

UNION HOSPITAL

Admission Information

1. Admission

- 1.1 On admission, please present your Doctor's referral letter and your identity document or valid travel document for verification.
- 1.2 For Paediatric patients, please provide Birth Certificate. For client under the age of 18 who is going to have an operation or an invasive procedure, his/her parent 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 related medical investigation reports & films, current medication and medical devices (e.g. CPAP machine), if any.
- 1.4 Deposit is payable by cash, credit card or EPS. Cheque payment is not acceptable.
- 1.5 If you have any discount privileges, please present the relevant documents on admission. Any claims for discount after discharge are not acceptable.
- 1.6 If you are covered by medical insurance, please show your insurance card, guarantee letter and your claim form (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).
- 1.7 Please observe the "Admission Agreement" which you signed on admission.
- 1.8 Due to the lack of police counters and psychiatric ward facilities, limited infection control and prevention facilities in our hospital and the required operation in accordance with HKSAR Government's Preparedness and Response Plan for infectious diseases, clients with the following conditions, after receiving emergency medical treatments provided by our hospital, are advised to attend the Accident and Emergency Department of hospitals under the Hospital Authority.

Conditions	Examples		
Psychiatric Illness	Psychiatric Illness	Suicidal Tendency	Propensity to Violence
Infectious Disease	Anthrax	Candida auris Infection	Carbapenemase-producing Enterobacteriaceae (CPE) / Carbapenem-resistant Enterobacteriaceae (CRE) Infection
	Carbapenem-resistant Acinetobacter baumannii (CRAB) Infection		Chickenpox
	Coronavirus associated with SARS	COVID-19	Creutzfeldt-Jakob Disease (CJD)
	Ebola Virus Disease		Leprosy
	Measles		Middle East Respiratory Syndrome
	Multidrug-resistant Acinetobacter baumannii (MDRA) Infection		Multidrug-resistant Pseudomonas aeruginosa (MRPA) Infection
	New Delhi metallo-beta-lactamase 1 producing Enterobacteriaceae Infection		
	Novel Influenza A Infection H2, H5, N7, N9		Plague
	Smallpox		Vancomycin-Resistant Enterococci (VRE) Infection
Police Case	Traffic Accident (Unless the patient has sought medical treatment in hospitals under the Hospital Authority and reported to the Police already)		
	Suspected Abuse or Neglect Cases		Possession or Trafficking of Dangerous Drugs
	Serious Bodily Harm	Injuries due to Fight or Robbery	Rape
	Murder / Manslaughter / Attempted Suicide		Other Criminal Cases

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2. Inpatient Regulations

- 2.1 Visiting hours are from 7:00am to 9:00pm daily. Visitors should leave the wards after the visiting hours.
 - * Union Hospital provides free shuttle bus services. For details, please refer to the Hospital Shuttle Bus Time Schedule.
 - Route 1: Runs between Union Hospital and Tai Wai MTR Station from 6:25am to 11:15pm
 - Route 2: Runs between Union Hospital and Ma On Shan Polyclinic (limited service only)
- 2.2 To maintain a quiet environment and to minimize cross infection, a patient may only have up to two visitors at a time (children under the age of 12 are advised not to visit patient in wards).
- 2.3 Please inform your relatives and friends of your room number. To safeguard your privacy, our hospital will only disclose your room number to visitors after getting your confirmation. If we cannot contact you at room, neither your room number nor your admission status will be disclosed to visitors.
- 2.4 In order to minimize disturbance to other patients, during hospitalization, please switch your mobile phone to the vibration mode and keep your voice down, use the headphones while watching TV, stop your children chasing and commotion. For the patient who is admitted at night time, please keep as quiet as possible.
- 2.5 You are advised not to bring large amounts of cash or valuables to the hospital. Please lock your properties in the safety box and wardrobe and have your key with you. Before leaving, please check if you have brought all your belongings. The hospital will not be responsible for any loss.
- 2.6 The found items with clear personal identification such as Hong Kong Identity Card, credit card, etc. will be handed in to the police station forthwith. Other lost and found items will be kept by the Hospital for one month before surrendered them to the nearby police station or to be discarded. According to the Hospital's Staff Disciplinary Guideline, all hospital staffs are required to report to the Hospital promptly if they have found any lost items.
- 2.7 Only one adult companion is allowed to stay overnight with the patient (except the Private Ward). The time for preparing and collecting the companion bed is 21:00 and 0800 the next day respectively. A surcharge for companion bed will be levied on any overnight companion guest, no matter whether the bed is used or not, except the guest who is staying in the Paediatric Ward. For the Paediatric Ward, the room charge has already included the surcharge for one companion bed.
- 2.8 Flaming, cooking, smoking and gambling are prohibited in the hospital complex and wards.

