

Haven of Hope Sister Annie Skau Holistic Care Centre

Palliative Care and Quality Infirmiry 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: www.hohcshcc.org.hk.

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 2023)

Room Type		Daily Room Rate	Daily Medical Round by Resident Physician ¹	Weekly Specialist Medical Round ²	Deposit
WW Block	4-bed room ³	\$630	\$1,230	\$2,250	\$60,000
	2-bed room	\$960	\$1,860	\$2,880	\$80,000
	Single room	\$1,370			
	Large single room (Room 12)	\$1,930			
	Deluxe single room (Room 7,15)	\$3,190			
	Family suite (Room 8,13,16) ³	\$5,820			\$100,000
SAS Block	4 to 7 beds room	\$460	\$1,230	\$2,250	\$60,000

¹ Within office hour, on every Monday to Friday (except public holidays)

² Charge includes daily medical round by resident physician on the same day

³ Partial subsidies 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** regular personal care, room facilities and miscellaneous items. **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, rental 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 the Administration Office for more information)

Items	Charges (HK\$)
1) Medical Assessment	\$1,885 per time (for new admission or patient returned after transferring out to hospital for over four weeks)
2) Isolation for infection control purpose	\$320 to \$840 per day (\$530-\$840 per day for the isolation on new admitted patient)
3) ECG service	\$670 per time (for patient newly admitted or returned after transferring out to hospital for over four weeks)
4) Companion overnight stay (Bed/recliner chair, pillow, blanket and drinking water will be provided upon ward situation; Bed option is not available for 4-7 bed room)	\$200 per person per night (bed) / \$115 per person per night (recliner chair) Exemption is given for night shift private nurse with RN/EN qualification
5) Additional resident physician consultation	\$1,230 - \$2,790 per time, depends on time & room type
6) Additional specialist consultation	\$2,250 - \$2,880 per time, depends on time & room type
7) Physiotherapy / Occupational therapy	\$580 up per session (30 min)
8) Incontinence package (diapers and cleansing materials included)	\$120 per day (\$43 per day for cleansing materials if diapers are self-provided by service user)
9) Tube feeding package (milk product not included)	\$210 per day (mouth care, syringe & milk bag included) / \$240 per day (mouth care, syringe, milk bag & milk pump included)
10) Set meal (breakfast, lunch, dinner & tea)	\$180 per day
11) Laundry service	\$70 per day
12) Transportation arrangement	\$115 up, according to destination
13) Venue rental (Multi-purpose Activity Room, Chapel and Paradise of Love, etc.)	Charged according to date, time & venue
14) Paradise of Hope (Mortuary)	\$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

7. Deposit

- ✧ Deposit is required upon admission. The deposit can be used to settle the last bill upon discharge. Any remaining balance will be returned to the primary financial guarantor 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.

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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 1st - 15th of the month, the invoice will be issued on or before 20th of same month, payment deadline is 5th of next month.
 - For the stay in 16th - 30th/ 31st of the month, the invoice will be issued on or before 10th of next month, payment deadline is 25th 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.

