
Information Booklet

Updated June 2019

For Haematology and Oncology Patients
in Hong Kong Children's Hospital

Produced by



兒童癌病基金
Children's Cancer Foundation

Preface

In 2008 in his Policy Address, the Chief Executive announced the government's preparations to build a Centre of Excellence in Paediatrics to further enhance the quality of paediatric services in Hong Kong. In December 2017, construction of the hospital complex was completed and the hospital began to commence service in phases from 18 December 2018. Oncology will be the first specialty having in-patient services. We are looking forward to the new chapter in paediatric services in Hong Kong, there will be a world-class hospital with excellent clinical service, research, teaching and training.

The Oncology Unit provides diagnosis and treatment for all children in the local public healthcare system who suffer from cancers and complicated blood disorders. Its service is formed by merging the five children's cancer centres originally located at the Queen Mary Hospital, Queen Elizabeth Hospital, Princess Margaret Hospital, Prince of Wales Hospital, and Tuen Mun Hospital. It aims to deliver a comprehensive and high quality subspecialist-led world class paediatric oncology and haematology service in a children-friendly environment. The team is composed of skilled staff committed to providing holistic care for children and their families.

Children's Cancer Foundation has been collaborating closely with the five children's cancer centres for many years. This information booklet is produced to prepare families and patients to the upcoming changes brought by transition to HKCH. It aims to facilitate joint effort between medical team, patients and NGOs in achieving a better healthcare environment in the new HKCH.

Remarks: Updated information can be found on transportation, visitors' facilities and other organizations supported childhood cancer patients. The workflow of follow-up appointment procedures is revised and floor plan of Ward 5W is shown.

How To Get To Hong Kong Children's Hospital

Address:

1 Shing Cheong Road
Kowloon Bay
Kowloon



Public Transport

Green Minibus

Route No. 86 (between Telford Gardens in Kowloon Bay and Kai Tak Cruise Terminal)

Route 90A (between Yau Tong Estate and Hong Kong Children's Hospital)

Route 90B (between Sau Mau Ping and Hong Kong Children's Hospital)

Citybus

Route No. 22 (between Festival Walk in Kowloon Tong and Kai Tak Cruise Terminal)

KMB

Route No. 5R (between apm in Kwun Tong and Kai Tak Cruise Terminal)

Rehabus Feeder Service

HKCH patients in need may make use of the Rehabus Feeder Service provided by Kwoon Chung Bus. Route and schedule details can be found on its website: www.kcbh.com.hk.

Due to limited seating capacity, priority will be given to patients with mobility difficulties or those requiring respiratory assistive devices and their companions.

Hourly Carpark

Limited visitor parking spaces for private cars are provided in the hospital carpark (with effect from 18 December 2018). Fees details are as follows:

Parking Time	Fee per 30 mins	Total Fees
First hour	\$15	\$30
Second hour	\$20	\$70
Third hour	\$30	\$130
Subsequent hours	\$30	Accumulative

07:00 – 23:59: parking for less than half hour will be charged as half hour

00:00 – 06:59: \$20 per hour; parking for less than one hour will be charged as one hour

