

醫療衛生服務



Medical and Health Services



\$66.3million

免費醫療服務
Free Medical
Services



2,594

病床
Hospital Beds



41

醫療衛生服務單位
Medical and Health
Service Units

東華三院的服務宗旨是為市民提供優質的中西醫醫療衛生服務、維持歷史悠久的贈醫施藥傳統、發揚「救病拯危」精神，並以病者福祉為依歸，致力發展中西醫藥結合治療。

The missions of TWGHs are to provide citizens with quality Chinese and Western medicine and health services, to maintain the long-standing free medical services, and to strive to heal the sick and relieve the distressed. Over the years, the Group has actively developed integrated Chinese and Western medicine treatment for the benefit of patients.



服務概覽 Service Overview

東華三院共有41個醫療衛生服務單位，提供中西醫藥服務、健康普查服務及長者健康服務，當中包括本院董事局透過醫院管治委員會積極參與管理的5間醫院，即東華醫院、廣華醫院、東華東院、東華三院黃大仙醫院及東華三院馮堯敬醫院。五間醫院共設有2,594張病床。醫院管治委員會成員名單見附錄M2。

其他由東華三院提供的醫療衛生服務及中醫藥服務，包括6家分別位於廣華醫院（為配合廣華醫院重建工程，原位於廣華醫院的中心已遷往油麻地新填地街東寶閣）、東華醫院、東華三院黃大仙醫院、東華東院及東區尤德夫人那打素醫院的中醫藥科研中心、5家中西醫藥結合治療中心/服務單位、1家中西醫結合健康管理中心（上醫館）、2家中醫流動診所、2家社區中醫診所、1家中藥檢驗中心、1項中醫外展服務、1家中央煎藥中心、2個中醫普通科門診部、2個婦女健康普查部、2家綜合診斷及醫療中心、1家電腦掃描中心、1家內視鏡中心、1家血液透析中心、2家復康中心、3家牙科診所、1項智障人士牙科服務、1項長者牙科外展服務及1項長者醫療外展服務項目。各醫療服務單位資料見附錄M1、M3及M4。



東華醫院
Tung Wah Hospital



廣華醫院
Kwong Wah Hospital



東華東院
Tung Wah Eastern Hospital



東華三院黃大仙醫院
TWGHs Wong Tai Sin Hospital



東華三院馮堯敬醫院
TWGHs Fung Yiu King Hospital

TWGHs has 41 medical and health service units, providing Chinese and Western medicine services, health screening and elderly health services. The Board of Directors takes an active role in the management of 5 hospitals through the Hospital Governing Committees, including Tung Wah Hospital, Kwong Wah Hospital, Tung Wah Eastern Hospital, TWGHs Wong Tai Sin Hospital and TWGHs Fung Yiu King Hospital. These 5 Hospitals provide 2,594 beds in total. The list of Hospital Governing Committee Members is shown in Appendix M2.

Other medical and health services and Chinese medicine services provided by TWGHs include 6 Chinese medicine clinical centres located at Kwong Wah Hospital (The Centre originally located at Kwong Wah Hospital (KWH) has been relocated to Tung Po Court, Reclamation Street, Yaumatei to cater for the redevelopment of KWH.), Tung Wah Hospital, TWGHs Wong Tai Sin Hospital, Tung Wah Eastern Hospital and Pamela Youde Nethersole Eastern Hospital, 5 integrated Chinese and Western medicine treatment centres/service units, 1 centre of integrated health management, 2 Chinese medicine mobile clinics, 2 community Chinese medicine clinics, 1 Chinese medicine control centre, 1 Chinese medicine outreaching service unit, 1 centralised decoction centre, 2 Chinese medicine general outpatient clinics, 2 well women clinics, 2 integrated diagnostic and medical centres, 1 computed tomography imaging centre, 1 endoscopy centre, 1 haemodialysis centre, 2 rehabilitation centres, 3 dental clinics, 3 establishments in support of dental services for persons with intellectual disability, outreaching dental services for the elderly and outreaching medical services for the elderly respectively. The information of medical service units is shown in Appendixes M1, M3 and M4.

贈醫施藥 免費醫療 Provision of Free Medical Services

免費醫療服務

東華三院自1870年創院以來，一直堅持為有需要人士提供免費醫療服務，即使面對醫療成本不斷上漲的壓力，東華三院仍然竭力維持「贈醫施藥」的傳統，為市民提供免費醫療服務，包括：

- 免費病床600張；
- 免費普通科和專科門診服務，並按政府的收費標準代求診者向政府繳付費用；及
- 免費中醫普通科門診服務，當中部分開支由衛生署資助。

2020/2021年度免費醫療服務的總支出預計為6,630萬元，約70萬人次受惠。

免費中醫講座

東華三院與其他醫院及機構合辦免費中醫講座，讓病患者、復康者及公眾人士認識中醫健康的概念，以及中醫日常防病養生的生活智慧。在2020/2021年度內，共舉辦約45場講座，參加人數超過2,200人次。

捐款予撒瑪利亞基金

東華三院董事局捐款200萬元予撒瑪利亞基金，為有需要的病人提供援助。

資助購買高價先進醫療用品

隨著醫療科技日新月異，醫療服務及其成效不斷提升，例如引入微創手術服務，惟有關服務所需用品費用高昂，並且屬於醫院管理局的病人自費項目，部分病人未能負擔。有見及此，東華三院董事局撥款資助有需要的病人購買所需的醫療用品，包括神經外科、介入放射及微創手術的用品，以及抽取乳房組織的刺針，讓有需要的病者得到適切治療。

病人互助組織

本院非常支持全人治療，包括身、心、靈的治療，因為病人除了身體上承受痛楚外，還要處理心靈以至精神上所承受的壓力與情緒問題。因此，東華三院董事局撥款資助屬下醫院的病人互助組織舉辦不同的健康教育和社交活動，讓患者及家人互相交流、互相扶持，其中包括腎病、糖尿病、乳癌、中風、紅斑狼瘡及老人日間醫院等病人互助小組。

設立東華三院樂儀癌病治療資助基金

雖然癌症已經成為危害生命的頭號殺手，但現代醫學有不少有效藥物及療法可以控制腫瘤生長、減低復發率、增加患者生存機會或延長生命。可惜新藥物及療法價格高昂，在公立醫院屬於自資購買的醫療項目，部分病人因未能負擔而失去治療機會。有見及此，善心人士發起成立「東華三院樂儀癌病治療資助基金」，秉承東華三院贈醫施藥的傳統，讓患者及家屬在危病徬徨中得到支援。本院已經成立基金管理委員會及審批小組，監察及審批基金的申請。基金為有臨床需要及符合資格的乳癌病人，提供政府

Free Medical Services

TWGHs has been providing free medical services for the needy in the community since its inception in 1870, and still strives to uphold the tradition of providing free medical services despite escalating medical costs in recent years, which include:

- 600 free beds;
- free general and specialist outpatient services by paying the hospital charges for the patients according to the Government fee scale; and
- free Chinese medicine outpatient services with partial subvention of operating expenses from the Department of Health.

The estimated expenditure of free medical services in 2020/2021 was about \$66.3 million, serving approximately 700,000 visits.

Free Chinese Medicine Health Talks

TWGHs jointly organised free talks on Chinese medicine with other hospitals and organisations for patients, rehabilitants and the general public with the aim of introducing the basic concepts and wisdom of Chinese medical science as well as its amazing efficacy in preventing illness and nurturing good health in daily life. Around 45 talks were provided to over 2,200 participants in 2020/2021.

Donation to Samaritan Fund

TWGHs Board of Directors made a \$2 million donation to the Samaritan Fund to provide assistance to the patients in need.

Subsidising Expensive and Advanced Medical Devices

Advances in medical technology result in continuous enhancement in the quality and efficacy of medical services, such as the introduction of minimal invasive surgery services. However, the devices required for these services are expensive self-financed items under the Hospital Authority, putting them beyond the affordability of some patients. In this light, TWGHs Board of Directors allocated funds to subsidise needy patients in purchasing necessary medical supplies, including consumables for neurosurgery, interventional radiology and minimal invasive surgery, and needles for breast biopsy so that needy patients are able to receive appropriate treatments.

Patient Support Groups

TWGHs fully supports the concept of a holistic approach to treatment, in which patients' physical pain, psychological and spiritual discomfort and the stress caused by illnesses are well taken care of. TWGHs Board of Directors allocated funding to subsidise patient support groups of the Group's hospitals to organise health education and social activities for patients to facilitate mutual support and sharing among patients and their families. These support groups include the mutual aid groups formed by patients of renal diseases, diabetic mellitus, breast cancer, stroke, systemic lupus erythematosus and geriatric day hospital, etc.

