

## Services and the Facilities

### 1. Facilities

In order to provide comprehensive care to each and every client, we have equipped our rooms and beds with necessary facilities along with an independent audio and visual system. In addition, the hospital also provides broadband and Wi-Fi service for clients to use with their own personal computers.

### 2. Chaplaincy Service

The hospital provides the holistic care based on the love of Jesus Christ. We care for the body, heart, social and spiritual needs of every client. Our chaplains and the voluntary workers will visit client pro-actively for giving comforts and encouragement to them.

There are several channels available in our bed-side audio & video system which provides soft music, hymns and testimonies 24 hours daily. Books, magazines and CDs are available for borrowing at Chaplaincy. Please contact our chaplain at 2760 3494.

### 3. Foods and Drinks

Our hospital provides foods and drinks services from 7:00am to 7:00pm during week days and saturday and from 7:00am to 5:30pm on Sunday and public holidays.

## Discharge Procedure

1. You must first obtain permission from an attending doctor in order for the hospital to process your discharge request.
2. Client must present the deposit receipt to the ground floor Cashier for settlement before 1:00 PM. Payment can be made by Cash, EPS, Visa card, Master card, CUP card, Alipay or WeChat Pay. We do not accept cheques. If the client is under the care of a private specialist, the doctor fee must be settled by Cash or EPS.
3. Client will be responsible for a full day room charge if they are discharged after 1:00pm
4. Please present receipt to the ward nurse in order to retrieve drugs, follow-up appointment card and subsequent documents before leaving the hospital.
5. For client's safety, we advise that client be accompanied by family members when discharged. Please check your belongings carefully before leaving the hospital's premise.

## Feedback on Service

We welcome you to share your opinion of your experience here at Evangel Hospital. Your suggestions will also be taken and we will respond to your feedback promptly.

Your personal data (including your ID Card No. & health information) will be used for medical consultation and related purposes and may be made available, when necessary (and so far as is practicable) upon your consent, to other doctors/health care providers for purposes related to your health care. If you require access to and/or correction of your personal data, you may do so under the Personal Data (Privacy) Ordinance. Please contact your doctor during clinic hours.

Unless with patients' prior consent for disclosure, any information collected during the management of their illness should be kept confidential, as far as practicable, by all medical personnels. However, sometimes in order to facilitate the management of illness, doctors may have to disclose health information to other relevant medical personnel, and under special circumstances, when patients are suspected to be involved in illegal activities, doctors may also disclose such information to relevant authorities.

## Matters for Your Attention

1. Please bring along your personal amenities or you could purchase in ward if necessary (e.g. toothpaste & toothbrush, face towel, comb, pajamas, slippers & towel etc.).
2. Patients are strongly advised against bringing valuables or excessive cash to the hospital. The hospital will not be responsible for any loss or missing of personal belongings. (Attention: For all clients undergoing surgery, all the valuables including cash and jewellery should be kept by family member for safe keeping.)
3. Please do not bring along with sharp objects (e.g. knife, blade or scissors) for admission. Please contact our staff when necessary.
4. DO NOT give any tip or gifts to our hospital staff in order not to contravene the Prevention of Bribery Ordinance.
5. Family members are recommended to accompany the client during admission in order to sign the consent for surgery.
6. For clients under the age of 18 undergoing surgery, the parent or guardian must bring along the client's birth certificate and sign the consent before surgery. Guardian must also present his/her HKID card or authorization letter of the client's parents.
7. Our hospital reserves the right for any allocation of beds as necessary.
8. Video recording and photography are not allowed within hospital area.
9. Smoking, gambling and clamoring are not allowed.
10. Clients are required to compensate for any damages or losses of hospital property according to the set price.
11. For any enquiry about the charges, please contact our staff of Inpatient Cashier.
12. Our hospital reserves the right to change the content or charges in the leaflet without prior notice. The arrangement and charges depend on the update information on the date of admission.
13. In order to ensure your safety, do not take any medicine without admit. If you have any regular medicine, please inform our nurses.
14. If any damage is made to the facilities of the hospital due to the use of personal electrical appliances or charging tools, the hospital has the right to ask you to make appropriate compensation.
15. In order to improve the quality of service, all conversations on the telephone of the hospital ward will be recorded.



