

4 Medical Services Division

**Elegance
Defiance for Hardship
Honesty and Sincerity**



Chrysanthemum

4.1 General Remarks

The Medical Services Division ("the Division") provides in-patient hospital service, and out-patient medical / dental care to the community. The following services are provided by the Division:

| Hospital Services | Clinic Services |
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| <ul style="list-style-type: none">• Caritas Medical Centre<ul style="list-style-type: none">- opened on 17 December 1964- under administration of the Hospital Authority since 1992 and just keeping the original name | <ul style="list-style-type: none">• Three Medical Clinics at Caine Road, Ngau Tau Kok and Tsuen Wan (closed by end of 2020) |
| <ul style="list-style-type: none">• Canossa Hospital (Caritas)<ul style="list-style-type: none">- founded in 1929 by the Canossian Daughters of Charity- under administration of Caritas since 1992 | <ul style="list-style-type: none">• Four Dental Clinics at Aberdeen, Caine Road, Ngau Tau Kok and Tsuen Wan |
| <ul style="list-style-type: none">• Precious Blood Hospital (Caritas)<ul style="list-style-type: none">- established by the Sisters of the Precious Blood in 1937- become part of the Caritas family since 1993 | |

4.2 Hospital Services

Caritas Medical Centre

Caritas Medical Centre was established by Caritas on 15 March 1964 with its motto: "Love in the Service of Hope". Starting with 207 hospital beds and a Tuberculosis Clinic in the beginning, it has now developed with over 1,000 in-patient beds, providing a full range of one-stop acute, rehabilitation, ambulatory and community medical services for in-patients and out-patients. The management of the hospital including the daily operation and finance has been taken over by Hospital Authority since December 1991 and operates as one of the hospitals in Kowloon West Cluster. Representatives from Caritas remain as members of the Hospital Governing Committee.

Canossa Hospital (Caritas)

Highlights of the Year

Strategic Planning Workshop on 9 July 2020

All the Heads of Nursing and Paramedical departments had participated the workshop. The theme was “To boost up morale and encourage right working attitude”. Three sub-themes were “Do the Right Thing”, “To Connect” and “Pursue Growth”. All representatives were highly motivated by the structured goals.



Train-the-Trainer (“TTT”) Programme on 17 September 2020

The TTT programme aimed to sharpen the quality of customer services in different perspectives including patient journey management, customer service codes implementation and working culture values actualization.

Fight Against COVID-19

All staff are reminded to respond promptly, stay alert to the situation and work in an open and transparent manner. All these measures have been planned and implemented in the “Fight Against COVID-19” activities.

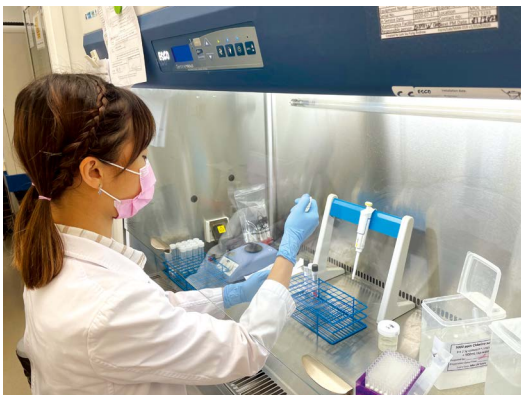


Precious Blood Hospital (Caritas)

Highlights of the Year

Recognized COVID-19 Testing Institution

The Clinical Pathology Laboratory was listed as one of the local COVID-19 testing institutions recognized by the Hong Kong SAR Government after being accredited in December 2020. The testing capacity will be upgraded further in 2021, reaching 2,000 COVID-19 PCR tests daily, in order to cope with the demand from travelers and compulsory testing personnel such as seamen.



Service in West Kowloon, extended the Eye-sight Caring Scheme beyond grassroots students to adults. The service scheme includes eye-sight checking, glasses prescription and ordering.

Launching of Knee Joint Replacement Subsidizing Scheme

To relief the long waiting time for total knee replacement surgery of grassroots patients, the Hospital, jointly with the Li Ka Shing Foundation, launched the captioned Scheme for around 280 grassroots patients to undergo the surgery. Eligible patients enjoyed subsidy from 75% to 100% of the surgery expenses, with the quality of life and livelihood improved substantially.

Community Programme

Extension of Eye-sight Caring Scheme to Grassroots Adults

To address the eye-sight problem among grassroots adults, the Hospital, in cooperation with a fund donor and Caritas Social Work



4.3 Clinic Services

Highlights of the Year

Outreach Dental Service (Government Subvention)

A total of 672 elders residing in 10 designated elderly homes and day care centres were served during the year, under the ongoing pandemic situation.

Free Body Check-up Service for the Elderly

With the continuous support from The Community Chest of Hong Kong, 150 chronic patients over 60 had received free laboratory tests covering 10 items.