



佛教慈濟醫療財團法人

花蓮慈濟醫院

Hualien Tzu Chi Hospital,
Buddhist Tzu Chi Medical Foundation

Hospital Admission Guidelines





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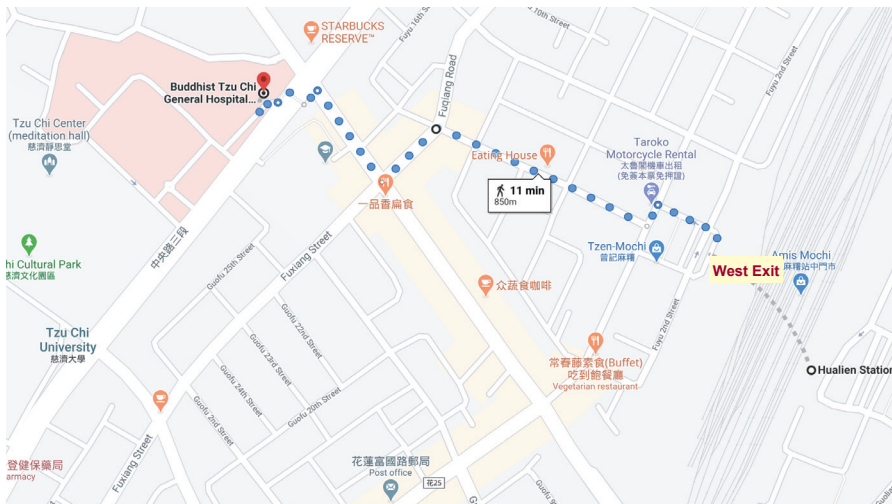
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Hospital Location & Transportation Information

- Location Maps
- Shuttle Bus Timetable
- Hospital Guide Map

Location Maps from Train Station to Hualien Tzu Chi Hospital

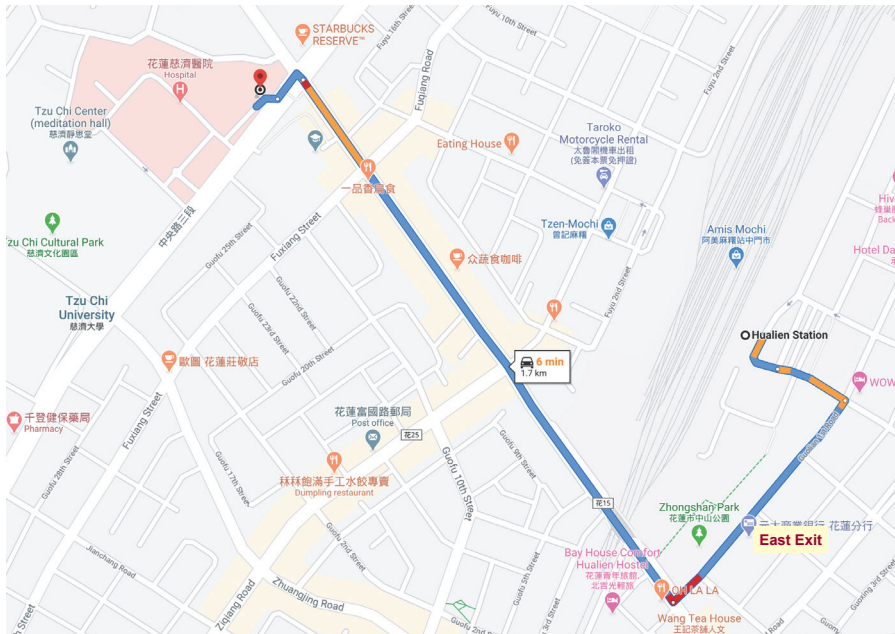
1. Walking



Directions:

1. Exit Hualien Train Station (West Exit)
2. Go straight onto Fuji Road
3. Turn left onto Fuqiang Road
4. Turn right onto Zhongshan Road
5. Turn left onto Zhongyang Road
6. Take the pedestrian crosswalk to Great Love Building

2. By Taxi



Directions:

1. Exit Hualien Train Station (East Exit)
2. Hail a taxi at the taxi stop



Shuttle Bus Timetable

Monday to Friday		
Hospital Departure Time	Hualien Train Station (East Exit)	Arrival Time
08:30	08:43	08:55
09:10	09:20	09:30
09:50	10:00	10:10
10:30	10:40	10:50
11:20	11:30	11:40
12:20	12:30	12:40
14:00	14:10	14:20
17:10	17:20	17:30