Setting Up TWGHs MK Cancer Treatment Subsidy Fund

While cancer is the top life-threatening killer, there are medications and therapies which can control the advancement of tumor, reduce relapse rate, increase chance of survival or prolong life in modern medicine. Unfortunately, as the new medications and therapies are expensive self-financed items in public hospitals, some patients cannot afford them and subsequently lose the chance of receiving therapy. Inspired by the Group's tradition of free medical services, various generous donors initiated the setting up of "TWGHs MK Cancer Treatment Subsidy Fund", which aims at providing support to needy cancer patients and their families in despair. TWGHs has set up the Management Committee and Assessment Panel for the Fund to monitor and assess the applications. The Fund provides eligible breast cancer patients with clinical needs subsidies on neo-adjuvant double-target

安全網未能資助的手術前雙標靶治療，其他資助項目將按病人的臨床需要，由主診醫生推薦並由基金設立的評審小組審批。基金於2017年和2018年分別在東華醫院和廣華醫院推行。自2019年3月起，本院將基金逐步推展至4間非東華三院的公立醫院，包括：東區尤德夫人那打素醫院、瑪嘉烈醫院、伊利沙伯醫院和瑪麗醫院，希望能幫助更多有需要的乳癌病人，讓他們獲得適切的治療。截至2020年12月，基金已撥出超過3,500萬元善款予上述6間醫院，共資助172名乳癌病人購買自費治療藥物，總資助額超過3,167萬元。

中醫癌症治療助醫計劃

中醫善於扶正固本，全身調理，能改善中晚期癌症治療的不適症狀，增強患者免疫力，提高生活質素及長期療效。為協助有經濟困難的腫瘤科病人接受中醫治療，由2008年開始，本院成立了「中醫癌症治療助醫計劃」，資助合資格病人使用中醫門診及中西醫藥治療中心服務的費用，每年資助額約190萬元。截至2020年11月，該計劃共批核超過600宗個案。

腎病人助醫計劃

由2010年開始，本院的「腎病人助醫計劃」每年資助末期腎衰竭病人接受血液透析治療，每年支出超過100萬元，資助約4,300宗血液透析服務。

therapy which is not covered by the Government's safety net, and patients' attending doctor can recommend other subsidy items arising from clinical needs for consideration by the Assessment Panel. The Fund was implemented at Tung Wah Hospital and Kwong Wah Hospital in 2017 and 2018 respectively. Starting from March 2019, the Fund has gradually been extended to 4 non-TWGHs hospitals, namely, Pamela Youde Nethersole Eastern Hospital, Princess Margaret Hospital, Queen Elizabeth Hospital and Queen Mary Hospital, with the aim to help more breast cancer patients in need by facilitating them to receive appropriate treatments. As of December 2020, the Fund had allocated over \$35 million to the 6 hospitals and subsidised 172 breast cancer patients to acquire self-financed medications for cancer treatment with a total subsidy over \$31.67 million.

Chinese Medicine Cancer Treatment Assistance Fund

Chinese medicine is good at strengthening and regulating the whole body, so as to relieve treatment related side effects in advanced cancer stages, enhance the immunity of cancer patients as well as improve their quality of life and long-term treatment efficacy. Starting from 2008, the Group has established the "Chinese Medicine Cancer Treatment Assistance Fund" to provide financial assistance to eligible cancer patients in acquiring services from Chinese medicine clinics and Chinese and Western medicine treatment centres, with an annual subsidy at around \$1.9 million. As of November 2020, the Fund had approved over 600 applications.

Renal Patient Assistance Fund

Starting from 2010, the "Renal Patient Assistance Fund" of the Group has provided financial assistance to late stage renal failure patients to acquire haemodialysis treatments. More than \$1 million were spent each year to subsidise around 4,300 haemodialysis treatments cases.

優化設施及服務質素

Enhancement of Facilities and Service Quality

東華三院醫療中心(北角)提供一站式醫療服務 TWGHs Medical Centre (North Point) Provides One-stop Medical Services



文穎怡主席於啟業儀式上致辭時表示，這所全新的醫療中心是東華三院醫療服務發展的重要里程碑。Ms. Ginny MAN, the Chairman, highlighted in her speech at the Launching Ceremony for service commencement that the new Medical Centre is a key milestone in the development of the Group's medical and health services.

本院於北角開設一所全新的醫療中心，提供多元化及一站式的醫療服務，涵蓋身體檢查、診斷、西醫專科、牙科及藥房服務。該醫療中心標誌著本院醫療服務發展的一個重要里程碑，包括：將原本設於東華東院的婦女健康普查部搬遷至新址，以便擴展及優化服務；開設本院第二間綜合診斷及醫療中心，代表本院有關服務擴展到港島區；設立新的西醫專科中心及新的藥房。此外，為發揮協同效應，原本位於北角蘇浙大廈的東華三院施黃瑞娟紀念牙科中心，亦遷至該醫療中心。其中，婦女普查部及牙科中心已經投入服務，其他服務亦會分階段推出，以回應市民對優質醫療服務的殷切需求。



TWGHs set up a brand-new medical centre in North Point, providing comprehensive and one-stop medical services ranging from physical examination, diagnostic, Western medicine specialist, dental and pharmacy services. The Medical Centre marked a key milestone in the development of the Group's medical and healthcare services, including the relocation of the Well Women Clinic (WWC) from Tung Wah Eastern Hospital to the new premises to facilitate service expansion and enhancement; the housing of the 2nd integrated diagnostic and medical centre of the Group which marked the extension of service coverage to Hong Kong Island; the establishment of a new Western medicine specialist centre and a new pharmacy. Besides, TWGHs Carrie Sze Memorial Dental Centre (TCSMDC), which was originally located at Kiangsu and Chekiang Building in North Point, was also relocated to the new Medical Centre to achieve synergy effect. The WWC and TCSMDC have already commenced services while other services are scheduled to be open to the public in phases so as to respond to their high demand for quality medical and healthcare services.

東華三院醫療中心(北角)主管向董事局成員介紹中心的醫療儀器。The Head of TWGHs Medical Centre (North Point) introduced the medical equipment to Board Members.





廣華醫院重建項目

Redevelopment of Kwong Wah Hospital



為配合現代醫療及服務發展趨勢，廣華醫院正進行重建計劃。第一期的拆卸及下層結構工程已於2019年5月完工。而第一期的上層結構建築及相關工程的總建設費用估算為100億8,330萬元，工程已在2018年5月獲立法會財務委員會撥款進行，緊接的下層結構工程亦已於2019年5月27日展開，預計於2022年完成。待第一期新建大樓竣工後，將有足夠樓面空間容納因第二期重建需要調遷的臨床服務。第二期主要工程包括拆卸主座大樓的東翼、北翼、中座大樓、東華三院余振強紀念大樓及職工宿舍，並在原址建造第二期的新大樓。整項重建計劃預期在2026年竣工。

廣華醫院在重建後將繼續擔當急症全科醫院的角色，新增的服務及設施如下：

- 計劃增加500張病床及10間手術室；
- 於急症室增設流感徵狀隔離區域及24小時電腦斷層掃描服務，以及新增急症科病房，擴大觀察房；
- 將專科門診診室由現在的44間增至約100間；
- 重建後的綜合日間醫療服務中心將提供一站式日間醫療服務，方便病人接受治療和長期護理；
- 新增內科腫瘤科服務，並提供前線治理、診症服務及化療計劃；及
- 增設中西醫結合病房，以拓展及提供更完善的中西醫藥醫院服務。

Kwong Wah Hospital is being redeveloped to meet modern healthcare and service development trends. The demolition and substructure works of Phase 1 were completed in May 2019. The total estimated construction cost for Phase 1 superstructure and associated works was \$10,083.3 million and the works were approved by the Finance Committee of the Legislative Council in May 2018. The subsequent substructure works commenced on 27 May 2019 and are expected to be completed in 2022. The completion of the new hospital complex in Phase 1 will allow the accommodation of the clinical services that need to be relocated due to Phase 2 redevelopment. The main works of Phase 2 comprise the demolition of the East and North Wings and Central Stack of the existing Main Hospital Building, TWGHs Yu Chun Keung Memorial Medical Centre and Staff Barracks for the construction of the new hospital complex in Phase 2. The whole project is expected to be completed in 2026.

