UNION HOSPITAL
Information for Clients Before Admission

I. Admission Guidelines

On Admission, please bring:

- HKID card / Passport / other identification documents
- Admission Letter
- Current medication(s) and medical device(s) (e.g. CPAP Machine)
- Related medical investigation report(s) & film(s)
- Deposit (Cash, Credit Cards, EPS, WeChat Pay and Alipay are acceptable)
- Insurance Card, Guarantee Letter and Claim Form, if any. (If the Insurance Card or Guarantee Letter is not acceptable in our Hospital, client shall pay the deposit on admission and settle the bill before discharge. For enquiry of the acceptance of insurance card or guarantee letter, please contact your insurance company or our Cashier Office during office hours at 2608-3128 or email to cashier@union.org)
- For client under the age of 18 who is going to have an operation or invasive procedure, his/her parent or guardian shall bring along the Birth Certificate or other valid documents which can verify their relationship and sign the "Consent for Surgery" witnessed by Ward staff.

(A client who is going to have an operation or invasive procedure, Operation Consent Form and Information are available from our web site www.union.org/new/english/operation_info/info.htm)

II. Facilities and Services

To help you stay comfortably at Union Hospital, the following facilities and services are provided to clients:

(1) Complimentary pack for every admitted client:

Adults	Children
- One toiletries pack (Include earphone with covers, mug, rinsing cup, small towel, toothbrush, toothpaste, comb, shower cap and cotton buds. In addition to the above items, shaver and shaving cream will be given to male client) - A pair of slippers - One box of tissues	- One children's toiletries pack (Include earphone with covers, children mug, rinsing cup, small towel, toothbrushes & toothpaste (for children & adults), comb, shower cap and cotton buds) - A pair of slippers (adult size) - One box of tissues

(2) All wards are equipped with electrically adjustable bed, television, telephone, refrigerator (with some exception), wardrobe, a small security safe and call bell.

(3) Shampoo, conditioner and shower gel are supplied in every washroom. Plastic tub, potty and children toilet seat are provided in every paediatric room.

(4) The Canteen is located on the ground floor of the Main Block. Meals are served from 7:00am to 9:00pm. The Green Café is located on the second floor of the Main Block. Business hours are from 11:30am to 10:00pm.

(5) Distilled water, slippers, towel, pyjamas, eye shield, earplugs and USB cable are available for purchase. Hair-dryer and vase can be borrowed from ward staff when needed.

(6) Free Wi-Fi Internet Access covers the Hospital premises.

(7) Laundry service (Charge required).

III. Room Charges

Room Category	Standard Room	Semi-private Room	Private Room
Daily Room Charges*	HK$600 – $1,300 (4-14 Bedded Room)	HK$1,080 – $1,650 (2-3 Bedded Room) HK$1,800 – $2,300 (1 Bedded Room)	HK$2,500 – $8,000

Charge for companion bed is included in Paediatric room charges. For some chargeable items, a surcharge of 20% - 30% on top of the standard charges will be levied on Semi-private Room; whereas a surcharge of 75% on top of the standard charges will be levied on Private Room. This rule is not applicable to doctors' and anaesthetists' fee. Please confirm with your own doctor(s) on the doctor's fee (including charges for medical consultation service, surgeon service and anaesthetist service) as the fees may vary for different types of rooms.

(The information provided above is for reference only. The final charges are subject to the latest announcements of the hospital and will be confirmed in the final quotation.)*

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IV. Deposit

<table>
<tr><th>Room Category / Special Treatment Procedure</th><th>Permanent HK Residents</th><th>Non-Permanent HK Residents</th><th colspan="2">Holders of Travel Document</th></tr>
<tr><td>Intensive Care Unit / High Dependency Unit</td><td rowspan="2">$20,000</td><td rowspan="5">$30,000</td><td>$100,000</td><td rowspan="8">or based on the amount of Financial Estimation (if available), whichever is higher</td></tr>
<tr><td>Private Room</td></tr>
<tr><td>Semi-private Room</td><td rowspan="3">$6,000</td><td>$80,000</td></tr>
<tr><td>Standard Room</td><td>$60,000</td></tr>
<tr><td>Nursery</td></tr>
<tr><td>Termination of Pregnancy</td><td>$25,000</td><td>Deposit charges according to the room requested as above</td></tr>
<tr><td>Day Therapy</td><td>$3,000</td><td>$3,000</td><td>$3,000</td></tr>
<tr><td>Heart Centre (Day Case)</td><td>$10,000</td><td>$10,000</td><td>$10,000</td></tr>
<tr><td>Operation Package</td><td colspan="3">Full payment of the Operation Package</td></tr>
</table>

V. Visiting Hours

Visiting hours are from 7:00am to 9:00pm daily for all wards, exclusive of Nursery, Intensive Care Unit and High Dependency Unit. Under special circumstances (e.g. during the epidemic), our hospital will have special visit arrangements. For details, please refer to the relevant notice.

VI. Transportation

- Free Union Hospital Shuttle Buses run between the Hospital and Tai Wai MTR Station (Exit B) / Ma On Shan Polyclinic.
- Parking fee at the hospital car park is HK$28 per hour.

VII. Fall Prevention

Patients and caregiver are recommended to view the below videos related to fall prevention before admission.

Paediatric (Cantonese voice-over with Chinese and English subtitles)	**Adult** (Cantonese voice-over with English subtitle)	**Adult** (Cantonese voice-over with simplified Chinese subtitle)

VIII. Additional Treatments

If patients wish to undergo or receive additional treatments not provided by our hospital (such as traditional Chinese acupuncture, massage therapy, etc.) during their stay, please inform our nursing staff prior to the treatment.

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