

# CENTRAL HEALTH

## 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 Teams/ 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 Teams/ Zoom and in person consultations can be booked during office hours in the normal way. Through reception Tel: 2824 0822, enquires@centralhealth.com.hk or through our GP nurses Email: gpconsult@centralhealth.com.hk and Paediatric nurses Mobile: 9371 0878, 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 email: childconsult@centralhealth.com.hk for general practice email: 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. psychiatry@centralhealth.com.hk, WhatsApp 2842 4607, 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 Teams/ 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

## General Practice

|                    |           |                                |
|--------------------|-----------|--------------------------------|
| 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 |
|----------------|-----------|------------------------------|

## 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 Christina Hui                                  | 9132 2033 | drhui@centralhealth.com.hk   |
| Dr Holly Lewis                                    | 5423 8024 | drlewis@centralhealth.com.hk |
| Dr Nikki Lee<br>(Currently GP for women's health) | 9070 7975 | drnlee@centralhealth.com.hk  |

## Plastic Surgeon

|                  |           |                            |
|------------------|-----------|----------------------------|
| Dr Stephanie Lam | 9265 3585 | drlam@centralhealth.com.hk |
|------------------|-----------|----------------------------|

## Psychiatrists

|                 |           |                               |
|-----------------|-----------|-------------------------------|
| Dr Michelle Tam | 9132 9325 | drmtam@centralhealth.com.hk   |
| Dr Alan Cheng   | 9311 3952 | dracheng@centralhealth.com.hk |

### Duddell Street

Baskerville House, 3rd to 5th floor,  
13 Duddell St, Central Hong Kong

+852 2824 0822

enquiries@centralhealth.com.hk

### Southside

One Island South, 615, 6th Floor,  
2 Heung Yip Road, Hong Kong

+852 2592 9000

enquiries.ss@centralhealth.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  
(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)

**The Samaritans 24hrs multilingual  
suicide prevention hotline:  
2896 0000**

**Suicide Prevention 24hrs  
Hotline Service (Cantonese only):  
2380 0000**

### Discovery Bay

Shop 109A, Discovery Bay Plaza,  
Discovery Bay, Hong Kong

+852 2987 7575

enquiries.db@centralhealth.com.hk