- 2.9 To alleviate 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.
- 2.10 Patients may request a change of accommodation which is subject to the bed availability. An administration fee will be charged for each arrangement. Please note that the doctors' charges may vary with class of accommodation. Please discuss any intended accommodation change with your attending doctors.
- 2.11 The hospital reserves the right to reassign a patient's accommodation whenever it deems necessary.
- 2.12 Please observe the following rules in using electronic devices such as mobile phone in the Hospital:
- keep the device at a distance of at least 1 meter away from medical equipment.
 - to protect personal privacy and confidentiality, unauthorized taking of photographs and videos are prohibited.
 - avoid possible nuisance caused by ringing tones and phone conversations to other patients and hospital staff, please switch your mobile phone to the vibration mode and keep your voice down.
 - switch off mobile phones in critical areas (e.g. Delivery Suite, Intensive Care Unit, Special Care Baby Unit and Operating Theatre etc.).
- 2.13 Our staff will not accept tips and gifts.
- 2.14 No personal furniture or electrical appliances are allowed in wards. For essential medical equipment brought by patient, a mandatory safety test for transformers, plugs and electrical cables performed by the Hospital technician for that equipment is required before use. The patient will be charged of the related testing fee and charging fee of the electrical appliance.
- 2.15 Burning of incense and joss sticks is prohibited within the hospital premises.
- 2.16 Dishwashing is not allowed in the ward to avoid blockage of the drainage pipe. Please don't bring strong-smelling foods (such as durian, stinky tofu, etc.) into the ward. You are advised not to take in or store raw food (e.g. Sushi and Sashimi) in the hospital as they require appropriate storage temperatures and facilities. Intake of contaminated food is hazardous to health. Packed food should be served soon after it is opened and any remaining portion should be discarded. To prepare meals for patients who are on diet restriction, the instructions from the attending doctor should be strictly followed.
- 2.17 Dietitian counseling services are available on request.
- 2.18 Do not bring pets into the hospital.

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3. Charges

- 3.1 Client is responsible to confirm the charges with doctor(s), including the charges of ward round, specialist service, surgeon service and anaesthetist service. These charges may vary in accordance to client's choice of room class and the time of service provided.
- 3.2 Room charge is on a 24-hour basis. Client staying less than 24 hours will also be charged a full day rate. For Maternity Packages, the check-out time is by noon.
- 3.3 Room charge only includes the use of accommodation and room facilities. All other items, such as doctors' fee, use of medical equipment, dressings, consumables, investigations, tests, meals, drugs, sundries, companion bed (except Paediatric Ward), nursing care or miscellaneous, etc., will be charged separately.
- 3.4 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 Rooms. This rule is not applicable to doctors' fee.
- 3.5 If client requests to change from non-private room to private room, all the hospital charges incurred within 24 hours before the transfer will be calculated based on the private room standard without further notice. However, if the transfer is due to the unavailability of private room upon admission, all hospital charges incurred before the transfer will remain unchanged.
- 3.6 Oral medication once dispensed is not refundable. Unopened vials / bottles of medicine for injection can be returned to our Pharmacy for refund if they are discontinued by the attending doctor.
- 3.7 Any damage to hospital properties will be charged to the client's account.
- 3.8 Hospital charges are payable every 2 to 3 days and can be settled by cash, credit card or EPS. Cheque payment is not acceptable.
- 3.9 An administration fee will be charged for request of filling out claim forms after discharge (please refer to the "General Information for Request of Duplicate Medical Record").

