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醫院的門診流程

Procedures of Outpatient Service at Hospital

1. 掛號(現場或預約)

Register

(at the counter or in advance)



2. 就診

See the doctor



3. 批價繳費

Pay fees



4. 領藥

Collect medicines



步驟 no	流程 Procedures	應備資料或證件 Information or Documents to be Prepared	費用 Fees	說明 Description
1	<p>確定需看診科別</p> <p>Select a department for diagnosis</p>			
2	<p>掛號</p> <p>Register</p> <p>◎ 現場掛號 At the counter:</p> <p>直接於就診日到醫院掛號 Directly register at Registration Counter of hospital on the date of diagnosis.</p> <p>◎ 預約掛號 In advance:</p> <p>電話預約 (人工) 透過電話 (8327771,8332119)(星期一-星期日上午 8 時-9 時)</p> <p>By phone call (manual) Through dialing:(8327771,8332119) (08:00A.M.-09:00A.M)</p> <p>醫師醫囑預約 有時候醫師會依照需要直接在診間幫你預約下一次的看診時間。 Advanced registration as requested by doctor As required sometimes, the doctor books the next appointment for you during diagnosis of this time.</p>	<p>請準備： Please bring along with your:</p> <p>身分證明文件、健保 IC 卡、兒童手冊、孕婦產檢手冊 ID card, IC health card, children's Health Record Handbook, pregnant women's Pregnancy Check Handbook.</p> <p>預約掛號前還需要備妥： For advanced registration, please also make sure of:</p> <ul style="list-style-type: none"> ●看診時間 ●醫師姓名 ●病歷號碼(初診可以身分證字號或電話號碼替代) ●Time of next appointment ●Name of doctor ●Patient code (for first diagnosis, use ID card number or telephone number as patient code) 	<p>掛號費:60 元 健保基本部分負擔: 240 元 Registration fee \$60. Basic partial payment of health insurance \$240.</p>	<ul style="list-style-type: none"> ●第一次到院就診者 (初診) For patients to be diagnosed at the hospital for the first time (initial diagnosis): 1. 請攜帶身分證件先到掛號櫃檯辦理基本資料填寫與登錄手續。 2. 預約掛號者就醫前請至掛號櫃檯報到，辦理基本資料填寫與登錄手續、繳費。 1. Please produce your ID card to Registration Counter, fill out the Form of Basic Particulars and carry out the registration procedures. 2. In case of advanced registration, please report your arrival at Registration Counter first, and then fill out the Form of Basic Particulars, carry out registration procedures and pay fees. ●複診：可先至診間依診號就診後，至櫃檯繳交費用。 Follow-up diagnosis: Please go to the diagnosis room of the department concerned to receive diagnosis according to the serial number of diagnosis, and then pay fees at the related counter.

步驟 no	流程 Caranya	應備資料或證件 Harus bawa	說明 Cara yang jelas
3	<p>診間候診</p> <p>Wait for diagnosis at the diagnosis room of the department concerned</p>	<p>健保身份就診當日請攜帶健保 I C 卡 (兒童健康手冊、孕婦手冊) 及身分證明文件或其他足以證明身份的證件。</p> <p>For patients under National Health Insurance System, please bring along with your IC health card (or children's Health Record Handbook, pregnant women's Pregnancy Check Handbook) and ID card or any other documents for certifying your identity.</p>	<ul style="list-style-type: none"> ●請依櫃檯人員說明至各診間候診。 ●通常診間門口會有一個燈號顯示(跳號燈) 會隨時顯示應該進入診間就診者的號碼(掛號單)。 ●大型的醫院會有護理人員提醒應該就診的患者姓名及號碼。 ●Please wait for diagnosis at the department concerned as instructed by the counter staff. ●Normally there is a light indicator (showing numbers one after another) in front of the door of the diagnosis room. When a serial number is on, the patient concerned (with the same serial number printed on registration slip) should enter the diagnosis room to receive diagnosis. ●In large hospitals, there are nursing staff who calls out the name and serial number of patient to remind the patient of seeing the doctor.
4	<p>醫師診療</p> <p>Receive doctor's diagnosis</p>		<ul style="list-style-type: none"> ●醫師有時候會直接幫你預約下一次的就診時間。 ●需進一步治療病患, 依醫師開立住院通知單至住院處辦理住院。 ●Sometimes the doctor directly makes the next appointment for you. ●For patients in need of further treatment, please go to the designated hospital, produce the Hospitalization Notice issued by the doctor, and carry out admission procedures.

