

主文：潘先生-區區區區區

「非典型肺炎」檢討委員會

或設訴姐之劉先生收. (Anthony Lau).

於2003年7月4日透過醫院管理局投訴熱線表示不滿QEH給其兒子的服務，她指：

1. 其子在9-4-03至15-4-03 在QEH 8 樓病房留醫等待放射治療期間，病房職員沒有照顧其子(病人)的個人衛生，她兒子在留院期間直至出院的6天都是穿上入院時的「私家衫」，職員一直並無替病人更換病人睡衣，亦無人替他清理身體上所沾之糞便；

- 3 病房無人理會及照顧病人能否飲食，致令她帶到醫院給病人的食物、水果、湯等都只是放在一旁，但無人給予餵食，亦無人留意及糾正其子的缺水現象；職員亦沒有把丸壓碎才給病人餵食，今其子訴說食得很辛苦，由於院方沒有照料病人，致他情況變壞，故她最後只好把病人帶離院回家。

- 4a 其子留醫期間，院方安排他睡在一名呼吸困難之老翁鄰床，及頻有呻吟聲。鄭女士留意到該名年老病人面上戴上(透明)呼吸膠氣袋。其子離開QEH數天後，便被證實患有SARS，並在30-4-03於廣華醫院因SARS去世，現鄭女士懷疑是因為QEH上述的安排而使她兒子感染上SARS，故她要求合理的交待。

2. 在17-4-03 預備接病人回家的時候，妹妹已發現病人之面袂上及一雙手及手指都沾滿了乾的糞便。病人回到家後，媽媽替病人更衣清潔的時候，發現病人之屁股隙，大腿隙，小便處等都有小部份的糞便仍留餘下，看得出是粗略地清潔過的，但不夠妥當所造成的。

- 4b. 若果那老翁患有呼吸道的疾病，為何沒有遮擋的呢？

- 4c. 請貴院回覆由4月9日至4月17日期間，該病房或那老翁有否「非典型肺炎」的病人個案呢？如果有感染個案的話，為何QEH沒有通知去跟進呢？

若我們今次沒有查詢，QEH是否就會不了了之了呢？

希望貴局/院方能儘項回答，謝謝！

病人媽媽及妹妹

120453

BIRTHS AND DEATHS REGISTRY, HONG KONG

香港生死登記處

CERTIFIED COPY OF AN ENTRY IN A REGISTER OF DEATHS
KEPT IN TERMS OF THE BIRTHS AND DEATHS REGISTRATION ORDINANCE
根據生死登記條例規定而備存的死亡登記紀錄內一項記項的核證副本

(1)	Registration no. 登記編號	[REDACTED]
(2)	When and where died 死亡日期及地點	30 APRIL 2003 KWONG WAI HOSPITAL
(3)	Surname and name 姓名	[REDACTED]
(4)	Sex 性別	MALE
(5)	Age 年齡	[REDACTED] YEARS
(6)	Rank, profession or occupation and nationality so far as is known 所知的職位或職業及國籍	[REDACTED]
(7)	Cause of death 死因	SEVERE ACUTE RESPIRATORY SYNDROME
(8)	Signature, description and residence of informant 申報人簽名、身分及住址	YOUNGER SISTER [REDACTED]
(9)	When registered 登記日期	3 MAY 2003
(10)	Signature of registrar 登記官員簽名	SIGNED [REDACTED] DISTRICT REGISTRAR

CERTIFIED to be a true copy of an entry in the register of deaths in Hong Kong this 3RD day of MAY, 2003.

現證明此乃本處死亡登記紀錄內一項記項的真實副本 二零零三年五月三日

CAUTION: Any person who (1) falsifies any of the particulars on this certificate, or (2) uses a falsified certificate as true, knowing it to be false, is liable to prosecution.
 警告：任何人士，如(一)修改本證書內的任何項目或(二)明知證書為偽造但故意視作真實而使用的話，可能會被檢控。

Audit no.
核數號碼

H [REDACTED]

第二頁

From: [REDACTED]
 Sent: 2003年7月8日星期二 上午 10:03
 To: [REDACTED]
 Subject: RE: Complaint Allegations pending for confirmation=>>Confirmed (pls check the fax).

Dear [REDACTED]

Confirmation (and amendment on fax) of the allegations received.
 I'll send a copy to the 醫院管理局「非典型肺炎」檢討委員會 as per your request.

Sent on 8/7/03. Mon.

Thank you.
 Anthony Lau.
 Manager (Complaint Management)2
 HA Head Office.

-----Original Message-----

From: [REDACTED]
 Sent: Tuesday, July 08, 2003 8:01 AM
 To: HA Complaint Management Section
 Subject: Re: Complaint Allegations pending for confirmation=>>Confirmed (pls check the fax).

Dear Mr. Anthony Lau,

We (my mum & I) have reviewed the letter that you wrote for us with thanks.

Confirmed most of the contents are correct, but we have also added some points on the letter which I have sent by fax [REDACTED] this morning. Please confirm upon receipt and to proceed with the investigation accordingly, thanks.

Remark :

As per the phone conversation that I have with you yesterday, noted that [REDACTED] how there was a mistake which the lady [REDACTED] passed this case to you as a general complaint about the services provided by QEH. But actually, due to this case is belong to "SARS". Could you please kindly forward this case to the relevant team (ie. the "SARS" Investigation Committee; sorry that we are not sure about the proper name of the group). Thanks in advance.

Best Regards,

[REDACTED]

"HA Complaint

Management To:
 [REDACTED]
 Section" cc:

Complaint Management Section, HAHO
Record of Appreciation / Complaint / Appeal /
Suggestion / Enquiry / Request for Assistance

120455

Ref. No	HA(CON) 355 / 1230
Hospital / HAHO	QEH
Category	Clinical services / Administrative services / Staff attitude / Environment / Others
Sub-category	Doctor / Nurse / Ward Attendant / HCA / Administrative staff / Others
Channel	Public / Political party / Staff / Others
Sub-channel	Complaint Hotline / Walk-in
Type	Appreciation / Complaint / Appeal / Suggestion / Enquiry / Request for Assistance
Complainant / Patient	投訴人: [REDACTED] 病人: [REDACTED] (子) (deceased) [REDACTED]
Contact phone no. / Address	Tel. [REDACTED] Add. [REDACTED]
Receiving date	4-7-03
Input date	4-7-03
Referral date	8-7-03
Referred to	PRO QEH
Status	Pending for Reply
Content	[REDACTED] 來電表示不滿QEH給其兒子的服務, (請看鄭女士傳真之指稱及其子之死亡登記紀錄)
Follow up action	
Reply date	
Input by	Anthony Lau (Tel. : 2300 7125, Rm 209N, HA Building) Public Complaint Management Section