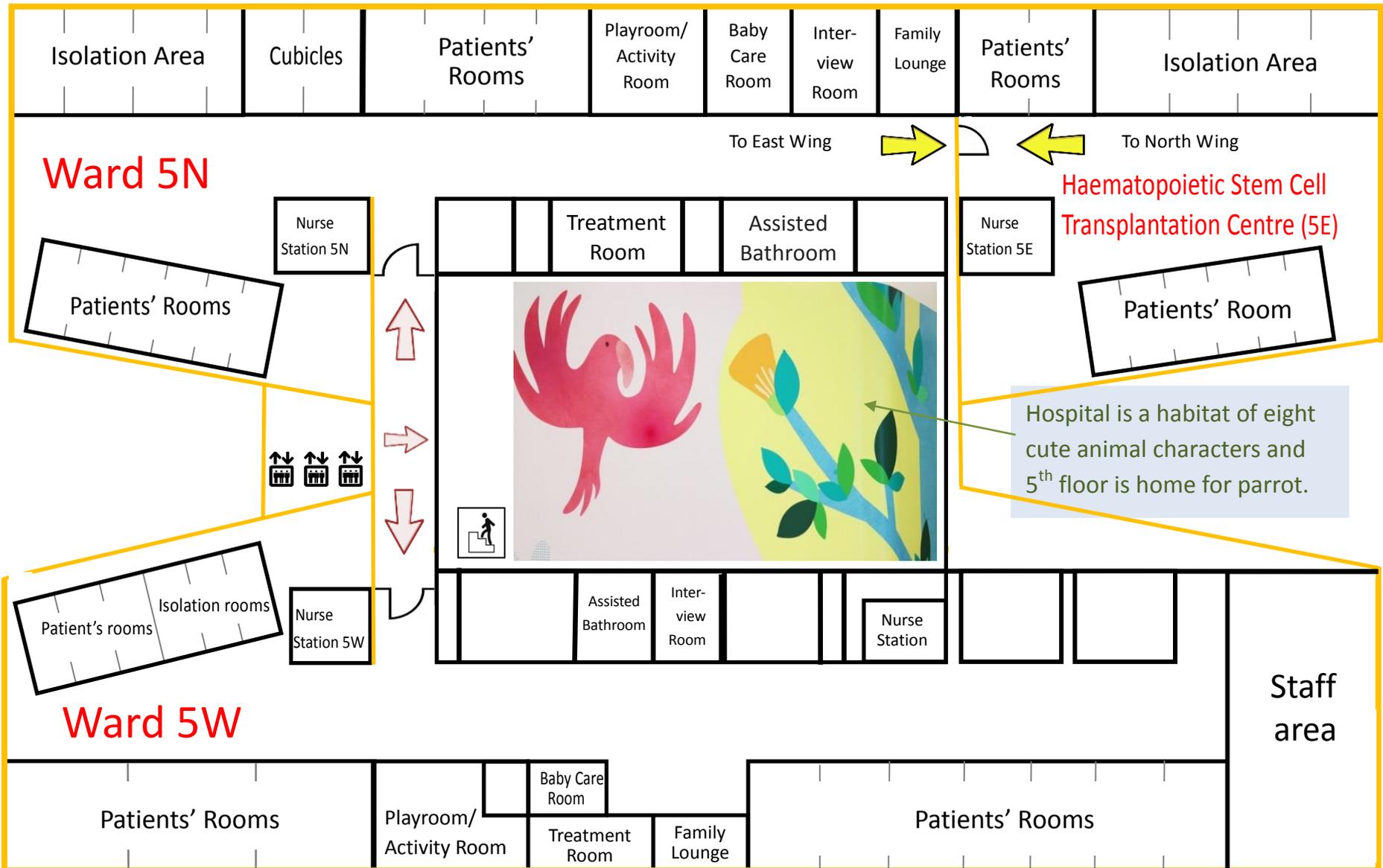
Floor Directory

The Hong Kong Children's Hospital consists of two 11-storey towers, namely the Training & Research Tower (Tower A) and the Clinical Tower (Tower B). They are connected by link bridges on 2/F, 3/F and 9/F. Below are the major services and facilities on each floor (to be opened by phases):

Training and Research Tower (Tower A)			Clinical Tower (Tower B)	
10/F	Offices		Staff Area	10/F
9/F	Department of Pathology, Research Laboratory	Link Bridge	Doctor's Offices, Department of Health Clinical Genetic Service	9/F
8/F	Research Laboratory		Clinical Trial Centre, Electrophysiology Study Unit, Private Ward	8/F
7/F	Department of Pathology Clinical Laboratory		Mixed Specialty Wards	7/F
6/F	Department of Pathology Clinical Laboratory		Surgical Centre, Nephrology Centre Haematology & Oncology Centre	6/F
5/F	Department of Pathology Health Information & Records Management Department Information Technology Department		Haematology & Oncology Centre	5/F
4/F	Department of Anaesthesiology & Perioperative Medicine		Neonatal Intensive Care Unit Special Care Baby Unit Ambulatory Chemotherapy Centre Parents' Quarters Healing Oasis	4/F
3/F	Operating Theatres	Link Bridge	Paediatric Intensive Care Unit Cardiology Centre Mixed Specialty Wards	3/F
2/F	Integrated Rehabilitation Centre, Snack Bar 	Link Bridge	Ambulatory Care Centre Department of Radiology	2/F
1/F	Auditorium Simulation Training Centre		Specialist Out-patient Clinic Coffee Shop 	1/F
G/F	Patient Resource Centre Prayer Room Mortuary	Central Rehabilitation Garden	Enquiry, Shroff and Registration Pharmacy, Patient Relations Office Convenience Store 	G/F
B/F	Carpark			B/F

