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# Introduction



## What is the Hospital Authority?

The Hospital Authority (HA) is a statutory body established under the Hospital Authority Ordinance in 1990. We have been responsible for managing Hong Kong public hospitals and the services to our community since December 1991.

Year of Establishment	1990
Services	42 hospitals and institutions 47 Specialist Out-patient Clinics (SOPCs) 73 General Out-patient Clinics (GOPCs)
Workforce	Around 76,000 (as of October 2017)
Accountability	Reports to the HKSAR Government via the Secretary for Food and Health

## What is our service culture?

The goal of “Helping People Stay Healthy” is key to everyone working in the HA. To achieve this, the HA has adopted three basic corporate statements – our **Vision**, **Mission** and **Values**.

### Vision

Healthy People, Happy Staff,  
Trusted by the Community

Helping People Stay Healthy

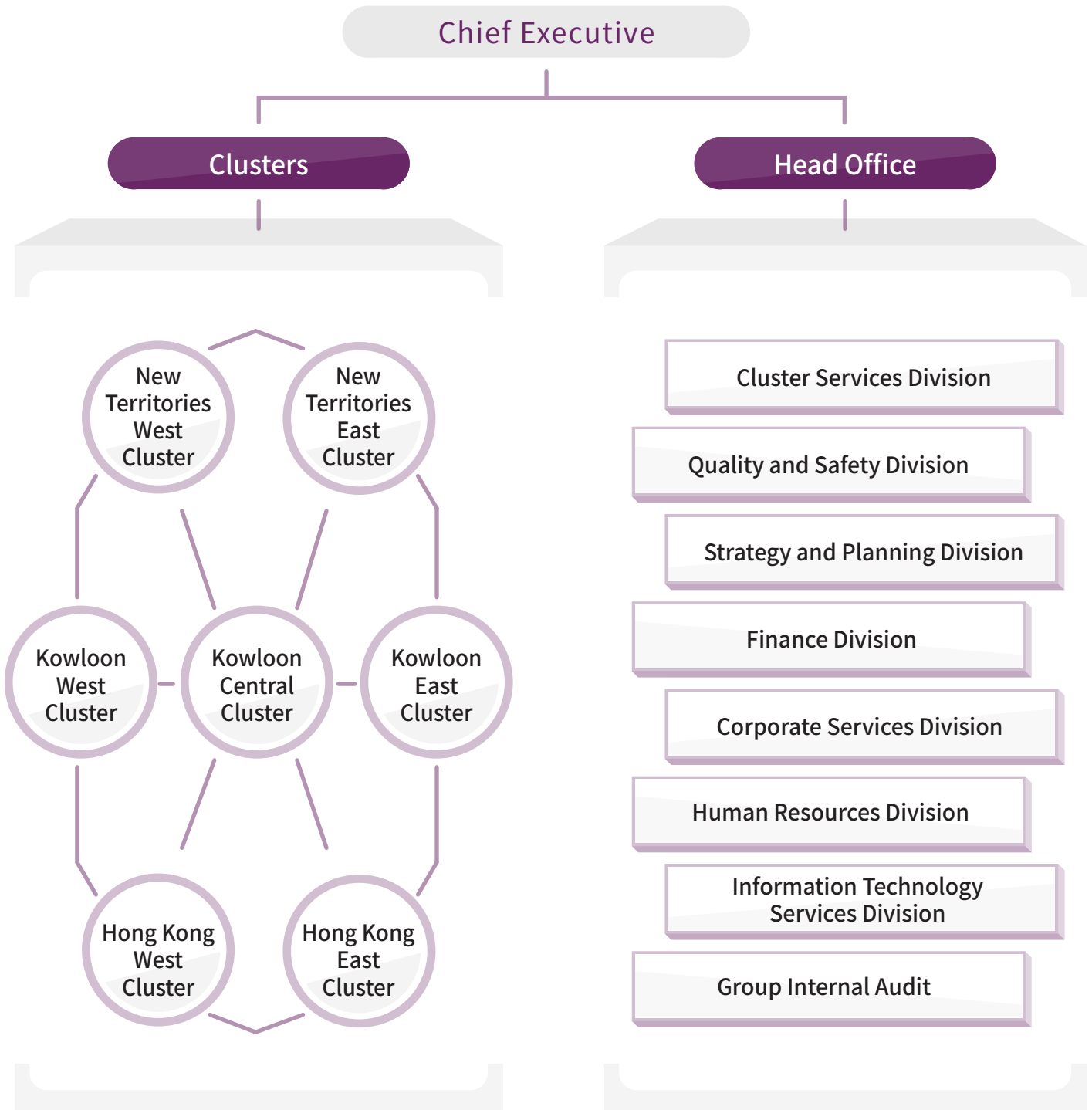
### Mission

### Values

People-centred Care, Professional Service,  
Committed Staff , Teamwork

## Do you know what the management structure is in the HA?

The Hospital Authority (HA) has a functional structure headed by the Chief Executive. There are **seven clusters** under the umbrella of the HA as shown below. While clusters manage the daily operation of hospitals, the Head Office acts as the central co-ordinator among the clusters.



## Appointment

It is the objective of the HA to maintain the principle of equity and fairness in recruitment and appointment processes. Equal opportunity of employment will be provided irrespective of sex, age, marital status, race, religion, disability and employment status.

Appointment will be based on the candidate's merits and the work ethics required by the HA with a view to appointing the highest calibre and most suitable candidate for the job.

To provide career advancement opportunities for serving staff, priority will be given to suitable staff before considering outside candidates except for Category 1 posts. For Category 1 posts, serving staff are encouraged to compete with outside candidates.



