

**Notice to Members of Public Who Intend to Seek Dental Treatment from the Hospital****Objects of The Prince Philip Dental Hospital**

The objects of The Prince Philip Dental Hospital (the Hospital) shall be to provide facilities for the training of dentists and other persons in professions supplementary to dentistry. The Hospital **does not provide public dental services**.

**Service Targets**

You, as a member of the public, are invited to be examined and treated here, at nominal cost, so as to provide an integral part of the undergraduate teaching programme provided by Faculty of Dentistry of The University of Hong Kong (the Faculty) and other training courses provided by the Hospital. After the first examination, treatment cannot be guaranteed. If you are accepted as our teaching patient for treatment, our service to you will be wholly geared to our teaching needs.

**Standard of Treatment**

Qualified clinical staff who are members of the Faculty or the Hospital will supervise undergraduate students of the Faculty and the dental ancillary students or staff of the Hospital under training.

**Initial Examination Process**

You will need to go through a screening process delivered by the Hospital or the Faculty staff for assessing your suitability for the designated purposes of teaching undergraduate students of the Faculty or dental ancillary students, or staff of the Faculty/the Hospital. If you are under age 18, you **must be** accompanied by your parent/guardian for initial examination. We shall inform you if your dental problems are suitable for the abovementioned designated teaching purposes or for further assessment by other clinics of the Hospital or the Faculty. If so, in due course, you shall be given scheduled appointments for treatment or further assessment. If not, treatment will not be guaranteed but you shall be advised of your dental problems and to seek further dental or medical attention or treatment elsewhere.

**Issue of Queue Cards** (for patients at or above age 14)

Queue cards are issued for morning and afternoon sessions from 08:15 hrs to 15:30 hrs at the Information Counter on the First Floor, with lunch break from 12:30 hrs to 13:30 hrs. Patients who arrive early will be arranged to queue up inside the waiting area from 06:30 hrs. No queue cards will be issued once the quota is full.

**Telephone Booking** (for children under age 14 only)

Telephone bookings may be made one week in advance at 2859-0238 starting at 08:30 hrs on each working day. No bookings will be made if the booking list is full. Parents/guardians will be required to give the children's personal information including their name, date of birth and telephone number. Children, accompanied by their parents/guardians, will have to report to the Information Counter at 08:30 hrs (for morning sessions) or 13:30 hrs (for afternoon sessions) on the scheduled day.

**Online Booking**

You may use our Online Initial Examination Booking System to book an initial examination. Please visit the Hospital website for more information.

**Registration**

You must complete a "Teaching Patient's Declaration Form" on registration. You are also advised to read the "Statement of Collection of Personal Information from Patients" before registration. You must present your original identification document (e.g. HKID Card or birth certificate) at the time of registration. The Hospital reserves the right not to proceed with registration if there are doubts about the documents presented.

**Waiting Time and Treatment Arrangements**

If you are accepted as our teaching patient, your waiting time before the commencement of treatment will depend on our teaching requirements, and the nature and type of your dental problems. It will vary from several weeks to several years according to the types of problems. You should be aware that a full course of treatment is likely to be time-consuming and will usually require more visits than if you were to seek treatment from a private dental practitioner.

You are advised to be punctual for all scheduled dental appointments. If you are late, the students/teaching clinicians may have other training commitments and may not be able to treat you. Also, if you fail to attend a scheduled appointment without giving prior notice to the Hospital, you may run the risk of being discharged if the progress of your treatment can no longer fit the designated teaching purposes.

**Fees and Charges**

Please refer to the Schedule of Fees printed overleaf. No further treatment will be provided if you fail to pay before the date specified on any demand note.

**Working Hours of Information Counter**

Mondays to Fridays : 08:00 - 12:30 hrs and 13:30 - 17:30 hrs

Saturdays, Sundays and public holidays : Closed

**Clinic Arrangement during Black Rainstorm Warning or Typhoon Warning Signal No. 8 or above*****(1) For treatment NOT yet started***

| Condition                                                                                                                                                        | Arrangement                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| If either of the Typhoon Warning Signal No.8 (or above), "Extreme Condition" or the Black Rainstorm Warning is hoisted or in force <b>at or after 6:00 a.m.</b>  | All patient appointments commencing <b>before 1:30 p.m.</b> will be <b>cancelled</b> automatically and queue cards will not be issued for a.m. session. |
| If either of the Typhoon Warning Signal No.8 (or above), "Extreme Condition" or the Black Rainstorm Warning is hoisted or in force <b>at or after 11:00 a.m.</b> | All patient appointments commencing <b>after 1:30 p.m.</b> will be <b>cancelled</b> automatically and queue cards will not be issued for p.m. session.  |

***(2) For treatment already started***

| Condition                                                                  | Arrangement                                                                                                       |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| When Hong Kong Observatory issues the <b>Pre-No.8</b> Special Announcement | All patient treatment should be completed as soon as possible, the clinics should then be closed after clearance. |
| When <b>Black</b> Rainstorm Warning Signal is hoisted                      | Services will be provided to patients who have arrived and are at the clinics.                                    |

\* Staff or students will try to contact patients and arrange re-appointment if necessary.

**Others**

The Hospital is a non-smoking premises. You should comply with the infection control measures of the Hospital, exhibit proper etiquette and be mindful of any behaviour that may cause disturbance to others in the Hospital.

**Enquiries**

Telephone : 2859-0238

Fax : 2859-0232

E-mail : enquiry@ppdh.org.hk

Website : www.ppdh.org.hk