Haematology and Oncology Centre

There are 3 inpatient wards on the fifth floor of HKCH: Ward 5N, 5W and Haematopoietic Stem Cell Transplantation Centre (5E). Below is the floor plan:



Ward Facilities

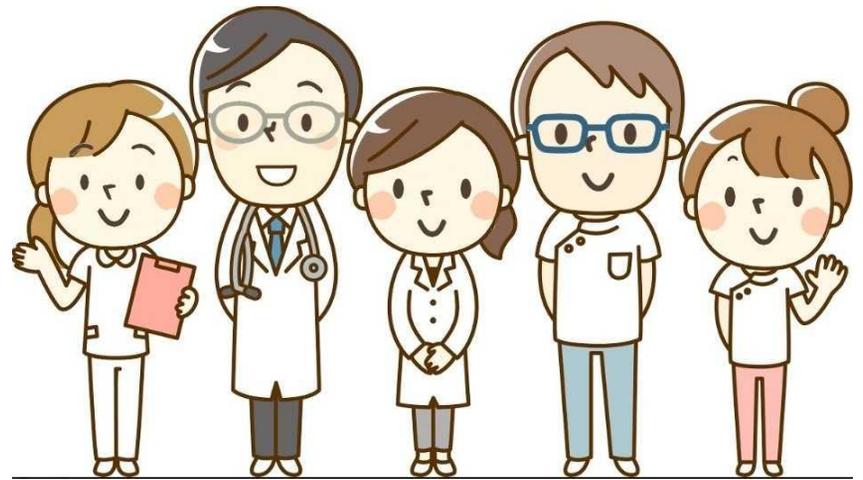
1. There are Playroom/Activity Room, Baby Care Room, Interview Room, Assisted Bathroom and Family Lounge inside the wards.
2. The bedside armchair can be converted into a bed for one parent or carer to stay overnight; please note that the hospital will not provide them with pillows, blankets, meals or shower facilities.
3. Family members can have a light meal and drinks in the family lounge; it is equipped with a microwave oven and a fridge, but no cooking or storage facilities are provided.

Haematology and Oncology Team

Oncology service is formed by merging teams from the five children's cancer centres originally located at the five hospitals. Patients can expect to see familiar faces from where they are originally treated. And of course there will be new faces too! Services will be launched in phases, there will be inpatient, outpatient and ambulatory service to children with cancers and complicated blood disorders in later phase. Patients are given highly sub-specialised care by three sub-specialty teams:

1. Leukaemia and lymphoma team
2. Solid tumours and brain tumours team
3. Haematopoietic stem cells transplantation team

We value parents as an important partner of the healthcare team and we encourage you to take part in the care process as much as possible. If you have any questions or need assistance, please do not hesitate to ask our ward staff. We also ask for your cooperation to achieve a good environment to facilitate patients' recovery and ward operation.



Getting to know the people and facilities in ward

1. Doctors and nurses are the principle health care providers of your child, but there are many other staff in the ward such as phlebotomists, patient care assistants, pharmacists, dietitians and different therapists; you can see their names on their staff card
2. Nurses could arrange parents to meet the doctor
3. Doctors and nurses may call you any time to update your child's condition, please pick up calls when you see the number 3513 3000, because it could be an emergency

Hospitalisation

Some children may need to stay in the hospital for different investigations, treatments and surgeries. They may feel nervous and don't know what to expect, but the clinical and supporting staff are here to help to ensure a smooth journey and a comfortable stay.

The Hong Kong Children's Hospital values parents as an important partner of the healthcare team and they encourage you to take part in the care process as much as possible. If you have any questions or need assistance, please do not hesitate to ask the staff in ward. The hospital also asks for your cooperation to achieve a good environment to facilitate patients' recovery and ward operation.

