

# Haven of Hope Sister Annie Skau Holistic Care Centre

## Palliative and Quality Infirmiry Care Service

### Service orientation & charges

#### 1. Quality Holistic Care Services

Haven of Hope Sister Annie Skau Holistic Care Centre (“The Centre”) is committed to provide holistic care services for elders and patients with different needs. Our trans-disciplinary health care team includes specialist physicians in palliative care, geriatric or orthopedics, nurses, physiotherapists & occupational therapists. All admitted residents will be provided with professional and comprehensive assessments as well as personalized medical and nursing care. Together with the integrated psychological, social and spiritual care provided by our social workers and chaplains, residents’ quality of life will be enhanced.

#### 2. Self-financing Operations Model

The Centre does not receive any government subvention and operates on a self-financing model supported with donations. Charge level is between high quality nursing home and small private hospital. In order to cater for the needs of different families and individuals, a variety of service plans such as packaged service and daily rate services can be chosen.

#### 3. Tranquil and Comfortable Environment

The Centre offers different room types, ranging from family suites, single rooms, twin rooms, 4-7 bed rooms. Each spacious ward floor comfortably accommodates a terrace garden, a living room and a dining room, creating a warm, serene and homely environment. There are also roof top garden, multi-purpose activity rooms, family health resources pavilion (Oasis Lounge) and chapel, which can fulfill the physical, psychological, social and spiritual needs of our residents and families. Please visit our website to see photos of our environment and facilities: [http://www.hohcs.org.hk/content\\_53.html](http://www.hohcs.org.hk/content_53.html)

4. **Suitable for:** patients who need palliative care (e.g. patients with late-stage cancer or organ failure, etc.) or close monitoring of medical professionals and quality infirmiry care (e.g. patients with dementia, multiple strokes, Parkinson’s disease, etc.)

#### 5. Daily room rates, charges for medical round and specialist medical round (w.e.f. 1 Apr 2022)

Room Type		Daily Room Rate (HK\$)	Daily Medical Round by Resident Physician in Office Hour (Monday to Friday, except public holiday)	Weekly Specialist Medical Round (charge includes daily medical round by resident physician on the same day)	Deposit
WW Block	4-bed room*	\$610	\$1,190	\$2,240	\$60,000
	2-bed room	\$930	\$1,800	\$2,770	\$80,000
	Single room	\$1,325			
	Large single room (Room 12)	\$1,870			
	Deluxe single room (Room 7,15)	\$3,090			
	Family suite (Room 8,13,16)	\$5,640			\$100,000
					\$120,000
SAS Block	4 to 7 beds room*	\$440	\$1,190	\$2,240	\$60,000

\*Partial subsidy for Medical Round and Specialist Medical Round are provided for these room types

#### 靈實司務道寧養院 Haven of Hope Sister Annie Skau Holistic Care Centre

香港新界將軍澳靈實路十九至二十一號 19-21 Haven of Hope Road, Tseung Kwan O, New Territories, Hong Kong  
服務熱線 Service Hotline: (852) 2703 3000 | 傳真 Fax: (852) 2703 5575 | 電郵 Email: sashcc@hohcs.org.hk

根據《公司條例》(第 622 章) · 基督教靈實協會為一所擔保有限公司。  
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- ✧ Room facilities: air-conditioning (cool and warm), Wi-Fi, television (some rooms only), telephone (some rooms only), refrigerator (some rooms only), toilet & bathroom (some rooms only)
- ✧ Extra charge of \$10/day for window-sided bed
- ✧ **The above charges include** general nursing/personal care, room facilities and miscellaneous items (e.g. hair shampoo, shower gel, etc.). **Separate charges apply** for other items such as isolation facilities, medication, dressing materials, medical consumables, special nursing procedures (e.g. wound dressing, milk feeding care, etc.), medical treatments, rehabilitation service, loan of rehabilitation equipment, laboratory service, x-ray, chinese medicine consultation and acupuncture service, aromatherapy service, podiatry service, speech therapy service, transportation service, personal supplies, meals, laundry service, etc.

