



香港中文大學醫院 CUHK Medical Centre

入院須知 Admission Information



感謝您選用香港中文大學醫院(中大醫院)。中大醫院本著平衡香港私營及公營醫療體系差異的社會責任，以為病人提供優質、可負擔及具透明度的醫療服務為己任。為了讓您有更佳的住院體驗，入院須知詳列了各項有關入院、住院期間及出院的安排及程序，以解答病人及訪客的常見疑問。

Thank you for choosing CUHK Medical Centre (CUHKMC). With a social mission to bridge the service gaps between private and public healthcare in Hong Kong, we are dedicated to offering quality healthcare service at affordable and transparent package prices. For a better experience, we have listed in this booklet the things you might need to know regarding admission, your stay, discharge arrangements and procedures, as well as other questions frequently asked by patients and visitors.



入院程序 Admission Procedure

1.

由中大醫院醫生或本院核准的醫生安排入院及預約病房。
Reservations for admission must be made through CUHKMC's doctors / doctors granted with admission rights.

2.

為確保入院過程順暢，入院當天請帶備以下資料及文件，到入院登記處辦理手續：
To ensure a smooth admission process, please bring the following documents to the Admission Office on the admission day:

- 有效香港身份證、出生證明書(適用於11歲以下人士)、護照或旅遊證件；
Valid HKID Card, birth certificate (children under 11 years of age), passport or travel document(s);
- 家長或監護人身份證明文件(如適用)；
Personal identification document of parents/ guardian (if applicable);
- 醫生簽署的轉介信/入院信；
Referral/admission letter issued by doctor;
- 服務費用預算；
Budget Estimate;
- 醫療保險咭或認可的「付款保證書」(如適用)。
Medical benefit card or authorised letter of guarantee (if applicable).

3.

病人入院時須繳付按金，詳情請參閱中大醫院網頁。
A deposit is required prior to admission of a patient.
For more information, please refer to CUHKMC's website.

4.

本院與已選定的保險公司和機構有直接結算安排。
如閣下為該保險公司的客戶或機構的僱員，入院時或不需繳付按金。
The Hospital has direct billing arrangements with selected insurance companies and organisations. If you are a client of the selected insurance companies or employee of one of these organisations, deposit may be waived.

注意事項 Notes :

- 本院接受多種繳費方式，包括現金、信用卡(Visa/ 萬事達卡/ 銀聯)、支付寶、微信支付、本地銀行本票或其他本院網頁列明之收費方法。恕不接受支票。
The Hospital accepts various modes of payment including cash, credit card (Visa/ MasterCard/ UnionPay), Alipay, WeChat pay, cashier order drawn from a local bank or other approved payment method listed on the Hospital website. Cheques will not be accepted.
- 每位住院病人均會獲贈住院用品包一份，內有面巾、牙膏、牙刷、水杯、梳子、沐浴露、浴帽等日用品。病人亦可自備睡衣、睡袍、拖鞋等個人用品。
A welcome kit will be provided to each admitted patient. The kit includes face towel, tooth paste, tooth brush, drinking cup, comb, shower gel, shower cap and other personal utensils. Patients may also bring their own clothing/pyjamas, dressing gown, slippers/room shoes, or other personal belongings.
- 本院不建議病人攜帶貴重物品或大量現金入院。病人請妥善保管個人財物，住院期間如有任何財物損失，本院恕不負責。
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.
- 訪客探訪期間應遵守本院的探訪規則，並遵循醫院職員有關感染控制的指示。
Visitors should abide by the Hospital's visiting rules, and the medical staff's instructions on infection control precautions.
- 醫院範圍內嚴禁吸煙。
Smoking is strictly prohibited within the Hospital compound.
- 本院設有停車場。
Parking is available at the Hospital.