What documents should I bring to the hospital?

1. Personal identification document (e.g. HKID card, birth certificate, passport) of the patient and parents / guardian
2. Immunisation record
3. Other relevant documents that may help us understand the patient's medical condition (e.g. follow-up appointment slip, referral letter, investigation report, radiological images, health alert card)

How to tell the child?

1. Inform the child in advance that he / she would be admitted, we recommend breaking the news a few days (below six years old) / 1-2 weeks (above six years old) ahead
2. Explain the reason for admission in a honest and simple manner, give the child some time to digest and ask questions

What important information should I let the staff know upon admission?

1. The child's medical history
2. Any drug / food / other types of allergy
3. Valid phone number of the parents / guardians (preferably local numbers)

Which type of ward will I be admitted into?

1. Patients will be assigned to wards based on the respective clinical specialty
2. We have guidelines and measures in place so that patients within a particular care zone will be of the same gender

Special Care To Oncology Patients

1. Patients are better wearing surgical masks on the way back to HKCH and pay attention to hand hygiene.
2. Patients under treatment have weaker immune protection, are at higher risk for infection. They should avoid staying at Central Rehabilitation Garden or the nearby construction sites for extended period of time.
3. If feeling unwell, such as fever and bleeding, please inform ward staff and go back to HKCH for further investigation.
4. In case of emergency, call ambulance and have medical attention in nearby hospital with A&E Unit, patients will be transferred back to HKCH after stabilized.
5. Patients need extra attention to their diet; families should follow instruction while preparing for food.

Practical Tips for a Better Stay

Helping with patient safety measures

1. Patients must wear identity bracelet at all times
2. Patients must wear hospital pyjamas, especially during out-of-ward procedures
3. Patients should not be taken out of the ward without permission
4. Parents should notify ward staff if they do not prefer certain individuals from visiting their child
5. Do not unplug any medical equipment in order to charge your own electrical devices
6. Inform ward staff right away if the alarm of medical equipment goes off, do not deactivate it by pressing any button
7. Take note of bed safety and help with fall prevention

Helping to create a family-friendly environment

1. Be responsible for your belongings, do not leave valuables unattended
2. Keep noise level down
3. Switch off the TV at night
4. Keep the ward environment clean and tidy
5. Family members should eat in the family lounge rather than at bedside
6. Do not bring in any raw meat or food with strong smell
7. Respect the cultural differences of other families to achieve harmony



What personal belongings should I bring along?

What not to bring?

1. Valuables
2. Sharp objects such as knives and scissors
3. Toys that may cause injuries
4. Electrical appliances such as hair dryer and fan
5. Note: apart from the above, your healthcare team may give you instructions specific to your condition (e.g. preparation for surgery), please follow accordingly



1. Medications prescribed by private doctor (please take them home after showing to the doctor)
2. Toiletries
3. Face towel
4. Wet wipes / tissue packs
5. Diapers
6. Pacifiers (if not contraindicated)
7. Special milk formula
8. Special feeding devices (e.g. parts for gastrostomy tube, special teats for milk bottle)
9. Mobilisation devices (e.g. wheelchair, walking aid, prescription lenses)
10. Entertainment (e.g. books, coloured pencils, drawing pads, small and safe toys)
11. Items for comfort and security, such as a familiar blanket or a doll with special meaning
12. Personal clothing to wear upon discharge
13. Padlock for bedside drawers

Home leave arrangements



1. Clinical conditions permitting, patient may be granted a short home leave by the doctor
2. Parents will need to sign an undertaking form, and guarantee to bring the patient back as scheduled

Discharge arrangements



1. Whether a patient is fit for discharge is a clinical decision of the healthcare team
2. Ward staff will verify with the case doctor for the detailed discharge arrangement of each patient
3. Ward staff will verify the parents' ID before they can bring the child home; an authorisation letter is needed if the parents are to designate someone else to pick up their child
4. Relevant documents will be provided upon discharge, such as discharge slip for fees payment and medications collection, discharge summary, follow-up appointment slip, and sick leave certificate