**6. Other charges** (selected items only; please contact Administration Office for more information)

Items	Charges (HK\$)
1) <b>Assessment by resident physician</b>	<b>\$1,830 per time (for patient newly admitted or returned after transferring out to hospital for over four weeks)</b>
2) <b>Isolation for infection control purpose</b>	<b>\$320 to \$840 per day (\$530-\$840 per day for 1st time isolation after admission)</b>
3) <b>ECG service</b>	<b>\$650 per time (for patient newly admitted or returned after transferring out to hospital for over four weeks)</b>
4) Companion overnight stay (Bed/recliner chair, pillow, blanket and drinking water will be provided upon ward situation; only recliner chair is allowed for 4-7-bed room)	\$195 per person per night (bed) / \$110 per person per night (recliner chair) Charge exemption is given to night shift private nurse with RN/EN qualification
5) Additional resident physician Consultation	\$1,190 - \$2,700 per visit, depending on time & room type
6) Additional specialist consultation	\$2,240 - \$2,770 per visit, depending on time & room type
7) Physiotherapy / Occupational therapy	\$560 up per session (30 min)
8) Incontinence package (diapers and cleansing materials included)	\$820 per week (\$40 per day for cleansing materials if diapers are self-provided by service user)
9) Milk feeding package (milk product not included)	\$1,320 per week (mouth care, syringe & milk bag included) / \$1,500 per week (mouth care, syringe, milk bag & milk pump included)
10) Set meal (breakfast, lunch, dinner & tea)	\$175 per day
11) Laundry service	\$67 per day
12) Transportation arrangement	\$110 up, depending on the destination
13) Venue Rental (Multi-purpose Activity Room, Chapel and Paradise of Love Room, etc.)	Charge depends on date, time & venue
14) Paradise of Hope (Body storage service)	\$850 per day for the first 2 weeks, \$1,700 per day thereafter (No charge on Sundays and public holidays)

**Items 1-3 are mandatory**

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## 7. Deposit

- ✧ Deposit must be settled on the day of patient admission. This deposit can be used to settle the discharge last bill upon discharge. Any remaining balance will be returned to the primary guarantor (finance) by a crossed cheque.

## 8. Admission assessment

- ✧ Patients with the following conditions would not be accepted for admission: unstable emotions or psychological problems, aggressive and harmful behaviors, psychiatric or infectious disease requiring active treatment.

## 9. Room allocation

- ✧ Room allocation is made on first-come-first-served basis and subject to availability.

## 10. Notification of Discharge

- ✧ Discharge or death under general condition  
For discharge, the room rate and other charges will only be charged up to the day and time of notice.  
For death, the room rate and other charges will only be charged up to the day and time of decease.
- ✧ Due to death or hospitalization  
For discharge due to prolonged hospitalization or death, the room rate and other charges will only be charged up to the day and time of notice.

## 11. Payment

- ✧ Payment by e-banking, PPS, direct deposit, autopay, cash or visa is accepted.
- ✧ Billing will be made on half-monthly basis, invoice release date and payment deadline are as below:
  - For the stay in 1<sup>st</sup> - 15<sup>th</sup> of the month, the invoice will be issued on or before 20<sup>th</sup> of same month, payment deadline is 5<sup>th</sup> of next month.
  - For the stay in 16<sup>th</sup> - 30<sup>th</sup>/ 31<sup>st</sup> of the month, the invoice will be issued on or before 10<sup>th</sup> of next month, payment deadline is 25<sup>th</sup> of the same month.
- ✧ All payment must be settled before deadline. If the payment is not settled in person, please send the payment record to our administrative department by email/WhatsApp.
- ✧ If payment is not settled before deadline, 2% surcharge of the outstanding amount will apply.
- ✧ If payment is overdue for more than a month, the case may be regarded as automatic withdrawal from the service. The outstanding amount will be deducted from the deposit. If there is additional outstanding payment, Haven of Hope Christian Service may take legal action to recover the debt.

***All prices are subject to change without prior notice.***

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