### Do you know what the three broad categories of HA posts are?

HA posts are grouped into three broad categories:

Category 1	posts with minimum pay point on or above HA Management Pay Scale (HMPS) Point 27 or HA General Pay Scale (HGPS) Point 50.
Category 2	all posts other than those defined in Categories 1 and 3.
Category 3	all posts on the HA Training Pay Scale (HTPS) and HA Model Pay Scale (HMODS), other posts with maximum pay point on or below HGPS Point 15 and posts remunerated on pay ranges.

Upon joining the HA, you will undergo a probationary period. On satisfactory completion of the probation, your appointment will be confirmed.



For more details about appointment, please refer to **Chapter C** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM) which can be accessed via the HA Intranet (<http://hr.home/site/home.html>).

### Quick Tips

### Where can I find the details of job openings for serving HA staff?



Job openings are announced through Vacancy Notification Circulars (VNCs) that are posted under the "VNC" tab on the homepage of the HA intranet (<http://ha.home>). You can find details of vacancies that are also open to external candidates via our "Careers" tab on the main HA website (<http://www.ha.org.hk>).

## Pay packages

### 3.1 Your Pay Package

It is an objective of the HA to offer competitive and rewarding pay package to facilitate the recruitment and maintenance of a stable, highly-productive and motivated workforce to render effective hospital services to the public.

You are remunerated in accordance with the respective established HA Pay Scale/Pay Range as stipulated in your Appointment Letter. Incremental progression along the relevant Pay Scale/Pay Range will be subject to annual assessment of your performance and at the discretion of management.



To know more about your pay package, please refer to **Chapter E** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM) which can be accessed via the HA Intranet (<http://hr.home/site/home.html>).

### 3.2 ePayslip System

#### Do you know how to access your salary statements and TaxReturn (IR56B) on-line?

To modernise HR services and enhance employee self-service functions, online salary statements are now provided to all HA staff so that they can review monthly salary and allowance payments, together with MPF contributions made by the HA.

The 'View ePayslip' function of the **Leave Enquiry and ePayslip System (LEAPS)** allows you to view and download your salary statement for the last 15 months. With effect from April 2017, you can also access yearly TaxReturn (IR56B) online.



 <b>醫院管理局</b> <b>HOSPITAL</b> <b>AUTHORITY</b>		<b>Salary Statement</b> <b>薪俸結算書</b>		Pay Ending 發薪截至: 31/10/2013 Pay Date 發薪日期: 31/10/2013 Page 頁數: 1 of 1
Name 姓名: TAM, XX M030500 Cluster / Hospital 聯網 / 醫院: New Territories East Cluster / Prince Of Wales Hospital Division / Department 部門: Clin Svc / ICU_HDU Rank / Position 職位: Registered Nurse Pay Scale / Point 薪級表 / 薪級點: HGPS / 25		Employee No. 職員號碼: 123456 HKID 香港身份証號碼: M123456 Bank A/C No. 銀行戶口號碼: 004-058-0***000 Net Pay 薪俸淨額: 29,069.87 Taxable Emolument To Date* 迄今應課薪俸: 203,469.53 <small>*For information only. Refer to Tax Return for tax reporting purpose. 只供參考。報稅時請參閱報稅表。</small>		
Items 項目	Period 期間	Amount 金額 (HK\$)		
Basic Salary 底薪	01/10/2013 - 31/10/2013	26,361.15		
Cash/Fixed/Flexi/Monthly Allowance 現金/固定/彈性/每月津貼	01/10/2013 - 31/10/2013	2,705.46		
Leave Pay Adjustment 假日薪酬調整	01/10/2013 - 31/10/2013	3.26		

## 3.2 ePayslip System

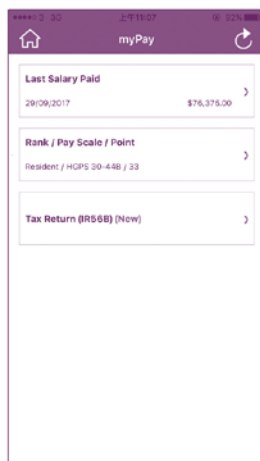
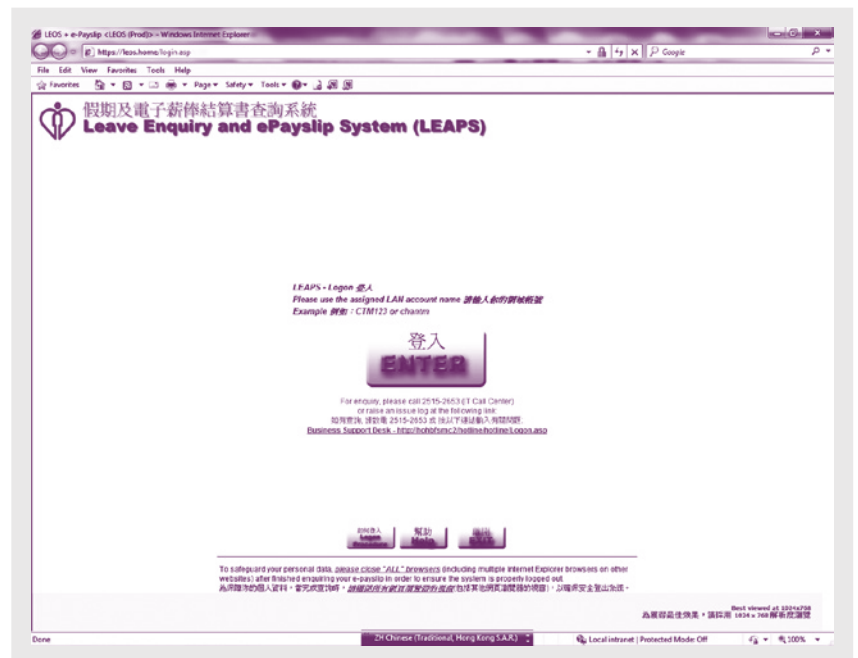


### How can I access my salary statement and TaxReturn (IR56B) via LEAPS?

You may use your Domain ID and password to access LEAPS via ha.home, hr.home or the following hyperlink direct: <https://leos.home/login.asp>

Please contact your cluster IT department for the procedures in applying Domain ID.