After the redevelopment, Kwong Wah Hospital will maintain its role as an acute general hospital, and provide the following additional services and facilities:

- additional 500 beds and 10 operation theatres as planned;
- Influenza symptom isolation facilities and 24-hour CT Scan Services, as well as the addition of Emergency ward and expansion of Observation ward;
- additional consultation rooms for specialist outpatients from 44 rooms to around 100 rooms;
- one-stop day care medical services in the redeveloped multi-disciplinary day medical services centre, enabling patients to receive treatment and long-term care services;
- new Medical Oncology Services with frontline treatment, consultation services and chemotherapy programmes; and
- new Chinese and Western Medicine Integration Ward to develop and provide enhanced Chinese and Western medicine hospital services.



廣華醫院重建計劃第一期的上層結構建築及相關工程已於2019年5月展開。(2021年2月窩打老道鳥瞰圖)
Superstructure and associated works for Phase 1 redevelopment of Kwong Wah Hospital commenced in May 2019. (Bird's-eye view from Waterloo Road, February 2021)



幕牆安裝工程現正展開。
Installation of curtain wall was kick-started.



重建後的廣華醫院將採用中庭廣場的概念，配合透明玻璃外牆，為病人和訪客締造一個寬闊及舒適的環境。
The redeveloped Kwong Wah Hospital will adopt the concept of an atrium mall as the central circulation node with transparent glazing façade to create a spacious and comfortable environment for patients and visitors.



新廣華醫院設計效果圖
Illustration of new Kwong Wah Hospital



東華醫院設立「護士綜合模式診所—耳檢科服務」

東華醫院於2020年10月5日在耳鼻喉中心開展「護士綜合模式診所—耳檢科服務」。由耳鼻喉專科護士及聽力學家為年滿60歲或以上人士，提供適時聽力評估、耳科衛生護理教育及助聽器驗配服務。

開幕儀式標誌著東華醫院「護士綜合模式診所—耳檢科服務」正式投入服務。

The Opening Ceremony of the "Integrated Model of Elderly Hearing Loss – Nurse Clinic" at Tung Wah Hospital marked the official commencement of service of the Clinic.

Establishment of "Integrated Model of Elderly Hearing Loss - Nurse Clinic" at Tung Wah Hospital

Tung Wah Hospital commissioned the "Integrated Model of Elderly Hearing Loss - Nurse Clinic" in the Ear, Nose and Throat Centre on 5 October 2020. The speciality nurses and audiologists provide timely audio assessment, ear hygiene education and hearing aid prescription for elderly patients aged 60 or above.



東華醫院提升手術服務

為配合醫療科技發展，東華醫院手術室獲東華三院董事局撥款添置多項儀器，包括水刀供自體脂肪移植重建手術儀、電器水壓衝擊波碎石儀及雙極超聲波電刀儀。這些儀器能提高診斷及治療的成效，減少傷口流血及周圍組織的損傷，讓病人的手術可安全快捷地進行。

Enhancement of Operation Service of Tung Wah Hospital

In response to the development of medical technology, TWGHs Board of Directors allocated funding to the Operating Theatres of Tung Wah Hospital for acquisition of various equipment, including Body-Jet Evo System, Electrohydraulic Lithotripsy Device and Thunderbeat System. All of the equipment could enhance the effectiveness of diagnosis and treatment, and reduce bleeding and damage to surrounding tissues, enabling patients to undergo operations in a safe and efficient manner.

東華醫院提升內視鏡服務

東華醫院內視鏡中心一直為醫院管理局港島西聯網診所及私家診所轉介的病人提供內視鏡檢查服務。為縮短病人輪候結腸鏡檢查服務的時間及拓展結直腸癌治療服務，內視鏡中心於2020年6月22日由百週年紀念樓5樓遷往3樓。新裝修的內視鏡中心為病人提供一站式的結直腸病診斷、評估及治療服務。東華醫院內視鏡中心於2021年1月25日舉行重開儀式，作為醫院成立150周年的紀念活動之一。

Enhancement of Endoscopy Service of Tung Wah Hospital

The Endoscopy Centre of Tung Wah Hospital provides endoscopy service for patients referred by clinics in the Hong Kong West Cluster of the Hospital Authority and other private clinics. To shorten the waiting time for colonoscopy service and enhance colorectal cancer treatment services, the Endoscopy Centre was relocated from the 5th to the 3rd floor of the Centenary Building on 22 June 2020. The newly renovated Centre provides one-stop diagnosis, assessment, and treatment services of colorectal diseases. The Re-opening Ceremony of the Endoscopy Centre was held on 25 January 2021 as one of the celebration events for the 150th Anniversary of the Hospital.



醫護人員於內視鏡中心進行搬遷前最後一次膀胱鏡檢查。

Medical staff were conducting the last cystoscopy in the Endoscopy Centre before relocation.

東華醫院乳病中心及老人泌尿中心翻新工程

為改善服務和環境，東華醫院乳病中心及老人泌尿中心於2020年7月至12月進行翻新工程。翻新後的乳病中心配備先進的乳房X光造影，以配合服務發展的需要。

Renovation of Breast Centre and Geriatric Urology Centre of Tung Wah Hospital

To enhance service quality and environment, the Breast Centre and Geriatric Urology Centre of Tung Wah Hospital were under renovation from July to December 2020. The newly renovated Breast Centre is equipped with advanced mammography to cater for service development needs.

廣華醫院設計「防飛沫屏風」以減低感染風險

為提升職業安全及健康，以及加強前線醫護人員的飛沫傳染防護措施，廣華醫院職業治療團隊為急症室和診斷及介入放射科分別設計了兩款「防飛沫屏風」。屏風採用3D打印技術，配合舊物循環再用和人體工學設計製成，在通過感染控制組的審核後，已於2020年3月開始使用。屏風設計小巧靈活，透明膠板設計為前線醫護人員提供保護之餘，亦不會阻礙他們與病人溝通，因而獲得正面評價。

醫護人員正講解及示範如何使用「防飛沫屏風」。
Medical staff were explaining and demonstrating the use of "Anti-splashing Shield".

Design of "Anti-splashing Shield" for Reducing Infection Risks by Kwong Wah Hospital

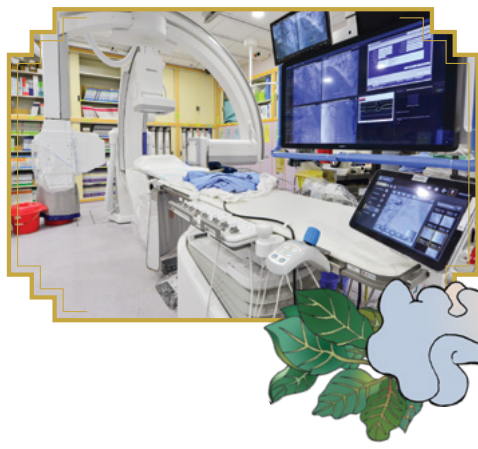
To enhance the occupational safety and health and strengthen droplets precaution measures for frontline medical staff, the Occupational Therapy Team of Kwong Wah Hospital designed 2 types of "Anti-splashing Shields" for the Accident and Emergency Department and the Department of Diagnostic and Interventional Radiology. By applying 3D printing in line with the concepts of materials reuse and ergonomics, the shields have been put into use since March



2020 upon evaluation by the Infection Control Team. The shields were well received by frontline medical staff for their compact and versatile design, as they offered protection to them without hindering their communication with patients.

廣華醫院為心導管室更換雙軸向心血管數碼透視及造影系統

廣華醫院內科及老人科的心臟專科於東翼1樓設有心導管室，為心臟病人提供導管式診斷及介入治療服務。2020年6月，心導管室更換了1部全新的雙軸向心血管數碼透視及造影系統，新購置的系統配備58吋高清大屏幕及心血管路徑圖實時動態影像功能，可以精確地呈現冠狀血管的動態或閉塞情況，亦能實時顯示植入之冠狀動脈支架的位置，使手術過程更順暢，同時減低手術風險。



全新雙軸向心血管數碼透視及造影系統經已啟用，為心臟病人提供服務。
The brand-new Biplane Image-Guided Therapy System was in operation to serve cardiology patients.



醫生可於心導管控制室透過心血管路徑圖實時動態影像功能，監察病人狀況。
Doctors can monitor patients' conditions at the Cardiac Catheterisation Control Laboratory via the real-time dynamic cardiovascular pathway imaging function.

