



*Canossa*  
HOSPITAL (CARITAS)

嘉諾撒醫院

# 住院資料手冊

Patient Handbook



*Get  
well  
Soon!*

祝你早日康復！

May the good Lord bless and keep you!  
May He let His face shine on you and be gracious to you!  
May He reveal His face to you and grant you PEACE!


願上主祝福你，保護你！  
願上主的慈顏光照你！  
願上主轉面垂顧你，賜你平安！

Pastoral Care Unit

牧靈部



2825 5824



醫院號數 Hospital No.: \_\_\_\_\_

病人姓名 Patient's Name: \_\_\_\_\_

房/床號 Room/Bed No.: \_\_\_\_\_

病房分類 Room Categories

☐ 私家房 Private ☐ 半私家房 Semi-private ☐ 普通房 General Ward

☐ 其他病房 ( 特別治療 / 隔離 / 睡眠測試 )  
Others ( SCU / Isolation / Sleep Study )

**\*\*\* 醫院收費項目乃根據不同房間等級而訂，故各項收費會有所差異。**

**\*\*\* Hospital charges are made in accordance with the hospital's scale of charges for the particular type of accommodation and different rates apply to all charges.**

房租收費(每日)

Room/Bed Rate HK\$ \_\_\_\_\_ per day

入院日期 \_\_\_\_\_ 時間 \_\_\_\_\_  
Date of admission \_\_\_\_\_ Time \_\_\_\_\_

按金 Deposit HK\$ \_\_\_\_\_

付款 Payment: ☐ 現金 cash ☐ 信用卡 credit card ☐ 易辦事 EPS  
☐ 保證書 guaranteed by company / insurance  
☐ 其他付款方式 other payment methods

**\*\*\* 入院前必須先付按金或有效保證書。**

**\*\*\* Deposit must be settled before admission.**

接待員  
Receptionist \_\_\_\_\_

## 嘉諾撒醫院簡介

位處香港中區半山的非牟利私家醫院，謹一街之隔遙望香港動植物公園，既得幽靜之利，亦享交通之便：十分鐘車程便可到達中區商業購物中心。醫院更提供免費穿梭巴士服務，定時接載乘客往返醫院及金鐘地鐵站。

嘉諾撒醫院提供基本全科醫院服務：包括24 小時門診、婦產科、小兒科、內科、外科、腦科、骨科、心臟科、血液透析、物理治療、健康檢查、兒童保健、營養保健、預防疫苗注射、腸胃內視鏡檢查等。

醫院以基督的精神，為社會提供高質素和全人的醫護服務；維持天主教醫療道德；致力持續改進，提供安全及有質素的護理服務；照顧病人和其家人在身體上、心理上和靈性上的需要；持續改善醫院服務的水平，營造理想和安全的環境。

## 留院指南

### 入院

1. 請出示醫生信及身份證明文件或有效旅遊證件。所有兒科病人需攜帶出生證明文件。
2. 如備有相關的檢驗報告，請攜同入院及向護理人員出示。
3. 入院必須繳交按金。按金可用現金、信用卡、支付寶、「易辦事」或微訊支付；本院恕不接受支票付款。
4. 如享有本院折扣優惠的人士，請於入院時將有關資料交予本院職員以便計算折扣。出院後恕不接受追討任何折扣優惠。
5. 如已購買醫療保險者，請於入院時出示保險咭、保證書及醫療賠償申請表。如非本院接受的醫療保險咭或保證書，客人需繳付入院按金及留院費用。（有關醫療保險咭或保證書的接受事宜，請向所屬的保險公司查詢。）
6. 客人需遵守入院時所簽署的「病人入院須知」內的一切守則。

## 住院守則

1. 本院探訪時間為上午9時至晚上8時，為使病人有充足休息時間，敬請探訪者依時離開病房。在流行病爆發期間醫院可能會有特殊安排。
2. 為確保病房寧靜及有效執行感染控制措施，訪客人數每次請勿超過兩位(請避免攜同十二歲以下兒童探訪)。
3. 請勿攜帶貴重物品或大量現金，請把帶來的物品鎖進保險箱或衣櫃內，鎖匙請隨身攜帶。離院前請小心檢查財物以免遺漏。閣下如有任何財物遺失，本院恕不負責。
4. 除兒科病房之外，家屬如需陪宿（必須事先獲得病房職員的批准），不論是否佔用陪人床，院方均會按人數收費。兒科病房的房租已經包括一位陪宿者的陪人床費用。
5. 醫院範圍內嚴禁點火、煮食、吸煙及賭博。
6. 醫生收費通常會因應房間類別而有所不同，請向你的醫生查詢。
7. 視乎房間供應情況，客人可提出更換房間。每次更換房間均需繳付行政費用。
8. 本院有權在需要時遷調病人床位或房間。
9. 在醫院內使用電子產品，例如手提電話，請遵守以下使用規則：
  - 在未獲授權下，嚴禁拍照及攝錄，以保障個人私隱；
  - 避免電話鈴聲和談話音量對病人及醫院職員造成滋擾，影響病人康復及醫院運作，請將手提電話調校至震動模式及將談話音量降低；
10. 不可自攜傢具、電器在住院期間使用。如需使用醫療儀器，必須由本院提供；如本院未能提供相關醫療儀器，則於使用自攜儀器前必須先經由本院技術人員檢查其火牛、插頭及電線的安全性，經批准後方可使用。病人需繳付電器安全測試費及電器充電費。
11. 院內不准燃燒香燭、冥鎚等物品。
12. 請勿攜帶氣味濃烈的食物(例如榴槤、臭豆腐等)進入病房。
13. 本院可應要求提供營養師諮詢服務。
14. 請勿攜帶寵物進入醫院範圍。