To know more about the system and user procedures, you may review the User Guide and FAQ by clicking the 'Help' button.



### Do you know ... ?

Currently, ePayslip and eTaxReturn (IR56B) are also available in HR App to all HA staff.

You may go to <http://hrapp.home> to review the User Guide and follow the steps to download the App.

# Training & Development

Staff training & development programmes at the HA aim to build a competent and committed workforce that can provide efficient and effective healthcare services to the public both in the short and long term. A wide variety of training providers offer different types of programmes throughout corporate, cluster and hospital levels.

## Examples of HA staff training providers

### Training Organizers

- 1 The HA Institute of Health Care (HA IHC) and member institutes: Institute of Advanced Allied Health Studies (IAAHS) and Institute of Advanced Nursing Studies (IANS)



- 2 The Infectious Disease Control Training Centre (IDCTC)



Hong Kong Training Portal on Infection Control and Infectious Disease  
香港感染控制及傳染病培訓網上通



- 3 The Quality and Safety Division of Clusters

**QUALITY & SAFETY DIVISION**

- 4 The Central Nursing Department (CND)/Nursing Services Department (NSD) of Clusters/Hospitals

- 5 The Human Resources Division Training and Development Team of Head Office or Clusters



Below are the corresponding websites of some organizers:

HA Institute of Health Care [http://www.ihc.ha.org.hk/en\\_index.asp](http://www.ihc.ha.org.hk/en_index.asp)

Institute of Advanced Nursing Studies (IANS) <http://nursenet.home/IAANS/ians.html>

Institute of Advanced Allied Health Studies (IAAHS) <http://portal2.home/sites/ah/haiaahs/SitePages/About%20IAAHS.aspx>

HA e-Learning Centre (eLC) <http://www.ha.org.hk/haelc> (Desktop eLC)  
<http://www.ha.org.hk/haelc/melc> (Mobile eLC)



## Training & Development

### What training programs are available?

For Whom	Provision
All Newly Joined Staff	<p>Familiarization programmes to help new staff adapt to HA environment</p> <ul style="list-style-type: none"> <li>• Orientation and Induction arranged by Clusters or hospitals</li> <li>• Infection Control and other mandatory training assigned by Hospitals, Grades or Departments</li> </ul>
Clinical Professionals	<p>Professional Development programmes to meet service needs and enhance clinical competences</p> <ul style="list-style-type: none"> <li>• Medical Professional Training</li> <li>• Nursing Professional Training</li> <li>• Allied Health Professional Training</li> <li>• Pharmacy Professional Training</li> </ul> <p>Generic Competencies Development Training Series to equip staff with essential soft skills and knowledge along the career</p> <ul style="list-style-type: none"> <li>• Management 001</li> <li>• Management 101</li> <li>• Management 202</li> <li>• Management 303</li> <li>• Healthcare Service Management Training</li> </ul> <p>HA Executive Leadership Program to groom high-potential leaders in formats of:</p> <ul style="list-style-type: none"> <li>• Leadership Workshops</li> <li>• Critical Business Knowledge Seminars</li> <li>• Boardroom Sessions</li> </ul>
Supporting Staff	<p>Vocational Training to equip supporting staff with adequate technical skills in assisting clinical work</p> <ul style="list-style-type: none"> <li>• Patient-care Assistant (Clinical Assistant) training</li> <li>• Patient-care Assistant training for various specialties or functions</li> <li>• Care-related Support Workers training</li> </ul> <p>Generic Competencies Development Training to sharpen personal and interpersonal skills covering:</p> <ul style="list-style-type: none"> <li>• Patient communications</li> <li>• Positive psychology and resilience</li> <li>• Proactivity and EQ</li> <li>• Basic English Writing and Healthcare Spoken English</li> </ul>



The HA e-Learning Centre (eLC) provides 7x24 online services for all HA staff. It offers a wide range of e-Learning Programs, multimedia learning resources and latest training information with one-stop access.

To get the personalized training information, learners can login to 'My eLC' on desktop PCs or 'Mobile eLC' on mobile devices.

Quick Tips

I am having problems trying to access the eLC. What should I do?

Please call the eLC Hotline at **2300 7711** or e-mail to **elc@ha.org.hk**



I would like to attend some job-related training to enhance my contribution to the organization. Will there be any training assistance available for me?

We encourage colleagues to improve their knowledge/competencies to enhance our service to the patients and the organization. The assistance can be in the form of paid study leave, sponsorship, etc, taking into account service requirements, organization priorities and resources availability.



For more details, please refer to **Chapter L2** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM) or visit the HA Intranet (<http://hr.home/site/home.html>).

## Staff Development Review (SDR)



### Do you know what staff development review (SDR) is?

The SDR is one of the most important functions in human resources management. It provides the context to link individual objectives with personal, departmental, hospital and corporate targets, thus supporting and facilitating the attainment of the HA mission.

It is also an open and participative platform which facilitates constructive communication between you and your supervisors. In addition, it provides opportunities in identifying your development needs to improve job performance and enhance your career development.

### SDR Process

SDR is an on-going process which covers the following:



The SDR process is based on a one-year cycle and supplemented by progress reviews. The award of annual salary increments will be subject to performance assessment through the SDR process. Both you and your supervisor will take part and contribute in the process.



For more details, please refer to **Chapter N1** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM) or visit the HA Intranet (<http://hr.home/site/home.html>).

## Staff Relations and Communication

It is the objective of the HA to provide opportunities that encourage the development of good relations and communication amongst all levels of staff with a view to developing team spirit and fostering a sense of belonging.

### Communication channel

We believe that effective communication is crucial to the operation of the HA and building of teamwork. You can make use of the communication channels, such as HA intranet, HA internet or cluster-based website, to obtain the most up-to-date information about the HA. Staff newsletters will be issued on a regular basis to share with you the latest organization development and activities within the HA. You may also access direct to the web-based communication platform or approach Staff Relations Officers to reflect your concerns about your working places or HA policy.

