

Emergencies and out of hours Zoom consultations from paediatricians and family doctors.

Providing out of hours advice or consultations carries higher medical risks unless managed properly and creates significantly increased potential liability for doctors. As a result most doctors in Hong Kong do not provide out of hours emergency services to their patients.

We have always believed one of the situations in which doctors can provide the most benefit to their patients are when important medical problems occur after most clinics are closed. At these times patients are often faced with having to make urgent, difficult decisions in a non transparent medical system where the right choice of hospital or identifying the right specialist can be crucial. Despite significant consequences for our doctor's life-work balance we have always done our best to provide this service, and have been doing so successfully, usually without charge, for nearly 30 years.

In order to provide this service safely ALL patients wishing to access out of hours advice must be registered with Central Health and have been seen by one of our doctors within the last year. All our doctors have remote access to your medical records, but it is essential that these are regularly updated to include any change in your symptoms, medications, vaccine status, allergies or medical history.

Please take time to familiarise yourself with how our system works and ensure that you have discussed with your doctor the best way of accessing care in an emergency.

In addition to our out of hours Zoom service by our on-call doctors, if you are currently being treated by

one of our doctors for a difficult problem they will, if they are available, try to answer requests for assistance out of clinic hours. Please use the contacts and instructions below for this purpose.

Please ensure that all relevant family members, including domestic helpers, have access to our out of hours contacts details and understand what to do in an emergency.

Our paediatricians and family doctors when on call have now moved to providing out of hours advice via Zoom consult. Being able to observe as well as talk to our patients, particularly children, provides significant improvements in diagnosis and safety. It would be wrong not to make this technology our gold standard for remote consultations.

For patients who would like to register with our practice or have their notes updated, it is better and safer to do this in person in the clinic. However, if you are not currently able to attend in person, this can be done remotely through a Zoom consultation with one of our family doctors. This can only be done during office hours. It will take 24 hours for your records to be uploaded to the system and be available for a subsequent out of hours consultation.

Please remember that our doctors will normally respond to a request for out of hours advice or a zoom consult within 30 minutes. If they do not respond in this time frame, it is likely they are dealing with another emergency.

Emergency Advice & Contacts

Pregnant Patients

If you are pregnant and think you may be in labour or experiencing a pregnancy related emergency, call the maternity department of the hospital where you intend to deliver. They will discuss your symptoms with you, advise you how to proceed and contact your obstetrician. Please follow their instructions. You should discuss a plan about how to manage an emergency with your midwife or obstetrician in advance. They will take into account your specific risk factors and where you live when making this plan.

Children

It is difficult to give medical advice about children over the phone, particularly babies and small children. If your child is a registered patient at Central Health and has been seen within the last year, you can access our paediatric out of hours Zoom consults by emailing childconsult@centralhealth.com.hk

If you feel there is any possibility that your child or baby may have a serious medical problem, it is best for them to be seen as soon as possible by a paediatrician. Out of clinic hours, this means taking your child either to the Urgent Care department of a private hospital or the Accident and Emergency department of a public hospital.

Please familiarise yourself with your nearest hospitals and discuss your plan of action if your child becomes ill with your paediatrician. This is particularly important if your child has allergies or underlying health problems. Extensive general medical recommendations are given in your baby book; please read it carefully and keep this in a safe place.

Adults

If they are available our doctors provide follow up care for their own patients even when they are not on call. If you are seeing one of our doctors for a current problem please discuss this option with them and ensure you keep a record of their mobile number listed below and on their card.

This service is provided at the discretion of your doctor. Please use it carefully and default to the Zoom call request or other emergency advice if they are not available. Most of our patients are young and fit, however some may have chronic conditions and be at higher risk of respiratory problems or chest pain etc.