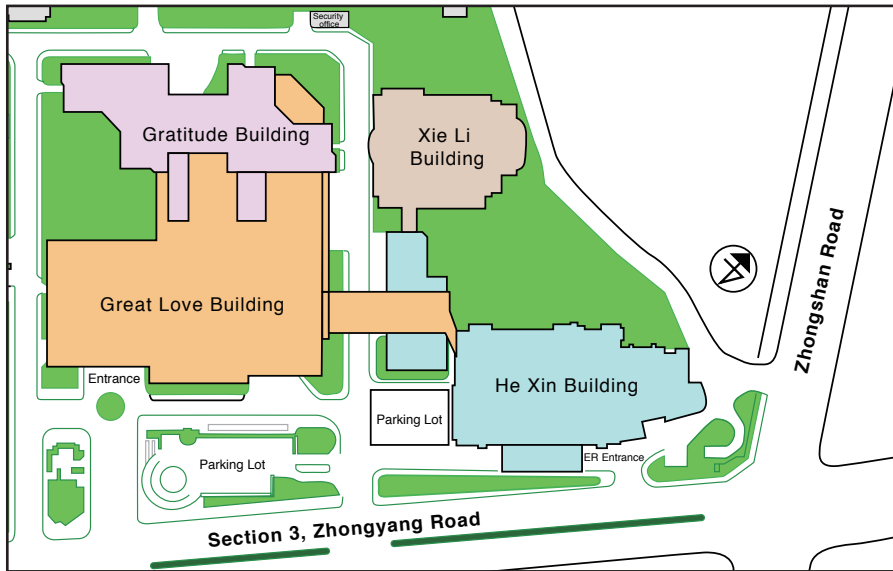
Saturday		
Hospital Departure Time	Hualien Train Station (East Exit)	Arrival Time
09:10	09:20	09:30
11:40	11:50	12:00

Shuttle Bus Stop

- ▲Hospital Stop :
In front of the lobby of the Great Love Building
- ▲Hualien Train Station Stop (East Exit) :
Temporary Bus Parking Area



Hospital Guide Map



Building Floor Guide



Great Love Building



Gratitude Building



He Xin Building

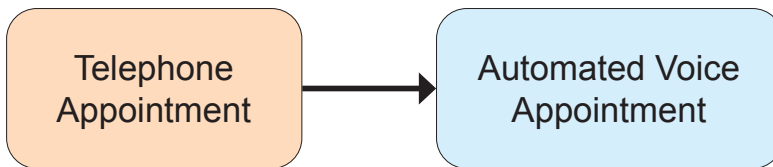
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Medical Services Information

- Outpatient Appointment Services
- Reference Table of Common Disease Symptoms
- Fee Standard
- General Services Center

Outpatient Appointment Services

1. Telephone Appointment



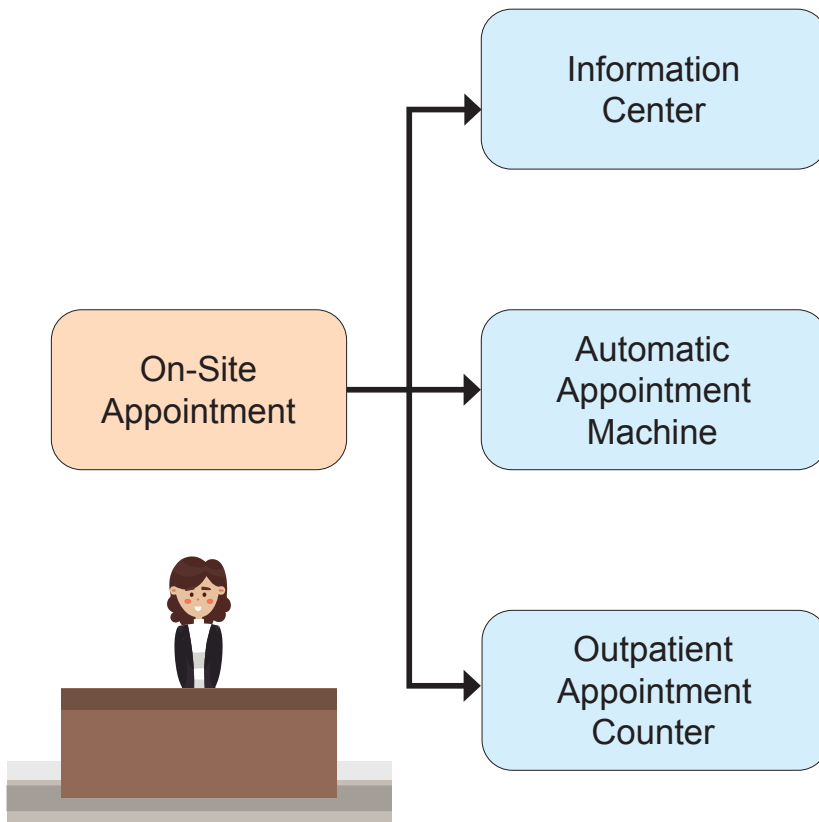
Automated Voice Appointment Steps:



1. Please call 03-8560779
2. Select Language: Press 3 for English
3. Appointment Service: Please Press 1
4. Enter the Medical Record Number or ID Number (for referral patients)
5. Confirm the Patient's Name
6. Enter the Date (month + day) of Visit, e.g. 0108
7. Enter the Consultation Period (1: morning; 2: afternoon; 3: night)
8. Enter the Physician Code
9. If All is Correct, Please Press 1
10. Appointment Completed

2. On-Site Appointment

If you are a newly diagnosed patient, please bring your Taiwan's National Health Insurance (NHI) card, Alien Resident Certificate (ARC) or passport to the Information Center to make an appointment.