## 收費

1. 醫生收費：包括巡房、專科診症、手術及麻醉科醫生等費用，有機會因應客人所選擇之房間類別及提供服務的時間而有所不同，故此客人需自行與醫生確認醫生收費。

### 2. 房租計算

#### 首二十四小時

由登記入院起計，住院二小時或以下者，作半天計，多於二小時則作一天計。

#### 二十四小時後

少於十二小時，作半天計，多於十二小時則作一天計。

#### 遷房

遷房當日之房租以遷入及遷出房 / 床號之日租各半計算。

\* 如病人要求遷房，則另加服務費

\* 除房租外，所有更改前24小時內的服務費（包括手術室費用）均以最高的等級/床位費率追溯收費。

3. 本院不負責代病人向醫療保險公司收費（經本院批准者除外）。
4. 房租僅包括留宿和房間設施的費用。所有其他項目需另外收費，如醫生診症費、使用醫療設備、診斷檢查、藥物、手術室、手術材料、物理治療、護理程序、敷料、點選食物、陪人床（兒科病房除外）及雜項等，乃根據住房等級收費作計算。  
於公眾假期或辦公時間外的個別服務，需另加額外收費。請向會計部查詢詳情。
5. 口服藥物一經配出，不可退還。至於所配的針藥如包裝完整及因醫生指示停用，則可退回本院藥房。
6. 客人或其親友或陪人等，如損壞本院財物，均由該名客人負責按值賠償。
7. 醫院收費每三日結賬一次，客人可用現金、信用咭、「易辦事」、支付寶或微訊支付。本院恕不接受支票付款。
8. 如客人在出院後才要求醫生填寫醫療賠償申報書或索取醫療報告，醫院將收取行政費用。

9. 客人不可享有雙重折扣優惠。

## 禮物

院方禁止員工以任何形式向病者或其親友索取任何形式之報酬。

## 一般服務

### 膳食服務

住院者可參閱醫院餐牌及收費，如需要訂購，請向護士查詢。所有膳食費用會撥入住院賬單內。

本院餐廳送餐服務時間：

- 早餐 : 07:00, 09:00
- 午餐 : 11:00, 13:00
- 晚餐 : 18:00, 19:00



- 病房內不許烹煮或翻熱食物。
- 請勿攜帶氣味濃烈的食品(如榴槤等)進入病房。
- 如病者自行攜帶食物，病者需負責其食物的安全及適當的儲存。
- 房租不包括膳食、藥物、檢驗費或其他雜費。
- 如有需要可以安排特殊用餐或營養師諮詢，需要額外收費。請向病房職員查詢。

## 日常用品

1. 每名住院病人均會獲贈用品包一份，內有面巾、牙刷、牙膏及梳子等日用品。
2. 客人如需借用風筒或花瓶，請與職員聯絡。

## 電話服務

私家房配備直線電話，其他類別的房間接駁街線需先按「9」字。

## 穿梭巴士服務

醫院穿梭巴士行走本院至金鐘(港鐵站)。行車時間表可向病房或入院部職員索取。另有綠色專線小巴 3, 56 號行經本院。

## 特別服務

### 宗教服務

1. 提供以病人及醫護人員為中心的全人關顧，照顧身心靈有需要之人士
2. 院內探訪 - 司鐸 / 修女探訪  
(如需要特別安排，請致電 2825 5824)
3. 感恩祭時間

星期一至星期六	上午六時三十五分	(英語)
星期日	上午七時三十分	(英語)
4. 朝拜明供聖禮

星期一至星期五	上午八時至九時
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## 日語翻譯服務

本院擁有一支專業日語翻譯團隊免費協助日本病者翻譯。

## 院內設施

1. 停車場：請以「八達通」繳付泊車費。
2. 自動櫃員機（中國工商銀行）：設於醫院地下電梯大堂。
3. 免費無線上網服務：範圍覆蓋院內主要地方
4. 24 小時食品售賣機：設於一樓咖啡閣