- 3.10 A surcharge is levied on the use of Operating Theatres, Endoscopy & Day Surgery Centre during non-office hours (except maternity cases, please contact our staff for details).

	Surcharge during non-office hours	
	Operating Theatres	Endoscopy & Day Surgery Centre
Emergency	50%	100%
Non-emergency	60%	100%

Remarks:

- Non-office hours of Operating Theatres are from 10:00pm to 7:00am on Mondays to Saturdays and the whole day of Sundays and public holidays.
- Non-office hours of Endoscopy & Day Surgery Centre are from 7:30pm to 7:15am on Mondays to Saturdays and anytime out of 9:15am to 12:30pm on Sundays and public holidays.

- 3.11 During non-office hours, Sundays and public holidays, the following surcharges will be levied. The surcharges will vary according to different types of examinations and the time of performing the examinations. Please contact our staff for details.

- 3.11.1 30% surcharge for X-ray
- 3.11.2 \$7,000 surcharge for Digital Subtraction Angiography
- 3.11.3 80% - 100% or not less than \$1,200 surcharge for other medical imaging procedures.

Cancellation of booking for non-office hours

A cancellation fee will be levied if an appointment during non-office hours is cancelled by patient after confirmation of booking. Below are the details.

- 3.11.4 For interventional procedures, \$800 cancellation fee will be charged
- 3.11.5 For other medical imaging procedures, \$400 cancellation fee will be charged

Cancellation of booking for Isotope Injection

- 3.11.6 \$1,600 handling charge will be applied if the appointment of Isotope Injection is cancelled by patient after confirmation of booking.

Office Hours:

Examination	Office Hours
General X-ray	24 Hours
Specialty	Weekdays: 9:00am to 6:00pm Saturdays: 9:00am to 4:00pm

Cancellation of booking for Positron Emission Tomography (PET) Scan

- 3.11.7 \$4,000 administrative fee will be applied if the confirmed appointment of PET Scan is cancelled by the patient without prior notification to our Medical Imaging Department 24 hours before the appointment time.

- 3.12 100% surcharge will be levied on Electroencephalography or other Electro-diagnostic procedures for non-office hours, Sundays and public holidays.
Office Hours:
 - 9:00am to 5:00pm on Mondays to Fridays.
 - 9:00am to 2:00pm on Saturdays.
- 3.13 Surcharge will be levied on Physiotherapy for Sundays and public holidays. Please contact our staff for details.
- 3.14 “List of Charges” on different services and items are available for client’s reference, client may contact our staff for details if needed.
- 3.15 Double discount is not applicable in any case.
- 3.16 Charges and office hours are subject to change without prior notice.
- 3.17 Charges of commonly used items for reference

Nursing Procedure (for patient > 12 years old)	Charges (Applicable to Standard Room)		
Admission Service	\$300		
Routine / Basic Observation	\$210 / day		
Close / Enhanced Observation (Depending on the patient’s condition)	Frequent Observation \$330 / day	Close Observation \$760 / day	
Intramuscular / Intravenous Injection (medication excluded)	\$145 / service		
Infusion Service (medication excluded)	\$540 - \$630 / service (Depending on the type of infusion set used)		
HaemoglucoStix	\$115 / service		
Pre + Post-operation Care	Minor Case \$530 / day	Intermediate Case \$640 / day	Major Case \$860 / day
Dressing (Depending on the degree of complication of the dressing)	Simple \$360 / service	Moderate \$450 / service	Complicated \$550 / service
Removal of Drain	\$430 / service		
Insertion of Nasogastric Tube	Naso-gastric Tube \$380 / service	Entriflex Feeding Tube \$630 / service	
Removal of Nasogastric Tube	\$90 / service		
Insertion of Foley Catheter	\$540 / service		
Removal of Foley Catheter	\$120 / service		
Swabbing	\$160 / service		
Changing of Tracheostomy Tube	\$1250 (exclude tracheostomy tube) / service		
Suction of Secretion	\$720 (suction set up and service) / day		
Naso-gastric Feeding & Naso-gastric Set	\$540 / day		
Fleet Enema Service	\$160 / service		
Stoma Care	\$350 (change of stoma bag) / service		
Assist Bath	\$280 / service	\$320 / service (include bathing wipe)	
Bedside Care (for bed ridden)	\$500 / day		
Companion Bed	\$200 / person / night		
Isolation Care	\$1,380 / day		

