PAMELA YOUDE NETHERSOLE EASTERN HOSPITAL OCCUPATIONAL THERAPY DEPARTMENT **OUT-PATIENT GUIDELINES**

w.e.f. 02 JAN 2025

- Appointment Guidelines
 1. Patients Patients can register two hours before the appointment time. Patients who arrive too early will not be registered.
- If the patient is late for more than 30 minutes, the treatment on that day may be canceled and the patient needs to make an appointment for the next follow-up appointment.
- Even if the patient registers in advance, the therapist will prescribe the consultation at the scheduled time. 3.
- For latecomers, even if the patient has registered and paid in advance, the therapist will decide to postpone or cancel the treatment on that day based on the situation on that day, and arrange a refund. 4.
- Patients who have completed registration and payment at the reception counter should wait outside the treatment rooms to receive treatment according to the instructions of the broadcasting.
- Our department has adopted a computer appointment system. If you need to continue follow-up consultation after treatment, please go to the reception counter to make an appointment for the next treatment time through the computer. Please verify the new appointment sheet (patient's name and appointment time) before leaving. 6.
- Individual treatment patients who have completed registration and payment, please pay attention to the broadcast in the department and go to the treatment room to receive treatment.

Payment instructions

- You can use the "One-Stop Electronic Service Machine KIOSK" outside the department to pay with "Octopus", credit card (VISA, MasterCard) or e-wallet (Alipay, AlipayHK, WeChat Pay, WeChat Pay HK, UnionPay, Apple Pay, Google Pay) for self-service payment or download the Hospital Authority mobile app "HA GO" to pay or pay in cash at the counter of our department.
- Allied Health Out-patient Fees: 2

Eligible Hong Kong Residents

New Case \$135.00 \$80.00 Follow Up Case Non-Eligible Hong Kong Resident \$1,190.00

Patients must present the original copy of a valid Hong Kong Identity Document (e.g. Identity card, birth certificate, etc.) for registration.

- HA Staff / Retired HA staff and their dependents, Civil Servants / Pensioners and their dependents should advise hospital i. / clinic staff that they are eligible for HA / civil service medical benefits and present the proof of identity for inspection;
- Comprehensive Social Security Assistance Recipients or E-wavier Recipients should present Certificate of CSSA or Eii. wavier Certificate from Medical Social Worker to our reception office.

For those who cannot provide the proper supporting document should pay their fee. Fee paid is non-refundable. Please noted that the receipt issued from our reception counter is the official proof of payment. No other receipts will be issued.

Change of Appointment

For making a change in the scheduled appointment, please inform our reception at 2595 4187 (Physical Unit) / 2595 7567 (Psychiatric Unit) within the office hour.

Opening Hours: Mon. - Fri.

8:30 am to 12:30 pm 1:30 pm to 5:00 pm

Sat.

9:00 am to 12:00 noon

Closed

Sat. (afternoon)

Sunday / Public Holiday

Closed

If patient has not turned up for the appointment for more than 28 days (start from the last attended appointment), or 2.. request to change appointment date twice and do not turn up, treatment will be deemed to be automatically given up and the case record will be closed. A new referral from the doctor should be obtained if the new treatment is to be continued.

Remarks

- Under normal circumstances, our department will arrange appointments according to the "Specialist Out-patient Service Triage Arrangement". If an advanced appointment is indicated after the referral is reviewed, our department will inform on the appointment slip to attend our clinic.
- You are advised to consult a doctor to seek further medical advice if your condition worsens while you are waiting for treatment. You should bring the information provided by the doctor to our clinic so that appropriate arrangements could be made.

Arrangements in Black Rainstorm / Typhoon / "Extreme Conditions' warnings

- 1. Please stay tuned for the latest information on the operation of the hospital's specialist outpatient clinics announced by the Hospital Authority Head Office via radio/TV.
- When the Observatory issues a black rainstorm warning signal or a typhoon signal No. 8 or above is hoisted, our department will be closed. Please pay attention to the radio and television broadcasts issued on behalf of the Hospital Authority. Normal services will be restored two hours after the signal is removed. If you have any inquiries, please call our department during office hours.