Visiting arrangements

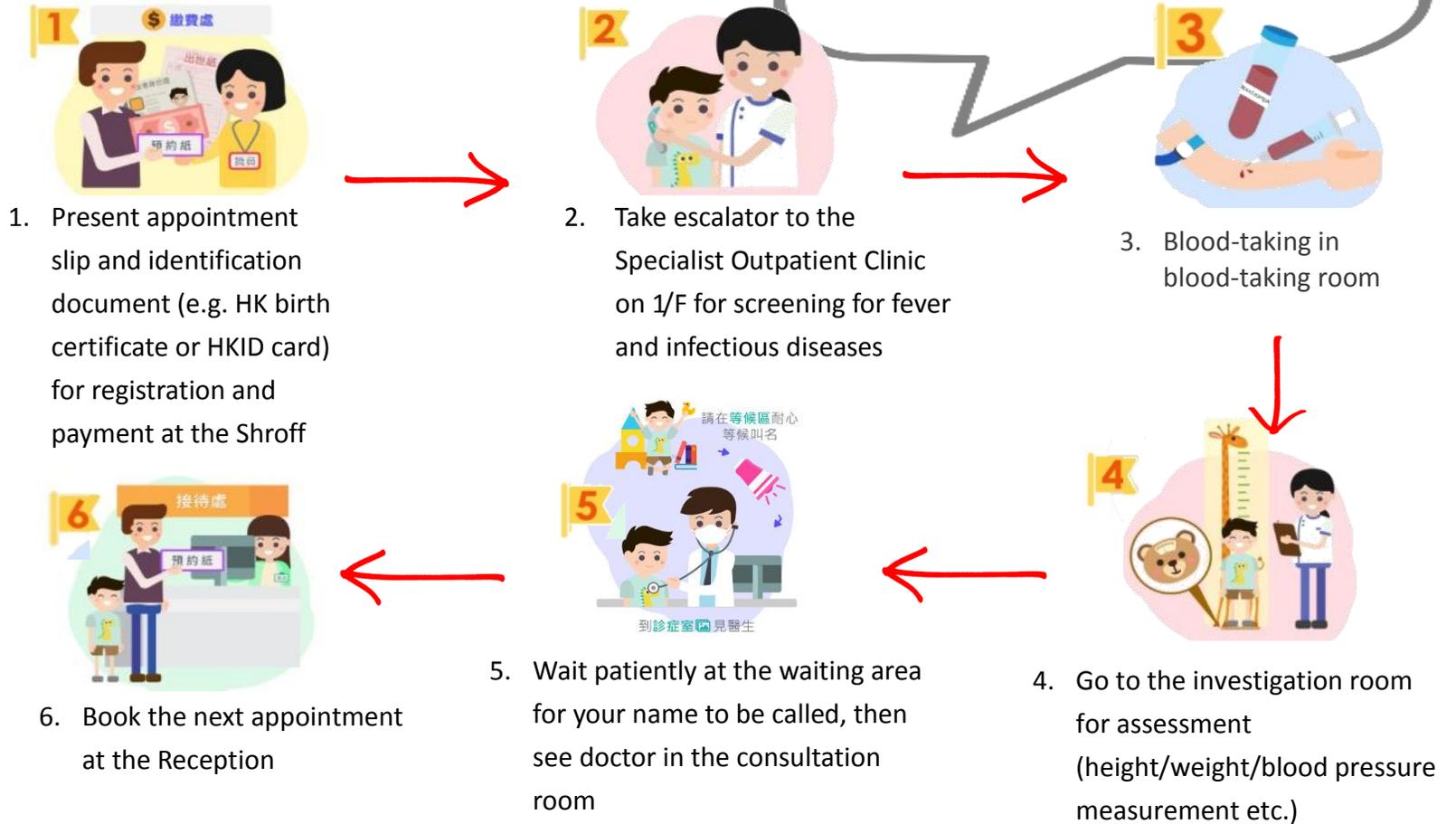


1. For visitors other than the children's parents and direct carers, visiting hours are from 11:00 am to 8:00pm daily
2. A maximum of two people (including parents) can visit a patient at one time
3. Children and pregnant women should avoid visiting; arrangements could be made by ward staff under special circumstances
4. For patients under isolation or intensive care, please check with the ward staff for the visiting arrangement
5. The hospital may implement contingency measures on visiting arrangement when the Serious / Emergency Response Level is in force; please refer to the latest announcement by the hospital
6. All visitors should observe the following ward rules:
7. Follow the current infection control measures
8. Do not take photos or video without permission
9. Please leave the cubicle and wait at the family lounge when healthcare staff are performing examinations or procedures on the patient
10. Do not smoke
11. Keep the ward environment clean and tidy
12. Do not bring in any raw meat or food with strong smell

Follow-up Appointment Procedures

Haematology and Oncology Follow-up

If patient suffers from infectious diseases (e.g. upper respiratory tract infection, vomit, fever, skin rash, chickenpox) on the appointment day, parents should contact the clinic for re-scheduling. Please refer to the information on the appointment slip or ask clinic staff for details.



Go through the following procedures if necessary

6A. Take escalator to Department of Radiology on 2/F for imaging examination (e.g. MRI, CT scan)

6B. Allied health services e.g. see dietitian (charged separately)

6C. Education on self-care / talk on disease management

If medications are prescribed

7. Go to the Shroff on G/F to pay for medications

8. Submit prescription to the adjacent Pharmacy and wait to collect medications (drug education would be provided if necessary)

Facilities for Visitors

Food and Beverage Outlet



Hung Fook Tong

Location: 2/F, Training & Research Tower (Tower A)

Business hours:

Monday to Friday 8:30am to 6:30pm;

Saturdays 8:30am to 1:30pm;

Closed on Sundays and public holidays



Pacific Coffee

Location: 1/F, Clinical Tower (Tower B)

Business hours:

Monday to Sunday 7am to 7pm



Vending Machine

Location: G/F, Training & Research Tower (Tower A)

Products: rice rolls, snacks, beverages and masks



Vending Machine

Location: G/F, Clinical Tower (Tower B)

Products: snacks, beverages and masks



VanGo Convenience Store

Location: Clinical Tower (Tower B)

▶ G/F

Business hours:

