

Notes of Application for Medical Report /Patient's Information

1. Consent of patient / patient's legal guardian should be obtained for an applicant to apply for the patient's medical report / patient's information.
2. Consent of patient's parent / guardian should be obtained for an applicant to apply for the medical report / patient's information if the patient is under 18 years of age.
3. Consent of patient's personal representative should be obtained for an applicant to apply for the medical report / patient's information if the patient is a deceased.
4. All relevant supporting documents of the applicant, patient, and concerned parties should be presented for verification of identity upon request. Copy of the documents may be required if necessary. Examples of the supporting documents are:
 - Hong Kong Identity Card
 - Marriage Certificate
 - Birth Certificate or Legal Custody Paper (if the patient is under 18)
 - Probate or Letter of Administration (if the patient is deceased)
5. The specialty responsible for completion of medical report / patient's information and all relevant information about the attendance of the patient, including dates, receipts and follow-up card must be specified upon submission of request.
6. If the reason for request is "Claim for Compensation / Insurance", please attach the relevant insurance form. Doctor will complete the medical report either in essay form or in the provided form.
7. An authorized signature of the patient is required if there is any amendment made on the documents / application form.
8. According to the policy of Hospital Authority, HK\$895 should be levied for each specialty of medical report. A maximum of HK\$3580 will be charged per hospitalisation. HK\$230 will be charged for general requests (Proof of Date of Admission & Discharge, Attendance Record, copy of Medical Certificate). Regarding the charges for other special requests, please contact our staff.
9. Charges for all requests should be paid during submission. The minimum charge of HK\$895 should be paid when submitting an application for medical report. Payment by cheque should be crossed and made payable to the 'Hospital Authority'.
10. Under no circumstances will the application for medical report / patient's information be processed without receiving consent from patient or patient's authorized person, checking original and copy of relevant documents and paying the charges.
11. No refund of the charge for medical report / patient's information will be made once an application is made.
12. All medical reports / patient's information are written in English. The information provided will be until the date of application or subject to the doctor's decision on the relevancy of the case.
13. In general, each medical report / patient's information takes approximately eight weeks to complete. If more than one medical report / patient's information are requested, longer processing time will be required because doctors of different specialties will have to refer to the medical records and complete the reports in succession.
14. For any amendment request, please submit the original copy of medical report / patient's information. Please note that such amendment is subject to our doctors / hospital management's final decision.
15. All medical report / patient's information will be sent to the applicant by "Registered Post" unless specified upon application.

16. Mail Application & Enquiry

Address: Health Information & Records Office, Alice Ho Miu Ling Nethersole Hospital,
 11 Chuen On Road, Tai Po
 Office hour: Monday – Friday: 9am to 1pm & 2pm to 5:30pm
 Saturday / Sunday / Public Holiday: closed
 Enquiry Phone Number: (852) 2689 3352 Facsimile Number : (852) 2665 2971

In-person Application

Address: Admission Office, Alice Ho Miu Ling Nethersole Hospital, G/F, Block A,
 11 Chuen On Road, Tai Po
 Office hour: Monday – Friday: 8am to 12noon & 1pm to 4:00pm
 Saturday / Sunday / Public Holiday: closed

Remark: "Original consent" or "certified true copy" of the consent is required for application of medical report / patient's information.