### Do you know what Staff Consultative Committees are?

The staff consultative committees in the HA are designed to encourage staff to exchange their views with management via their staff representatives both at the corporate level, hospital level, as well as across the wide spectrum of disciplines in the HA. Matters concerning operational efficiency and the working environment are discussed in the Hospital Consultative Committee and the HA Central Consultative Committee. Matters relating the individual professions and disciplines can be discussed in the Staff Group Consultative Committees.



### Which committee should I give suggestions to in relation to my specific discipline?

There are 6 Staff Groups Consultative Committees (SGCC) established at the Corporate level to discuss matters relating to individual professions and disciplines as shown below:

- Doctors SGCC
- Nurses SGCC
- Allied Health Professions SGCC
- Administrative SGCC
- Supervisory, Clerical and General SGCC
- Supporting SGCC

You can refer your suggestion to the representative of the relevant SGCC as posted in the HA homepage.

## Staff Relations and Communication

### Quick Tips



### What is HASLink?

HASLink is a Corporate Newsletter that is published periodically. It gives you the general information about the service development and activities within the HA. You can access the softcopies of HASLink in <http://ha.home> (**ha.home** > **HASLink** >)



### Staff Complaints and Appeal Channel

You can bring complaint about your work to your immediate supervisor or to the Head of Department or the Human Resources Department for resolution. The HA will handle staff complaints fairly and hope to resolve the complaint as soon as possible.

If the complaint is not resolved after undergoing the complaint procedures, you have the right to appeal through the established appeal procedures. For details, please refer to the HRPM and HR Circular on Staff Complaint and Appeal Procedures.

# Personal Code of Conduct

## 8.1 Data Privacy and Security

The Hospital Authority (HA) is a statutory body handling large amount of personal information. The confidentiality, integrity and availability of personal information, in particular identifiable personal information, are critical to the delivery of healthcare services by the Hospital Authority. The Hospital Authority is therefore committed to safeguarding privacy and maintaining the security of personal information.

### What is the HA data privacy and security policy?

This is the policy that mandates the effective protection of security and privacy of personal information with respect to its collection, use, storage (all media), access, extraction, transmission and disposal. In particular, the Hospital Authority mandates all identifiable personal information to be accorded the highest level of security and privacy protection.



The policy ensures that personal information is:

- properly safeguarded to maintain confidentiality, integrity and availability
- protected according to the Personal Data (Privacy) Ordinance
- only accessed according to the principles of “Patient Under Care” or “Organizational Need-To-Know” .

This Policy applies to:

- all HA employees, civil servants, sub-vented staff and honorary staff working in HA ( “Staff” ); and
- anyone with authorised access to HA Personal Data including contract staff, all contractors, subcontractors, researchers, students, and individuals acting in any capacity for or on behalf of HA ( “HA Authorised Personnel” ).

Disciplinary and legal actions may be taken against the person responsible for deliberate violations and breaches. To minimize potential and consequential damages, reporting of possible security and privacy breaches is encouraged at all times to your immediate line manager, the relevant Cluster Information Security & Privacy Officer or the HA Corporate Information Security & Privacy Officer (CISPO).



In case you would like to get more information and attend our e-learning privacy training, please click the following link: Intranet website: <http://infosec.home/> or Intranet eLearning site: <http://elc.home/>

## 8.1 Data Privacy and Security



**I understand that storing patient data requires encryption. If I have bought a new USB flash drive for my working department, can I use it for storing such patient data?**

If you wish to store patient data on a USB flash drive, you must only use USB flash drives recommended centrally by HAITS which support mandatory encryption and password ‘lockdown’ .



**I have lost my USB flash drive containing confidential patient data. What should I do?**

Report the incident immediately to the hospital management.



**I am planning the staff roster for next month and one of the colleagues is on sick leave. Can I access the concerned colleague’s clinical record to facilitate my planning?**

No, this is not compliant to the data access principles of “Patient-Under-Care” or “Organizational need-to-know” . You should simply contact the colleague directly to work out the roster.



## 8.2 Prevention of Bribery Ordinance

We should strive to protect and uphold HA's and our own reputation, professionalism and integrity. To this end, we shall avoid obligations to customers or business associates resulting from advantages, gifts or entertainment received in or due to our official capacity which could compromise our position in any way or be perceived by a third party to potentially compromise ourselves or HA.

According to Section 4 of the Prevention of Bribery Ordinance, an employee of a public body, including employees of the Hospital Authority, should not solicit or accept any advantage because of work unless prior written permission has been obtained from the public body (Hospital Authority).

## 8.3 Acceptance of Advantages, Gifts and Entertainment

Advantages offered to you and/or your spouse by virtue of your official position or on an occasion attended in your official capacity are regarded as advantages to the department in which you work. Such advantages received should be forwarded to your Head of Department for further consideration.

You may be subject to disciplinary action including dismissal and prosecution under the Prevention of Bribery Ordinance if you fail to comply with these requirements.



### What does 'Advantage' mean?

Advantage can mean gift, fee, service or favour and can range from items with minor intrinsic value to items of significant value.



### What should I do if I received a business gift which is of perishable food such as a fruit basket?

Please carefully consider whether the gift can be returned to the donor as far as possible without great offence or embarrassment. If it is not appropriate to return the gift to the donor, you should consult your Head of Department to dispose of the gift as appropriate.



For more details, please refer to **Chapter I1** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM), relevant HR circulars, the HA Code of Conduct booklet or visit the HA intranet: <http://hr.home/site/links.html>.

