

Service Arrangement of Specialist Out-patient Clinics in the Public Hospitals

Q : I am worried of getting infected and I did not / don't want to attend my appointments at the hospital / clinic. What should I do?

A : You may contact the clinic via the phone number on the appointment slip. They will reschedule according to your situation.

Due to a substantial amount of calls received by clinics recently, you may not be able to get through to the hotline easily. Please leave your phone number clearly when you leave a voice message so that clinic staff can call you back. For non-urgent case, you may also consider emailing your enquiry / requests to the clinic.

Q: What should I do if my medication is finished before the rescheduled appointment date?

A : Please inform the clinic staff if your medication is running out when rescheduling your appointment. Subject to your situation the clinic staff will arrange medication for you, or reschedule an earlier appointment date.

Q : Can I ask somebody to collect the medication on my behalf if I don't want to go to the hospital / clinic in person?

A : Yes, you can ask your family members or domestic helper to collect the medication for you. Please remind them to bring your appointment slip and your HKID card (or a copy) to the clinic.

Q : I have scheduled appointments for an X-ray and physiotherapy. Can I call to arrange another appointment date?

A : If you have concerns and are not able to attend appointments for examinations such as X-ray, physiotherapy, occupational therapy or dietetics, etc., you can call or email the hospital / clinic. The staff would make suitable suggestions according to your situation.



癌症基金會
CANCERFUND
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Source of Information:
Hospital Authority

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Q : Can I go for my appointment as scheduled?

A : Yes. Before you go to the clinic, please check your body temperature and your general health situation. You are required to wear face masks and to wash your hands before and after visiting the hospital or out-patients clinic.

The clinic may arrange for your medication when you first arrive and reschedule another appointment for a doctor consultation

Q : What are the hospitals / clinics doing to protect patients?

A : A hand washing area has been set up at the entrance of all hospitals for use before and after visiting. Specialist out-patient clinics also provide alcohol hand rub and conduct a temperature check at their entrances.

Q : How can I prevent being infected by this pneumonia?

A : We advise you to avoid going to crowded places or travel to affected areas. You should also be mindful of personal hygiene, wear face masks, wash your hands frequently, keep indoor areas well-ventilated and avoid contact with suspected or confirmed patients. If you feel unwell, please consult your doctor immediately.

Q : What should I do if I have fever or influenza symptoms?

A : If you feel unwell and have symptoms like fever, malaise, dry cough or shortness of breath, or have had contact with pneumonia patients or traveled to affected areas, we strongly advise you to reschedule your appointment and consult a doctor at Accident and Emergency Departments immediately.