全人醫治  
盡心關懷  
we provide holistic & compassionate care

5 years +  
同心展關懷  
caring organisation  
Awarded by The Hong Kong Council of Social Service  
香港社會服務界協會頒發



# Admission Information



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九龍亞皆老街222號 222 Argyle Street, Kowloon  
www.evangel.org.hk



### Admission Procedure

1. Admission will be attained after initial assessment by the doctor of the outpatient clinic of Evangel Hospital or by private specialist with admission right. The admission date and time is pre-arranged by the attending doctor and the admission procedure is then completed by client at Admission Office.
2. Please bring along the "Admission Form" and "Admission Notice" to the assigned ward on the day of admission.
3. If your appointment for admission was made through a private specialist, please note that you must bring along the "Doctor's Referral Letter" and complete the admission procedure at Admission Office.
4. Please provide the original copy of HKID card or other valid identification document for registration.
5. Client must present valid medical discount card before admission.
6. Please bring along medical insurance card, claim forms or company insurance certificate upon admission.
7. Please provide information on regular medications currently taken along with all related examination reports to nurses upon admission.

### Payment of Deposit

1. A deposit should be paid upon admission.  
 • General Ward \$6,000 • Private Room \$15,000  
 • Semi-private Room & Semi-private Single Room \$10,000  
 Please note that all Non Hong Kong Residents are required to pay a sum of \$30,000 as deposit as well as advance payment for the operation fee.
2. If the hospitalization expense is born by the employer, the employer should apply for the credit from our hospital prior to admission. The account can then be on credit after hospital has approved the application. The client must then provide a written guarantee of payment to Inpatient Cashier on admission; otherwise the deposit must be paid as usual.
3. Please keep the original deposit receipt to be shown to the ground floor Cashier staff during discharge process. The deposit will then be deducted from the hospital expenses.

### Insurance Claim Form

Please note that if the insurance claim form is required to be completed by attending doctor, all personal data of the claim form should be completed and signed by the client before delivering to ward nurse on admission.

### Charges

Room Type		Daily Room Charge (HK\$)	Daily Doctor Fee (HK\$)
A	Private Room	2,350	900 - 3,500
	Semi-Private Single Room	1,920	
B	Semi-Private Room	1,280	
	General Ward (3-5 Bedded)	830 - 1,020	
C	Day Bed (LA/MAC/IVS)		
	Within 6 hours after admission	470	
	Over 6 hours after admission & discharge before 10 pm	830	
	Day Bed (GA)		
	Within 8 hours after admission & discharge before 10 pm	830	

1. If general ward is unavailable, the client may be temporarily upgraded to the private or semi-private room. While the daily room charge will be in accordance to private or the semi-private room rate, all other charges will be in accordance to the general ward rate. If the client has already paid deposit or held the effective "Admission Confirmation Notice", in such cases the room fee shall be charged at the general ward rate.

2. The set doctor fee is only applicable for resident doctors and specialists. All other private specialists who provide services in the hospital will have their own charge schedule. If there is any further concerns in this regards, please contact associated doctor.
3. The room charge will not cover any other service expenses.
4. Please note that breakfast, lunch and dinner are charged separately. Outside food is also welcome as well pending client's own preference.
5. Examination, operation fee, medication, other treatments and supplies are charged according to the rate of the room type.
6. For Information in regards to changing the room type:
  - a. If client requests for a room type change during the course of hospitalization, the room charge (calculated after 1:00 PM) will be calculated by the new rate on the same day as the change. All other charges may also be updated in accordance to the new room type. For further details, please inquire our staff stationed at the Admission Office. Evangel Hospital reserves the right of turning down requests for the change in room type.
  - b. If a client requests to be upgraded to the semi-private or private room from general ward following a surgery, the client will be required to pay the fee of operation, anesthesia and OT charge at the rate of the new room type. However, the room charge and doctor fee prior the surgery will be remain unchanged.
  - c. For all one day stay clients, our hospital will accept client requests to upgrade their room to private or semi-private rooms but not vice versa. All room charge, operation and anesthesia incurred during that same day will be calculated by the rate of private or semi-private room correspondingly, but other charges will be calculated according to the cut off time of room change.
7. If client's condition requires the consultation of other specialist, the specialist doctor fee will be charged.
8. Patients are required to have their charges settled at the ground floor Cashier every six days or whenever existing charges exceed \$15,000.
9. Physician fee and all admission charges must be fully settled prior to the completion of discharge process.
10. For all clients who require a doctor's or nurse's escort to other facilities for further treatment, an additional payment is required.
11. Family members who wish to accompany clients overnight are required to obtain the authorization from Evangel Hospital as well as pay an additional fee.
12. Clients are welcomed to inquire any additional detail in regards to charges at ground floor Cashier.

### Visitation

1. Visiting hours are from 9am to 9pm.
2. Please keep hospital environment quiet and peaceful.
3. For the serenity of well-being of other patients, no more than two visitors per patient per visit is recommended. Please comply with the infection control policy and arrangement of our Hospital.
4. Due to the lack of space, the car park here at the Hospital is not for visitor's use. We apologize for any inconvenience caused. (For your information, an hourly parking lot on the opposite side of the hospital is available for visitors).