步驟 no	流程 Caranya	應備資料或證件 Harus bawa	費用 Tempat kasir	說明 Cara yang jelas
5	櫃檯繳費 Pay fees at the counter	繳交所有診療單據、優免之證明文件，如：殘障手冊、重大傷病卡。 Produce all the diagnosis slips and exemption documents, such as Handicapped Handbook, Serious Wound and Disease Card.	依據診療狀況而定，有時候會需要另外交一些自費的項目。 Depending on the situation of diagnosis. Some additional fees are for the account of the patient.	
6	檢驗或檢查 Test or check-up	檢查或檢驗單 Check-up or test sheet.	依據診療狀況而定。 Depending on the situation of diagnosis.	依據人員的指示到檢驗單位報到，有時候會安排在不同的日子做檢查，請參照檢驗單位服務人員的說明。 Report your arrival at the assigned test unit. Sometimes you are arranged to receive test or check-up on another date. Please refer to the descriptions made by the staff of the test unit.
7	藥局領藥 Collect medicines at drugstore	領藥單 Medicines Collection Slip.		<ul style="list-style-type: none"> ● 依照領藥燈號順序領藥。 ● 領注射藥劑者，請至注射室注射。 ● Collect medicines according to the serial number light installed at the drugstore counter. ● For patients in need of injection, please go to injection room for injection.
8	平安回家 Go home safe		汽車停車每小時 30 元(安泰醫院) Car parking fee:\$30/hour (An Tai Hospital)	開車到院需繳交停車費。 Any car parked at the hospital has to pay car parking fee.

急診流程

Intensive Care Procedures(ER)

1. 掛號

Register



2. 檢傷/就診

Examine the symptom
/ Diagnosis



3. 批價繳費

Pay fees



4. 領藥

Collect medicines



步驟 Steps	流程 Procedures	應備資料或證件 Information or Documents to be Prepared	費用 Fees	說明 Description
1	急診櫃檯掛號 Register at Intensive Care Counter	請備妥：健保 IC 卡及身分證明文件。 Please prepare: IC health card and ID card.	掛號費 150 元 健保部分負擔： 300 元 Registration fee \$150 Basic partial payment of health insurance \$300	
2	檢傷站 Symptom examination station	掛號收據 Registration slip		由護理人員協助基本檢傷分級 The nursing staff assists in examining the extent of seriousness of the symptom.
3	診區 Diagnosis zone			醫師依病情危急程度看診。 The doctor diagnoses the patient according to the extent of seriousness of the symptom.
4	醫師診療 Diagnosis and treatment by doctor			<ul style="list-style-type: none"> ● 診療後出院。 ● 觀察床持續留觀治療。 ● 轉住院。(請接住院就診說明) ● Discharge the patient from hospital after diagnosis and treatment. ● Stay in bed for observation of symptom and for further treatment. ● Transfer to other hospital (which should produce the related descriptive sheet).

步驟 no	流程 Caranya	應備資料或證 件 Harus siap pin	費用 Tempat kasir	說明 Cara yang jelas
5	急診結束至櫃檯結 帳繳費 Pay fees at the Counter upon completion of intensive care		依據診療狀況而 定，有時候會需 要另外交一些自 費的項目。 Depending on the situation of diagnosis. Some additional fees are for the account of the patient.	繳交所有診療單據，若無健保IC卡請 先以自費結帳，七天內攜帶健保IC 卡、身分證或其他足以證明身份的證 件、收據辦理退費。 Produce all the diagnosis sheets. For patients not holding their IC health card, please pay all the fees listed out. Within the next seven days, please bring along with your IC health card, ID card or any other documents certifying your identity, together with the receipts for refund of payment.
6	藥局領藥 Collect medicines at Drugstore Counter			依照領藥燈號順序領藥。 Collect medicines according to the serial number indicated.
7	平安回家 Go home safe		汽車停車每小時 30元(安泰醫院) 最高 100 元 Car parking fee: \$30per/hours or \$100 per /day (24 hours)	開車到院需繳交停車費。 Any car parked at the hospital has to pay car parking fee.

