香港中文大學醫院
CUHK
Medical Centre

Admission Information

CUHK Leads - Transforming Research into Care

Admission Procedure

1. Reservations for admission must be made through CUHKMC's doctors / doctors granted with admission rights.

2. To ensure a smooth admission process, please bring the following documents along to the Admission Office on the admission day:

- Valid HKID Card, birth certificate (for children under 11 years of age), passport or travel document(s);
- Proof of identity of a parent / legal guardian (if applicable);
- Referral / admission letter issued by your doctor;
- Budget Estimate;
- Medical benefit card or letter of guarantee from your insurance company / employer (if applicable).

3. A deposit is required prior to admission. The Hospital has direct billing arrangements with selected insurance companies and organisations.

If you are a client of the selected insurance companies or an employee of one of these organisations, deposit may be waived.

For more information, please refer to the Hospital website.

Notes :

- The Hospital accepts various payment methods including cash, EPS, credit card (Visa / Master Card / UnionPay / American Express), Alipay, WeChat Pay, cashier's order drawn from a local bank or other approved payment methods listed on the Hospital website. Cheques will not be accepted.
- A welcome kit will be provided to each admitted patient. Patients may also bring along their own clothing / pyjamas, dressing gown, slippers / room shoes, or other personal belongings. Pyjamas and slippers are available for purchase in the ward if necessary.
- Please do not bring along valuables or large amount of cash. Please take care of your personal belongings during your stay as the Hospital will not be responsible for any loss.
- The hospital is open to visitors between 08:00 to 21:00. (Visitor Limit: Up to 2 persons per visit)
- Visitors should abide by the Hospital's visiting rules, and the hospital staff's instructions on infection control.
- Smoking is strictly prohibited within the Hospital compound.
- Parking is available at the Hospital.

Room Types

Photos are for reference only

Deluxe

- Bathroom
- Desk
- Bedside cabinet
- Closet
- Infotainment Panel
- LED television
- Small safe
- Mini fridge
- Free WiFi Service

Private Room (1A)

- Bathroom
- Desk
- Bedside cabinet
- Closet
- Infotainment Panel
- LED television
- Small safe
- Mini fridge
- Free WiFi Service

Private Room (1B)

- Bathroom
- Desk
- Bedside cabinet
- Closet
- Infotainment Panel
- LED television
- Small safe
- Mini fridge
- Free WiFi Service

Semi-Private Room (2A)(1-bed)

- Bathroom
- Desk
- Bedside cabinet
- Closet
- Infotainment Panel
- LED television
- Small safe
- Mini fridge
- Free WiFi Service

Semi-Private Room (2-bed)

- Shared bathroom
- Bedside cabinet
- Closet
- Infotainment Panel
- Free WiFi Service

4-bed Room

- Shared bathroom
- Bedside cabinet
- Closet
- Infotainment Panel
- Free WiFi Service

Each bed is equipped with an infotainment system, through which patients will be able to access free television channels and the Internet, and other services including video call, tele-visit and meal ordering. Patients' medical history, information of medical procedures and check-ups during the stay, as well as the bill information is also available through the system.

Medical Packages

To enhance price transparency and enable patients to have a better estimation of their hospitalisation expense budgets, CUHKMC offers all-inclusive Medical Packages in respect of various operations and procedures, for Hong Kong residents / Non-Hong Kong residents*, that are applicable to different room types* to meet individuals' choices.

There are two (2) models of Medical Packages, namely, **CUMC Medical Package (CMP)** and **Integrated Medical Package (IMP)**. Each CMP or IMP covers:

- Doctors' fees (for CMP) / Doctors' fees quoted by individual doctors during consultation (for IMP)
- Room charges (meals are not included)
- Operating theatre charges (covering operating theatre time during operating theatre office hours (Monday to Saturday: 08:00 – 18:00) and extra operating theatre time that is clinically indicated or due to complexity of the relevant operation/ procedure)
- Hospital charges in respect of the procedure-related standard items and drugs provided for day procedure or inpatient services at the applicable Medical Condition Level

<u>The room charges and operating theatre charges mentioned on the left are not listed below</u>

- Essential and related diagnostic procedures (including laboratory test and radiology examination) during hospitalisation
- Essential and related treatment procedures (including emergency procedure, blood transfusion) that are related to the intended operation/ procedure
- Nursing procedure
- Inpatient medication and up to seven (7) days' discharge medication that are related to the relevant operation/ procedure as prescribed by the attending doctor(s)
- Standard equipment and instrument
- Standard consumables, standard materials, and standard implant
- Complications arising from the relevant operation/ procedure

For more information, please refer to CUHKMC's website and the individual budget estimate form.