Medical Reference Table of Common Disease Symptoms

Internal Medicine	
Visiting Department	Disease Symptoms
Cardiology	hypertension, palpitation, arrhythmia, shock, congenital heart disease
Nephrology	hematuria, renal stone, hemodialysis, proteinuria/albuminuria, nephrosis syndrome
Pulmonary Medicine	chest pain, chest tightness, pneumonia, hemoptysis , pulmonary tuberculosis
Gastroenterology & Hepatology	stomach ache, anorexia, diarrhea, constipation, cirrhosis of liver, gastric ulcer

Internal Medicine	
Visiting Department	Disease Symptoms
Metabolism Endocrinology	obesity, thyroid gland, diabetes mellitus, adrenal gland, Parathyroid gland
Infectious Diseases	a variety of causes of fever, various microbial infections
Family Medicine	Anyone who is over 18 years old and feels uncomfortable in the body can see a doctor.
Rheumatology & Immunology	arthritis, allergy, scleroderma, systemic lupus erythematosus, dermatomyositis
Neurology	brain tumor, flaccid, dizziness, dementia, Parkinsonism

Surgical Departments	
Visiting Department	Disease Symptoms
Neurosurgery	facial palsy, brain tumor, intracranial hemorrhage, trigeminal neuralgia
Cardiovascular Surgery	coronary artery bypass operation, open-heart surgery, valve replacement surgery
Thoracic Surgery	thoracic tumor, pneumothorax, hemothorax, esophageal atresia
Orthopedics	sciatica, gouty arthritis, scoliosis
Anesthesiology	trigeminal neuralgia, intercostal neuralgia

Surgical Departments	
Visiting Department	Disease Symptoms
Urology	hematuria, dysuria, urinary incontinence, ureter stone, BPH (Benign Prostate hyperplasia)
Gastroenterology & Hepatology	bloody stool, rectal prolapse, hemorrhoids, general abdominal pain, colorectal cancer
Otolaryngology	otitis media, tinnitus, vertigo, rhinitis, sinusitis, hoarseness
Dermatology	dermatitis, eczema, melanosis, acne, tinea pedis/ Athlete's foot
Plastic & Reconstructive Surgery	varicose veins, congenital malformation

Women and Children	
Visiting Department	Disease Symptoms
Pediatrics	jaundice, patients under the age of 18 should visit Pediatric Department
Obstetrics & Gynecology	infertility, product inspection, artificial abortion/ D&C, menstrual pain, menopause, papanicolaou smear

Other Specialties	
Visiting Department	Disease Symptoms
Ophthalmology	near sighted, far sighted, strabismus, cataract, ptosis of eyelid
Dentistry	toothache, halitosis, filling, root canal treatment, periodontal disease

Fee Standard

The following fees are for patients with Taiwan's National Health Insurance (NHI). Patients without NHI will have other fee standard.

Outpatient Items			
Fee	Registration Fee	Basic Copayment	Minimum Basic Payment
Western Medicine Clinic	150 NTD	(Not referred) 420 NTD	(Not Referred) 570 NTD
	150 NTD	(Referral) 170 NTD	(Referral) 320 NTD
Chinese Medicine Clinic	150 NTD	50 NTD	200 NTD
Dentistry Clinic	150 NTD	50 NTD	200 NTD

Emergency Department Items			
Fee	Registration Fee	Basic Copayment	Minimum Basic Payment
ER Examination Level 1-2	270 NTD	450 NTD	720 NTD
ER Examination Level 3-5		550 NTD	820 NTD

Medication Partial Copayment Items			
Drug Cost	Out-of-Pocket Expense	Drug Cost	Out-of-Pocket Expense
Less than 100 NTD	0 NTD	601-700 NTD	120 NTD
101-200 NTD	20 NTD	701-800 NTD	140 NTD
201-300 NTD	40 NTD	801-900 NTD	160 NTD
301-400 NTD	60 NTD	901-1000 NTD	180 NTD
401-500 NTD	80 NTD	More than 1,000 NTD	200 NTD
501-600 NTD	100 NTD		

For patients with National Health Insurance:

1. Staying in an insured ward (3-4 bed room) is covered by medical insurance.
2. If staying in single or double room, the patients will need to pay the difference in ward fees based on the rate.

Hospitalization of Insured Patients			
Ward Building	Great Love Building	Gratitude Building	He Xin Building
Single Room	2700 NTD	2400 NTD	3000 NTD
Double Room	1300 NTD	1300 NTD	1500 NTD
※surgery, medical treatment, medication, medical materials, etc. will have additional expenses.			