房間類別 Room Types

一人房
1-bed room



- 浴室
Bathroom
- 書桌
Desk
- 床頭櫃
Bedside cabinet
- 衣櫃
Closet
- 資訊娛樂屏幕
Infotainment Panel
- 平板電視機
LED television
- 小型夾萬
Small safe
- 小型雪櫃
Mini fridge
- 免費無線上網
Free WiFi Service

二人房
2-bed room



- 浴室 (共用)
Shared bathroom
- 床頭櫃
Bedside cabinet
- 衣櫃
Closet
- 資訊娛樂屏幕
Infotainment Panel
- 免費無線上網
Free WiFi Service

四人房
4-bed room



- 浴室 (共用)
Shared bathroom
- 床頭櫃
Bedside cabinet
- 衣櫃
Closet
- 資訊娛樂屏幕
Infotainment Panel
- 免費無線上網
Free WiFi Service

所有病床均設有病人專用的資訊娛樂屏幕，提供免費電視頻道、上網、遙距探訪、遠程診症、點餐等服務。病人亦可透過系統查閱個人病歷資料、住院期間的醫療程序及檢查項目、住院帳單等。
Each bed is equipped with an Infotainment Panel which provides free television channels, Internet access, tele-visit, tele-consultation, meal ordering and other features. Patient's medical history as well as the medical procedures, check-ups and bill information during their stay will also be available through this system.



定價收費 Package Prices

為提升收費透明度，讓病人清晰掌握住院預算，中大醫院就各項手術及治療程序提供定價收費。

定價收費涵蓋相關手術及程序的一切費用，包括：

To enhance price transparency and enable patients to have a better estimation of their budgets, CUHKMC has developed Package Prices to all operations and procedures.

CUHKMC's Package Prices cover all costs of the intended operation(s) / procedure(s), including:

- 醫生收費
Doctor's fee
- 麻醉科醫生收費
Anaesthesiologist's fee
- 病房費用（適用於四人房，不包括膳食費用）
Room charges (4-bed room only and excluding meal)
- 必需及相關的診斷費用（包括化驗及診斷造影）
Essential and related diagnostic procedure charges (including laboratory testing and diagnostic imaging)
- 治療費用（包括急救、輸血等）
Treatment procedures charges (including emergency procedure, blood transfusion, etc.)
- 手術室費用（包括額外手術時間）
Operating theatre charges (including extra operation theatre time)
- 護理程序費用
Nursing procedure charges
- 藥物收費（住院期間及出院 7 天內與病情相關的藥費）
Inpatient medication fee and up to seven days' worth of discharge medication related to the condition
- 儀器設備費用
Equipment and instrument charges
- 消耗品、物料及基本植入物料收費
Consumable, material, and standard implant charges
- 如病人出現併發症，須再接受手術和深切治療，有關費用亦包括在內
Costs related to complications (including intensive care and re-operation charges)

有關定價收費的詳情，可參閱香港中文大學醫院網頁。

For more information, please refer to CUHKMC's website.



房租及醫療相關費用 Room Charge & Procedure Charges

除定價收費外 Except for Package Prices:

- 房租以整日計算(日間病房除外)，截數時間為每日下午1時。住院不足24小時，仍會按房間類型收取一天費用。
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.
- 病人於翌日下午1時前出院，免交當天房租；下午1時後出院者，收取一天費用。
Subsequent day: No room charge is levied if patient is discharged before 1:00pm; otherwise, a full-day will be charged.
- 所有醫生診費、手術費及麻醉醫生費，由病人與主診醫生商訂。醫生一般自行決定收費，本院只屬代為收取。
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.

其他費用 Other Charges

轉換病床 Bed transfer

倘若病人在住院期間要求轉換同等級之病床，本院會收取手續費。

An administration fee would apply if patient requests transfer of bed of the same class.

轉換房間類別 Change of room type

倘若病人在住院期間要求轉換房間類別，本院會從病人轉換房間當日起，收取相應房間類別之費用。截數時間為每日下午1時。

Patient who choose to make a change of room type during their stay will be charged for the respective room type from the day of the change. Cut-off time is set at 1:00pm.



