



Information Regarding Admission and Discharge

Admission Procedure

- On admission, a patient must present a valid proof of identity (Identity Card or Passport). A copy of the identity document will be kept by JCCRC.
- Patient under the age of 18 must be accompanied by a parent or a legal guardian. In addition to patient's and parent's/legal guardian's valid proof of identity (Identity Cards or Passports), a copy of the patient's birth certificate must be produced. Legal document as a proof of relationship of the accompanying person is required.
- All in-patients must provide information of a "First Contact Person" and a "Second Contact Person" who are residing in Hong Kong. Failing to provide such information may affect the treatment options available. Our staff will usually contact the "First Contact Person" regarding issues of the patient. If the "First Contact Person" cannot be reached, the "Second Contact Person" will be contacted. However, both contact persons share responsibility to make decisions regarding 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 to our nursing staff for clinical purposes.
- 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 to the 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 reserves the right of final decision on bed/room allocation, depending on the actual situation of patients' conditions or operational needs. Patients' request on bed/room change may not be honored.
- JCCRC provides training and practicum opportunities for nursing students. Should you have any enquiries, please contact our staff members.

Charges & Payment

- Accommodation fees, itemized charges and charges of major services are listed on our "In-Patient Price List" and "Nursing Care Package" displayed at reception in the lobby and nurse stations of all wards for references. For further enquiries, please contact our nursing staff members.
- Charges are subject to change without prior notice.
- The cut-off time of charging daily room rate is 12:00 p.m. Half-day charge is not available. Please inform Nurse In-Charge for late check-out.
- JCCRC medical and nursing staff uses professional judgment to prescribe appropriate medications and adopt medical procedures according to the patients' clinical conditions. Extra fees may be charged. Please refer to the "In-Patient Price List" and "Nursing Care Package" for more information.
- Fees will be charged for the issue of medical reports and completion of insurance claim forms.
- Any damage to 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.
- 5-day Package:
 - Full accommodation fee must be paid upon admission to JCCRC.
 - *5-day package* must be used in five consecutive days. No refund will be arranged for unused days under any circumstances (including patient passing away).
 - 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 the *monthly package*), payment of all charges of the previous package must be made in 24 hours from the presentation of the invoices. Payment for the new package must be made on the first day of commencement of the package.
- Full settlement of all bills must be made prior to discharge from JCCRC.
- **Monthly Package:**
 - Payment for a full month of accommodation fee, together with required deposit and nursing care package charge, 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 storage fee.
 - Weekly bill will be issued on every Wednesday or the day after if Wednesday is a public holiday on itemized charges.
 - Please settle the bill in 24 hours upon receipt.
 - Please note that repeated delays in settlement of bills will lead to termination of services, in which case JCCRC shall arrange discharge of the patient.
- There will be no refund of all advanced payment and room charges for any early discharge or termination of services within the month, unless in the circumstance of the patient's death.
- Full settlement of the all bills must be made prior to discharge from JCCRC.
- All payments (except payment of deposit) can be made by cash, EPS, credit card or cheque at the reception. The office hours of the reception are as below:

Monday to Friday:	9:00 a.m. to 7:00 p.m.
Saturday:	9:00 a.m. to 5:00 p.m.
Sunday & Public Holidays:	Closed
- During non-office hours, payments can be made by depositing a cheque into our cheque deposit box placed at the reception.

Items to bring along on admission

- Personal toiletry items: body wash, shampoo, body lotion, paper towels, face towels, toothpaste, tooth brush, comb, nail clipper, and shaver.
- Clothing: pajamas and bath towels will be provided by JCCRC. Patients should bring their own coat and slippers. Patients should bring their own underwear, casual wear, socks and shoes if necessary. JCCRC will not be responsible for the cleaning of patients' brought-in clothing.
- Please do not bring excessive amounts of cash and valuables into JCCRC. We shall not be responsible or liable for any loss or damage.

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 patient's and his/her family's responsibility to inform our staff members if they plan to discharge from JCCRC during the transferred-out/home-leave period.
- The bed is reserved for the patients in any circumstances until the monthly package is expired. Thus, the patient is still required to pay for the remaining committed fees, including but not limited to full monthly-based charges, daily charge on used nursing care package and itemized charges on all used items.
- Upon completion of the 5-day/monthly package, JCCRC reserves the right to discontinue the services:
 - Patient or his/her family fails to confirm the renewal instruction
 - Patient or his/her family fails to settle the payment of renewed package; or
 - Not able to obtain further instructions from the patient or his/her family.
- The patient or his/her family is required to settle all JCCRC bills following the discharge procedure.

Discharge Procedure

- Upon discharge, ward staff will notify the Accounts Department to prepare the final bill.

- Patients planning to leave during non-office hours should make prior arrangement for the settlement of bill with the Accounts Department during office hours on the day before intended departure.
- Ward staff will be notified when the final bill is ready for settlement. Payments should be made at the reception in the lobby. For deposit refund, please fill in the "INSTRUCTION FOR RELEASE OF DEPOSIT" form (ADM-FIN-003) and return to the reception together with the original of the deposit receipt.
- Before departure, please check your personal belongings and valuables. JCCRC is unable to accept responsibility or any liability for any of your property left behind. Any unclaimed personal belongings are stored for up to one month. Thereafter, the unclaimed personal belongings shall be disposed. The patient or his/her family shall not hold JCCRC liable for disposal of the items.

Additional Information

- For more information, please visit www.jccrc.org.hk or www.hkacs.org.hk.

Suggestions

- Your comments and suggestions are welcome to improve the quality of our services. Please fill in the "Suggestion/ Comments Form" (Form: ADM-PR-004) and return to us through any of the collection box at reception and wards.
- For other enquiries and comments, please contact the reception at 3921-3888 or our Patient Relations Officer at 3921-3835 or 3921-3863.

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 JCCRC may ask you to provide your Personal Data (including health information) or obtain your medical history and any relevant information from any appropriate third party for your health care purposes and/or generally for medical purposes (including treatment, research and education etc.).

When you provide these Personal Data to us, please ensure 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, the services provided to you may be affected.

I. Purposes of Collection

We shall collect the following information from you:-

- Your personal particulars such as your name, gender, 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 necessary.

The provision of this data is obligatory. If you are not willing to provide such data, JCCRC is 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, including but not limited to any text contents and non-text contents (photographs, graphics, pictures, audio files and image files, etc.) ; and
- By obtaining information from the referring source (if you are referred to JCCRC by other clinicians).

This type of personal data is for the purpose of assessing your suitability for treatments. It will be kept indefinitely in case it is required for future statistical or research purposes. The provision of such personal data is 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 refuse to provide such information.

II. Classes of Transferees

The personal data you provide will be kept confidential and is mainly for the use within JCCRC by staff members. 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 contact our staff members at 3921-3888 or by fax to 3921-3877.

V. Enquiries

Enquiries concerning personal data management, including access and correction, shall be addressed to:-

Administration Department
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