For patients without National Health Insurance:

Hospitalization of Self-paying Patients			
Ward	Single Room	Double Room	3-4 Beds Room
Cost (NT dollar/day)	5335 NTD	3835 NTD	3035 NTD
※surgery, medical treatment, medication, medical materials, etc. will have additional expenses.			

National Health Insurance Partial-burden Calculation Ratios				
Ward Classification	5%	10%	20%	30%
Emergency Ward	-	Within 30 days	31-60 days	After 60 days
Chronic Ward	Within 30 days	31-90 days	91-180 days	After 180 days

General Services Center



▲ Information Center



▲ Volunteer Service Counter for Elderly and Physically Challenged



▲ Admission & Discharge Center



▲ Health & Medicine Counseling Room



▲ Department of Social Services



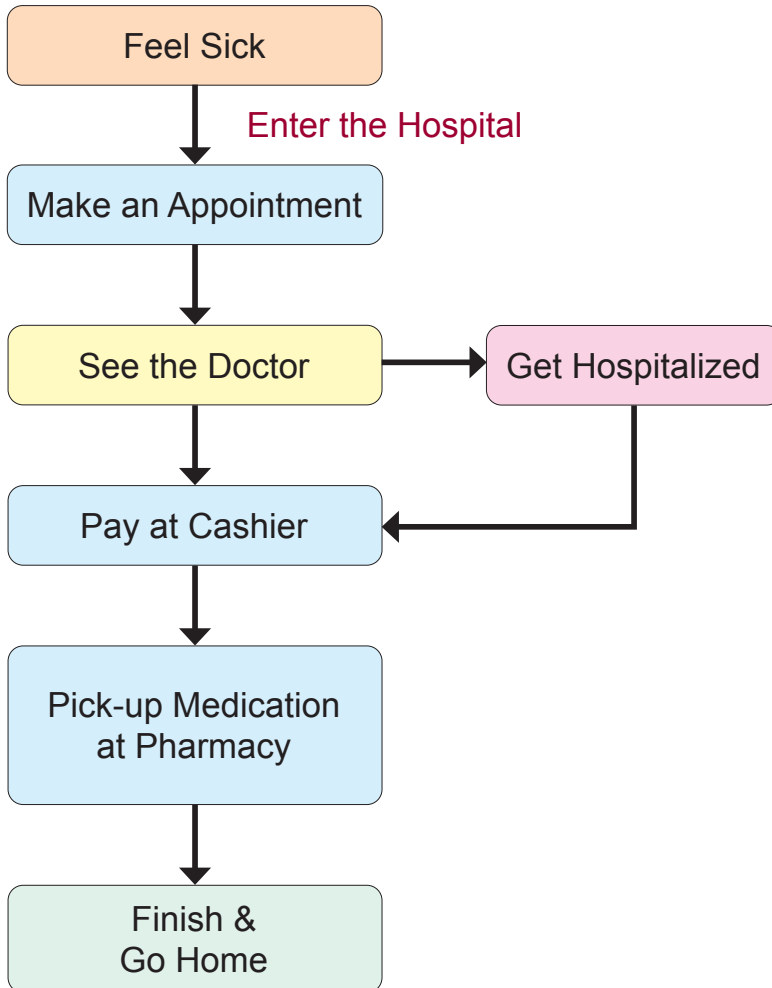
▲ Cancer Screening Services

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Outpatient Care

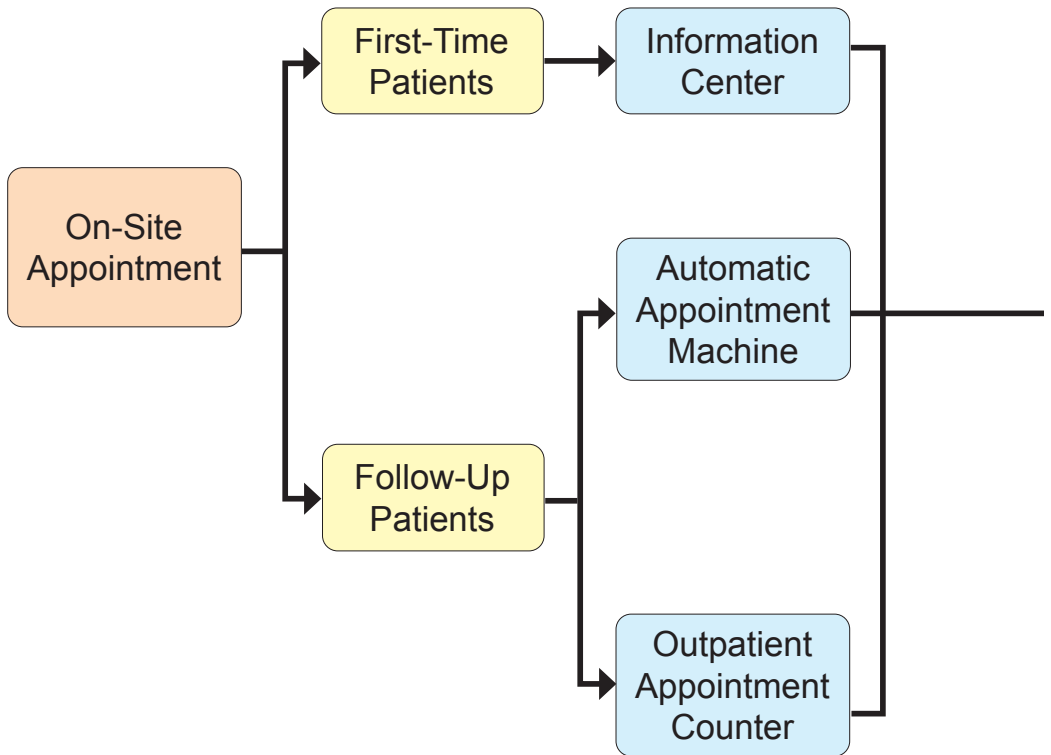
- Outpatient Care Procedures
- Outpatient Appointment Procedures
- Payment Procedures
- Medical Records Release Application Process
- Diagnosis Certificate Application Process
- Admission Pre-registration Procedures

