專責委員會(2)文件編號:H49

「非典型所究」超對委員會 SC2 Paper No.: H49 或级新姐之效失生收.(Authony Lan).

於2003年7月4日透過医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 樓病房留医等待放射治療期間, 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;

病房無人理會及照顧病人能否飲食, 致令她帶到医院給病人的食物、水果、湯等都只是放在一旁, 亦無人留意及糾正其子的缺水現象; 但無人給予餵食、 今其子訴說食得很辛苦, 職員亦沒有把圍丸壓碎才給病人餵食, 由於院方沒有照料病人,

致他情况變壞,故她最後只好把病人帶離院回家。

4。其子留医期間,院方安排他睡在一名呼吸困難之老翁鄰床,几我有一中分曆。 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 並在30-4-便被証實患有SARS, 開OEH數天後, 03於廣華医院因SARS去世,

現鄭女士懷疑是因爲QEH上述的安排而使她兒子感染上SARS, 故她要求合理的交待。

Q.在口-4-03预備接病人田家的時候,妹妹 已发现杨人之面被上及一雙手及守指都沿满了 乾的拳便 病人回到家后 替病人更充清潔的時候,难现病人 之尾股際大阴路、小便配等都有小部份的童 便化留殿下,看得出是超略地清潔站的,但

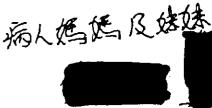
不夠妥當所造成的. 46. 若果那老品患有呼吸道的疾病, 為何没有追挡的呢? 40. 請養學的最由4月9日至4月17日期間該病居或

那老角有多事典型所定的杨人/烟客呢?如果有感染烟菜的话,为何QEH级有面欠

去超進呢?

岩战侧多次没有查詢,OEH是多就是不了了知识?

希望童后|除污散蝇项回答,做!



ء . . .

... ;

BIRTHS AND DEATHS REGISTRY, HONG KONG The second secon 港生死登記處 The state of the s

845 A 44

Market 1879

CERTIFIED COPY OF AN ENTRY IN A REGISTER OF DEATHS 根据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 KEPT IN TERMS OF THE BIRTHS AND DEATHS REGISTRATION ORDINANCE