東華東院提供為期365天的中風及腦科病人復康服務

為加強中風及腦科患者的治療成效，東華東院職業治療部及物理治療部於2020年10月開始提供為期365天的復康服務，在周末及公眾假期為中風及腦科病人提供及早介入、持續評估及復康治療。



365-day Rehabilitation Service for Stroke and Neurological Patients Provided by Tung Wah Eastern Hospital

To enhance the treatment effects for stroke and neurological patients, the Department of Occupational Therapy and the Department of Physiotherapy of Tung Wah Eastern Hospital had implemented a 365-day rehabilitation service since October 2020, so as to provide early intervention, ongoing assessment and rehabilitation treatment for stroke and neurological patients over weekends and public holidays.

職業治療部及物理治療部醫護人員為中風及腦科患者提供復康治療及訓練。
Medical staff of the Department of Occupational Therapy and the Department of Physiotherapy provided rehabilitation treatment and training to stroke and neurological patients.

東華東院增添醫療器材

東華三院董事局撥款贊助東華東院更換及添置醫療儀器，包括負重步行訓練儀、內視鏡自動消毒儀、視野測量儀、手術室吊墜、3D打印系統及電動站立訓練架等，有助醫院加強及提升服務質素。

東華三院黃大仙醫院推行「住院病人藥物處方系統」

東華三院黃大仙醫院於2020年11月引入「住院病人藥物處方系統」，透過電腦化程式管理藥物流程，包括為住院病人處方藥物、配藥及派藥，以加強藥物安全及改善臨床工作效率。醫院員工已在2020年下旬陸續接受培訓課程，透過模擬實際運作增進對新系統的認識，為推行新系統做好準備。



醫院的資訊科技部與中央護理部協辦培訓，協助醫護人員適應新系統。

The Information Technology Department and the Central Nursing Department of the Hospital co-organised training sessions for medical staff to familiarise with the new system.

連接東華三院黃大仙醫院行人天橋及升降機工程竣工

為提供無障礙環境以方便病人、訪客及員工，東華三院黃大仙醫院於2017年開展建設行人天橋和升降機連接醫院及雙鳳街的大型工程。建築工程已經完成，並於2020年10月開放予醫院員工使用。因應醫院管理局在2019冠狀病毒病下實施的緊急應變級別，此設施暫不對外開放。開幕儀式及正式開放予公眾使用的日期將會視乎疫情發展而定。與此同時，醫院正為行人天橋的美化工程進行籌備工作。美化工程將以壁畫為主，及以鮮豔色彩為主調，藉此為病人注入正能量，樂觀面對治療。



連接醫院和雙鳳街的行人天橋及升降機
Link bridge and lift tower connecting the Hospital and Sheung Fung Street

Acquisition of Medical Equipment at Tung Wah Eastern Hospital

TWGHs Board of Directors allocated funding to Tung Wah Eastern Hospital for replacement and acquisition of various medical equipment, including body weight support treadmill training system, automatic endoscope re-processor, visual field perimeter, pendant at operating theatre, 3D printing system and standing frame with electric belt system, so as to enhance and improve hospital services.

Implementation of "Inpatient Medication Order Entry System" at TWGHs Wong Tai Sin Hospital

The "Inpatient Medication Order Entry System" was implemented at TWGHs Wong Tai Sin Hospital in November 2020. The new digital system streamlines drug management procedures, including prescription, dispensation and distribution of drugs to inpatients, with the aim of enhancing medication safety and efficiency of clinical care. In late 2020, staff members of the Hospital received training on the new system and got familiar with the System through simulation sessions, so as to prepare for the official launch of the System.



「住院病人藥物處方系統」啟動儀式上，一眾醫院員工共同見證此具意義的時刻。

Hospital staff members witnessed the meaningful moment together at the "Inpatient Medication Order Entry System" Launching Ceremony.

Link Bridge and Lift Tower Project Completion at TWGHs Wong Tai Sin Hospital

In order to provide a barrier-free environment for patients, visitors and staff of TWGHs Wong Tai Sin Hospital, a large-scale construction project of link bridge and lift tower between the Hospital and Sheung Fung Street was commenced in 2017. The construction works were completed and opened to hospital staff in October 2020. In view of the activation of Emergency Response Level by the Hospital Authority under COVID-19, public use of the link bridge and lift tower was suspended. The dates of the opening ceremony and public access would be subject to the development of COVID-19. Meanwhile, the Hospital was preparing for the beautification works on the link bridge with colourful wall-painting as the main theme, so as to infuse positive energy into patients for them to face their treatment with a positive attitude.



行人天橋的美化工程正籌備中。
The beautification project for the link bridge was under planning.

東華三院黃大仙醫院病房翻新工程

東華三院黃大仙醫院於2019年8月開展為期4年的病房翻新工程，胸肺科病房4A及復康醫療護理病房2F、3C在完成翻新工程後，已於2020年以全新的面貌重投服務。現時，中央通風系統及整體病房環境大為改善，令病人得到更優質的醫療服務。另外，為配合聖母醫院重建計劃，醫院將會騰空2A病房予聖母醫院，此安排體現了醫院管理局九龍中醫院聯網的相互協作營運模式。



進行翻新工程前的東華三院黃大仙醫院3C病房
Ward 3C of TWGHs Wong Tai Sin Hospital before renovation

Wards Renovation at TWGHs Wong Tai Sin Hospital

TWGHs Wong Tai Sin Hospital has been undergoing a 4-year ward renovation project since August 2019. The ward renovations of the Department of Tuberculosis & Chest (Ward 4A) and the Department of Rehabilitation and Extended Care (Ward 2F and 3C) were completed and re-opened for services in 2020 with a fresh look. By now, the centralised ventilation system and the ward environment were greatly improved so that patients could receive higher quality medical services. Meanwhile, in line with the redevelopment of Our Lady of Maryknoll Hospital, Ward 2A was vacated for Our Lady of Maryknoll Hospital. This arrangement demonstrated the collaborative operation model among hospitals in the Kowloon Central Cluster of the Hospital Authority.



東華三院黃大仙醫院3C病房於翻新工程完成後環境舒適，煥然一新。
Ward 3C of TWGHs Wong Tai Sin Hospital had a cosy and completely fresh look after the completion of the renovation.

東華三院馮堯敬醫院臨終照顧服務

東華三院馮堯敬醫院一直致力提升住院臨終服務及積極參與晚期醫護服務，並將末期病症長者的服務重心由治療模式轉為舒緩照顧。醫院在2014年獲醫院管理局支持，將4A病房設為獨立病房，提供8張病床作臨終照顧服務，並於2020年推出「住院病人臨終臨床照顧計劃」及「人手小心餵食計劃」。截至2020年9月，分別有35名及36名病人參與上述兩項計劃。

此外，「晚晴照顧計劃」於2009年9月開始推行，目的是為患有末期病症的長者，提供到診舒緩照顧服務及日間診症服務。同屬醫院管理局港島西醫院聯網的東華三院馮堯敬醫院社區老人評估組及葛量洪醫院舒緩醫學科攜手合作提供服務，讓病人可選擇留在護理安老院接受照顧直至辭世，避免在離世前接受不必要的救治，或臨危時緊急症室入院。醫護人員亦與病人及其家屬商討，在他們同意下制訂適切的預設臨終照顧計劃及不作心肺復甦術指令。直至2020年9月，共有537位長者參與此計劃，當中515名病人同時參與預設照顧計劃。

東華三院馮堯敬醫院「支援長者離院綜合服務」

東華三院馮堯敬醫院積極推展「支援長者離院綜合服務」，讓長者離院後有足夠的支援，減低再次入院的機會。2020年4月至9月，共有186位病人獲轉介到馮堯敬醫院。院方為他們安排足夠的病床及較早的老人日間醫院應診期，而醫院的長者評估診所會為有緊急醫療需要的病人提供服務。

End-of-Life Services of TWGHs Fung Yiu King Hospital

TWGHs Fung Yiu King Hospital is dedicated to enhancing the end-of-life care to inpatients and has actively participated in end-of-life medical services. In addition, it adjusted the service approach to elderly patients from curative to palliative. With the support of the Hospital Authority in 2014, Ward 4A was changed to an independent ward with 8 beds for end-of-life services, followed by the introduction of the “End-of-Life Clinical Plan for Inpatients (EOL-CPI)” and “Careful Hand Feeding (CHF) Programme” in 2020. By September 2020, there were 35 cases of EOL-CPI and 36 cases of CHF programme activated.

