

Kwong Wah Hospital announces passing away of patient in waiting area of Accident and Emergency Department

The following is issued on behalf of the Hospital Authority:

The spokesperson for Kwong Wah Hospital (KWH) made the following announcement today (March 5) regarding the passing away of a patient in the waiting area of the Accident and Emergency (A&E) Department:

A 63-year-old male patient with chronic diseases attended the Specialist Outpatient Clinic of KWH in the afternoon on February 26 for follow-up consultation. In view of the complaints of cough and blood-stained sputum, the patient was advised by a doctor to be admitted to hospital on the same day for checking and treatment. At around 3pm, the patient was escorted to the A&E Department in accordance with established guidelines. Medical assessment and investigations were conducted for the patient from around 4pm to 6pm. After that, it was arranged for the patient to wait in the waiting area for admission to a medical ward. The patient was conscious and stable, and was accompanied by a family member. During his stay in the A&E Department, the hospital provided care to the patient.

At 10.30pm, healthcare staff prepared to transfer the patient to the ward, but they could not locate the patient by calling the patient's name in the waiting area, calling via the Public Address System, or calling his mobile phone. At around 2am on February 27, the patient was called again via the Public Address System, but it was still in vain. At about 5am, a hospital staff member found the patient unresponsive and pulseless on a stretcher in the waiting hall. Resuscitation was performed immediately, and his family members were informed. The patient was certified dead at 5.17am.

The hospital met the patient's family members today to explain the details of the incident and extend sincere apologies. The hospital also expressed condolences to his family members, and will offer the necessary assistance.

KWH is very concerned about the incident and has reminded A&E Department staff to enhance monitoring of patients awaiting admission in the waiting area. The hospital has reported the incident to Hospital Authority Head Office via the Advance Incident Reporting System. An investigation panel will be formed to look into the incident. The investigation report will be submitted to the Hospital Authority Head Office. The case has been referred to the Coroner for follow-up.