

EMERGENCY ADVICE AND OUT OF HOURS CONSULTATIONS

We have always understood that one of the situations in which doctors can provide the most benefit to their patients is when urgent medical problems occur out of hours. At these times patients are often faced with having to make important, time sensitive decisions where the right choice of hospital or specialist can be crucial. We have managed to provide our out of hours emergency service successfully for over 30 years.

Most other family practices in Hong Kong do not provide out of hours emergency services for their patients.

Unless managed carefully, out of hours advice carries higher medical risks and creates significantly increased potential liability for doctors. In order for us to continue to provide our service safely all patients wishing to access out of hours advice or consults **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, however it is essential that these are regularly updated to include any change in your symptoms, medications, vaccine status, allergies or medical history.

We have improved the access to our out of hours services by adding a monitored dedicated email service for zoom consults to the usual landlines and mobile numbers for making appointments. **Please store these important numbers and emails carefully and if you are pregnant, have young children or a pre existing health problem please ensure you have discussed a plan for managing an out of clinic hours emergency with your doctor, paediatricians, obstetrician or psychiatrist.**

For General Practice and Paediatrics

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

GP and paediatric Zoom and in person consultations can be booked **during office hours** in the normal way.
Through reception
Tel: 28240823
enquires@centralhealth.com.hk

Or through our GP nurses
Email: gpconsult@centralhealth.com.hk

and Paediatric nurses
Mobile: 93710878
Email: childconsult@centralhealth.com.hk

Outside normal clinic hours please use the emails below which are monitored by the on call family doctors and paediatrician during the Following times

Monday to Friday: 6pm-10pm
Saturday: 2pm to 8pm
Sunday and Public Holidays: 10am to 4pm
for paediatrics.
childconsult@centralhealth.com.hk
for general practice.
gpconsult@centralhealth.com.hk

For Maternity patients

For pregnant patients booked to deliver with our obstetricians. Please store your obstetricians contact details and the number of the maternity unit where you are booked to deliver carefully.

If you think you may be in labour, experiencing a pregnancy related emergency or if you are unable to reach your obstetrician please call the maternity unit of the hospital where you intend to deliver. They will discuss your symptoms with you, advise you how to proceed, be able to contact your obstetrician or obstetrician on call.

For less urgent problems please email or phone your obstetrician on the contact numbers provided. They will normally respond promptly unless they are delivering a baby or in surgery. You should discuss how to manage an emergency with your clinic midwife and obstetrician. They will take into account your specific risk factors and where you live when making this plan.

For Mental Health

Private psychiatrists in Hong Kong do not currently provide advice or consults out of hours except by special arrangement with their patients.

If you or a family member are experiencing a mental health crisis and believe someone is at risk of harming themselves or others please call 999 or attend the Accident and Emergency department of your nearest hospital.

For routine mental health support, information about our different mental health services and help with making appointments with the most suitable doctor, therapist or counsellor please email our mental health coordinators.

Adults: amhc@centralhealth.com.hk
Children: cdc@centralhealth.com.hk

For repeat appointments or requests to see a specific mental health professional appointments can be made as usual through reception

All our family doctors have training in managing mental health problems and can provide zoom consults out of hours and arrange urgent appointments (within 2 working days) with specialists psychiatrists if needed.

For out of hours mental health consultations
Monday to Friday: 6pm-10pm
Saturday: 2pm to 8pm and
Sunday and Public Holidays: 10am to 4pm
Please email gpconsult@centralhealth.com.hk

Take time to familiarise yourself with how our system works and ensure that you have discussed the best way of accessing emergency advice with your doctor. 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.

CENTRAL HEALTH

Doctors mobile numbers should not be used for routine enquiries

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 Dede Chan	9498 3462	drdchan@centralhealth.com.hk

General Practice – children's health queries only

Dr Rulin Fuong	6018 9588	drfuong@centralhealth.com.hk
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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	9080 5256/2524 9939	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
Dr Holly Lewis	5423 8024	drlewis@centralhealth.com.hk

Plastic Surgeon

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

Dr Jenifer Chan	9311 3952	drjchan@centralhealth.com.hk
Dr Michelle Tam	9132 9325	drmtam@centralhealth.com.hk

Duddell Street
3rd Floor, Baskerville House
13 Duddell Street, Central, Hong Kong
+852 2824 0822
enquiries@centralhealth.com.hk

Child Development Team
Suite 1015, 10th Floor,
One Island South, 2 Heung Yip Road, Hong Kong
+852 2592 9000
ccc@centralhealth.com.hk

Discovery Bay
Shop 109A, Discovery Bay Plaza
Discovery Bay, Lantau, Hong Kong
+852 2987 7575
enquiries@islandhealth.com.hk

Private Hospital Contact

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
(phoneline operated 24hrs)

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

Canossa Hospital
Outpatient Department
2825 5805
(phoneline operated 24hrs)

Sanatorium Hospital
Outpatient Department
2835 8600
(phoneline operated 24hrs)

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

The Samaritans
24 Hour multilingual suicide prevention
hotline: 2896 0000

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