Meanwhile, the “End-of-Life Programme” commenced in September 2009 with the aim of providing outreaching palliative care and day-time consultation services to the elderly with terminal illnesses. Both under the Hong Kong West Cluster of the Hospital Authority, the Community Geriatric Assessment Team (CGAT) of TWGHs Fung Yiu King Hospital collaborated with the Palliative Medicine Unit of Grantham Hospital to provide the services and offered patients an alternative to stay in the elderly homes until end-of-life to avoid unnecessary clinical procedures before passing away or being sent to the Accident and Emergency Department at critical moments. Medical staff also discussed the Advance Care Planning (ACP) and Do-Not-Attempt Cardiopulmonary Resuscitation decisions with the patients and their family members. By September 2020, a total of 537 elders had participated in the Programme and 515 elders signed the ACP.

“Integrated Care and Discharge Support for Elderly Patients” of TWGHs Fung Yiu King Hospital

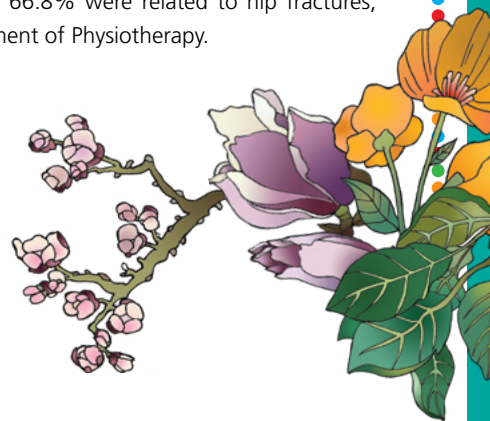
TWGHs Fung Yiu King Hospital actively promoted the programme of “Integrated Care and Discharge Support for Elderly Patients”, with the aim to provide sufficient support to the discharged elders in order to minimise the chance of hospital re-admission. From April to September 2020, a total of 186 patients were referred to TWGHs Fung Yiu King Hospital. The Hospital provided them with sufficient hospital beds and earlier appointments at Geriatric Day Hospital. The Elderly Assessment Clinic of the Hospital also provided consultation services to patients with urgent medical needs.

東華三院馮堯敬醫院加強老年骨科協作計劃

東華三院馮堯敬醫院老人科及骨科於2017年10月推展「長者髖關節骨折病人延續護理計劃」，隨後亦拓展至其它骨折病人，包括椎骨、腕關節及盆骨骨折病人。老人科專科醫生會為骨折長者病人進行前瞻性評估，監察其慢性病的康復進度及預防手術後的併發症，計劃更特別注重摔跌評估及骨骼健康。在跨專業團隊的協作下，計劃成功加快病人的復康進展，有助擬訂出院計劃。此外，物理治療部的服務亦延伸至周末及公眾假期，藉此提升復康療程的成效。於2020年4月1日至9月30日期間，老人科專科醫生處理了187宗個案，其中66.8%為髖關節骨折病人，合計有1,103人次到診物理治療部。

Enhancement of Ortho-geriatric Collaboration Programme at TWGHs Fung Yiu King Hospital

The Departments of Geriatrics and Orthopaedics of TWGHs Fung Yiu King Hospital implemented the "Ortho-geriatric Collaboration for Elderly Hip Fracture Patients in Extended Care Setting Programme" in October 2017. The Programme was subsequently extended to patients with fragility fractures such as vertebral, wrist and pelvic fractures. Geriatric specialists would conduct prospective assessment for all geriatric fragility fracture patients to monitor the recovery progress of their chronic diseases while trying to prevent post-operative complications. The Programme also focused on fall assessment and bone health. Through multi-disciplinary collaboration, the Programme facilitated rehabilitation progress and discharge planning. Besides, the physiotherapy services were extended to cover weekends and public holidays, so as to enhance the rehabilitation effectiveness of patients. From 1 April 2020 to 30 September 2020, a total of 187 cases were handled by geriatricians, of which 66.8% were related to hip fractures, amounting to 1,103 visits to the Department of Physiotherapy.



與伙伴機構合作、交流和培訓

Collaboration, Exchange and Training with Associate Institutions

為本地醫學院學生提供臨床實習機會

東華三院安排在本大學、社區書院及專業教育學院修習中醫、西醫及配藥學的學生到屬下的中醫中心進行臨床學習。

Provision of Internship Opportunities for Students from Local Medicine Institutes

Students of Chinese medicine, Western medicine and pharmacy at local universities, community colleges and vocational training institutes participated in clinical attachments at TWGHs Chinese medicine centres.

東華三院成為「國際傳統醫學防治重大感染性疾病聯盟」成員

為進一步加強各國互學互鑒、共商共享，並發揮傳統醫學在防治重大感染性疾病時的作用，中國中醫科學院聯同世界中醫藥學會聯合會、世界針灸學會聯合會、中國中藥協會向全球發起倡議，於2020年12月21日在北京成立「國際傳統醫學防治重大感染性疾病聯盟」。本院獲邀成為聯盟成員之一，與全球30個國家和地區的60多間機構及70多名專家就防治重大感染性疾病進行研究，包括作用機制、藥物研發、臨床研究及診療方案推廣等，並探索預防及治療2019冠狀病毒病的方案，為人類健康作出貢獻。

TWGHs Participated in "The Global Alliance of Traditional Medicines on the Prevention and Treatment of Major Infectious Diseases"

In order to enhance the mutual learning and discussion across countries, as well as exert the effectiveness of traditional medicines on the prevention and treatment of major infectious diseases, "The Global Alliance of Traditional Medicines on the Prevention and Treatment of Major Infectious Diseases", which was initiated by the China Academy of Chinese Medical Sciences in cooperation with the World Federation of Chinese Medicine Societies, World Federation of Acupuncture-Moxibustion Societies and China Association of Traditional Chinese Medicine, was established in Beijing on 21 December 2020. The Group was invited to participate in this Alliance and conduct research on major infectious diseases jointly with more than 60 organisations and 70 experts from 30 countries and regions in the world, including the active mechanisms, research and development of medicines, clinical research and promotion of diagnosis and treatment protocols, as well as exploring the prevention and treatment of COVID-19, so as to contribute to human health.



東華三院150周年中西醫藥治療研討會

TWGHs 150th Anniversary Medical Symposium on Chinese and Western Medicine

贈醫施藥是東華三院創院以來秉持的優良傳統，本院多年來致力推動香港中醫藥現代化與科學化。適逢本院150周年院慶，本院在2020年12月19日舉辦醫學研討會，旨在透過研討會的平台，讓中西醫藥界能夠交流醫療經驗及研究成果，促進提升中西醫療的服務水平及培育中醫藥人才。研討會為期1天，由本院屬下5間醫院及醫療單位的醫護人員出任講者，對象為香港中、西醫醫護人員。研討會主題為「中、西醫療服務的發展及挑戰」，論題涵蓋中醫藥的發展、中西醫結合治療、2019冠狀病毒病、中風、舒緩治療、以及骨質、婦女和長者健康。

因應疫情發展，研討會以網上形式舉行，並由文穎怡主席主持開展儀式。為紀念是次研討會，本院亦印製了研討會紀念特刊，輯錄講者簡介及演講摘要等。

Offering free consultation and free medicine to the needy is a founding tradition of TWGHs. The Group strives to promote the modernisation and scientification of Chinese medicine over the years. In line with the 150th Anniversary of TWGHs, the Group organised a medical symposium on 19 December 2020. The Symposium aimed to serve as a platform for professional practitioners of Chinese and Western medicine to share their experiences and research findings with one another, while enhancing the services of Chinese and Western medicine and cultivating talents in the Chinese medical profession. Experts from 5 TWGHs hospitals and medical services units were invited as speakers in the 1-day Symposium, targeting participants from the medical and healthcare professionals of Chinese and Western medicine in Hong Kong. The theme of the Symposium was "Advances and Challenges of Chinese and Western Medicine" covering topics of Advances in Chinese Medicine, Integrated Chinese and Western Medicine Treatments, COVID-19, Stroke, Palliative Care as well as Bone, Women and Elderly Health.

Due to the pandemic, the Symposium was organised in an online format with Ms. Ginny MAN, the Chairman, officiating at the Kick-off Ceremony. Symposium booklets with speakers' introduction and abstracts of the presentations were published to commemorate this Symposium.



文穎怡主席(前排中)為研討會主持開展儀式。
Ms. Ginny MAN (front row, centre), the Chairman, officiated at the Kick-off Ceremony of the Symposium.



