



#### Arrangements for Black Rainstorm Warning Signal

Issued before 9:00am and will still be in force after 9:00am

Clinics will be closed. Please pay attention to the public announcements of Hospital Authority made via the radio and television.

Issued during clinic service hours

Services will be provided to patients who have arrived at the clinic.

Patients who cannot attend should make re-booking arrangement according to instructions on the appointment slip

#### Arrangements for Tropical Cyclone Warning Signal & Extreme Condition

Issued before 9:00am and will still be in force after 9:00am

Clinics will be closed. Please pay attention to the public announcements of Hospital Authority made via the radio and television.

Issued during clinic service hours

Clinic staff will consider the weather and traffic situations and arrange the departure of patients

Patients who cannot attend should make re-booking arrangement according to instructions on the appointment slip

#### Arrangement for Rescheduling and Absence

- With following situations please provide a new referral for booking as a new case
  - Absence from a new case appointment
  - Reschedule a follow-up appointment twice in a row
  - Absence from a subsequent appointment for a year or above beyond the last scheduled booking
- Patient unable to attend should contact clinic in person, by phone, fax or email for rescheduling in advance. New appointment is subjected to the quota availability and patient's clinical condition. The phone number and email address are indicated on the appointment slip.
- Patient should seek medical advice from Family Doctor / General Out-Patient Clinic if condition changed, or even attend Accident and Emergency Department if in urgent situation.
- Do not attend with any fever, influenza, rashes or shingles; or inform us upon arrival.

	Block S	Tel No.
Specialist Outpatient Services	Surgery	4/F 2255 4177
	Obstetrics & Gynaecology	5/F 2255 4182
	Medicine	6/F 2255 4186
	Medicine	7/F 2255 4189
	Orthopaedics & Traumatology	7/F 2255 4189
	Anaesthesiology	8/F 2255 4409
	Cardiothoracic Surgery	8/F 2255 4409
	Ear, Nose and Throat	8/F 2255 3388
	Head and Neck Surgery	8/F 2255 3388
	Pathology	8/F 2255 4409
Speech Therapy	8/F 2255 1063	

#### Service Hour

Monday to Friday : 9:00am – 5:00pm  
 Saturday : 9:00am – 1:00pm  
 (Excepted Ear, Nose and Throat & Head and Neck Surgery)  
 No services on Sunday and Public Holiday

	Location	Tel No.
Other Services	Central Blood Taking Room	Block S, G/F 2255 6906
	Shroff	Block S, 1/F 2255 3685
	Central Pharmacy	Block S, 1/F 2255 6663
	Medical Records Unit	Block S, 2/F 2255 3660
	Paediatrics & Adolescent Medicine	Block K, G/F 2255 3237
Radiology	Main Block H Wing, 1/F 2255 4319	

Certain Specialist Outpatient Services including Paediatrics & Adolescents Medicine, K K Leung Diabetes Centre, Oral Maxillofacial Surgery & Dental Unit Or Psychiatry are located at other blocks in Queen Mary Hospital .

# Patient Journey



## New Case Booking

- Prepare patient's valid Hong Kong Identity Document
  - Referral issued by a Hong Kong registered doctor within 3 months
  - Correspondence address information
- And make booking by fax, mobile apps "HA Go" or visit clinic in person

## 1 Payment / Attendance

- Subsequent cases as below can pay or register by Kiosk located at **Block S, 1/F or 3-8/F**
  - Pay by Octopus or other electronic payment system
  - Non one-off waivers
  - Eligible Civil Servant or Hospital Authority Staff
- New cases shall conduct document check at clinic booking counter
- Shroff at Block S, 1/F for payment by cash
- Fee and charges: 1<sup>st</sup> attendance \$135; Subsequent \$80



## 2 Perform Assessment

Assessments such as electrocardiogram, blood pressure or body height & weight measurement, or urine test etc. may require.

\*Logistic may varies among clinics



## 3 While waiting

- Registration time may not be the exact time for consultation. Your patience is appreciated.
- For late attendance, the consulting sequence will be based on the arrival time
- Please update personal particulars at Booking Counter if any
- Inform our staff for any discomfort
- Present the valid identity document before consultation or procedure starts
- Check against all the documents before you left. Contact staff immediately for any enquiry



Follow-up after consultation:

## Drug Collection B

Pay by **Kiosk or at Shroff** before heading to pharmacy. Please check against the drug quantity, contact staff immediately for any enquiry.

### Drug Charges

Each chargeable unit covers a duration of up to a 16-week: \$15/item



## Schedule next follow-up:

At respective clinic counters  
**Schedule blood taking appointment:**

Follow staff guidance to book at clinic counters or Blood Taking Scheduling Kiosk at lift lobby.

## A



## C Blood Examination

Block S, Ground Floor, Central Blood Taking Room  
Mon to Fri: 8:00am to 6:00pm (No service on Sat, Sun or PH)  
**Cut off at 5:00pm**

Please bring along blood taking appointment slip and blood taking investigation **reminder form**

**D** **X-ray** (For Orthopaedic Patients) Block K, 3/F (For General Patients) Main Block H Wing, 1/F  
**CT scan** Main Block H Wing, 1/F  
**MRI** Main Block D Wing, 1/F



放射科  
DEPARTMENT OF RADIOLOGY



## E Admission

Block L, Ground Floor of Main Block:  
Mon to Fri: 7:30am to 2:30pm  
Sat, Sun or PH: 7:30am to 1:00pm  
(Attend at Accident & Emergency Department counter in other service hours)



\*Logistic may varies among clinics, please contact staff for any enquiry