

### Service of Patient Relations Office

Welcome to the Patient Relations Office. Please note the following information about our service:

1. This office handles patients' requests for assistance, feedback, complaints and appreciations regarding the hospital services. On receipt of a case, we will provide appropriate advice or assistance. We may liaise with the department heads concerned to follow up the subject and reply to you if necessary.
2. Our service hours are from 9:00a.m. - 12:30p.m. and 1:30p.m. - 5:30p.m., Monday to Friday. We are closed on Saturdays, Sundays and Public Holidays. You can contact us in person, by mail, fax, phone or e-mail.

Address :	3/F, Multi-centre Block C, Pamela Youde Nethersole Eastern Hospital, 3 Lok Man Road, Chai Wan, Hong Kong
Tel. no. :	2595 6357
Fax :	2515 0003
Email :	pyneh_pro@ha.org.hk

3. With reference to the Hospital Authority (HA) complaint handling guidelines, the approximate response time for general feedback or complaints is within 6 weeks. For complex complaints (e.g. cases involving multiple departments or hospitals), substantive replies will be provided within 3 months.
4. If the case involves a patient's personal information, we will relay the investigation result to the patient directly for protection of personal privacy. The information can only be disclosed when the patient's consent is obtained.
5. The HA operates a two-tier system in handling patient and public complaints. If the complainant is not satisfied with the hospital's outcome of investigation, he/she may consider contacting the HA Public Complaints Committee for appeal:

Address :	HA Public Complaints Committee Hospital Authority Building, 147B Argyle Street, Kowloon, Hong Kong
Tel. no. :	2300 6748
Fax :	2895 6516
Email :	haho_pcc@ha.org.hk