3.17 Charges of commonly used items for reference (continued)

Investigation		Charges (Applicable to Standard Room during office hours)
Medical Imaging	Chest X-ray (Plain) (1 view)	\$250
	Abdomen X-ray (Plain) (1 view)	\$250
	2D / 3D Mammogram (Bilateral)	2D: \$1,300 / 3D: \$3,000
	Ultrasound Breasts (Bilateral)	\$1,300
	Ultrasound Abdomen	\$2,450
	Ultrasound Abdomen & Pelvis	\$3,250
	Computed Tomography Brain (Plain)	\$2,000
	Computed Tomography Thorax (Plain)	\$3,300
	Computed Tomography Thorax (Plain + Contrast)	\$5,200
	Computed Tomography Abdomen & Pelvis (Plain + Contrast)	\$7,950
Other	Electrocardiogram	\$660
	Treadmill	\$2,800
Laboratory Test	Urinalysis	\$155
	Complete Blood Count	\$195
	Lipid Profile	\$860
	Renal Function Test	\$635
	Liver Function Test	\$645

Above are the charges on 1 November 2021 for reference only.
Charges are subject to change without prior notice.

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4 General Services

4.1 *Catering Service*

- The Canteen is located on ground floor of the Main Building. The business hours are from 7:00am to 9:00pm. Room services will be provided upon request. Dine-in and In-patient last orders should be placed before 8:15pm. Please dial extension *88 for food ordering or inform ward staff for assistance.
- Green Café is located on the second floor of the Main Building next to the Podium Garden. Business hours are from 9:30am to 10:00pm (Mondays to Saturdays) and from 10:30am to 10:00pm (Sundays and public holidays). Dine-in last orders should be placed before 9:30pm while In-patient last orders should be placed before 9:00pm. For food ordering or reservation, please dial extension 8236.
- For non-business hours, please contact ward staff if night food is needed.
- All wards are equipped with microwave ovens for food reheating. Please contact ward staff for assistance.
- Cooking is strictly prohibited in wards.

4.2 *Sundries*

- A toiletry pack, including a small towel, tooth brush, tooth paste and comb etc., will be provided to every admitted patient.
- Distilled water, slippers, towels, pyjamas, eye shields, ear plugs, contact lens solution and boxed tissues are available for purchase.
- A hair-dryer or vase can be borrowed from ward staff if necessary.
- Soft and hard mattresses are provided in some wards. Please contact our staff if necessary.

4.3 *Telephone Service*

- Private rooms are equipped with direct dialing telephone. For other room categories, dialing of '9' is needed for making local calls.
- Dial '0' to contact our Admission Staff to connect long distance calls. An administration fee will be charged for this service.
- Operator Telephone: 2608-3388. Call connection service hours are from 7:00am to 10:00pm. To safeguard your privacy, caller must provide both your name and room number, otherwise our hospital will neither provide any call connection service nor confirm your admission status.

4.4 *TV Channel*

Besides regular TV broadcasting channels for entertainment, the following information channels are provided.

- Union Paediatric Info Channel
- Union Obstetrics Info Channel
(Program: Newborn Care, Postnatal Care & Discharge Procedures)
- Fall Prevention Info Channel
(Program: Sedative / Anaesthetic Agent, Elderly, Bowel Preparation Prior to Lower Endoscopy)
- Discharge Information Channel

4.5 *Hospital Shuttle Bus Service*

The 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 at the Information Counter. (Option: The green mini-bus route 68K passes by the Hospital, Tai Wai and Shatin MTR stations)

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5 Special Services

5.1 Laundry Service

Service fee required. Please contact the ward staff for details.

5.2 Eye Shields, Ear Plugs and Contact Lens Solution for purchase

Please contact the ward staff for details.

5.3 Religious Service

Please contact the ward staff for details.

