英文版本

住出院服務中心
Inpatient & Outpatient Service Center

A. 病房衣櫃有鑰匙嗎？床單棉被如果弄髒了，是否能換？
B. 假如您需要使用病房內櫃子的鑰匙，或床單棉被需要更換，均歡迎您直接向護理站索取或反映。

Q: Is there a key for the closet inside the ward? If the sheets are dirty can they be changed?

A: Feel free to ask the nursing station at anytime if you need to use the key for the closet, or if your sheets need to be changed.

A. 住院要準備什麼用品？
B. 本院提供每床病患太空被二條，若需額外增加太空被每條酌收清潔費100元。請攜帶住院所需盥洗用具、換洗衣物、陪病人之個人用寢具。其他日常用品亦可於本院購物中心或販賣部購買。

Q: What items do I need to prepare before being moving into the hospital?

A: The hospital provides every hospitalized patient with 2 comforters. There will be a charge of $100 as cleaning fees for every additional comforter requested. Please bring with you any personal hygiene items and a few sets of clothes to change. If anyone is accompanying you then they will need to prepare the same items as well. Other daily necessities can be purchased from the stores within the hospital.

A. 醫院住院的伙食是如何？
B. 本院營養部之專業營養師提供住院病患飲食設計及臨床營養照顧與諮詢。除特殊病房外，病患辦妥住院手續後，即視需要為您開普通飲食。您可依個別的需求改為素食或產婦飲食，另外，醫師會配合您病情的需要更改為其他治療飲食或管灌飲食。

Q: How are the meals provided by the hospital for inpatients?

A: The meals provided by the hospital are prepared individually by the nutritionists according to the dietary needs of the patients. After the patients check-in (except for those in ICU), their meals will be prescribed according to their needs. Depending on their needs, they can choose from vegetarian meals or meals for pregnant women. The doctors may prescribe other dietary plans or tube feeding treatments for the patients' illness.

A. 醫院門禁管制時間是什麼時候？
B. 院的門禁時間為晚間10:00至次日早上6:00，凡是無陪病證者，請在門禁管制前主動離開醫院或不要再進入醫院，申請陪病證請向護理站洽辦。

Q: What are the curfew hours at the hospital?

A: The curfew hours at the hospital are between 10pm to 6am. Visitors without a pass should not enter the hospital after 10pm, or should voluntarily leave the hospital before 10pm. If you need a visitor's pass please apply at the nursing station.

A. 住院病床有哪些等級？
B. 本院住院病床的等級有：非保險病床（單人房、雙人房）及保險病床（三人房或以上）二種。如果您是住非保險病床，則必須自付超過保險病床給付標準之病

房費用差額。關於本院保險病床、非保險病床分配及自付差額資料請詳見本院病房護理站之公告欄，或向醫療事務室查詢。

Q: What are the different classes of wards at the hospital?

A: The different classes at the hospital include: non-insured wards (single or double beds) and insured wards (for 3 patients or above). If you are living in a non-insured ward, you must pay for the differences between the amount covered by the insurance and the cost of the ward. Please refer to the bulletin located at the nursing station or to the medical affairs office for more information on the cost of insured and non-insured wards plus its additional costs.

A. 如何申請診斷書、證明書？

B. 若您需要各項診斷書、證明書，請於出院前向病房行政人員申請辦理，出院後若需申請診斷書，則須經門診掛號才能辦理。出院後如需申請醫療費用證明，請洽醫療事務室。

Q: How can I apply for a medical report or certificate?

A: Please submit your request for any medical reports or certificate to the ward administration personnel before your check-out of the hospital. If you have already checked-out of the hospital, you must submit your request by registering with outpatient services. If you need a receipt for your medical fees, please contact the medical affairs office.

A. 如果需要陪病員，該如何辦理？

B. 如果您需要僱用陪病員時，可向病房的護理站洽詢，請勿自行僱用，以確保陪病員品質並便於本院管理。

Q: If I need a care worker, what should I do?

A: If you need to hire a care worker, you may consult the nursing station. To ensure the quality and management of care worker services, please do not hire any care works on your own.

A. 加護病房探病時間是什麼時候？

B. 本院內、外科部加護病房、小兒加護病房(XF)、新生兒加護病房(XF)探病時間皆為：

上午 11:00~12:00
下午 2:00~3:00
晚上 7:00~8:30

Q: What are the visiting hours for the ICU?

A: The visiting hours for all general ICU, surgical ICU, pediatrics ICU (XF), and newborn ICU (XF) are as follows:
Mornings: 11:00~12:00
Afternoons: 2:00~3:00
Evenings: 7:00~8:30

A. 病房內有電話設施嗎？

B. **本院於單人病房及雙人病房設有電話，單人病房之電話有撥入及撥出之服務，雙人病房之電話只提供撥入之服務，不能撥出。若您從外線欲撥入單、雙人病房，請撥本院總機(21234567)，進入自動總機後，直撥病房分**

機進行轉接，或由總機人員轉由相關單位查詢後再轉入（單人病房另設有直撥號碼）。

Q: Is there a telephone in every ward?
A: All single and double-bed wards of this hospital have telephones. Patients are able to make and receive calls via the telephones in single-bed wards; in double-bed wards, however, patients are only to receive incoming calls but will not be able to make any outgoing calls. If you need to make a call to any one of the single or double-bed wards, please call the hospital's switchboard at: 21234567. Just dial the room number after you reach the switchboard, or ask the operator to transfer your call if you don't know the room number. Single-bed wards each has its own number that you can dial directly.

A. 請問住院中可不可以請假？
B. 可以，請向您的主治醫師請假。

Q: May I have a leave of absence during hospitalization?
A: Yes, you may request a leave of absence from your doctor.

A. 請問出院手續如何辦理？
B. 請您於出院當日向病房書記小姐拿【出院通知單】，並請攜帶健保IC卡至一樓住出院櫃臺辦理結帳繳費手續。

Q: How do I arrange for a discharge?
A: Please request a discharge notice form from the nurse on the day of your discharge, and bring your health care IC card and completed form to the 1st floor counter to finalize your payment and the discharge process.

參考資料來源：實用就醫指引手冊
社團法人台灣醫務管理學會 編製‧行政院衛生署經費補助印製