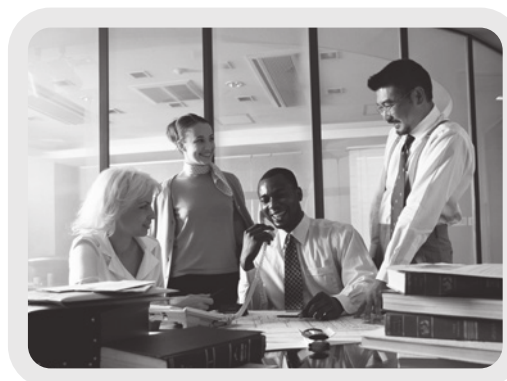
## 8.4 Anti-discrimination Ordinances

It is the objective of HA to comply with all employment related legislations, including anti-discrimination ordinances. The HA aims to provide equal opportunity of employment irrespective of sex, age, marital status, race, religion, disability and employment status. The HA is always committed to providing a workplace that is free from unlawful discrimination and harassment so that all employees have the opportunity to contribute to their full potential.



### Do you know what are the prevailing anti-discrimination ordinances?

	Ordinance	Details
1	The Sex Discrimination Ordinance	Discrimination on the basis of sex, marital status and pregnancy, and sexual harassment are unlawful under this law. Its protection applies to both males and females.
2	The Family Status Discrimination Ordinance	Family status means that a person has responsibility for the care of an immediate family member. It is unlawful for anyone or any organization to discriminate against a person, male or female, on the basis of family status.
3	The Disability Discrimination Ordinance	It protects any person against discrimination on the ground of disability. Even if you are a person without disability, you are also protected under the law if an associate of yours is a person with a disability, and you are discriminated against because of your association with him or her.
4	The Race Discrimination Ordinance	It protects people against discrimination on the ground of their race.



## Do you know whether the below are examples of discrimination?



	Examples	Yes?	No?
1	Calling people names that people of certain racial groups may find offensive or impolite	✓	
2	Refusing to hire a woman as her knowledge and skill sets do not match the job requirements		✓
3	Refusing to hire a woman because of pregnancy	✓	
4	Refusing to hire persons on wheelchair	✓	
5	Dismissing an employee of a certain racial group due to unauthorised absence from their duties		✓
6	Assuming job applicants with family status are unsuitable for jobs that involve travel	✓	



For more details, please visit the **HA intranet** <<http://hr.home/site/links.html>> about the relevant ordinances.

## 8.5 Sexual Harassment

It is the objective of the HA to provide as far as possible a working environment free of sexual harassment for its employees.

Sexual harassment includes any:

- (a) unwelcome sexual advance, or unwelcome request for sexual favours; or
- (b) unwelcome conduct of a sexual nature, including statements of a sexual nature made verbally or in writing

in an employment or employment-to-be context (including persons seeking employment with HA) which is anticipated to create an offensive, humiliating, hostile or intimidating environment as interpreted by a reasonable person having regard to all circumstances.

Sexual harassment policy applied to both genders. All cases of sexual harassment are handled with the highest level of sensitivity to ensure the employee concerned would not suffer from any unnecessary embarrassment. Parity and consistency in treatment are maintained amongst all staff working in the HA irrespective of their seniority and terms of employment.

## 8.5 Sexual Harassment

### Quick Tips



### What can I do if I encounter sexual harassment at work?

You can take initial preventive and corrective action by telling the person to stop the unwelcome or offensive behavior under a safe environment that you feel comfortable. In case you have concerns, you can seek advice and assistance from your supervisor or the designated coordinators who may help relate the message to the alleged harasser to stop the acts, or lodge a formal complaint to your supervisor/head of department, Hospital Chief Executive (hospital staff) or Chief Executive (Head Office staff) as appropriate. You may contact the police for serious cases of criminal nature.

### If I lodge a complaint on sexual harassment to the HA management, will my identity be disclosed?

It is HA's policy to keep the identity of the complainant confidential. You may specify not to disclose your identity to anyone other than the HR staff responsible for your case and investigator(s). However, you should be aware that refusal to reveal identity may impair the conduct of the investigation.



For more details of the HA procedure for handling sexual harassment complaints, please refer to **Chapter M6** of the Human Resources Policies Manual (HRPM), and the relevant HR Circular.

## 8.6 Communicating with Ethnic Minorities

In order to further promote racial harmony and provide a caring service environment, it is important for HA staff to develop effective methods of communication with patients and their relatives from ethnic minorities.



### How can I enhance my communication with patients and their relative from ethnic minorities?

Study the e-learning programmes, *Better Communication with Ethnic Minorities - Understanding Different Cultures & Beliefs*, and *Interpretation Service Arrangements for Ethnic Minorities Patients*, which can be accessed via the HA eLC Intranet: <http://elc.home/>.



## 8.7 Publications

### Do I need to inform my department head if my article is going to be published?

If the article to be published is related to your area of expertise or research work, you should inform your Head of Department of your intention and provide him/her with a copy of the article which will then be forwarded to the HCE and the HA Head Office.

If you are allowed to retain your publishing rights, prior approval from the HCE or CE, as appropriate, should be sought for the receipt of any remuneration including offers of fees or honoraria by the publisher.



For more details, please refer to **Chapter 17** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM), or visit the HA intranet: <http://hr.home/site/links.html>.

## 8.8 Declaration of Investments

You should avoid making private investments which may lead to conflict (or potential conflict) of interest situations and report any investments which may give rise to such situations. You should not use confidential information obtained in your official capacity to obtain personal pecuniary benefits nor disclose such information to others to enable them to profit financially.



### When should I make a declaration of investment?

If you are holding any position identified as vulnerable to conflict (or potential conflict) of interest situations arising from your official duties and your private investments, you are required to make a declaration of investment.



For more details, please refer to **Chapter 18** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM), relevant HR circulars, or visit the HA intranet: <http://hr.home/site/links.html>.