## 辦理出院程序

1. 當主診醫生完成處理客人的出院文件後，本院職員會安排藥房配藥(如適用)及通知會計部結算住院及醫生賬單，此程序大約需要1-2小時(視乎藥物種類之多寡及賬單的複雜程度)。如同時間出院人數眾多，等候時間可能會稍為延長。如客人預備在離院前訂餐用膳，請盡快通知病房職員。
2. 當住院及醫生賬單準備妥當後，請到五樓會計部繳費處付款。
3. 請帶同按金收據前往繳費處。本院接受現金、信用咭或「易辦事」、支付寶或微訊支付住院費，恕不接受支票付款。
4. 付款後，請返回病房並向當值護士出示住院收費單，然後領取出院藥物(如適用)和文件(例如：檢驗報告、病假紙及保險表格等)。
5. 在離院前，請將衣櫃鎖匙交還病房職員，並仔細檢查及帶走個人物品，尤其在保管箱內的貴重財物，以免遺漏。出院時，請勿將保管箱鎖上，多謝合作。

## 建議及投訴

歡迎閣下填寫「病人意見調查」問卷，讓院方得知閣下對本院服務的體驗，使服務質素更臻完美。請把閣下的寶貴意見交給病房職員或放入意見箱內(設於地下接待處)。此外，歡迎閣下致電 2825 5850 與我們的客戶服務經理聯絡。



住院服務  
滿意度調查  
In-patient  
Satisfaction Survey



## Introduction of Canossa Hospital

Canossa Hospital is a non-profit private hospital located in the mid-levels of the Central District of Hong Kong; you can view Hong Kong Zoological and Botanical Garden across the street. It has the advantage of quietness and convenient transportation: a ten-minute drive to the Central Commercial Shopping Center. The hospital also provides a free shuttle bus service, regularly picking passengers to and from the hospital and the Admiralty subway station.

Canossa Hospital provides basic general hospital services: including 24-hour outpatient services, obstetrics and gynecology, pediatrics, internal medicine, surgery, neurology, orthopedics, cardiology, hemodialysis, physiotherapy, health check-up, child health care, nutrition care, vaccination, gastrointestinal endoscopy, etc.

Canossa Hospital provides high-quality and holistic medical services in the spirit of Christ, to the society; maintains Catholic medical ethics; strives for continuous improvement to provide safe and quality services; we commit to continuously improving the quality of our services and creating an ideal and safe environment.

## Admission

1. On admission, please present your Doctor's referral letter and your identity document or valid travel document for verification. For Paediatric patients, please provide Birth Certificate.
2. You are advised to bring along all related medical investigation reports & films, if available.
3. Deposit is payable by cash, credit card, EPS, Alipay or WeChat pay. Cheque payment is not acceptable.
4. If you have any discount privileges, please present the relevant documents on admission. Any claims for discount after discharge is not acceptable.
5. If you are covered by medical insurance, please show your insurance card, guarantee letter and your claim form. However, client needs to pay the deposit on admission and settle the bill before discharge if the insurance card or guarantee letter is not acceptable in our Hospital.
6. Please observe the Patient Information (Admission) which you signed on admission.

## Inpatient Regulations

1. Visiting hours are from 9:00am to 8:00pm daily. Visitors should leave the wards after the visiting hours. Hospital may have special arrangement during times of pandemic.
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).
3. Please lock your properties in the digital safe 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.
4. A surcharge for companion bed will be levied on any overnight companion guest (with prior approval from ward's staff) 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.
5. Flaming, cooking, smoking and gambling are prohibited in the hospital complex and wards.
6. Please note that the doctors' charges may vary with class of accommodation.
7. Patients may request a change of accommodation which is subject to the bed availability. An administration fee will be charged for each arrangement.
8. The hospital reserves the right to reassign a patient's accommodation whenever it deems necessary.
9. Please observe the following rules in using electronic devices such as mobile phone in the Hospital:
  - 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.
10. 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.
11. Burning of incense and joss sticks is prohibited within the hospital premises.
12. Please don't bring strong-smelling foods (such as durian, stinky tofu, etc.) into

the ward.

13. Dietitian counseling services are available on request.
14. Do not bring pets into the hospital.

## **Charges**

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.
2. Room / bed charges are based on daily rates:

### **First 24 hours**

Any stay for 2 hours or less, a half-day rent will be charged; stay for over 2 hours, a full-day rent will be charged.

### **After 24 hours**

Any period less than 12 hours, a half-day rent will be charged; any period over 12 hours, a full-day rent will be charged.

### **Bed / Class Transfer**

The room rent for the day of transfer will be the total of HALF OF EACH of the daily rates for the respective class/bed involved.

Administrative fee is required for each request within same class of transfer.