因應疫情發展，研討會以網上形式舉行。
The Symposium was organised in an online format given the latest development of the pandemic.

關愛社區 創建健康社群

Building a Caring and Healthy Community

廣華醫院獲頒發「10年Plus『同心展關懷』標誌」

廣華醫院獲香港社會服務聯會頒發2019/2020年度的「10年Plus『同心展關懷』標誌」。醫院已經連續12年獲頒此標誌，象徵醫院對社區及員工持續的關懷，以及對保護環境的付出得到認同。

2019/2020年度「10年Plus『同心展關懷』標誌」證書
Certificate of "10 Years Plus Caring Organisation Logo" in 2019/2020



Kwong Wah Hospital Accredited the "10 Years Plus Caring Organisation Logo"

Kwong Wah Hospital was accredited the "10 Years Plus Caring Organisation Logo" by the Hong Kong Council of Social Service in 2019/2020. The Hospital had been awarded this logo for 12 consecutive years, which symbolises a recognition towards the Hospital's efforts in caring for the community and hospital staff, as well as protecting the environment over the years.

東華東院病人資源中心成立20周年

為慶祝東華東院病人資源中心成立20周年，中心於2020年10月9日舉行名為「醫社合作廿載情」的20周年網上慶典，以表揚病人小組推行各項關懷及朋輩支援等的傑出服務，並感謝義工們多年來盡心盡力為病人提供服務。



20th Anniversary of Patient Resource Centre of Tung Wah Eastern Hospital

To commemorate the 20th Anniversary of the Patient Resource Centre of Tung Wah Eastern Hospital, the Centre organised an online celebration event named "Medical-social Collaboration 20th Anniversary" on 9 October 2020, in order to commend the outstanding services delivered by patient groups in launching various caring and peer services, and to express gratitude to the volunteers for their dedication to patients over the years.

義工、病人小組及醫院管理層出席網上慶典，一同見證這個具意義的時刻。
Volunteers and patient groups participated in the online celebration with the Hospital's management to witness the meaningful moment together.

第三階段中西醫協作先導計劃

東華三院由2014年起參與醫院管理局的「中西醫協作先導計劃」，旨在探討中西醫協作的模式。第一階段計劃已於2014年9月在東華三院－香港大學中醫診所暨教研中心(中西區)及東華三院－香港大學中醫診所暨教研中心(東區)順利開展，服務對象分別為中風病人及患有肌肉及骨骼痛症(下腰痛)病人。第二階段計劃於2015年12月推行。東華三院－香港大學中醫診所暨教研中心(東區)已於2018年4月推行第三階段計劃，服務更擴展至肩頸痛症病人。而東華三院－香港大學中醫診所暨教研中心(中西區)亦於2019年1月開始第三階段計劃。因應2019冠狀病毒病疫情，此計劃的中醫病房服務於2020年1月下旬起暫停，同年11月起逐步恢復有關服務。

Phase 3 of Integrated Chinese and Western Medicine Pilot Programme

TWGHs has been participating in the "Integrated Chinese-Western Medicine Pilot Programme" of the Hospital Authority since 2014, with the aim to explore the development and provision of Chinese-Western medicine treatment for patients of the Hospital Authority. Phase 1 of the Programme was successfully launched in September 2014 at Tung Wah Group of Hospitals – The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Central and Western District) and Tung Wah Group of Hospitals – The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Eastern District), targeting to serve stroke patients and the patients with musculoskeletal pain (acute low back pain) respectively. Phase 2 of the Programme was launched in December 2015. Phase 3 of the Programme was launched in April 2018 at Tung Wah Group of Hospitals – The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Eastern District) and extended the services to those with shoulder and neck pain. Phase 3 at Tung Wah Group of Hospitals – The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre (Central and Western District) was also launched in January 2019. In view of the COVID-19 pandemic, the Chinese medicine inpatient service of the Programme was suspended starting from late January 2020 and was gradually resumed from November 2020 onwards.

資助並參與社區牙科的義務活動

作為開心樹社會服務「智障人士牙科義診服務」的協辦機構之一，本院一向鼓勵牙科團隊的員工參與有關義務活動。本院於2019年2月24日安排義工團隊到訪鄰舍輔導會怡欣山莊，為有特殊需要的人士免費提供牙科檢查、洗牙、補牙及脫牙等牙科服務。

Sponsorship and Participation in Voluntary Programme of Community Dental Services

As one of the co-organisers of "Happy Dental Programme" led by Happy Tree Social Services, TWGHs has always encouraged dental staff to join this voluntary programme. The Group organised a team of volunteers to visit The Neighbourhood Advice-Action Council Harmony Manor on 24 February 2019, providing free dental services including dental check-ups, scaling, fillings and extractions for people with special needs.

東華三院學校外展流感疫苗接種計劃 2020/2021

鑑於近年流感肆虐，本院自2017年起推行「學校外展季節性流感疫苗接種計劃」。此計劃配合政府的「疫苗資助計劃」推出，鼓勵學童在學校接種流感疫苗，提高疫苗接種率，以保障更多學童的健康。由於成效理想，本院今年度繼續推行「學校外展季節性流感疫苗接種計劃」，服務對象涵蓋東華三院屬下的幼稚園、小學及中學。本院的醫務科和綜合診斷及醫療中心安排醫護團隊到參與的學校為學生接種流感疫苗。東華三院屬下共有18間幼稚園和9間中學參與此計劃。本院的疫苗接種隊共為超過4,300名學生接種約5,000劑流感疫苗。

On-site Seasonal Influenza Vaccination Programme at TWGHs Schools in 2020/2021

In view of the rampant outbreak of influenza in recent years, TWGHs has organised "On-site Seasonal Influenza Vaccination Programme at Schools" since 2017 in line with the Government's "Vaccination Subsidy Scheme". It aimed at encouraging students to receive vaccination at schools and increasing the vaccination rate to protect the students' health. In view of the positive outcome, the Group continued with the Programme in 2020/2021, serving students of TWGHs kindergartens, primary and secondary schools. The Medical Division and Integrated Diagnostic and Medical Centre (IDMC) of the Group arranged medical teams to the participating schools to provide on-site seasonal influenza vaccination for students. A total of 18 kindergartens and 9 secondary schools of TWGHs participated in the Programme. In total, TWGHs Vaccination Team had provided on-site influenza vaccination for over 4,300 students with around 5,000 injections.



為運動員提供身體檢查服務

東華三院綜合診斷及醫療中心繼續與香港足球總會攜手合作，為逾250名香港超級聯賽足球員進行身體檢查。此項計劃非常有意義，可以提升職業運動員對健康的關注。

舉辦健康教育活動 推廣醫學資訊

為推廣公眾健康及「預防勝於治療」的概念，東華三院綜合診斷及醫療中心舉辦了一連串的健康教育活動，包括健康講座及免費檢查服務，更因應2019冠狀病毒病的疫情推出網上直播健康講座，主題涵蓋痛風等常見疾病。此外，本院屬下醫療單位包括東華三院醫療中心（北角）、綜合診斷及醫療中心、婦女健康普查部及放射診斷部定期為《明報》健康網的專欄「醫學滿東華」撰寫文章，以生動有趣的故事形式，結合不同角度，每月向大眾分享和講解不同的醫療知識。專欄內容除了各類疾病的預防及診治方法外，還包括最新的醫療資訊，例如疫苗注射及身體檢查等，藉此推廣健康生活的概念。

Provision of Medical Assessment to Sportsmen

TWGHs Integrated Diagnostic and Medical Centre (IDMC) continued to collaborate with the Hong Kong Football Association Limited in providing medical examinations to over 250 football players of Hong Kong Premier League. It was a meaningful project which could increase the health awareness of professional athletes.

Organisation of Health Education Programmes and Promotion of Medical Information

To promote public health and the concept of "Prevention is Better than Cure", TWGHs IDMC organised a series of health education programmes, including health talks and free health checks. In view of the COVID-19, online streaming health talks were also organised, with topics covering common health problems such as gout. In addition, the medical services units of the Group, including TWGHs Medical Centre (North Point), Integrated Diagnostic and Medical Centres, Well Women Clinics and Radiological Diagnosis Department contributed medical articles to a *Ming Pao* Health Column named "Medical in Tung Wah" on a regular basis. This monthly column shared and explained medical knowledge to the public from multiple angles through interesting stories. Apart from prevention, diagnosis and treatment of various diseases, the Column also covers the latest medical information, including vaccination and health-check, with the aim of promoting the concept of healthy living.

