

責任 Responsibility

- 應向醫護人員詳盡提供你的健康狀況、過往曾患的疾病、敏感症及其他有關詳情。
Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.
- 應遵從醫生提出並經你同意的治療程序及有關指示。
Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.
- 為顧及其他病人及醫院職員的權利，應遵守醫院所訂定的規則。
Show consideration for the rights of other patients and health care providers, by following the hospital rules concerning patient conduct.
- 應準時應診；如不能依期赴診，應盡早通知。
Keep any appointments that you make, or notify the hospital or clinic as early as possible if you are unable to do so.
- 不應要求醫護人員提供不正確的資料、收據或病假證明書。
Should not ask health care providers to provide incorrect information, receipts or certificates.
- 不應隨便浪費醫療資源。
Should not waste medical resources unnecessarily.



歡迎透過以下途徑查詢 或聯絡本院：

播道醫院 Evangel Hospital

九龍亞皆老街222號 222 Argyle Street, Kowloon.
☎ 2711 5222 ☎ 2761 1469
✉ Email : info@evanhosp.org.hk
🌐 Website : www.evangel.org.hk

播道醫院中醫門診 Evangel Hospital Chinese Medicine Clinic

九龍城富寧街真善美村至真樓地下45號舖
Shop 45, G/F, Chi Chun Lau, Chun Seen Mei Chuen,
Fu Ning Street, Kowloon City.
☎ 2762 2218 ☎ 2762 2219

播道醫院視光中心 Evangel Hospital Optometric Centre

九龍城富寧街真善美村至真樓地下15號舖
Shop 15, G/F, Chi Chun Lau, Chun Seen Mei Chuen,
Fu Ning Street, Kowloon City.
☎ 2711 5222 ☎ 5741 4930 (只限 WhatsApp)

播道醫院心理評測及輔導中心 Evangel Hospital Psychological Assessment & Counselling Centre

九龍土瓜灣宋皇臺道2號地下
G/F, 2 Sung Wong Toi Road, To Kwa Wan, Kowloon.
☎ 2176 0222 ☎ 2761 1469

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病人約章 Patient's Charter



病人約章

Patients' Charter

病人約章的目的，是向市民解釋使用醫院服務時應有的權利及責任。了解自己的權利與責任，能加強你和醫護人員的合作，藉著積極及開明的夥伴關係，促進醫療護理的成效。

The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you use the services of this hospital. Knowing and understanding your rights and responsibilities will make your relationship with health care providers a mutually beneficial one. The Charter sets out the ways in which the community and the hospitals work as partners in a positive and open relationship with a view to enhancing the effectiveness of the health care process.



權利 Rights

1. 醫治權 Right to Medical Treatment

- 有權得到符合認可標準的醫療服務
The right to receive medical advice and treatment

即目前本港醫療專業群體所採納的標準，which fully meet the currently accepted standards of care and quality.

2. 知情權 Right to Information

- 有權知道本院提供的醫療服務資訊及收費
The right to information about what health care services are available, and what charges are involved.

有關資料可以在院內、分區門診及網頁取得。
You can obtain the information in our hospital, community clinics and website.

- 有權清楚知道本人病情、診斷、治療計劃，常見的問題及其他可行的療法
The right to be given a clear description of your medical condition, with diagnosis, prognosis and of the treatment proposed.

包括可能會影響醫治決定的資料。
Including common risks and appropriate alternatives.

- 有權知道處方藥物的名稱，正常效用及可能的副作用
The right to know the name of any medication to be prescribed, and its normal actions and potential side-effects given your condition.

本院的藥物標籤已提供有關的資訊。
The related information is printed on the drug label.

- 有權獲知有關你的病情及治療方面的資料
The right of access to medical information which relates to your condition and treatment.

讓病人能夠參與治療有關的決定，以及方便日後的治療及康復。
Let the patient engage in the medical decision for the future treatment and rehabilitation.

3. 決定權 Right to Choices

- 有權接受或拒絕任何藥物、檢驗或療法，並獲知所作決定可能引起的後果
The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.

你的意願將會受到尊重。但是，你亦應清楚瞭解拒絕治療後可能引致的危險或損害。
Your choice will be respected. However, you should understand the result of rejecting the treatment.

- 有權徵詢其他醫生的意見
The right to a second medical opinion.

你是有權自行尋找或徵詢主診醫生以外其他私家或公立醫院醫生的專業醫療意見。
Apart from your attending doctor, you have the right to search or consult other professional medical opinions from private or public hospitals.

- 有權選擇是否參與醫學研究計劃
The right to choose whether or not to take part in medical research programmes.

4. 私隱權 Right to Privacy

- 有權就個人的私隱、尊嚴、宗教信仰及文化信念獲得尊重
The right to have your privacy, dignity and religious and cultural beliefs respected.

本院會利用醫院的設備及環境盡量保障病人獲得最基本的私隱權，並會在不損害其他病人或醫護人員權利的情況下，尊重你的個人信仰及意願。

We will provide the basic privacy to the patient by using our facilities and environment. Moreover, the patient's religion and willingness will be respected under the premise of not to prejudice the right of other patients and medical staff.

- 有權得到院方將你的病情資料保密
The right to have information relating to your medical condition kept confidential.

在正常的情況下，院方不會在未經你的同意下，向他人披露你的病情資料。
In general, we will not disclose your medical condition to others without your permission.

5. 申訴權 Right to Complaint

- 有權向院方提出申訴，並得到迅速及公允的處理
The right to make a complaint through channels provided for this purpose by this hospital, and to have any complaint dealt with promptly and fairly.

醫院有質素及安全主任，處理你以口頭或書面作出的投訴，由適當的人員進行調查和跟進。在一段合理的時間內答覆，說明已採取或將採取的行動。

This hospital has a Quality and Safety Officer to whom you can make formal complaints either verbally or in writing. The complaints will be investigated and followed up by appropriate personnel. You will receive a substantive reply to any complaint within a reasonable period of time, together with an indication of any action that has been or will be taken.