Outpatient Care Procedures



Outpatient Appointment Procedures

Please bring your Taiwan's National Health Insurance(NHI) card, Alien Resident Certificate (ARC) or passport to make an appointment at the counter.



① With NHI card



Clinic

Clinic Check-In System

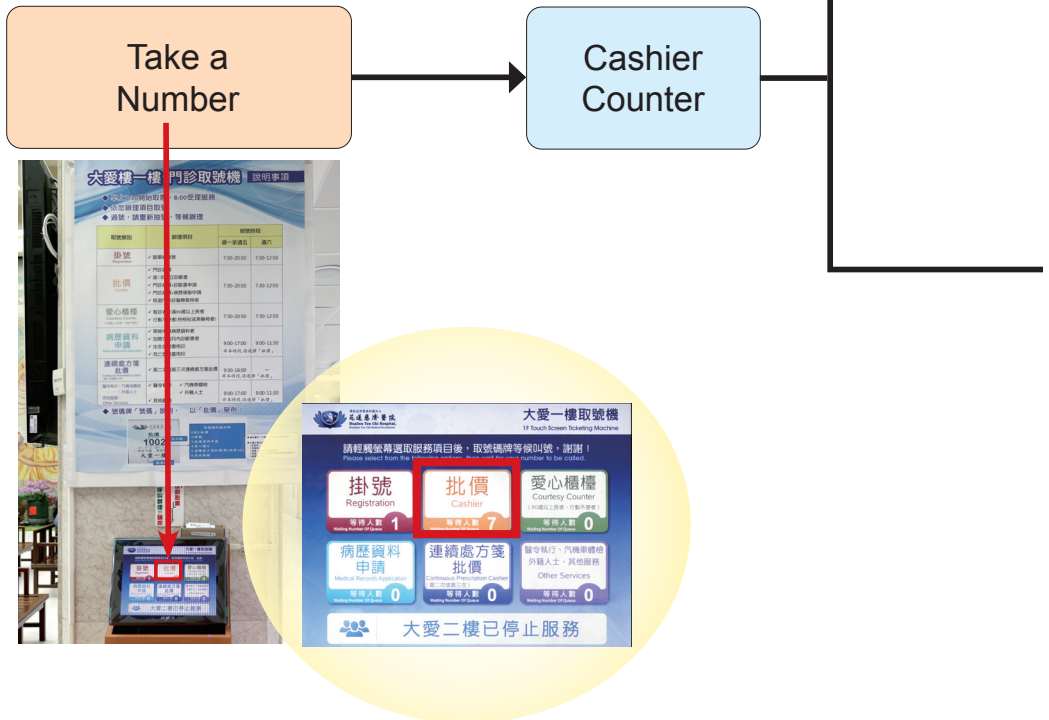
② Without NHI card

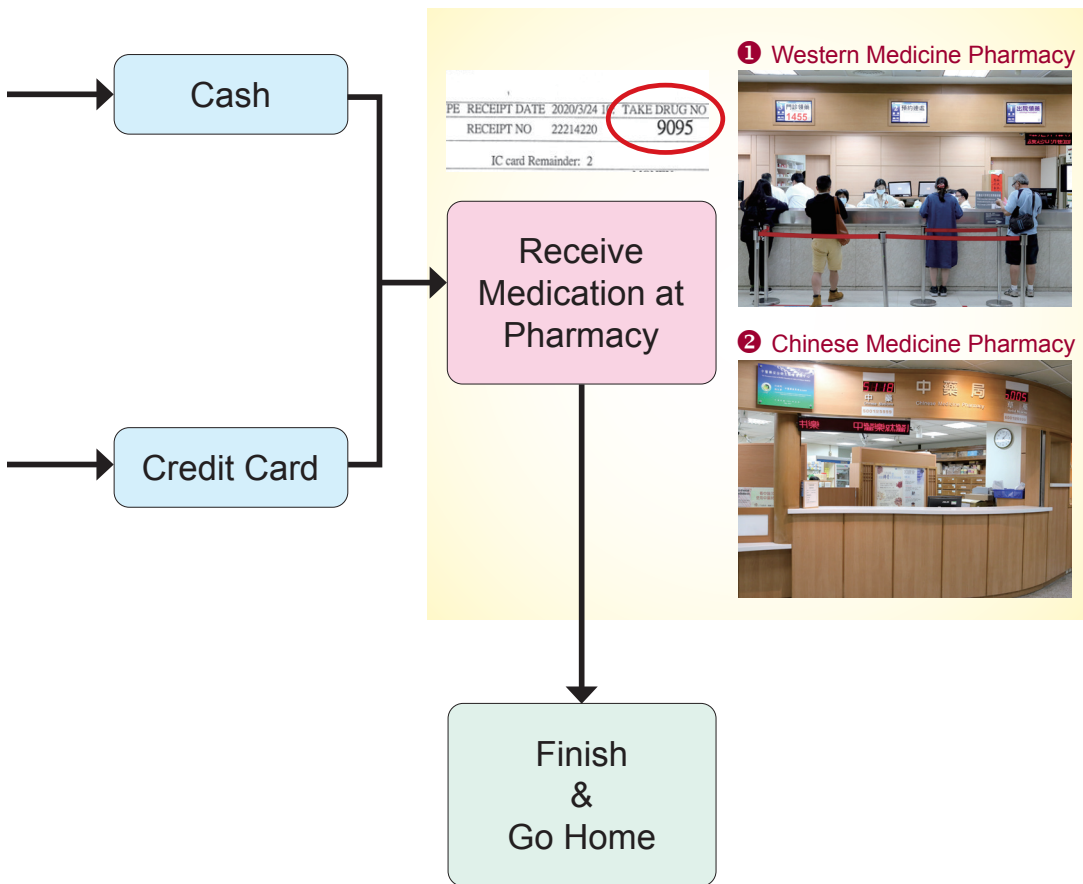


Wait to see the doctor according to the appointment number

