

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

w.e.f. 06 NOV 2020

Appointment Guidelines

1. We only accept registrations at our reception office within 30 minutes before & after scheduled appointment.
2. We may not be able to provide service to patients who are late for more than 30 minutes. You may have to book another follow up appointment for the Occupational Therapy service.
3. You can use the HA Electronic Payment Kiosk for Self-Service Registration if your appointment slip had been marked as "Please pay attendance fee at HA Kiosk outside OCC. Therapy Dept."
4. After registration at the reception office, please bring the appointment slip and receipt to the staff of treatment room and then follow the instruction to wait outside the appropriate treatment room. Those who have paid with Kiosk may follow the instruction and go into the treatment room directly.
5. After each treatment, please book the next appointment at our reception office and check before you leave.

Change of Appointment

6. For making a change in the scheduled appointment, please inform our reception office at **2595 4187 (Physical Unit) / 25957567 (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
Sat. (afternoon)	Closed
Sunday / Public Holiday	Closed

7. If you do not turn up for your appointment for more than 28 days (start from the last attended appointment), or request to change appointment date twice and do not turn up, we will assume that you have decided not to continue the treatment and the case record will be closed. A new referral from the doctor should be obtained if the new treatment is to be continued.

Payment

8. Please tender exact treatment fee. Our reception office may not be able to provide changes.

Allied Health Out-patient Fees:

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

9. To obtain free occupational therapy treatment: -
  - i. HA Staff / Retired HA staff and their dependents, Civil Servants / Pensioners and their dependents should advise hospital / clinic staff that they are eligible for HA / civil service medical benefits and produce proof of identity for inspection;
  - ii. Comprehensive Social Security Assistance Recipients or E-wavier Recipients should provide Certificate of CSSA or E-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.**
10. Please notify that receipt issued from our reception office is the official proof of payment. No other receipt will be issued.

Notifications

11. Under normal circumstances, our department will arrange appointment according to the "Specialist Out-patient Service Triage Arrangement". If an earlier appointment is indicated after the referral is reviewed, our department will notify you by phone within 2 weeks during office hours. If you have not received any notification, please follow the date shown on the appointment slip to attend our clinic.
12. You are advised that should your clinical condition deteriorate before your appointment date, you should consider seeking further medical advice and bring along the doctor's assessment to this clinic for appropriate arrangement.
13. Black Rain-storm and Typhoon  
In the event of Black Rain-storm Warning or Typhoon Signal No. 8 or above, this Department will suspend all out-patient occupational therapy services. The Department will open two hours later after all the warning or signal is down. Please contact this Department for any enquiries when services are resumed.