2019冠狀病毒病相關防疫措施、行動和支援 Anti-epidemic Measures, Actions and Supports related to COVID-19

東華三院屬下醫院應對2019冠狀病毒病的緊急應變措施

為應對2019冠狀病毒病，醫院管理局於2020年1月25日啟動緊急應變級別。本院屬下醫院隨即實施一系列措施以加強感染控制及為病人提供適切服務，包括暫停探訪安排及所有義工服務，個別醫院更作出以下安排。

廣華醫院：

廣華醫院由2020年3月25日起於東翼3樓隔離病房及東華三院余振強紀念醫療中心4樓監察病房接收確診患者，為他們提供適切治療。鑑於本港於2020年7月初爆發第三波疫情，醫院於2020年7月20日起於東翼10樓病房的部分病格增設了監察病床設備，以接收更多有需要的病人。醫院亦適時檢視非緊急服務及調整服務量等，以集中資源應付疫情帶來的挑戰。

此外，為加強溝通，醫院亦善用不同通訊渠道向員工發放疫情的最新消息。醫院亦透過舉行講座及員工論壇等，以支援各崗位的員工及收集意見。院方亦不斷收到由東華三院和社會各界捐贈的抗疫物資及感謝卡以表支持及關懷，鼓勵員工繼續上下一心，緊守崗位，攜手抗疫。

Emergency Measures of TWGHs Hospitals under COVID-19

In response to the COVID-19, the Hospital Authority activated the Emergency Response Level from 25 January 2020. TWGHs hospitals promptly responded by implementing a series of measures to enhance infection control and provide appropriate services for patients, including suspension of visiting arrangements and all volunteer services. Individual hospitals also made the following arrangements.

Kwong Wah Hospital :

Kwong Wah Hospital started admission of confirmed cases to the isolation ward on the 3rd floor, East Wing, and the surveillance ward on the 4th floor in TWGHs Yu Chun Keung Memorial Medical Centre to provide appropriate medical treatment with effect from 25 March 2020. Owing to the local outbreak of the 3rd wave in early July 2020, the Hospital set up surveillance facilities in some cubicles on the 10th floor, East Wing, so as to admit more patients in need from 20 July 2020 onwards. The Hospital also conducted review and adjustment on non-emergency services, so as to pool resources to deal with challenges arising from the pandemic.

In order to enhance communication, the Hospital fully utilised various communication channels to publish the latest updates on the pandemic. Meanwhile, the Hospital also organised seminars and staff forums to provide support to and collect feedback from staff members. Moreover, the Hospital received an array of anti-epidemic supplies and appreciation cards from TWGHs and the community as a vote of support and care to the staff. All these greatly encouraged the staff to stay together with concerted efforts, remain steadfast in their posts, and join hands in fighting the pandemic.



廣華醫院東翼10樓病房增設監察病床設備。
Surveillance facilities were installed in cubicles on the 10th floor, East Wing of Kwong Wah Hospital.





廣華醫院感謝東華三院和社會各界捐贈的外科口罩等抗疫物資及致送的感謝卡。
Heartfelt thanks from Kwong Wah Hospital to TWGHs and the community for the donations of anti-epidemic supplies such as surgical masks and appreciation cards.



醫院管理局2020年1月下旬啟動緊急應變級別，東華三院黃大仙醫院於正門展示有關通告。

The Hospital Authority activated the Emergency Response Level in late January 2020. The notice was displayed at the entrance of TWGHs Wong Tai Sin Hospital.



東華三院黃大仙醫院：

2020年7月起，東華三院黃大仙醫院開始接收由伊利沙伯醫院及廣華醫院轉為情況穩定的2019冠狀病毒病康復者，為他們提供復康服務，協助該兩間急症醫院騰出空間接收其他有需要的病人。

TWGHs Wong Tai Sin Hospital：

Starting from July 2020, TWGHs Wong Tai Sin Hospital commenced the admission of cleared COVID-19 cases with clinically stable condition from Queen Elizabeth Hospital and Kwong Wah Hospital for rehabilitation services. The Hospital also rendered support to these 2 acute hospitals to vacate spaces for admitting patients in need.

東華三院屬下醫院開展視像探病服務

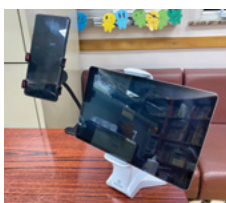
醫院暫停探訪期間，病人不能與家屬見面，頓感孤單失望，尤其是不諳使用智能手機的年長病人和長住在療養病房的病人，更顯無助。有見及此，本院在屬下5間醫院均增設視像探病服務，讓病人與家屬能保持聯絡，除了可緩解彼此之間的思念，對病人心靈及身體康復亦產生積極作用，令病人更積極配合治療。

Provision of Video Visiting Service at TWGHs Hospitals

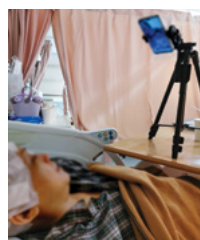
As all visiting arrangements were suspended, patients and relatives were unable to meet face-to-face. Patients could not help feeling lonely and disappointed by this suspension, especially the elderly and the infirm patients who were not proficient in using smartphones. In view of this, 5 hospitals of the Group put forward video visiting services, and thus enabled patients to keep in touch with their families. Apart from relieving their longing between each other, the service also motivated patients both spiritually and physically, encouraging them to participate more proactively in treatments.

截至2020年9月底，東華醫院合共提供超過2,200次視像探病服務予逾480名病人使用，當中超過55%為80歲或以上病人，而使用是項服務的家屬則超過5,500人次。廣華醫院健康促進中心則透過手提電話，於2020年3月中至10月期間協助病人及其家屬進行約420次視像探病服務。東華東院及東華三院黃大仙醫院亦為有需要的病人在職員的協助下，進行視像探病，讓病人在疫情下亦可與親友保持聯繫。而東華三院馮堯敬醫院長者健康資源中心於2020年2月中至10月底，亦合共提供了1,246次視像探病服務。

As at the end of September 2020, over 2,200 times of video visiting services were arranged by Tung Wah Hospital, covering more than 480 patients. Among them, over 55% were patients aged 80 or above, and over 5,500 times of relatives used this video visiting service. On the other hand, Kwong Wah Hospital Health Promotion Centre made use of mobile phones to provide about 420 times of video visiting services from mid-March 2020 to October 2020, while Tung Wah Eastern Hospital and TWGHs Wong Tai Sin Hospital provided video visiting service to the patients in need under staff assistance. TWGHs Fung Yiu King Hospital Elderly Health Resources Centre provided a total of 1,246 times of video visiting service from mid-February 2020 to end of October 2020.



東華三院贊助東華醫院視像探病服務所需通訊器材。
The mobile devices used in the video visiting service of Tung Wah Hospital were sponsored by TWGHs.



東華醫院視像探病服務團隊上下一心，致力為病人及家屬提供優質的服務。
The video visiting service team of Tung Wah Hospital worked together to strive for quality services for patients and their relatives.



在視像探病服務的過程中，醫務社工及護士從旁協助，為病人及家屬適時提供情緒支援。
During the video visiting service, medical social workers and nursing staff stayed with patients to provide timely assistance and emotional support.



成立醫療衛生抗疫防控基金 推出多項支援計劃

因應2019冠狀病毒病在世界各地爆發，政府在2020年1月4日宣布啟動「對公共衛生有重要性的新型傳染病準備及應變計劃」的嚴重應變級別，並於1月25日提升至緊急級別。為應對疫情，東華三院在董事局及行政總監的帶領下，迅速調撥內部資源，並有幸獲得各方善長慷慨捐輸，推出了多項防控疫情措施及一系列社區支援及資助計劃。

為全力支持本院屬下醫院及醫療衛生服務單位防控疫情，董事局撥款579萬元設立醫療衛生抗疫防控基金，以支援其維持服務，同時保護一眾緊守崗位的員工，及提升醫護人員的士氣。該基金支援的項目包括：

- 添置足夠及合適的個人防護裝備及物資；
- 為長時間工作的醫院員工提供餐點及小食；
- 為不符合醫院管理局特別租金津貼申請資格，但在高風險區當值且有實際需要的醫院員工，提供特別租金資助，以協助他們作出臨時住宿安排；
- 緊急為員工宿舍添置所需傢俱和設備；
- 添置電子產品以支援有需要的病人進行視像聯繫；
- 改善各服務單位的環境及衛生等。