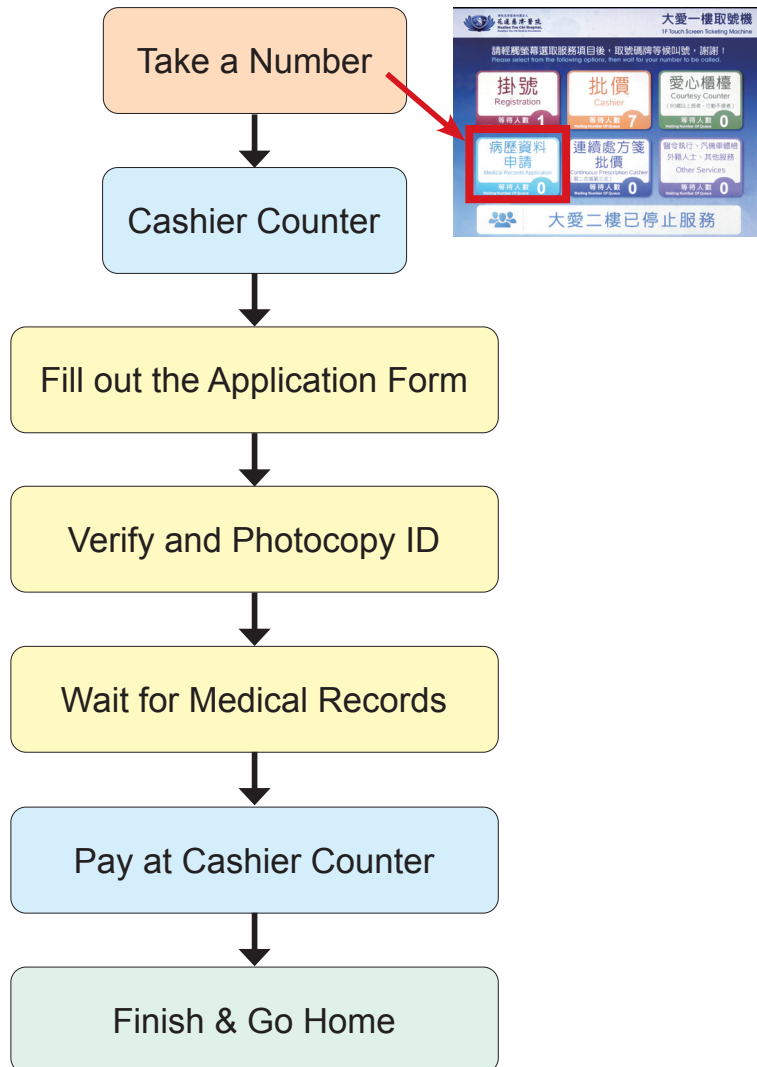
Payment Procedures

at Great Love Building Lobby

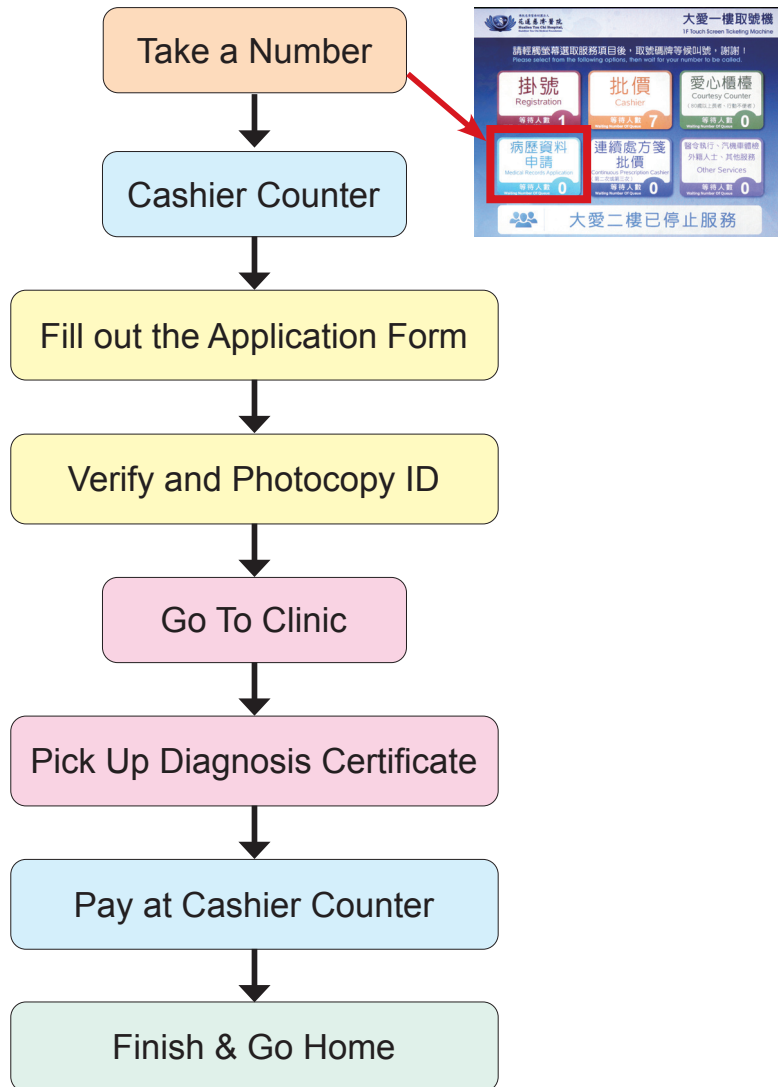




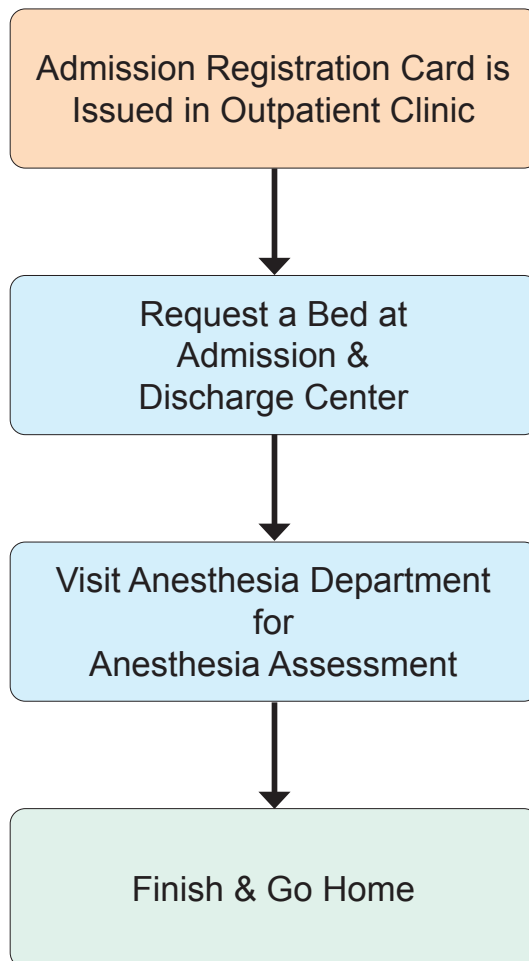
Medical Records Release Application Process