# House Rules

## Identification Tags



### Why do I need to wear an identification tag at work?

The use of identification tags helps to:

- instill a sense of identity and pride in employees at their work place;
- enable easy identification of staff by patients, visitors and fellow employees; and
- facilitate the maintenance of security, in particular, in restricted areas of hospitals;

You should follow the policy established in your hospital/institution on wearing an identification tag while at work.

## Dress Code



### Do I need to wear specific dress code at work?

You should follow the dress code established in your hospital or institution, and always present yourself in a neat and tidy manner in your workplace to meet the operational requirements.

## Employee Records



### Do I need to inform HR when I have updates of my personal status?

Yes, to enable the proper administration of human resources policies and employee benefit schemes, you should inform the Human Resources Office immediately of any change to your personal particulars such as marital status, address, professional qualifications, etc.

## Outside Work



### Do I need to seek approval to engage in any part-time jobs outside the HA?

You may undertake unpaid outside work outside your normal working hours provided that there is no conflict with the relevant principles laid down.

You must, however, seek prior approval from the Hospital Chief Executive or the Chief Executive, as appropriate, in the following circumstances:

- undertake any paid outside work (either during or outside your normal working hours); or
- undertake any unpaid outside activities during your normal working hours.

All such applications will be considered in accordance with the merits of each individual case and the prevailing HA rules. Any staff fail to seek prior approval in the above circumstances will be subject to disciplinary action.



For more details, please refer to **Chapter H** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM), relevant HR circulars, or visit the HA intranet: <http://hr.home/site/links.html>.

## Staff Discipline

Any employee contravening the HA's rules or professional ethics or standards is liable to disciplinary action. An employee who has committed a minor offence would be given appropriate coaching and advice to help them improve. His behavior will be monitored and he may be subject to disciplinary action under prevailing policy.

If an employee has committed an act of misconduct or has shown unsatisfactory performance, he may be subject to one or more of the disciplinary actions under prevailing policy:

- verbal or written warning;
- stoppage or deferment of increment;
- deduction of wages; and
- dismissal from service

Any employee dismissed on the grounds of misconduct and unsatisfactory performance may have his accrued benefits forfeited.

If at any stage, an employee feels that the disciplinary action taken against him is unfair, he may appeal through the Staff Complaints and Appeals Procedures.



For more details, please refer to **Chapter J1** of the Human Resources Policies Manual (HRPM) and the Human Resources Administration Manual (HRAM), or visit the HA intranet: <http://hr.home/site/links.html>.

## Adverse Weather Work Arrangement

### Under which adverse weather conditions do I need to go to work?

Time of the weather warning issued	Action required	
	Essential staff	Non-essential staff
Before normal working hours	Yes, attend work	No, stay at home
During working hours	Yes, attend work	<b>Typhoon No. 8 or above:</b> Released from work, go home if it is safe to do so  <b>Black Rainstorm:</b> Remain at work unless it is dangerous to do so. Supervisors may exercise their discretion to release the staff based on their personal circumstances.
Issued before commencement of working hours and is lowered 2 hours or more before the end of working hours	Yes, return to work as soon as possible and within 2 hours after lowering of the Black Rainstorm Warning or Typhoon Signal No. 8	
Issued before commencement of working hours and is lowered less than 2 hours before the end of working hours	Yes, return to work within 2 hours after lowering of the Black Rainstorm Warning or Typhoon Signal No. 8	No, stay at home

# Infection Control

Infection prevention and control strategies are designed to protect you, health care workers, patients, visitors and everyone in the healthcare setting from the risk of acquiring infection. This aims to achieve occupational safety and health (OSH) as well as patient safety.



## My job does not normally require handling patients. Do I still need to attend infection control training?

Yes, all staff should attend the basic infection control training upon entry to the HA and also attend any 'Right-on-time' education programmes where provided. In addition, all staff with direct patient contacts should also attend refresher training for every 24 months.

## Do you know what committee or teams are involved in HA for infection control?

An infrastructure has been built in each hospital in Hospital Authority as follows:

1. Infection Control Committee (ICC)
2. Infection Control Team (ICT)
3. Infection control link professionals/personnel at workplace

This framework serves as an infection control network accessible to every staff member throughout the HA. Infection control is everybody's business and you play a key role too, at all times, in preventing and controlling infection by adherence to infection prevention and control guidelines and policies. The details of the guidelines are available at hospital web and HA home <<http://ha.home>>.

### Quick Tips

## Infection prevention and control for clinical staff:

- a. Perform standard precautions for all patient care including hand hygiene 5 moments.
- b. Use personal protective equipment (surgical mask, fit tested N95 respirator, eye protection, protective gown and gloves) properly, if indicated.
- c. Have a fit test done on a N95 respirator so you can select one that is properly fitted before initial use.
- d. If mucosal exposure or percutaneous injuries by blood and body fluid occur, attend the Accident and Emergency Department (AED)/staff clinic/outpatient clinic for medical advice immediately. If necessary, take post exposure prophylaxis and report the incident to your supervisor.
- e. If you take sick leave or present any symptoms including: fever with a temperature  $\geq 38^{\circ}\text{C}$ , chills, myalgia, cough, sore throat, diarrhoea or rash, you should report this to your supervisor or designated officer for reporting into the Staff Early Sickness Alert System (SESAS).

## Immunizations recommended:

### 1. For all staff

- MMR (Measles, Mumps and Rubella) Vaccination
- Seasonal Influenza Vaccination (annually)

### 2. For all healthcare workers and staff who have patient contact during their work or who work in clinical areas

- Hepatitis B Vaccination



For more information on infection control measures and relevant training programmes, you can **contact your hospital Infection Control Team (ICT)**.

# Occupational Safety and Health

The Hospital Authority (HA) always strives for providing a working environment that ensures the safety and health at work of all our staff. With reference to the Occupational Safety & Health (OSH) Ordinance and related Regulations, we had formulated a series of OSH policies and safety management system. The successful implementation of safety management system in HA not only depends on the availability of safety policy, facilities and equipment, but more importantly on the partnership with all our fellow staff members.