5.3.1 Pastoral Service

Objective: Provision of spiritual guidance, soul care, counseling and support to needed persons

Activities: Regular visits
Emergency visits for patients or relatives in urgent need
Regular gatherings
Provide religious publications
Special events, e.g. Christmas carol
Film shows
Praying sessions

Time: 2:00 pm – 5:00 pm on Wednesdays (except public holidays)

5.3.2 Other Religious

Please contact the ward staff for details.

5.4 Special Diet

Please contact the ward staff or catering staff for information and arrangement.

5.5 Counselling Service

Service fee and doctor / nurse's referral required. Please contact the ward staff for details.

5.6 Translation Service

Service fee and appointment required. Please contact the ward staff for details.

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6 Hospital Facilities

- 6.1 Flower shop “Merry Heart Gallery” : Located at the Medical Centre on ground floor. The shop provides a wide variety of flowers, toys, gifts, pre-paid phone cards, newspapers, magazines, fruits and snacks to choose from. Besides, it provides the mobile phone battery recharging service.
- 6.2 Car Parking : Parking fee is HK\$18 per hour (parking for part of an hour is charged as an hour). Please pay it with “Octopus”.
- Special arrangements will be made for the clients of private rooms. Please contact our staff for details.
- For security reasons, please leave the parking lot before 10:00pm. If overnight parking is required, inform our ward staff in advance for special arrangement.
- The Open Car Park on ground floor is for emergency use by doctors or patients only. Vehicles will be impounded and a penalty will be charged for any parking of over 1 hour.
- 6.3 Automatic Teller Machine (ATM) : Two ATM (Hang Seng Bank & Bank of China) are located at the lift lobby of the Basement.
- 6.4 Free Wi-Fi Internet Access : Wi-Fi Access covers the Hospital premises.
- Please accept “Conditions of Use and Disclaimers” for using the network “Union_Hospital_wpa2” (Password: 26083388).
- 6.5 24-hour Operating Food Vending Machine : The machine is located at the Staff Canteen on ground floor. It sells a variety of hot rice balls (onigiri) and high-fiber healthy drinks.
- 6.6 Vending Machines for Soft Drinks & Snacks : The machines are located at the lift lobby of the Basement.
- 6.7 Self-service Mobile Phone Battery Charging Station : The stations are located at the lift lobby on the 1st and 2nd floor of the Main Building. It is equipped with various connecting cables suitable for a variety of mobile phones.
- 6.8 Self-service Coffee Bar : The coffee bars are located at the lift lobby on the 1st and 2nd floor of the Main Building.

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7 Discharge Procedure

- 7.1 After discharge documents are completed by your attending doctor, we will collect your discharge medications (if any) from the pharmacy and inform the cashier to prepare your bills. The whole procedure will take approximately 1-2 hours (depending on the type of drugs and the complexity of the bill). If a lot of patients are discharged at the same time, the waiting time may be slightly extended. Please inform our ward staff if you would like to order a meal before leaving.
- 7.2 The information about the discharge procedures and the billing processing status can be obtained from the TV Channel "Discharge Information Channel".
- 7.3 When the bills are ready, our cashier will contact you directly by phone. Please settle your bills at the cashier counter at the lobby.
- 7.4 Please bring along your deposit receipt to the cashier. Payment can be made by cash, credit card or EPS. Cheque is not acceptable.
- 7.5 After your bills have been settled, please present the receipt to our ward nurse and then collect your discharge medications (if any) and relevant documents, including laboratory reports, sick leave certificate and insurance claim form, etc.
- 7.6 The client of Private Ward may settle the bill in his / her room.
- 7.7 Please return the locker key to ward staff and make sure that you have collected all your personal belongings, especially valuables inside the safe, before leaving. Please do not lock the safe when you check out. Thank you for your cooperation.

8 Enquiries

Operator: **2608-3388**

9 Suggestions

Suggestions are welcome for improvement of our services. Please help us by completing and returning the "Union Hospital Services Quality Survey" or contact us via mail (address: 18 Fu Kin Street, Tai Wai, Shatin, N.T.) or e-mail pf@union.org.

Union Hospital reserves the right to amend the information above without prior notice.