Apart from the room charges, all service charges incurred within 24 hours before the change (including expenses in Operating Theatre) are retrospectively charged at the highest rate of the class bed stayed in.

3. The hospital is not responsible for charging medical insurance companies on behalf of patients (except those approved by the hospital).
4. Room charge only includes the use of accommodation and room facilities. All other items, such as doctors' fee, use of medical equipment, investigations & tests, drugs, operating room, surgical materials, physiotherapy, nursing care, dressings, ordered food, companion bed (except Paediatric Ward), and miscellaneous etc., will be charged separately and based on class of bed / room.

A surcharge is levied on services during public holidays or non-office hours. Please check with the Accounts Department for details.

5. 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.
6. Any damage to hospital properties will be charged to the client's account.
7. Hospital charges are payable every 3 days and can be settled by cash, credit card, EPS and Alipay/WeChatPay. Cheque payment is not acceptable.
8. An administration fee will be charged for request of filling out claim forms or a medical report after discharge
9. Double discount is not applicable in any case.

## Gifts

All staff members are not permitted to solicit gifts or benefits in any form from clients or relatives.

## General Services

### Catering Service

Patient may order food from the hospital menu. Please contact our staff for details. All meal charges will be included in the hospital bill.

1. Service hours:    Breakfast : 07:00, 09:00  
                             Lunch : 11:00,13:00  
                             Dinner : 18:00, 19:00
2. No cooking or reheating of food is allowed in the rooms.
3. Please do not bring food with strong smell (e.g. durian) into the rooms.
4. Patients are responsible for the food safety and proper storage of own self-brought food.
5. Meal, medicines, investigation fees and sundries are not included in the room rent.
6. Special diet and dietitian consultation is available upon request at an extra cost. Please contact our staff for details.



A La Carte Menu

### Sundries

1. A toiletry pack, including a small towel, tooth brush, tooth paste and comb etc., will be provided to every admitted patient.

2. A hair-dryer or vase can be borrowed from ward staff if necessary.

## Telephone Service

Private rooms are equipped with direct dialing telephone. For other room categories, dialing of '9' is needed for making local calls.

## Hospital Shuttle Bus Service

The shuttle bus service is provided from the Hospital to Admiralty MTR Station. The schedule of the service can be obtained in Wards and at the Admission Office. (Option: The green mini-bus route no. 3 or 56 pass by the Hospital)

## Religious Service & Pastoral Service

1. Provide holistic care centered on patients and staff, taking care of those in need
2. Pastoral services - Visit of priest / religious sister (for special arrangement, please call 2825 5824)
3. Eucharistic celebration (Mass in English)  
**Monday to Saturday** 6:35 am  
**Sunday** 7:30 am
4. Eucharistic Adoration  
**Monday to Friday** 8:00 am to 9:00 am

## Japanese Interpretation Service

Our professional Japanese team provides free interpretation service.

## Hospital Facilities

1. Car Parking : Please pay Parking fee with "Octopus".
2. Automatic Teller Machine (ATM) : One ATM (ICBC) is located at Ground floor lift lobby
3. Free Wi-Fi Internet Access : Wi-Fi Access covers the Hospital premises.
4. Vending Machines for Soft Drinks & Snacks : The machines is located at 1<sup>st</sup> Floor Coffee corner

## Discharge Procedure

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. If there is lots of discharge at the same time, the waiting time may be slightly extended.

If client plans to order extra meal before leaving the hospital, please notify the ward staff as soon as possible.

2. Please settle your bills at the cashier counter on 5<sup>th</sup> Floor Account Department.
3. Please bring along your deposit receipt to the cashier. Payment can be made by cash, credit card, EPS and Alipay/WeChatPay. Cheque is not acceptable.
4. You may collect your discharge medications (if any) and relevant documents, including laboratory reports, sick leave certificate and insurance claim form, etc. after your bills have been settled
5. Please return the locker key to ward staff and make sure that you have collected all your personal belongings, Please do not lock the safe when you check out. Thank you for your cooperation.

## Suggestions and Complaints

We welcome suggestions and feedback from patients and relatives to enable us improving our services. Please make use of our Patient Satisfaction Questionnaire available in the Hospital, and return it to the collection box located on ground floor (at Reception) or to any hospital staff. Our Customer Service Officer is more than happy to meet our clients. Please call 2825 5850.



住院服務  
滿意度調查  
In-patient  
Satisfaction Survey



 香港舊山頂道一號  
1 Old Peak Road Hong Kong  
 (852) 2522 2181  
 [www.canossahospital.org.hk](http://www.canossahospital.org.hk)  
 [enquiry@canossahospital.org.hk](mailto:enquiry@canossahospital.org.hk)



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*Canossa*  
HOSPITAL (CARITAS)

嘉諾撒醫院