C 42	٠.	49 世 # 第 2 5 5 4	別規定而備存的死亡登記紀錄內一項記項的核證副本	1
" water at	! 10, 10	根 無 主 光 至 彰 (本)	and the second of the second o	
asia katang			・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・	
				eg jaganag en
	Son	Registration no.	The Annual Comment of the Comment of	
	- 1% d	及配屬號	The state of the s	District to the
Promotes Arrival	1 1 1 1 1 1 1			17 17 17
1	(2)	When and where died		
. Trees of the		死亡 上男孩地数	the first of the f	linar es . S
)		haba ya wasanin wasani		1. P. C.
er Transport	1	the war of the same of the	 And the Control of the	17 Table 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
			of the Commission to the world with the control of the territory and the territorial and the territorial territorial and the control of the c	I was the Xi
		The National Conference of the	and the state of t	
San B	(3)	Sumanic and nume	and the second of the second o	
aantii Gaartii Sa		2. 2	The second of th	the state of the s
	22.2		1、1、1、1、1、1、1、1、1、1、1、1、1、1、1、1、1、1、1、	10. 10. 10. 11.
			and the second of the second o	
	and the	Sex Sex	The same of the state of the same of the s	12.3
Francisco .	.(4)	ACX CALL THE PARTY OF THE PARTY		1
	n desert	DAYA GARAGA SAN ANDA	the contract of the second contract of the second of the s	•
Parker of	1965000	era, kan ngan sakaranga ay at Marah	一个大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大大	
3.4.95. 14.3.5.6	. (5)	and Action Action and Action an	YEARS IN THE SECOND OF THE SECOND SEC	
	20 X	(1) A. A. A. A. (4) (4) (4) (4) (4)	to mount of the second of the	
وتعا المرفعونية				γ
44 J. F. C. St. C.	· (6)	Rank, profession of	A Commence of the commence of the state of t	1
74 TH		coccepation and nationality :?	The state of the s	
		so far as is known 所知的转位或鞭桨及网络	Property of the state of the st	1 1 14
	1.0) 为为的最低级表来及构造。	Section 25 to the Same trees to the medical contract on the section of the sectio	gas in 16540
	(ħ·/	Cause of death	SEVERE ACUTE RESPIRATORY SYNDROMS	
	`	光 因	The first term of the transfer of the state]
Jan Salar			The state of the s	1
	$I \setminus I$		1. In the second of the sec	Agrica, Brance
Billing at a		the Committee of the	 A superior of the analysis of the superior of the	4
Magdane in	Carl Radio	1997年 - 1997年 - 1998年 -	4 March 2007 of the marginary of the control of	Transference
ig salaysa ji	***	the transfer of the second state of the second	The little of the state of the	A
Marian de la companya) k (2	rate of high standard state of the fill and	1、 ニュー・コード、これにおけるとはは、これにおきまれば、これにははははない。 それのがわたりがあればればればありまります。 サビルタド	420 - 549 am
		THE THE REPORT OF THE REST	1 Same to the state of the stat	Teach
	es de	Same Care	 In the state of the property of t	A
(1000) grade (1000)		Asian Control of the	and the territaring and the standard of the second of the	(N. 8.33 p. 1947)
i epikistanti				.17 **
		Provided the property of the later of the first of the later of the la	The Research of the Stand Stand Stand Stand of the Stand	おかまた 代数
		To the state of th	2. In A. Son, Prog. Phys. 5 Phys. 6, 468 (1997) 2000, p. 1975; M. Prog. 5 and A. B. G. Ballang Son M. M. Hark. Phys. 18, 1975; M. Son, Phys. Rev. B. 1975; M. Son, Phys. 1975; M. Son, Phys. Rev. B. 1975; M. Son, Phys. 1975; M. Son, Phys. Rev. B. 1975; M. Son, Phys. B. 1975; M. So	100 40 420 100 0 110 110 110 110 110 110 110
	र्वे <i>तर</i> ावरः	Carlot Brokens Congress of Society	1. I m. her fliktlickenet, mad mit med a mieste till med mit her fliktlingstem fill till till till till till till till	Arristi (1920) Propressor Albanis Popular Arristi Propressor Arristi
	र्वे <i>तर</i> ावरः		2. In the property of the p	Arrigo (1) Popiglist 1826 Sp 218 story Spanisterant Spanisterant
	Eding on the con- position is	korgoji Makabasa a sagarasa o sasan S Masa Mongoli sagabibata Masa a sagabib Mongoli sagab Masa sa	2. In the Proof of Real Physics, and a series of the Contraction of	i Amerika i i izili Propinski kalika Propinsi kanara Amerika i i i i i i i Amerika i i i i i i i i
	E 15 arç 12 15 15 15 12 (8) 14 1	Signature, description and	the Company of the Co	i Arrigo (iliza Piceng Arrigo Barita di diseng Arrigo (iliza di di Barita (iliza di di Arrigo (iliza di di Arrigo (iliza di di di Iliza di Talanda Iliza di Talanda
9	(8)	Signature, description and residence of informant 方案大奏者	The Control of the Co	i der ein i die Proping lide (436 Spring lide (436 Spoor 12 for and Spoor 12 for and Die Spring in Die Spring in Die Spring in
9	(8)	Signature, description and residence of informant 方案大奏者	The state of the s	Armen i dan Pumpise ASS Pumpise Armen Poumpise and Poumpise Armen Poumpise Armen
	Eding	Signature, description and residence of informant	The state of the s	Am en 100 Panghia Mis Panghia mg Panghama Panghia Mis Panghia Mis
	Little of the second of the se	Signature, description and tesidence of informati 下述人簽署 为分及住地	The transfer of the property o	Am en 1821 Permette (1821 Secundo de la com- de la contraction de la contraction de la contraction de la contraction de la contraction de la contraction de la contraction de la contraction de la contraction del
	(8)	Signature, description and tesidence of informati 有某人簽署。	The state of the s	Fire got 1920 Sp 194 fam. p. thought of the second of the
	(8)	Signature, description and residence of informant 分級表 另分及性组	The state of the s	Fire En 1925 Se THE BASE Francisco and Francisco
	(8)	Signature, description and tesidence of informati 有某人簽署。	The state of the s	Here to 1820 on the Market Mar
	(8)	Signature, description and residence of informant - 作業人養養 身分及性則 When registered. 全記日刊	** Programme Control of the Control	Fire 20 (1926) See 216 (1926) See 216 (1926) See 217 (1926) See 21
	(g) (9)	Signature, description and tesidence of informant 有某人签署 身分及性制 When registered. 全是日刊 Signature of registrar	** A STATE OF THE	For the Market M
	(8) (9)	Signature, description and residence of informant - 有某人接著 身分及性组 When registered - 登記日期 Signature of registrar - 登記自員簽署	** A CONSTRUCTOR OF THE STRATE	For en 1925 For en 1944 William 1944 For e
	(8) (9)	Signature, description and residence of informant - 市業人簽署 身分及性组 When registered. 登記日期 Signature of registrar 登記日复義素	YOUNGER SISTERS MAY 2003. A SHARM AND SHARW AND SHARM AND SHARM AND SHARM AND SHARM AND SHARM AND SHARM AND SHARW A	American de la completa del la completa de la completa del l
	(g) (9)	Signature, description and tesidence of informant 有某人簽署。 身分及住机 When registered. 量記日期 Signature of registrar 量記自复簽署	AND STREET RESISTERS SIGNED DISTRICT RESISTERS TO STREET RESISTERS SIGNED DISTRICT RESISTERS TO STREET RESISTERS SIGNED DISTRICT RESISTERS TO STREET RESISTERS TO STREET RESISTERS SIGNED DISTRICT RESISTERS TO STREET RESISTERS T	Arm en 1922 Sen 1934 state of the sen of th

CAUTION: Any person who (1) fulsifies any of the puriculars on this cirifficate, or (7) uses a falsified certificate at true, knowing it to be faire, it liable to prospection.

Series of the series of the contract of

From:

Sent:

2003年7月8日星期二 上午 10:03

To:

Subject:

RE: Complaint Allegations pending for confirmation=>>Confirmed (pls check the fax).



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

Scat on 8/7/03. Man.

Thank you.

Anthony Lau.

Manager (Complaint Management)2

HA Head Office.

----Original Message----

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 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 how there was a mistake which the lady 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

case to the relavant team (ie. the "SARS" Investigation Committee; sorry that we are not sure about the proper name of the group). Thanks in advance.

Best Regards,

"HA Complaint

Management

To:

Section"

cc:

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

D.C.No.	HA(CON) 355 / 1230
Ref. No	
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: 病人: (子) (deceased)
<u> </u>	Tel.
ontact phone no. /	Add.
Receiving date	4-7-03
Input date	4-7-03
Referral date	8-7-03
Referred to	PRO QEH
Status	Pending for Reply
Content	來电表示不滿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