of a companion bed will not be charged other than the daily room rates.
- 2.6 Smoking and gambling are prohibited in the hospital complex and wards.
- 2.7 To minimize our concern, please inform the nursing staff before leaving the ward. Please note that for any period of absence away from the hospital without notification to our nursing staff, the hospital will treat this absence as unauthorized home leave. The duration will be marked on the "Hospital Leave Record" which may affect your hospital insurance claim.
- 2.8 Patients may change their accommodation, depending on the bed availability. An additional fee will be charged for each arrangement. However, the doctors' charges may vary with class of accommodation, please discuss any intended accommodation change with your attending doctors.
- 2.9 The hospital reserves the right to reassign a patient's accommodation whenever necessary.
- 2.10 Please follow the rules on using mobile phones in hospital:
 - 🔔 to keep them at a distance of at least 1 meter away from medical equipment.
 - 🔔 to follow hospital rules to protect personal privacy and confidentiality. Unauthorized taking of photographs and videos is prohibited.
 - 🔔 to avoid possible nuisance to patients and hospital staff caused by ringing tones and phone conversations.
 - 🔔 to switch off mobile phones in the critical areas.
- 2.11 Please do not give tips to our staff.
- 2.12 No personal furniture or electric appliance is allowed in the wards.
- 2.13 Burning of incense and joss sticks is not permitted within the hospital premises.

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3. Charges

- 3.1 The emergency visit fee of specialist physicians will be varied according to the room type selected and the time admitted.
- 3.2 Minimum room charge is on a one-day-basis. The room charge of in-patient services will be calculated on a 24-hour basis.
For clients who have joined our Maternity Packages, the check-out time on discharge day is by 12:00 noon.
Patient staying less than 24 hours on the discharge day will also be charged a full day rate.
- 3.3 Room charges are for the accommodation and use of room facilities only. Room charges do not include doctors' fee, use of medical equipment, investigations, tests, meals, drugs, sundries, companion bed (except Paediatric Ward), nursing care or miscellaneous, etc.
- 3.4 Hospital charges are same for Standard Room and Twin Room, whereas a surcharge of about 50% will be levied on Private Room. But this rule is not applicable to doctors' & anaesthetists' fee.
- 3.5 If patient requests to change room from non-private to private during his/her stay in the hospital, all of his/her hospital charges incurred within 24 hours before the transfer will be calculated based on the private class without prior notice. However, if the transfer from non-private to private was caused by the unavailability of private room upon admission, then all hospital charges incurred before the transfer will remain unchanged.
- 3.6 Oral medications once dispensed are not refundable. Unopened vials / bottles of medicines for injection can be returned to our Pharmacy for refund if they are discontinued by the attending doctor. However 10% administration fee will be charged.
- 3.7 Please confirm with your own doctor(s) on the doctor fee, including charges for medical consultation service, surgeon service and anaesthetist service. The hospital is not responsible for such charges.
- 3.8 Any damage to hospital properties will be charged to the patient's account.
- 3.9 Hospital charges are payable every 2 to 3 days and can be settled by cash, credit card or EPS. Cheque payment is not acceptable.

3.10 An administrative fee will be charged for request of filling out claim form after discharge. (Please refer to "General Information on Requesting the copy of Medical Record, Medical Report or Insurance Claim Form" for detail information)

3.11 Surcharge is levied on the use of Operating Theatres, Endoscopy & Day Surgery Centre during non-office hours. A surcharge of 60% is for Non-emergency use and 30% for genuine emergency use (except maternity cases, please contact our staff for details).

Remarks:

- Non-office hours of Operating Theatres are from 10 p.m. to 7 a.m. on weekdays and the whole day of Sundays and Public Holidays.
- Non-office hours of Endoscopy & Day Surgery Centre are from 9 p.m. to 7:15 a.m. on weekdays and from 1 p.m. to 7:15 a.m. on Sundays and public holidays.