*CUMC Medical Package (CMP) is only applicable to Hong Kong residents and for day beds or 4-bed rooms.

Room Charge & Procedure Charges

- Room charge is levied on daily basis (except day cases) with the cut-off time set at 1:00pm. Full day room charge will be levied even if the hospital stay is less than 24 hours. The charge varies depending on room type.
- Subsequent day: No room charge is levied if patient is discharged before 1:00pm; otherwise, a full-day will be charged.
- All fees for doctors' consultation, surgery and anaesthesia should be arranged between the patients and the doctors. Doctors determine their own fees and the Hospital will collect the fees on their behalf.

Other Charges

Change of room type

If patients request to change to a room of higher room class during their stay, all hospital charges incurred within 24 hours before the transfer will also be calculated based on the newly arranged room class without further notice.

Discharge & Payment Settlement

Interim bills

Hospital charges are payable once every 5 days. An interim bill will be issued and patients are required to settle the bill immediately (except for Medical Packages).

Discharge arrangements

All bills must be settled prior to discharge. Please present your deposit receipt upon discharge. You may choose the following payment methods:

- Cashless payment in your room (EPS, credit card, Alipay, WeChat Pay, etc.);
- For cash payment, please visit our cashier office at the G/F lobby.

Insurance cases

If payment arrangement has been guaranteed by the Hospital's recognised insurance companies and organisations, patients will only be required to settle the deductibles / co-payment / items not covered by selected insurance companies or organisations upon discharge. As policy differs among insurance companies and organisations, we recommend that you contact your insurance company or employer to understand the policy and benefits of your plan better prior to your appointment or admission.

Request for Duplicate Medical Record

Patients should apply in writing if they wish to request for duplicates of their medical records. Request form and detailed hospital charges with procedure may refer to **"Patients and Visitors" >> "Hospital Information" >> "Data Access Request"** that are available in the Hospital website.

For enquiries, please contact our Medical Records Office at (852) 3946 6399 during office hours or email to mro@cuhkmc.hk.

Welcome for Feedback

To enable us to further enhance our service quality, we welcome you to provide us with suggestions and opinions.

If you have any suggestions or opinions for us, you may :

- Contact staff or Department In-charge on the spot
- Call enquiry hotline at 3946 6888 or directly email to Patient Relations Office at pro@cuhkmc.hk
- Complete a Feedback Card (available at the Main Lobby Reception, Admission & Cashier Counters, and service counters of various departments)
- Complete the Satisfaction Survey / leave a message on the hospital website, or contact us by email
- Submit your feedback in writing by post to the hospital

Hospital Location

Getting to **CUHK Medical Centre**

MTR

The nearest exit is Exit B of the University Station on East Rail Line

Bus and Mini Bus

You may take the following bus or mini bus to the public transportation terminal next to the University MTR station, we are just a short walk from there.

Bus: 43P 82C 87S 87K 99R 263A 272A 272K 287 289K 582

Mini Bus: 807A 807C 807K 807X 807S

CUHK Medical Centre

Address : 9 Chak Cheung Street, Shatin, New Territories, Hong Kong

Telephone No. : (852) 3946 6888

Email : general@cuhkmc.hk

Website : www.cuhkmc.hk

facebook — CUHK Medical Centre

Instagram — @cuhkmedicalcentre

WeChat — CUHKMC_HK

Website — www.cuhkmc.hk

CUHK Medical Centre reserves the right to amend any information above without prior notice.

CUHKMC/H/B/ADMISSION/ADM/2026/07