## How can I know more about the OSH information at HA?

Trainings on various OSH topics would be organized relevant to different nature of work from time to time. For more information, you may approach your supervisor or visit the OSH webpage on the HA Intranet.

(<http://osh.home/osh/frontend/index.html>)



## What should I do if I sustain an injury during my duties at the HA?

If you sustain any injury during and in the course of your employment with the HA, your case will be handled in accordance with guidelines laid down in the Human Resources Policies Manual and the Employees' Compensation Ordinance.

You should inform your supervisor as soon as possible for assistance. All injuries must be reported via the 'Injury on Duty' in the web-based Advanced Incident Reporting System (AIRS). The Human Resources Department will then follow up such cases in accordance with the Employees' Compensation Ordinance.

As a staff-support service, staff who sustained any injury while on duty will be invited to visit the Occupational Medicine Care Service (OMCS). The OMCS Team composes of Occupational Physician, Occupational Therapist, Physiotherapist and Occupational Health Nurses etc. They will provide clinical service and support to staff with injury management and rehabilitation, as needed, throughout their recovery.



For more details, please refer to **Section G6** of Human Resources Policies Manual (HRPM) in the HA Intranet (<http://hr.home/site/home.html>).

## Section 14

### Registration & Practicing Certificate

If you are in the professions requiring registration and practicing certificate, you are required to maintain your professional registration and obtain a valid practicing certificate throughout your employment with the HA. Renewal of practicing certificate should be arranged before its expiry with the renewed copy returned to the designated office as promulgated by your serving hospital or institution.

## Section 15

### List of Useful Website

HA e-Learning Centre (eLC)	<a href="http://elc.home/">http://elc.home/</a> (Intranet) <a href="http://www.ha.org.hk/haelc">http://www.ha.org.hk/haelc</a> (Internet)
Home Loan Interest Subsidy Scheme (HLISS)	<a href="http://hliss.home">http://hliss.home</a>
HR Intranet	<a href="http://hr.home/site/home.html">http://hr.home/site/home.html</a>
Information Security and Privacy	<a href="http://infosec.home/">http://infosec.home/</a>
Institute of Advanced Allied Health Studies (IAAHS)	<a href="http://portal2.home/sites/ah/haiaahs/SitePages/About%20IAAHS.aspx">http://portal2.home/sites/ah/haiaahs/SitePages/About%20IAAHS.aspx</a>
Institute of Advanced Nursing Studies (IANS)	<a href="http://nursenet.home/IANS/ians.html">http://nursenet.home/IANS/ians.html</a>
Leave Enquiry and ePayslip System (LEAPS)	<a href="https://leos.home/login.asp">https://leos.home/login.asp</a>
Oasis	<a href="http://www.ha.org.hk/oasis">http://www.ha.org.hk/oasis</a>
Occupational Safety & Health (OSH)	<a href="http://osh.home/osh/frontend/index.html">http://osh.home/osh/frontend/index.html</a>
Relevant Ordinances	<a href="http://hr.home/site/links.html">http://hr.home/site/links.html</a>
Staff Clinics	<a href="http://ha.home/ho/onhr/Staff_Clinic_for_HA_Staff.pdf">http://ha.home/ho/onhr/Staff_Clinic_for_HA_Staff.pdf</a>
Staff Development Review Forms (SDR)	<a href="http://hr.home/site/SDR_Form.html">http://hr.home/site/SDR_Form.html</a>
Staff Welfare	<a href="http://staff-welfare.home/index_en.html">http://staff-welfare.home/index_en.html</a>
Staff Orientation Website	<a href="http://newstaff.home">http://newstaff.home</a>

## Staff Clinics for HA Staff

\* Prior Appointment is required

Hospital Name and Address	Booking Service Tel* (24hours)	Service Hours
<b>Queen Mary Hospital</b> C1, Main Block, Queen Mary Hospital, 102 Pok Fu Lam Road, Hong Kong	2556 7272	Monday to Friday 9:00am – 1:00pm 2:00pm – 5:00pm Saturday 9:00am – 1:00pm
<b>Ruttonjee &amp; Tang Shiu Kin Hospital</b> 2/F, Tang Shiu Kin Hospital, 282 Queen's Road East, Wan Chai, Hong Kong	2891 1393	Monday to Friday 8:45am – 1:00pm 1:45pm – 5:00pm Saturday 8:15am – 12:30pm
<b>Our Lady of Maryknoll Hospital</b> G/F, Out-patient Block, Our Lady of Maryknoll Hospital, 118 Shatin Pass Road, Wong Tai Sin, Kowloon	2975 0717	Monday to Friday 9:00am – 11:00am 3:00pm – 5:00pm Saturday 9:00am – 11:00am
<b>Caritas Medical Centre</b> G/F, Wai Ming Block, 111 Wing Hong Street, Sham Shui Po, Kowloon	2889 5868	Monday to Friday 9:00am – 11:00am 2:00pm – 5:00pm (Except Wed – no service after 1:00pm) Saturday 9:00am – 11:00am
<b>United Christian Hospital</b> G/F, Block Q, 130 Hip Wo Street, Kwun Tong, Kowloon	2904 3992	Monday to Friday 9:00am – 1:00pm 2:00pm – 5:00pm Saturday 9:00am – 1:00pm
<b>Queen Elizabeth Hospital</b> 1/F Block L, Queen Elizabeth Hospital, 30 Gascoigne Road, Kowloon	2332 0203	Monday to Friday 8:15am – 1:00pm 2:00pm – 5:00pm Saturday 8:15am – 1:00pm
<b>Prince of Wales Hospital</b> 9K, Day Treatment Block & Children Wards, 30-32 Ngan Shing Street, Shatin, New Territories	3505 2442	Monday to Friday 9:00am – 1:00pm 2:00pm – 5:00pm Saturday 9:00am – 1:00pm
<b>Tuen Mun Hospital</b> 9/F, Ambulatory Care Centre, 23 Tsing Chung Koon Road, Tuen Mun, New Territories	2904 5300	Monday to Friday 9:00am – 1:00pm 2:00pm – 5:00pm Saturday 9:00am – 1:00pm

