

# Upholding Professionalism to Provide Equitable Patient Services

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) spokesperson today (October 21) reassures that its healthcare staff demonstrate professionalism all along in carrying out life-saving missions indiscriminately for all patients. The HA has always attached great importance to professional conduct of staff and believes they would always comply with regulations and the law, and would provide equitable services with dedication to all patients. The HA appeals that public hospitals, with the need to ensure smooth operation and to provide a suitable environment for patient care, are not suitable places for public assemblies.

"Public hospitals are always crowded with people, and in particular, fragile elderly and mobility-impaired patients. Public assemblies are not suitable in public hospitals as they will affect patient transfer and safety, order and operation in hospitals to a certain extent," the HA spokesperson reiterated.

While the HA notes that members of staff and the public have different views towards recent social events, it is hoped that all would accord top priority to the well-being of patients, safeguarding a tranquil environment in public hospitals so as to enable healthcare staff to focus on patient care duties. The HA appeals that tranquil hospital environment should be maintained. It is not acceptable to use any language likely to cause offence or annoyance to anyone, behave in an indecent or disorderly manner, and make any noise which is a source of annoyance to patients as these behaviours will affect patients' recuperations. The HA believes that all staff have a duty to provide a safe, stable and quiet environment to patients. We appeal to the joint support of different stakeholders in the community to ensure trusted and good carer-patient relations.

The HA also reminds staff members to abide by law and be careful about their personal safety when participating in mass gathering activities, including those taken place in hospital premises. Staff expressing views should also be mindful of the perceptions of patients and their families, as well as relations with the patients. The HA spokesperson trusts that staff will continue to uphold their professionalism and mutual respect to provide an equitable service regardless of the patients' identity and background. This is a universal value to be supported and safeguarded by all of us.

The HA understands the concerns of staff and members of the public towards recent events concerning order in public hospitals. The Authority will continue to communicate with the police through the two-tier communication platform.