3.12 During non-office hours, Sundays and public holidays, the following surcharges will be levied.

3.12.1 30% surcharge for X-ray

3.12.2 \$7000 surcharge for Digital Subtraction Angiography

3.12.3 80% - 100% or \$1200 surcharge for other medical imaging procedures. The surcharges will be varied according to different type of examinations and the time of performing the examinations. Please contact our staff for details.

Cancellation of booking for non-office hours

Cancellation fee will be levied if the appointment for non-office hours is cancelled by patient after confirmation of booking. Below are the details.

3.12.4 For interventional procedures, \$800 cancellation fee will be charged

3.12.5 For other medical imaging procedures, \$400 cancellation fee will be charged

Cancellation of booking for Isotope Injection

\$1000 handling charge will be applied if the appointment of Isotope Injection is cancelled by patient after confirmation of booking.

Remarks:

- Office hours of general X-ray are from 8 a.m. to 6 p.m. on weekdays and from 8 a.m. to 2 p.m. on Saturdays.
- Office hours of special X-ray are from 8 a.m. to 8 p.m. on weekdays and from 8 a.m. to 2 p.m. on Saturdays.
- Office hours of Ultrasound/ Contrast Examination/ Mammography/ Lithotripsy/ Magnetic Resonance Imaging/ Computed Tomography/ Interventional Procedures & Digital Subtraction Angiography are from 9 a.m. to 6 p.m. on weekdays and from 9 a.m. to 2 p.m. on Saturdays.

3.13 100% surcharge will be levied on Electroencephalography or other Electro-diagnostic procedures for non-office hours, Sundays and public holidays.

3.14 Lists of charges on different services and items are available for reference. Please contact our staff for details.

3.15 Client is not entitled to double discount.

3.16 Charges are subject to change without prior notice.

3.17 Charges of commonly used items for reference

Category : Nursing Care	Charges (Apply to Standard and 2 / 3 Bedded Room)
Admission Service	\$230
Routine / Frequent / Close Observation (per day)	\$70 – 520 (Depend on patient's condition)
Intramuscular / Intravenous Injection (per service & exclude medication)	\$90
Infusion Service (per service & exclude medication)	\$420 – 500 (Depend on the type of infusion set used)
HaemoglucoStix (per service)	\$80
Catheterization with Foley's catheter (per service)	\$460
Swabbing (per service)	\$140
Bedside Care (for bed ridden) (per day)	\$400
Pre + Post-op Care (per day)	\$420 – 700 (Depend on the degree of complication of the operation)
Dressing (per service)	\$300 – 460 (Depend on the degree of complication of the dressing)
Companion Bed (per person per night)	\$200
Isolation Care (per day)	\$1380

Category : Investigation		Charges (Apply to Standard and 2 / 3 Bedded Room and perform during office hours)
Medical Imaging	Chest X-ray (Plain) (1 view)	\$210
	Abdomen X-ray (Plain) (1 view)	\$210
	Mammogram (Bilateral)	\$1300
	Ultrasound Breasts	\$1300
	Ultrasound Abdomen	\$2400
	Ultrasound Abdomen & Pelvis	\$3200
	Computed Tomography Brain (Plain)	\$2000
	Computed Tomography Thorax (Plain)	\$3000
	Computed Tomography Thorax (Plain + Contrast)	\$4800
Other	Electrocardiogram	\$450
	Treadmill	\$2300
Laboratory Test	Urinalysis	\$135
	Complete Blood Count	\$145
	Lipid Profile	\$705
	Renal Function Test	\$510
	Liver Function Test	\$520

Above are the charges on 1 January 2012 for reference only.

Charges are subject to change without prior notice.