屬下醫療衛生服務單位實施多項防疫措施

鑑於疫情發展迅速，形勢嚴峻，本院部分醫療衛生服務單位亦按服務性質及需求，調整了服務規模及時間，以減低病毒感染及傳播的風險，包括暫停學生見習安排、住院病人中醫服務、中醫及牙科外展服務、夜診服務，另牙科診所亦暫停部分高風險及非緊急的治療程序等。隨著疫情緩和，各項服務已分階段恢復及重啟。

此外，根據衛生防護中心及醫院管理局的感染控制指引，本院在大部分醫療衛生服務單位設立了病人分流站，並為所有員工提供足夠及合適的個人防護裝備。本院亦投入大量資源，以改善服務單位的環境衛生，包括加強清潔及消毒，為各服務單位（特別是診症室及候診區）添置超過200部空氣淨化機，服務單位亦按需要在與病人近距離接觸的地方加裝防護屏風或保護隔板。

積極採購防護裝備，保障員工安全

在疫情期間，醫療衛生服務單位未能按正常供應鏈，獲得足夠及合適的個人防護裝備及物資。為此，本院醫務科於2020年1月初開始為醫療衛生服務單位儲備個人防護裝備，以保障員工安全及滿足服務運作需要。目前，有關個人防護裝備儲備量已達3個月。

Set up of a Special Fund in Support of a Wide Range of Support Programmes

In light of the global outbreak of COVID-19, the Government announced on 4 January 2020 the activation of “Serious” response level under “the Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance”. The response level was further raised to “Emergency” on 25 January 2020 in view of the escalation of the pandemic. As part of its efforts to fight COVID-19, the Group launched a wide range of anti-pandemic measures and a series of community support programmes under the leadership of the Board of Directors and Chief Executive, thanks to the rapid allocation of resources by the Board of Directors and the generous donations from different benefactors.

The Group spared no efforts in supporting the fight against the pandemic at our 5 hospitals and medical service units, by allocating \$5.79 million to set up a special fund for the hospitals and units to maintain their services, protect the staff in the line of their duties and boost the morale of the medical staff. Below is a list of programmes supported by this special fund:

- To acquire sufficient and appropriate personal protective equipment (PPE) and other supplies;
- To provide meals and refreshments for hospital staff working long hours;
- To offer rental allowance for hospital staff who have to work in defined high-risk areas but ineligible for the Hospital Authority’s special rental allowance, so as to help address their temporary accommodation needs;
- To acquire furniture and equipment needed for staff quarters,
- To acquire electronic devices for online communication between needy inpatients and their relatives;
- To improve the environment and hygienic conditions of the service units.

Implementation of Anti-epidemic Measures at TWGHs Medical and Health Service Units

In view of the rapid deterioration of the pandemic, the scope of services and operating hours of our medical and health services units were adjusted upon review to minimise the risks of infection and virus spreading. These adjustments included suspension of student internships, Chinese medicine services for hospitalised patients, Chinese medicine and dental outreach services, evening clinics, and some high-risk and non-emergency dental services of dental clinic as well. Services were subsequently resumed as the pandemic began to ease.

In accordance with the infection control guidelines of the Hospital Authority and the Centre for Health Protection, triage stations were established in most of the service units, and adequate and appropriate sets of PPE were also supplied to staff members of these units. To enhance and improve the hygiene conditions of these units, the Group purchased about 200 air purifiers for our service units (to be placed especially in consultation rooms and waiting areas), on top of increasing the cleansing and decontamination frequencies. Moreover, protection partitions and shields were erected in service units where close contact with patients was necessary.

Proactive Purchase of Protective Equipment to Ensure Staff Safety

Service units were unable to secure adequate and appropriate supply of PPE from regular supply chains amid the pandemic. In response, the Medical Division of the Group had been stockpiling PPE for service units since early January 2020 for protecting staff members and meeting operational needs. At present, the Group maintains approximately 3 months’ supply of PPE ready for distribution.

本院其他支援前線醫護人員及病人的措施和活動

- (1) 行政長官林鄭月娥大紫荊勳賢GBS於疫症爆發初期到訪廣華醫院—香港中文大學中醫藥臨床研究服務中心，為前線員工打氣。
- (2) 本院中醫教授參考北京市中醫管理局有關《北京市新型冠狀病毒感染的肺炎防治方案》，為本院前線員工製作適合本地情況的中藥抗炎茶飲，並由本院中央煎藥中心負責煎煮了超過26,000包中藥抗炎茶飲供員工飲用。
- (3) 捐贈個人防護物資及小禮物，包括食物、用品、餅咭等給醫護人員，讓他們感受到東華三院的關心及支持，攜手在不同崗位努力抗疫。
- (4) 捐贈酒精搓手液予醫院管理局7個醫院聯網屬下醫院的員工。
- (5) 透過本院5間醫院及醫療衛生服務單位派發超過60萬件防疫物資給病人(主要是外科口罩、消毒物資及中藥湯包等)。
- (6) 透過廣華醫院—香港中文大學中醫藥臨床研究服務中心，迄今為26名2019冠狀病毒病康復者提供免費中醫治療，支持他們完成治療及復康。
- (7) 自2020年4月起，本院派出兩輛流動中醫診所，提供為期5周的免費流動中醫診症服務，服務範圍覆蓋港島、九龍及新界約9個地區，合共服務超過1,300人次。
- (8) 本院的抗疫緊急短期經濟援助計劃共接獲14位病人的申請，當中9人已獲批，各獲10,000元作應急之用。
- (9) 捐贈多部平板電腦及網絡數據卡予東華醫院、馮堯敬醫院及瑪麗醫院，協助病人進行視像通訊。
- (10) 推出保健茶(抗炎配方)，協助市民抗疫。



行政長官林鄭月娥大紫荊勳賢GBS(中)到訪廣華醫院—香港中文大學中醫藥臨床研究服務中心，向市民派發防疫包。

The Hon. Mrs. LAM CHENG Yuet Ngor, Carrie, GBM, GBS (centre), the Chief Executive, visited Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre and distributed anti-epidemic packs to members of the public.

Other Measures and Activities Arranged by the Group During the Year to Support Frontline Medical Staff and Patients

- (1) The Hon. Mrs. LAM CHENG Yuet Ngor, Carrie, GBM, GBS, the Chief Executive, paid a visit to Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre in the early stage of the outbreak of the pandemic to root for our frontline medical staff.
- (2) With reference to the *Plan for Prevention and Treatment of Pneumonia Infected by Novel Coronavirus in Beijing* issued by Beijing Municipal Administration of Traditional Chinese Medicine, TWGHs Chinese Medicine professors prepared Chinese anti-pneumonia herbal tea that suits the local conditions for our frontline staff. More than 26,000 packs of such Chinese anti-pneumonia herbal tea were made by the Centralised Decortication Centre of the Group for their consumption.
- (3) Donation of PPE and small gifts including foodstuffs, supplies and cake coupons to medical staff, so that they could feel the care and support of TWGHs and work together in different posts fighting the pandemic.
- (4) Donation of alcoholic hand sanitisers to hospital staff under the 7 Clusters of the Hospital Authority.
- (5) Over 600,000 pieces of anti-epidemic supplies (mainly comprising surgical masks, sanitising supplies and herbal soup packs) were distributed to patients in 5 TWGHs hospitals and medical and health services units.
- (6) Through Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre, free Chinese medicine treatment was provided for 26 patients who had recovered from COVID-19 in support of the completion of their treatment and rehabilitation process.
- (7) Two Chinese Medicine Mobile Clinics have been put into service to provide 5 weeks of free Chinese medicine treatment for patients since April 2020, with service areas covering about 9 districts across Hong Kong Island, Kowloon and the New Territories. So far, over 1,300 free consultations were made.
- (8) A total of 14 applications were submitted to TWGHs for its “Short Term Financial Aid for the COVID-19 Scheme” from our patients. Nine of them were approved, with each patient granted \$10,000 to meet their urgent needs.
- (9) A number of tablets and data sim cards were donated to Tung Wah Hospital, TWGHs Fung Yiu King Hospital and Queen Mary Hospital for patients to conduct online communication with their relatives.
- (10) A new herbal tea pack named “Anti-pneumonia herbal tea” was launched to help the public fight the pandemic.



本院特意製作中藥抗炎茶飲予員工飲用。
TWGHs specially prepared Chinese anti-pneumonia herbal tea for staff members.



廣華醫院—香港中文大學中醫藥臨床研究服務中心為2019冠狀病毒病康復者提供免費中醫治療。
Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre offered free Chinese medicine treatment for patients who had recovered from COVID-19.

