



香港防癌會賽馬會癌症康復中心

The Hong Kong Anti-Cancer Society  
Jockey Club Cancer Rehabilitation Centre



## **Information Regarding Admission and Discharge**

### **Admission Procedure**

- On admission, a patient must produce a valid Identity Card or Passport for registration. A copy of the identity document will be kept by JCCRC.
- Patient under 18 years of age should be accompanied by a parent or a legal guardian. In addition to patient's and parent's/legal guardian's valid Identity Cards or Passports, a copy of his/her birth certificate must be produced. Legal document as a proof of relationship of the accompanying person is required.
- All patients admitted must provide information of a "First Contact Person" and a "Second Contact Person" who are residing in Hong Kong. Failing to do so may affect our plan and decision in regards to patient care. Our staff will usually contact the "First Contact Person" regarding issues of the patient. If the "First Contact Person" cannot be reached, the staff will contact the "Second Contact Person". However, both the First and the Second Contact Persons have the responsibility to discuss with our staff and make decisions regarding the patient's care and related issues.
- Patients should bring along Doctor's Referral Letter (if not submitted earlier), a discharge summary, investigation reports, follow-up appointments (if any) and current medications and present them to the nursing staff.
- Payment of deposit is required upon admission (for both monthly package and 5-day package) either by cash, EPS, or credit cards. Payment of deposits by personal/company cheques will not be accepted.
- Please keep the deposit receipt and present it to our Accounts Department upon discharge. The deposit could only be used to offset the final bill upon discharge and cannot be used to offset any of the interim bills. Unused balance of the deposit will be refunded within two weeks after discharge in the form of a cheque mailed to the correspondence address provided to JCCRC
- JCCRC has the right to assign and to rearrange the bed/room allocation for all patients according to different situations (such as patients' conditions or operational needs). Patients' request to change their beds/room may not be entertained.

### **Charges & Payment**

- Accommodation fees, itemized charges and charges of major services are listed on our "In-Patient Price List" displayed at the Reception Counter in the Lobby and nurse stations of all wards for references. Please approach the nursing staff for further assistance.
- Charges are subject to change without prior notice.
- The cut-off time for calculation of daily room rate (if applicable) is 12 noon and there is no half-day charge. Please inform the nurse in-charge for late check-out.
- JCCRC medical and nursing staff would use their professional judgment to order appropriate medications and procedures for the patients according to the patients' clinical conditions. Fees will be charged for those medications and procedures. Please refer to the "In-Patient Price List" for details.
- Fees will be charged for issuing of medical reports and completion of insurance claim forms.
- Any damage of the JCCRC's properties caused by patients or their visitors, the cost of repair or replacement of the damaged item with similar function will be charged to the patient's bill.
- For 5-day package:
  - Full accommodation fee must be paid upon admission to JCCRC.
  - 5-day package must be used in whole continuously, no refund for unused days under any circumstances (including the passing away of the patient).
  - Invoice for itemized charges will be issued on discharge or upon completion of a 5-day package.
  - If the patient continues to stay at JCCRC (either continuing with another 5-day package or a monthly package), payment of all charges of the previous package should be made 24 hours

from the presentation of the invoices. Payment for the new package should be made on the first day of commencement of the package.

- Full settlement of all invoices must be made prior to discharge from JCCRC.
- For monthly package:
  - Payment for a full month accommodation fee together with required deposit must be made upon admission to JCCRC. Thereafter monthly bill will be issued at the beginning of each month on the following charges: Accommodation, Nursing Care Package charge, Self-brought Drug Administration and Pharmacy Services.
  - Weekly bill will be issued on every Wednesday or the day after if Wednesday is a public holiday on itemized charges.
  - The payment term for all bills is 24 hours from the day of distribution.
  - Please note that repeated delays in settlement of bills will lead to termination of services, in which case JCCRC will arrange discharge of the patient.
- There will be no refund of all advanced payment for any early discharge or termination of services within the month unless in the situation of the passing away of the patient.
- Full settlement of the all bills must be made prior to discharge from JCCRC.
- All payment (except payment of deposit) can be made by cash, EPS, credit card or cheque at the Reception Counter. The normal office hours of our Reception Counter are as below:
  - Monday to Friday: 9:00 am to 7:00 pm
  - Saturday: 9:00 am to 5:00 pm
  - Sunday & Public Holidays: Off
- During non-office hours of the Reception Counter, payment can be made by depositing a cheque into our cheque deposit box placed at the Reception Counter.

#### **Transferred out / Home Leave**

- Patients may be transferred out from JCCRC to other hospitals or institutions due to medical or other reasons, or they may be arranged for home leave.  
It is the responsibility of the patients and their families to inform JCCRC if they plan to discharge from JCCRC during the transferred out / home leave period. Patient is required to pay for the full month on those monthly based charges and all up to date itemized charges.
- In normal circumstances, JCCRC will reserve the patient's bed until the full package expires. In case that the patient or his/her family fails to notify JCCRC to renew another package term, and fails to pay up the renewed package; and if JCCRC could not get in touch with the patient or his/her family for over 7 days, JCCRC will have the right to release the bed for new admission. In which case, all fees incurred during the transferred out / home leave period until JCCRC releases the bed will be charged to the patient.
- The patient or his/her family has the responsibility to settle all JCCRC bills and complete the discharge procedure.