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4. General Services

4.1 *Catering Service*

- Canteen is located on the ground floor of the Main Block. Meals are served from 7:00am to 8:45pm. Room service will be provided upon request. Please dial extension *88 for food ordering or inform ward staff for assistance. Last order is due at 8:15pm.
- The Green Café is located on the second floor of the Main Block next to the Podium Garden. Business hours are from 9:00am to 10:00pm (Mondays to Saturdays) and from 10:00am to 10:00pm (Sundays and public holidays). Room Service will be provided upon request from 3:00pm to 9:00pm daily. For food ordering or reservation, please dial extension 8236.
- For non-business hours, please contact ward staff for assistance if night food is needed.
- Wards are equipped with microwave cooker. It can be used for food reheating.
- Cooking is strictly prohibited in wards.

4.2 *Sundries*

Distilled water, slippers, towel, pyjamas, eye shield and ear plugs are available for purchase. Hair-dryer or vase can be borrowed from ward staff if necessary.

4.3 *Telephone Service*

- Dial '9' for making city call.
- Dial '0' to contact our Admission Staff to arrange long distance calls. Administration fee will be charged for this service.
- The Telephone Operator Service is provided from 7am-10pm.

4.4 *Hospital Shuttle Bus Service*

Shuttle Bus Service is provided from the Hospital to Tai Wai MTR Station and to Sunshine Bazaar at Ma On Shan. The schedule of the service can be obtained in Wards and Information Counter.

(Option: Green Mini-bus route 68K passes through the Hospital, Tai Wai and Shatin MTR stations)

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5 Special Service

- 5.1 *Laundry Service (Service Fee Required)*
Please ask the ward nurse for the service fee.
- 5.2 *Free service of borrowing books*
Please ask the ward nurse for the service.
- 5.3 *Supply of Eye Shield / Ear Plugs (Charges required)*
Please ask the ward nurse for the charges.
- 5.4 *Free Pastoral Service*
Please ask the ward nurse for the service

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6 Hospital Facilities

6.1 *Flower shop*

Located on the ground floor of the Medical Centre, the Shop provides a wide variety of flowers, gifts, newspapers, magazines, fruits and snacks for your choice.

6.2 *Car Parking*

Parking fee is HK\$15 per hour. Please pay at the Cashier Counter, G/F of the Main Building before driving out.

Special arrangements will be made for clients of private rooms. Please contact our staff for details.

* For security reason, please drive away from the Parking lot before 22:00 hours. If overnight parking service is required, please inform hospital staff in advance.

The Open Car Park is only for emergency use by doctors or patients. Vehicles will be impounded and penalty will be charged for any parking over 1 hour.

6.3 *ATM Machine*

An automatic teller machine is located on the Lift Lobby of Basement.

6.4 *Podium Garden*

Podium Garden situated on the 2nd floor of the Main Block, is elaborately designed with a pavilion and plant racks for the clients and visitors to rest or browse around.

6.5 *Free Internet Access*

Internet Service located on the Main Block of Hospital Canteen. To be considerate, please do not use more than 30 minutes each time. Wi-Fi service is available in all wards and Canteen.

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7. Discharge Procedure

- 7.1 When your attending doctor has decided that you can discharge from the hospital, the ward staff will inform the cashier to prepare the Charges Slip, and collect your discharge medication (if any) from the Pharmacy. The whole procedure takes approximately one to one and a half hour.
- 7.2 The cashier will inform you when the bill is ready. Please settle your account with the cashier in the Lobby.
- 7.3 After settling the bill, please present the receipt to the ward nurse and collect your discharge medications, reports and other documents in the ward. Before you leave, please check your personal belongings and valuables. The hospital will not be responsible for anything left behind.
- 7.4 Clients of the Private Ward may settle the bill in their room.

8. Enquiries

Operator : **2608-3388**

9. Suggestions

Suggestions are welcome in order to improve our services. Please help us by completing and returning the "Union Hospital Services Quality Survey" or contact our Customer Service Assistant at 2608-3208 or Ext. 3208.

Our Hospital reserves the RIGHT to amend any information in the above without prior notification.