Diagnosis Certificate Application Process



Admission Pre-registration Procedures

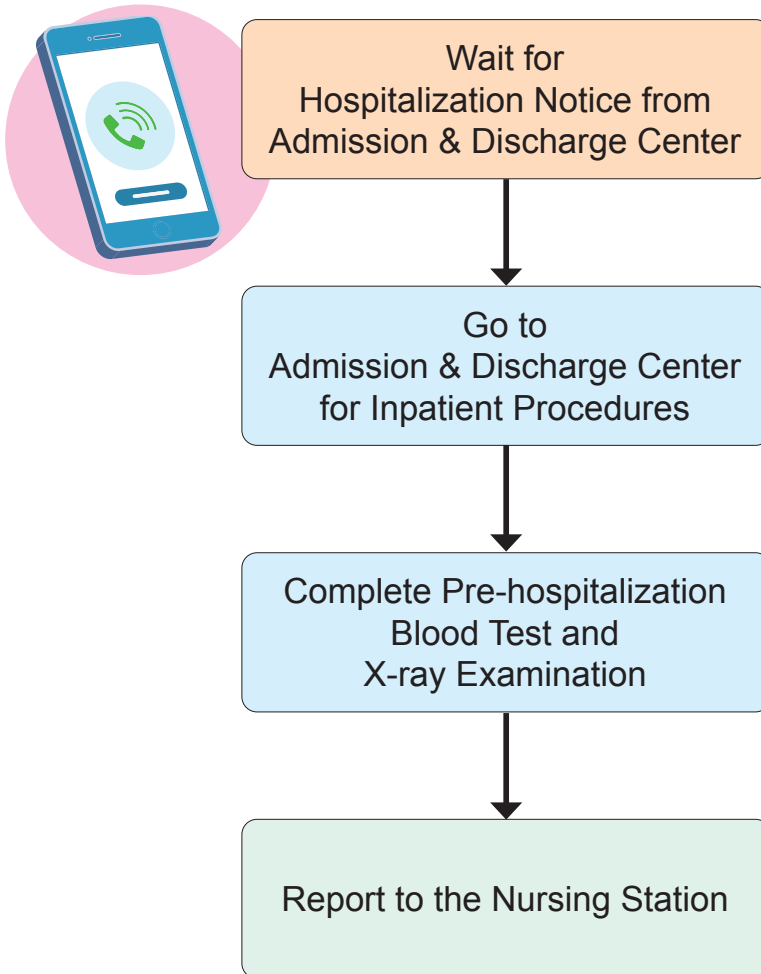


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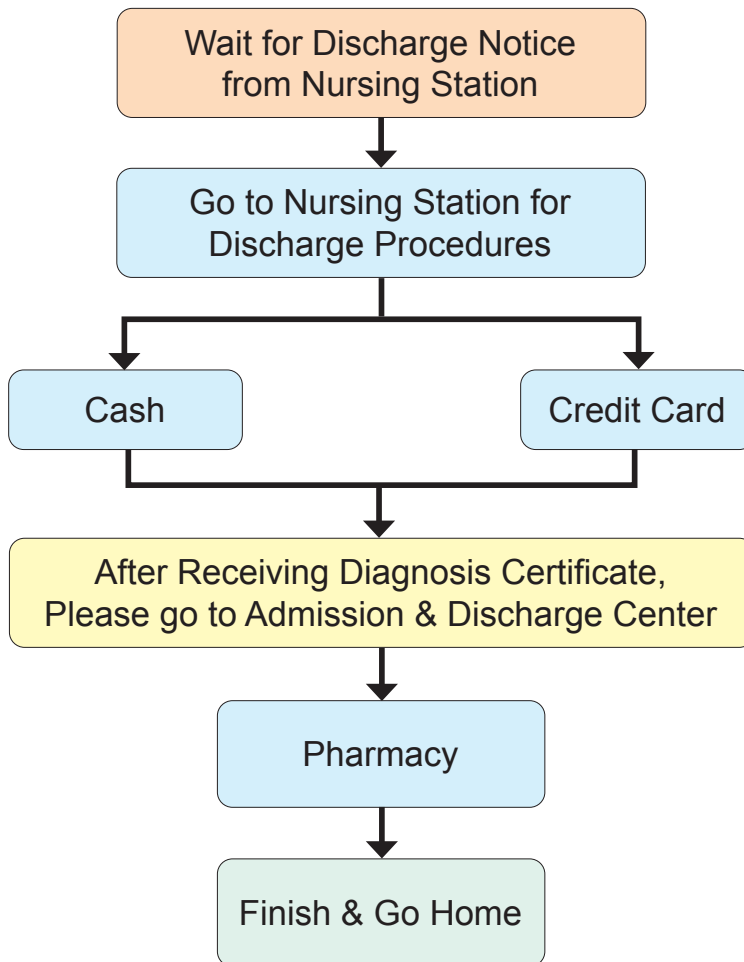
Inpatient Admission & Discharge Procedures

- Admission Procedures
- Discharge Procedures

Admission Procedures



Discharge Procedures





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No. 707, Sec. 3, Zhongyang Road., Hualien City,
Hualien County 970, Taiwan (R.O.C.)



(03)8561825



<http://hlm.tzuchi.com.tw>







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Hualien Tzu Chi Hospital,
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Humanistic Medicine with Reverence for Life

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