#### **Items to bring along on admission**

- Personal toiletry items: Body wash, shampoo, body lotion, paper towels, face towels, toothpaste, tooth brush, comb, nail clipper, shaver, adult diapers (if necessary) and wet wipes.
- Clothing: Pajamas and bath towels will be provided by JCCRC. Patients should bring their own coat and slippers. If necessary, patients should also bring their own underwear, casual wear, socks and shoes. JCCRC will not be responsible for the cleaning of patients' brought-in clothing.

#### **Discharge Procedure**

- Upon discharge, ward staff will notify the Accounts Department to prepare the final bill.
- Patients planning to leave before or after office hour should make prior arrangement for settlement of the bill with the Accounts Department during office hours on the day before intended departure.

- As soon as the bill is ready, the Accounts Department will notify the ward staff and payment should be made at the Reception Counter in the Lobby. For deposit refund, please fill in the "INSTRUCTION FOR RELEASE OF DEPOSIT" form (ADM-FIN-003) and return it to the Reception together with the original of the deposit receipt.
- Before leaving, please check your personal belongings and valuables. JCCRC bears no responsibility for anything left behind. Any unclaimed personal belongings will be kept by JCCRC for a period of one month. Thereafter, the unclaimed personal belongings will be disposed and the patient or his/her family cannot make any claim to JCCRC for disposal of such items.

### **Suggestions**

- We welcome suggestions and feedback from patients and their families to help us improve our services. Please fill in the "Suggestion/ Comments Form" (Form: ADM-PR-004) and drop it into any of the collection box at Reception Counter and wards.
- For other enquiries and comments, please feel free to contact the Reception Counter (Tel: 3921 3888) or our Patient Relations Officer (Tel: 3921 3835).

*JCCRC reserves the right to update any of the above information without prior notice.*



**STATEMENT OF COLLECTION OF PERSONAL INFORMATION FROM PATIENTS**

This statement is to inform you about the purposes and manner of collection of your personal data by the Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre (JCCRC). Please read this statement before you provide any personal data to us.

The Hong Kong Anti-Cancer Society is a non-profit making organization. Staff members of our JCCRC may ask you to provide your Personal Data (including health information) or obtain from any appropriate third party your medical history and any relevant information for your health care purposes and/or generally for medical purposes (including treatment, research and education etc.).

When you provide Personal Data to us, please make sure that the data is accurate and complete. If you fail to provide us with the information required or if the information provided is inaccurate or incomplete, our ability to provide services to you will be affected.

**I. Purposes of Collection**

We shall collect from you:-

- your personal particulars such as your name, sex, and identity card number for the purpose of identification;
- your address, telephone number, and emergency phone number for the purpose of communicating with you in future if this becomes necessary.

The provision of this data is obligatory. If you are not willing to supply such data, JCCRC will be unable to accept you for diagnostic or treatment purposes.

We shall also collect information regarding your medical/dental history or condition:-

- by asking you for such data;
- by means of normal clinical diagnostic procedures; and
- if you have been referred to JCCRC by another clinician by obtaining information from the referring source.

This type of personal data is for the purpose of assessing your suitability for acceptance for treatment. It will be kept indefinitely in case it is required for future statistical or research purposes.

The provision of such personal data is also obligatory, otherwise JCCRC cannot accept you for diagnostic or treatment purposes.

We shall collect from you information about your next-of-kin, your occupation or, in the case of person under the age of 18, your parent's occupation, ethnic group and marital status for record and statistical purposes. Provision of these types of personal data is voluntary and you may decline to provide such information if you so wish.

**II. Classes of Transferees**

The personal data you provide will be kept confidential and is mainly for use within JCCRC by staff. However, we may provide such information:-

- to third party service providers if we need their services (such as clinical, laboratory, or technical services) in connection with treatment provided to you;
- in the case of referrals from or to other clinicians, to the clinician who referred you to JCCRC or to the clinician to whom you are referred;
- to any government departments or appropriate authorities by the virtue of law.

In all circumstances, unless with your prior consent, JCCRC will not disclose your personal data to any person for any purposes other than the purposes stated above or a directly related purpose. Your identity will be omitted from any teaching or research material that may be made available to persons outside JCCRC.

### **III. Access to Personal Data**

**You have the right of access and correction with respect to personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by you or related to you. We shall charge you a fee for complying with your data access request.**

### **IV. Change of Personal Data**

**Should there be any change in your telephone numbers and/or address, please inform the Registration Counter by phone on 3921 3888 or by fax to 3921 3877.**

### **V. Enquiries**

**Enquiries concerning personal data management, including the making of access and correction, are to be addressed to:-**

**Nursing Home Administrator**

**The Hong Kong Anti-Cancer Society**

**Jockey Club Cancer Rehabilitation Centre**

**30 Nam Long Shan Road**

**Wong Chuk Hang, Hong Kong**

**Telephone: 3921 3888      Fax: 3921 3877**