

# Haven of Hope Sister Annie Skau Holistic Care Centre

## Quality Infirmar Service Package

### 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](http://www.hohcshcc.org.hk)

#### 4. Suitable for: Frail elders with chronic diseases who requires continuous medical and nursing care, or stable patients with late-stage diseases (e.g. dementia, multiple strokes, late-stage cancers, Parkinson's disease, etc.). If patient's condition deteriorates, the patient will be required to increase frequency of medical round or change to "Palliative Care and Quality Infirmar Service".

#### 5. Package price and coverage (w.e.f. 1 Apr 2023)

| Quality Infirmar Service Package   | Room Type |                   | Weekly charge | Deposit  |
|--|-----------|-------------------|---------------|----------|
| <ul style="list-style-type: none"> <li>1 medical round by resident physician &amp; 1 specialist medical round per week (within office hours)</li> <li>Regular personal care (Vital signs monitoring, shower, diaper change, etc.)</li> <li>Meals, laundry service</li> <li>First electrocardiogram (ECG) service after admission</li> <li>Basic examinations on the admission day</li> </ul> | SAS Block | 4 to 7-bed room   | \$9,170       | \$60,000 |
|  | WW Block  | 4-bed room        | \$10,570      | \$60,000 |
|  |           | 2-bed room        | \$13,700      | \$80,000 |
|  |           | single room       | \$15,950      |          |
|  |           | Large single room | \$19,900      |          |

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 ·

Haven of Hope Christian Service is a company limited by guarantee under the Companies Ordinance (Cap. 622).



- ✧ 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
- ✧ Regular meals include breakfast, lunch, afternoon tea and dinner. Residents with dysphagia will be provided with food of appropriate texture in accordance with the International Dietary Standards for Dysphagia (IDDSI). If any resident is unable to eat and requires milk feeding via nasogastric tube, the above package price include designated milk type and consumption. Additional charge may be required for undesignated milk type or extra consumption. Tube feeding package will be charged separately (Please refer to the table in point 6).
- ✧ **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, 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) 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) /<br>\$115 per person per night (recliner chair)<br>Exemption is given for night shift private nurse with RN/EN qualification |
| 4) Additional resident physician consultation   | \$1,230 - \$2,790 per time, depends on time & room type  |
| 5) Additional specialist consultation   | \$2,250 - \$2,880 per time, depends on time & room type  |
| 6) Physiotherapy / Occupational therapy   | \$580 up per session (30 min)  |
| 7) Incontinence package (diapers and cleansing materials included)  | \$120 per day (\$43 per day for cleansing materials if diapers are self-provided by service user)  |
| 8) Tube feeding package (milk product not included)   | \$210 per day (mouth care, syringe & milk bag included)/<br>\$240 per day (mouth care, syringe, milk bag & milk pump included)                                 |
| 9) Transportation arrangement   | \$115 up, according to the destination   |
| 10) Venue Rental (Multi-purpose Activity Room, Chapel and Paradise of Love, etc.)   | Charged according to date, time & venue  |
| 11) 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 1-2 are mandatory**

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## 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.

## 9. Room allocation

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

## 10. Notification of Discharge

- ✧ Discharge under general condition  
7 days prior notice required for arrangement or fee applicable in lieu of the notice period.
- ✧ Discharge after transferring out  
For discharge due to long term hospitalization, 7 days prior notice is needed.
- ✧ Death under general condition  
The room rate and other charges will only be charged up to the day and time of decease.
- ✧ Death after transferring out  
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 monthly basis (1<sup>st</sup> - 30<sup>th</sup>/ 31<sup>st</sup>), the invoice will be issued on or before 10<sup>th</sup> of next month, and 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.***