私家看護安排 Private Nurse and Carer

病人可自行僱用私家看護，本院職員可為病人及其家人提供相關資訊。相關收費會直接由服務供應方收取。本院對於非醫院聘用人士的任何行為或過失概不負責。

CUHKMC will facilitate patients in hiring nurses/ carers from agencies. Charges incurred will be directly payable to the relevant service provider. CUHKMC is not liable for any acts or omissions on the part of persons not directly employed by the Hospital.

出院及繳付帳單 Discharge & Payment Settlement

中期帳單 Interim bills

在您住院期間，本院會每隔三天發出一張中期帳單，請於收到帳單一天內繳付。(定價收費除外)

Hospital charges are payable once every 3 days. An interim bill will be issued. Patients are required to settle the bill within 1 day of issuance. (Except for Package Prices)

出院程序 Discharge arrangements

所有醫院費用須於出院前清付。請於出院時出示按金收據。病人可選擇以下繳費方式：

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

- 於住院房間內以非現金方式付款(如信用卡、支付寶及微信支付等)；
Cashless payment in your room (credit card, Alipay, WeChat Pay, etc.);
- 如以現金付款，請到地下大堂繳費處。
For cash payment, please visit our cashier office at the G/F lobby.

保險安排 Insurance Cases

本院與已選定之保險公司和機構有住院保證之安排，但部份仍可能涉及墊底費/共同支付額/自費項目而需要閣下於出院前支付相關之費用。由於每間保險公司之條款不同，本院建議病人在入院或預約前，向您的保險公司或所屬機構查詢保障範圍及條款。

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.



索取醫療紀錄副本 Request for Duplicate Medical Record

病人如欲索取醫療紀錄副本，請以書面形式向本院申請。有關申請表格、申請程序及收費詳情可參閱本院網頁上的「申請病人資料須知」。如有任何查詢，請於辦公時間內致電 (852)3946 6399 或電郵至 mro@cuhkmc.hk 與本院醫療紀錄辦公室聯絡。

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 "Information Sheet for Patient Data 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.

我們重視您的意見 Welcome for Feedback

歡迎您為本院服務提供寶貴意見，希望能藉著您的寶貴意見及建議，使我們可以不斷進步，令服務更臻完善。

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

如您對本院的服務有任何意見或建議，可循以下的途徑表達
If you have any suggestions or opinions for us, you may :

- 即時向當值護士或部門主管反映
contact nurse or department in-charge on the spot
- 聯絡病人關係經理 (辦公時間電話: 3946 6888)
call patient relations manager at 3946 6888 (office hours)
- 填寫服務意見調查表(問卷可於本院大堂接待處、入院登記及繳費處、各專科門診及病房護士站索取。)
complete patient feedback form (the patient feedback form is available at the reception counters at the main lobby, specialist outpatient clinics, admission & cashier counters and nurse stations in wards)
- 透過書面方式將意見郵寄到本院，或透過電郵 general@cuhkmc.hk 與我們聯絡。
express your suggestions or comments via mail or email: general@cuhkmc.hk

醫院位置 Hospital Location

前往香港中文大學醫院 Getting to CUHK Medical Centre

港鐵 MTR

港鐵東鐵綫前往大學站(B出口)

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

巴士及小巴 Bus and Mini Bus

您可乘搭巴士及小巴到大學站旁的公共運輸交匯處，步行至香港中文大學醫院。

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.

巴士 Bus:

43P 82C 87S 87K 99R 263A 272A 272K 289K

機場巴士 Airbus: A47X

小巴 Mini bus: 807A 807C 807K 807X 807S



香港中文大學醫院 CUHK Medical Centre

地址 Address :

香港新界沙田澤祥街9號
9 Chak Cheung Street,
Shatin, New Territories, Hong Kong

電話 Telephone No. : (852) 3946 6888

電郵 Email : general@cuhkmc.hk

網址 Website : www.cuhkmc.hk



CUHK Medical Centre



@cuhkmedicalcentre



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