Monday to Sunday 8:00am to 8:00pm

Baby Care Rooms



Location: Training & Research Tower (Tower A)

▶ G/F

Location: Clinical Tower (Tower B)

▶ G/F

▶ 1/F (inside Specialist Outpatient Clinic)

▶ 2/F (inside Radiology Department)

Professional Service Teams of CCF



Family Counselling Service

Enhance families to cope well when they are facing challenges caused by the disease of their child. We provide emotional care, financial support, counselling on role adjustment and family relationship and resources networking to the affected families. We also ensure smooth transition and adjustment when patients completed treatment and ready to resume school.

Child Life Service

To enhance children's ability to cope with their illnesses and treatments through medical play, psychological preparation, procedural support, relaxation and emotional expression; helps sick kids get accustomed to the hospital environment; promote communication with the medical profession and provides support to siblings at home.

Children Palliative Care Service

Provide care and support to palliative stage of children and families especially at home. The care include symptoms relieve, and increase quality of life. Provide care according to the child's physical, psychological, social and spiritual need. We give bereavement support and have bereavement club for families after the passing of the child.

Community Service

Support children and youths in facing educational, vocational, social and adjustment problems during their recovery journey by providing school bridging programmes, recreational activities, as well as study and career counseling services and resources. Besides, we develop and coordinate voluntary services, aim at providing opportunities for survivors to contribute to the community.



兒童紓緩服務基金
Children's Palliative Care Foundation

直屬兒童癌病基金 An entity owned by Children's Cancer Foundation

Accommodation, Transportation, Educational and Recreational Support

Half Way Home



Three public housing flats with quiet, comfort and hygienic environment are located in Pokfulam, Homantin and Shatin. Those flats are tailored for patients who are physically weak and have temporary housing needs.

Rehab Bus Services



Rehab bus provides services for patients with disability to transport around home, hospital and activities, if necessary.

Families' Club



Provide educational and recreational programmes such as interest class, outdoor activity, Christmas party, etc., in order to enhance social well-being of cancer patients and their families, and to facilitate the mutual support between families.