If you fall into this category, it is even more important to discuss a strategy with your family doctor about what to do in an emergency. If you are a registered patient at Central Health and have been seen by one of our family doctors within the last year, you can access our adult out of hours Zoom consults by emailing gpconsult@centralhealth.com.hk

Non-urgent Advice

Please do not use the above services for non urgent advice. For important but non urgent advice please email your doctor and copy their nurse/midwife. They will normally respond within 1 working day. If you do not receive a reply (occasionally an email is missed or the nurse/doctor is on leave) please resend your email again and copy enquiries@centralhealth.com.hk. If you have still not received a reply and are concerned, you should follow the emergency protocol for phone contacts.

If this is a medical / psychiatric emergency, please call 999 and make your way to the nearest hospital.

If you need urgent medical advice phone your doctor directly. If you have difficulty contacting any of our doctors, they may be attending to a medical emergency, please phone the hospital maternity care units or any of the private hospital urgent care units – they have updated details of all our doctors' contacts and rosters – their numbers are:

**Ambulance
999**

Hospital Maternity Unit Numbers

Matilda Hospital
2849 0321

Adventist Hospital
2835 0523

Canossa Hospital
2825 5310

Sanatorium Hospital
3966 3270

Gleneagles Hospital
3153 9303

Hospital OPD Numbers

Matilda Hospital – Outpatient Department
2849 1500 (phonenumber operated 24hrs)

Adventist Hospital – OPD/Urgent care 3651
8888 (phonenumber operated 24hrs)

Canossa Hospital – Outpatient Department
2825 5805 (phonenumber operated 24hrs)

Sanatorium Hospital – Outpatient
Department 2835 8600 (phonenumber
operated 24hrs)

Gleneagles Hospital - OPD & Emergency
2122 1333 (phonenumber operated 24hrs)

**If you are experiencing a
psychiatric emergency, please call
999 or attend the Accident and
Emergency department at your
local hospital.**

**The Samaritans 24 Hour multi-
lingual suicide prevention hotline:
2896 0000**

**Suicide Prevention 24-hour
Hotline Service (Cantonese only):
2382 0000**

**These numbers should not be used for routine enquiries or
appointments**

Texts are not considered reliable enough to deal with medical emergencies as important information may be lost or misinterpreted. Please use email.

Family Doctors General Practice

Central Health

Dr Eugene Kwan	9191 1619	drkwan@centralhealth.com.hk
Dr Kay Chan	9228 1085	drkchan@centralhealth.com.hk
Dr Charles Brantly	5460 0788	drbrantly@centralhealth.com.hk
Dr Dianna Cooke	5661 1186	drcooke@centralhealth.com.hk
Dr Harriet Stuart-Clarke	6058 9909	drstuart-clarke@centralhealth.com.hk
Dr Joanne Yu	6330 0927	dryu@centralhealth.com.hk

General Practice – children's health queries only

Dr Rulin Fuong M.D. (Tufts, USA) 6018 9588 drfuong@centralhealth.com.hk

Paediatric Specialists

Dr Yvonne Ou	9034 5065	drou@centralhealth.com.hk
Dr Carmen Tam	9452 1675	drtam@centralhealth.com.hk
Dr Rowena Chua	9132 0653	drchua@centralhealth.com.hk
Dr Euan Soo	5593 0065	drsoo@centralhealth.com.hk

Obstetricians & Gynaecologists

Dr Lucy Lord	2524 9939 (home) / 9080 5256 (mobile)	drlord@centralhealth.com.hk
Dr Grace Cheung	9495 9847	drcheung@centralhealth.com.hk
Dr Edwin Tam	6113 5403	dretam@centralhealth.com.hk
Dr Christina Hui	9132 2033	drhui@centralhealth.com.hk

Plastic Surgeons

Dr Stephanie Lam	9265 3585	drlam@centralhealth.com.hk
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Psychiatrist

Dr Jenifer Chan	9311 3952	drjchan@centralhealth.com.hk
Dr Maxine Cheung	9132 9325	drmcheung@centralhealth.com.hk

Mental Health

For adult mental health support please contact our Adult Mental Health Coordinator via email:

AMHC@centralhealth.com.hk

For child mental health support please contact:

CMHC@centralhealth.com.hk

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Southside

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Discovery Bay

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