

Hospital Authority urge patients to provide precise information

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) today (January 27) appeals to patients to provide precise and comprehensive information to healthcare workers to facilitate effective diagnosis. Patients should also cooperate with healthcare workers who will provide appropriate treatment to the patients and prevent the spread of novel coronavirus or other infectious diseases.

The HA spokesperson said that some patients or their family members did not provide full or correct important information required such as symptoms, medical history, contact information and travel history etc. in details in recent occasions. Some even refused to cooperate with healthcare workers.

"Such information is essential for healthcare workers to diagnose possible novel coronavirus infection, arrange isolation, test and appropriate treatment for the patients. Besides, there were also patients refusing isolation arrangement and left the hospital, and such might spread the infectious disease and pose public health hazards to the community. Patients who withhold information or refuse to cooperate will not only affect their own health, but also increase the infection risks of healthcare workers and the public."

The HA condemns the behaviour of withholding important information and appeals to patients to cooperate with and follow the instructions of healthcare workers for their own well-being and public interests.

The HA Central Command Committee held another meeting today and discussed strategies and measures to better support its healthcare workers in managing the disease. The following measures will be implemented to relieve their pressure:

1. Alongside continuous effort in availing staff quarters in various hospitals and identifying temporary accommodation for them, the HA will arrange special rental allowance for healthcare workers who need to rent hotel rooms or temporary accommodation, as an interim measure;
2. The HA will enhance communication with staff and address their concerns towards manpower deployment for managing novel coronavirus patients, stockpile of personal protective equipment and the arrangement in reducing non-emergency services; and
3. The HA will minimise non-essential meetings and streamline internal administrative procedures to allow healthcare workers to focus on clinical services.

The HA spokesperson reminds the public to wash hands frequently and to wear masks when going out to safeguard their own health. Members of the

public who feel unwell should seek early consultation and provide all relevant information to healthcare workers.