Sunshine School



A bridging educational service would be provided to patients of two to eight years old by a pre-school teacher. The service includes cognitive training, singing activity, gross and fine motor skills training, handcrafts making, etc.

Please call 2328 8323 for more information about CCF services.

Other organisations supporting childhood cancer patients

Little Life Warrior Society

www.llws.org.hk

LLWS is a childhood cancer mutual-support non-profit charity organization, formed by child patients/survivors, parents and medical professionals, aiming to improve the services and welfare of children cancer patients, children patients having undergone bone marrow transplant and suffering from severe blood diseases. With the vision of “Working Together to Win the Battle against Cancer; Living a Better Life and Giving Back to the Community”, we organize and deliver caring services include recreational activities, support groups, choir, visits, ward tea party, tutorial services, hair cut services at ward, etc. LLWS merge with another four mutual-support groups in 2019, which are Queen Mary Hospital (Sunshine Group); Queen Elizabeth Hospital (Walk with Children); Prince of Wales Hospital (Little Life Warriors Society); Tuen Mun Hospital and Princess Margaret Hospital, in order to deliver useful information and make good use of resources on providing above services for children cancer patients in Hong Kong.

Pau Kwong Wun Charitable Foundation

www.pkwfoundation.org

PKW was established in the same year of the death of Kwong Wun in 1998. It endeavors in improving the well-being of children with cancer and their families. The Foundation joined Childhood Cancer International (CCI) as member in 2004 and expanding the work to nurture and support the growth of childhood cancer parent & support groups in Mainland and Asian countries. CCI entered into official NGO relation with the World Health Organization in 2018, since then the Foundation is actively engaging in WHO Global Childhood Cancer Initiative.

Accommodation

Ronald McDonald House

www.rmhc.org.hk

This 23-bedroom House gives occupants the privacy of their owned bedrooms while having medical treatment in hospitals. All families can enjoy a well-equipped kitchen, library, dining room, living room, study room, outdoor and indoor play area, laundry and an isolation suite, specially designed for families with post bone marrow transplant child patients. There is shuttle bus service between Hong Kong Children’s Hospital.

Transportation

Rehabus

www.rehabsociety.org.hk

Rehabus is providing accessible transport services for persons with disabilities to travel, there are Scheduled Route Service, Dial-a-Ride Service, and Weekend Recreational Rehabus Service.

Educational and Recreational Support

The Hong Kong Red Cross Hospital Schools

www.hs.edu.hk

The Hong Kong Red Cross Hospital Schools provide education to hospitalized children ranging from 5 years 8 months to 18 years of age and at levels from Primary 1 to Secondary 6. The students are admitted on the third day of their hospitalization. They have lessons either in classrooms or at wards. Those who are less mobile receive individual bedside teaching. Students who are homebound due to chronic illnesses can continue their education by our Home-based Teaching Program.

Clown Doctors

www.theodora.org

Clown doctors' weekly visit offer a welcome respite from the medical routine and is a magical moment that they look forward to. For that short period they are able to leave behind the sometimes bewildering world of the hospital for a world of fun and laughter.

Camp Quality

www.campquality.org.hk

Camp Quality provides fun and on excitement for the children with cancer by taking them on camps and organized recreational activities, and thereby also providing respite for their families.

Make a Wish Foundation

www.makeawish.org.hk

Grant wishes to children with critical illness aged between 3 and 17 to enrich the human experience with hope, strength and joy.

Support for siblings at home

Neighbourhood Support Child Care Project

Provides flexible form of child care service for children aged under 6 through community participation and mutual help in the neighbourhood, includes two service components - Home-based and Centre-based. Hotline services are run on 18 district basis.

Residential Child Care Services

Residential child care services of Social Welfare Department are provided for children and young persons under the age of 21 who cannot be adequately cared for by their families because of various reasons in the form of foster care and emergency/ short-term care in small group home. Referral should be made by the social worker.

Some information, pictures and graphics in this booklet are obtained from the HKCH website (www.ha.org.hk/hkch).

Please visit the HKCH website for more services information and latest updates.

Special thanks to HKCH and related organizations for their assistance in the production of this booklet.

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