



## Press Statement

For Immediate Release

### Union Hospital Statement on Impersonation Fraud

#### Public Urged to Beware of Fake Communication Accounts and Forged Medical Documents

Hong Kong, 6 July 2026 – Union Hospital has recently identified several suspected cases of fraud involving individuals impersonating the hospital. These incidents include the use of fake communication accounts and the issuance of forged medical documents. Union Hospital expresses concern over these matters and issues the following statement to clarify the situation and urge the public to remain vigilant and not to trust information from non-official channels. If the public is asked to provide personal or medical information, or to make any payment, please verify all charges and service arrangements through the hospital’s official channels before taking any action.

Union Hospital hereby clarifies as follows:

#### 1. No “Paid Priority Booking” or “Green Channel” Services

All medical appointments at Union Hospital are arranged in accordance with established procedures, based on booking sequences and clinical urgency. The hospital does not provide any form of “paid priority service” or “green channels”, nor has it authorised any external agents to handle appointment bookings or collect additional fees of any kind.

#### 2. Beware of Fraudulent Medical Documents Issued in the Name of the Hospital

Members of the public are advised to remain vigilant. Any documents purporting to be issued by Union Hospital (such as “critical condition notices” or “emergency surgery notifications”) that request advance payment or personal information should be treated as highly suspicious.

#### 3. Official Contact Information

All our service centers and polyclinics maintain official contact numbers for appointment booking and enquiries. Any use of unauthorised contact numbers, fake pages, or communication accounts impersonating the hospital’s name, logo, brand, or profile constitutes fraud. Any documents, payment requests, or commitments made through such channels are not related to Union Hospital.

P.1/3



To verify the authenticity of Union Hospital staff, documents or services, please contact us through the following official channels:

- Official website: [www.union.org](http://www.union.org)
- Service centres and polyclinics contact details: <https://www.union.org/en/about-us/contact-us/service-booking>

#### 4. Reports Made to Relevant Platforms and Law Enforcement Agencies

In response to these suspected impersonation activities, Union Hospital has reported the suspected impersonation account to the WhatsApp platform. The hospital has also reported the case to the Hong Kong Police Force and the Hong Kong Customs and Excise Department. Union Hospital reserves the right to pursue all legal action against any unauthorised or fraudulent use of its name.

Members of the public who have any doubts about communications or documents purportedly issued by Union Hospital should contact the Hospital immediately via the main hotline at (852) 2608 3388, verify through official channels, or report the matter directly to law enforcement agencies.

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#### About Union Hospital

Established in 1995, Union Hospital is a private hospital located in Tai Wai, Sha Tin. Building on the core values of ‘Caring. Reliable. Empathetic.’, Union Hospital is dedicated to providing easily accessible, personalised and quality healthcare services, earning recognition from multiple local and international accrediting bodies. The Hospital provides a wide range of comprehensive medical services, including family medicine, specialist out-patient clinics, surgery, medical imaging, in-patient hospital care, as well as the first private 24-hour Emergency Medicine Centre in Hong Kong. In addition to a network of polyclinics in various districts of Hong Kong, Union Hospital has also established a number of medical centres in Tsim Sha Tsui in recent years, catering to different medical needs with its high-quality medical care and state-of-the-art facilities. In 2025, the Hospital officially opened its Extension Block, featuring two floors of semi-private single rooms, a dedicated obstetrics and gynaecology floor, a laboratory and a hospital restaurant, among other new facilities. In the same year, the Hospital also welcomed its 100,000th newborn. For more information, please visit [www.union.org](http://www.union.org).

P.2/3



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