

Palliative Care Package (PCP)

Service Orientation & Charges

1. Service Targets

patients in need of palliative care (e.g. advanced cancer or organ failure patients, etc.) or close monitoring by healthcare professionals (e.g. patients with dementia, multiple strokes, Parkinson's disease, etc.)

2. Holistic Care Service

Haven of Hope Sister Annie Skau Holistic Care Centre is committed to providing holistic care services to elders and patients with diverse needs. Our multidisciplinary team includes clinical service led by experienced palliative care, geriatric, and orthopedic specialists and nurses, rehabilitation service led by in-house physiotherapists and occupational therapists, psychosocial spiritual care service and social activities provided by social workers and chaplains. Through comprehensive assessments conducted by the multidisciplinary team, personalized care plans of high quality are developed to significantly enhance the quality of life for residents.

The Centre offers a variety of room options, including family suites, single rooms, twin rooms, and 4-7 bed rooms. Each spacious ward floor comfortably features a terrace garden, living room and dining area, creating a warm and tranquil homely environment. There are also special facilities such as rooftop garden, multipurpose activity rooms, a family health resource pavilion (Oasis Lounge) and a chapel, which cater to the physical, psychological, social, and spiritual needs of residents and their families. Please visit our website for the photos of our environment and facilities: www.hohcshcc.org.hk

3. Package price and coverage (w.e.f. 1 Apr 2024)

Palliative Care Package (PCP)	Room Type		Weekly Charge (HK\$) ¹	Deposit (HK\$)
<ul style="list-style-type: none"> ✓ Room charge² ✓ Daily medical round by resident physician³ ✓ 1 medical round by specialist consultant physician per week³ ✓ Personal care (e.g. monitoring vital signs, shower, changing diapers, etc.) ✓ Meals⁴ ✓ Laundry service ✓ Emotional support for primary caregivers⁵ ✓ Psychosocial & spiritual care⁵ and social activities⁶ for residents 	SAS block	4-7 bed room	\$11,970	\$60,000
		4-bed room	\$13,580	
	WW block	2-bed room	\$19,250	\$90,000
		Single room	\$22,260	
		Large single room	\$26,250	
Additional Rehabilitation Service^{3,7} (to be used within the same week, non-refundable)	Single session \$600; 3-session package \$1,710; 5-session package \$2,700			

- ¹ (i) Surcharge of \$10/day applies for window-sided bed.
(ii) The above charges do not include other services and consumptions such as isolation facilities, medication, consumables, nursing procedures (e.g. wound care, tube feeding care, etc.), medical treatments, extra rehabilitation service, swallowing training, speech therapy, rental of rehabilitation equipment, chinese medicine and acupuncture service, laboratory service, x-ray, aromatherapy service, podiatry service, transportation service, personal supplies, etc.
- ² Room facilities: air-conditioning (cool and warm), television (some rooms only), telephone (some rooms only), refrigerator (some rooms only), toilet & shower facilities (some rooms only), Wi-Fi.
- ³ Service provided during office hours from Monday to Friday (except public holidays) only.
- ⁴ 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. Separate charge will apply for tube feeding care.
- ⁵ Service provided by social workers and chaplains based on the needs of residents and caregivers.
- ⁶ Charges apply for specified services.
- ⁷ (i) Swallowing training is not included.
(ii) If any physiotherapy or occupational therapy session cannot be provided due to public holiday, temporary hospitalization, or patient's condition is not suitable which assessed by doctor/nurse/therapist (such as fever), no supplementary session or refund will be returned.

4. Other Charges (selected items only; please contact the Administration Office for more information)

Items	Charges (HK\$)
1) Integrated admission assessment	\$2,600 per time (new admission or patient returned after transferring out to hospital for over four weeks)
2) Isolation for infection control purpose	\$220-\$760 per day
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)	\$205 per person per night (bed)/ \$120 per person per night (recliner chair) Exemption is given for night shift private nurse with RN/EN qualification
4) Extra medical round by resident physician	\$1,300-\$2,925 per time, depends on time & room type
5) Extra medical round by specialist consultant physician	\$2,350-\$3,000 per time, depends on room type
6) Physiotherapy/occupational therapy (30 minutes/session)	\$600 per session
7) Incontinence package (diapers and cleansing materials included)	\$120 per day (\$46 per day for cleansing materials if diapers are self-provided by service user)
8) Tube feeding care package (milk product not included)	\$225 per day (mouth care, syringe & milk bag included)/ \$255 per day (mouth care, syringe, milk bag & milk pump included)
9) Handling of own drugs	\$45 per day
10) Transportation by rehabilitation bus	\$115 up, depends on destination
11) Venue rental (Multi-purpose Activity Room, Chapel and Paradise of Love, etc.)	Charged according to date, time & venue
12) Paradise of Hope (Mortuary)	\$880 per day (first 2 weeks), \$1,760 per day thereafter (No charge on Sundays and Public Holidays)

Item 1-2 are mandatory for new admission

5. Deposit

- Deposit is required upon admission. The deposit can be used to settle the last bill upon discharge. Any remaining balance will be refunded to the financial guarantor via a crossed cheque after discharged.

6. Admission Assessment

- Patients with extreme emotional instability, aggressive behaviors, uncontrolled mental illness or infectious diseases are not suitable for admission.

7. Room Allocation

- Room allocation is based on first-come-first-served basis and subject to availability. The Centre reserves the right to make decision on the allocation.

8. Notification of Discharge

- Discharge under general condition: The Centre will calculate the charge until the date and time of patient's discharge.
- Deceased in the Centre: The Centre will calculate the charge until the date and time of patient's decease.
- Discharge or Deceased after transferring out: The Centre will calculate the charge until the day of discharge notice received.

9. Payment

- Payment can be made through FPS, online banking, PPS, direct deposit, autopay or in-person payment with cash/credit card (Visa/Mastercard) during office hours.
- Billing will be calculated on half-month basis, the invoice sending date and payment deadline are as below:
 - For the expenses during 1st - 14th, the invoice will be sent by the 20th of that month, payment deadline is the 5th of the following month.
 - For the expenses during 15th - 30th/31st, the invoice will be sent by the 10th of the following month, payment deadline is the 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, the Centre will immediately impose a 2% surcharge on the outstanding amount without further notice.
- If payment is overdue for more than a month, the Centre may consider as automatic discharge from the service. The outstanding amount will be deducted from the deposit. If the deposit is insufficient, Haven of Hope Christian Service may take legal action against the financial guarantor to recover the debt.

(All prices are subject to change without prior notice.)