## Critical Incident Support Teams (CISTs)

Clusters	Hospitals	CISTs	Contact No.
HKEC	Cheshire Home, Chung Hom Kok	知心人	7472 7057
	Pamela Youde Nethersole Eastern Hospital	友心人	6460 1072
	Ruttonjee & Tang Shiu Kin Hospitals	聽語	5928 3692
	St. John Hospital	思私語	5208 7495
	Tung Wah Eastern Hospital	暖流之聲	5928 6227
	Wong Chuk Hang Hospital	互心園	7472 7300
HKWC	The Duchess of Kent Children's Hospital at Sandy Bay	Rainbow Team	7472 9300
	Tung Wah Group of Hospitals Fung Yiu King Hospital		7472 2112
	Grantham Hospital		7472 1122
	MacLehose Medical Rehabilitation Centre		7472 2003
	Queen Mary Hospital		7306 9366
	Tsan Yuk Hospital		6627 9672
	Tung Wah Hospital		
KCC	Hong Kong Buddhist Hospital	Haven of the Heart	5278 7999
	Hong Kong Eye Hospital		
	Kowloon Hospital		
	Queen Elizabeth Hospital		
	HK Red Cross Blood Transfusion Service	同路人	6255 1864
	Kwong Wah Hospital		
	Tung Wah Group of Hospitals Wong Tai Sin Hospital		
Our Lady of Maryknoll Hospital	Shall We Talk	6382 6172	
KEC	Haven of Hope Hospital	聆心薈	9192 1078
	Tseung Kwan O Hospital	將心牽	6387 2481
	United Christian Hospital	聯心薈	5215 3288
KWC	Caritas Medical Centre	Heart Peer	5240 7258
	Department of Family Medicine & Primary Healthcare Care	心靈加油站	5139 2313
	Kwai Chung Hospital	葵心同行	6462 0240
	North Lantau Hospital	北嶼傾一傾	5948 0100
	Princess Margaret Hospital	心聆之友	6461 1010
	Yan Chai Hospital	同仁共濟	6626 8329
NTEC	Alice Ho Miu Ling Nethersole Hospital	陽光行動	5145 7798
	Tai Po Hospital		
	Bradbury Hospice	晴心苗圃	7472 3173
	Shatin Hospital		
	North District Hospital		
	Prince of Wales Hospital		
	Cheshire Home, Shatin		
Castle Peak Hospital	支心友	7472 8477	
Pok Oi Hospital			
Siu Lam Hospital			
Tin Shui Wai Hospital			
Tuen Mun Hospital			

## Common Grades and Posts in Hospital

Accountant	會計師
Accounting Officer	會計主任
Administrative Assistant	行政助理
Advanced Practice Nurse	資深護師
Analyst Programmer	系統分析程序編製主任
Artisan	技工
Associate Consultant	副顧問醫生
Audiology Technician	聽力學技術員
Catering Manager	膳食供應經理
Chief of Service	部門主管
Clerk	文員
Clinical Psychologist	臨床心理學家
Clinical Stream Coordinator	臨床服務統籌
Cluster Chief Executive	聯網總監
Cluster General Manager (Nursing)	聯網總經理 (護理)
Community Relations Officer	社區聯絡主任
Computer Operator	電腦操作員
Consultant	顧問醫生
Dental Officer	牙科醫生
Department Manager	部門經理
Department Operations Manager	部門運作經理
Deputy Hospital Chief Executive	副醫院行政總監
Dietitian	營養師
Dispenser	配藥員
Engineer	工程師
Enrolled Nurse	登記護士
Executive Assistant	行政助理
Executive Officer	行政主任
Finance Officer	財務主任
Foreman	管工
General Manager (Administrative Services)	行政事務總經理
General Manager (Finance)	財務總經理
General Manager (Nursing)	護理總經理
Health Care Assistant	健康服務助理
Health Information & Records Manager	醫療資訊及記錄經理
Hospital Administrator	院務主任
Hospital Chef	醫院廚師
Hospital Chief Executive	醫院行政總監
Hospital Security Guard	醫院保安員
House Officer-Intern	駐院實習醫生
Inoculator	注射員

Laundry Manager	洗衣部主任
Librarian	圖書館館長
Medical & Health Officer	醫生
Medical Social Worker	醫務社工
Medical Technologist	醫務化驗師
Midwife	助產士
Mortuary Attendant	殮房服務員
Motor Driver	汽車司機
Nurse Specialist	專科護士
Nurse Consultant	顧問護師
Nursing Officer	護士長
Occupational Therapist	職業治療師
Office Assistant	辦公室助理
Operating Theatre Assistant	手術室助理員
Operation Assistant	運作助理
Optometrist	視光師
Orthoptist	視覺矯正師
Patient Care Assistant	病人服務助理
Pharmacist	藥劑師
Physicist	物理學家
Physiotherapist	物理治療師
Podiatrist	足病治療師
Prosthetist-Orthotist	義肢矯形師
Radiation Therapist	放射治療師
Diagnostic Radiographer	放射師
Registered Nurse	註冊護士
Resident	駐院醫生
Resident Specialist	專科駐院醫生
Scientific Officer (Medical)	科學主任 (醫務)
Senior Medical & Health Officer	高級醫生
Senior Nursing Officer	高級護士長
Service Director	服務總監
Speech Therapist	言語治療師
Statistical Officer	統計主任
Supplies Officer	物料供應主任
System Analyst	系統分析師 / 系統分析主任
Systems Manager	系統經理
Ward Attendant	病房服務員
Ward Manager	病房經理
Ward Steward	病房事務員
Workman	工人