住院流程

Masuk rumah sakit (caranya)

1. 住院登記/報到

Register / Report for hospitalization



2. 檢查檢驗

Receive check-up and tests



3. 護理站

Nursing station



4. 病房

Ward



步驟 Steps	流程 Procedures	應備資料或證件 Information or Documents to be Prepared	費用 Fees	說明 Description
1	醫囑須住院治療 Has to be hospitalized as advised by doctor	<ul style="list-style-type: none"> ● 已入中華民國國籍者身分證、IC卡。 ● 未入中華民國國籍者護照或居留證。 ● For patients with the identity of the Republic of China, please bring along with your ID card and IC health card. ● For patients without the identity of the Republic of China, please bring along with your passport or visa. 		
2	至住院處辦理住院登記 Register your hospitalization at Admission Office	排定住院病房 A ward number is to be assigned.	普通病床健保給付: B 棟 <ul style="list-style-type: none"> ● 雙人床每日需自付 900 元。 ● 單人床每日需自付 1800 元。 General ward: Fees to be covered by health insurance. Twin-bed ward: \$900/day/patient Single-bed ward: \$1800/day/patient D 棟 <ul style="list-style-type: none"> ● 雙人床每日需自付 1100 元。 ● 單人床每日需自付 2200 元。 General ward: Fees to be covered by health insurance. Twin-bed ward: \$1100/day/patient Single-bed ward: \$2200/day/patient	諮詢電話：08-8329966 轉 1303 或 1305 Enquiry: 08-8329966 ext. 1303 or 1305

步驟 no	流程 Caranya	應備資料或證件 Harus bawa	費用 Tempat kasir	說明 Cara yang jelas
3	<p>預約住院，請依照約定報到/時間至住院處報到</p> <p>For patients with advanced booking of hospitalization, please report your arrival at Admission Office at the appointed time.</p>	<ul style="list-style-type: none"> ●住院同意書，並攜帶同意人與住院人之身分證及印章以備核對。 ●請攜帶健保 I C 卡。 ●職業病或職業傷害，請攜帶勞工保險住院申請書。 ●Letter of agreement of hospitalization, ID cards and personal seals of the agreeing person and the inpatient. ●IC health card. ●For patients getting occupational disease or harm, please bring along with your Application for Labor Insurance Hospitalization. 		<ul style="list-style-type: none"> ●諮詢電話：08-8329966 轉 1303 或 1305 ●請著寬鬆輕便衣服。 ●住院時請勿攜帶貴重物品或飾品，並請隨身保管。 ●住院處提供住院須知乙份。 ●Enquiry: 08-8329966 ext. 1303 or 1305 ●Please wear loose and light clothings. ●During hospitalization, please do not bring any valuable articles or personal accessories to the ward. All personal belongings shall be kept by the patient. ●Admission Office shall provide a sheet of Hospitalization Notes.
4	<p>檢驗室報到</p> <p>Report your arrival at hospital laboratory</p>	<ul style="list-style-type: none"> ●抽血檢查 ●心電圖檢查 ●尿液檢查 ●Draw blood for tests. ●Take electrocardiogram. ●Urine test. 		
5	<p>X光室檢查</p> <p>Go to X-ray room</p>	<p>X光檢查</p> <p>X-ray test.</p>		

步驟 no	流程 Caranya	應備資料或證件 Harus bawa	費用 Tempat kasir	說明 Cara yang jelas
6	住院病房護理站報 到 Report your arrival at the nursing station of your ward	測量生命徵象、抽 血、帶手圈、留檢 體、量身高體重。 Measure the vital signs, draw blood, wear wrist band, leave test tissues, measure height and weight.		環境介紹(飲水機/清潔間/脫水機/曬衣 間/冰箱/呼叫鈴/床欄/陪客椅/廁所等 等), 說明注意事項: (1.訂餐規則 , 2. 請假規則) Introduction of environment (drinking water machine / washing room / dewatering machine / clothes air-drying room / refrigerator / call bell / guard rails of bed / chair / toilet, etc.) Notes: (1. Meal booking rules 2. Rules of asking for leave)
7	住院期間 During the period of hospitalization			配合醫師各樓層護理站的護理人員的 指示，並遵守院內的各種規定。 You should take the doctor's advice and the instructions of the nursing staff at the nursing stations of different floors, and observe the regulations of the hospital.
8	出院準備 Prepare for discharge from hospital			患者身上有一些治療的管路時，會在出 院前通知出院準備服務組，提供需要的 服務。 If the patient needs some therapeutic means, then before the patient is discharged from hospital, Discharge Service Section shall be informed to offer the required services.

步驟 no	流程 Caranya	應備資料或證件 Harus bawa	費用 Tempat kasir	說明 Cara yang jelas
9	<p>出院手續</p> <p>Carry out procedures of discharge from hospital</p>	<p>住院處結帳、繳費、各項證明書用印、下次預約單、其他事項之辦理。</p> <p>Pay the fees at Admission Office, affix seals on different certificates, take appointment slip of the next diagnosis, and handle other affairs.</p>		<p>For patients holding IC health card, pay fees according to the Health Insurance Regulations.</p> <p>For other patients, pay all the fees listed out.</p>
10	<p>出院帶藥</p> <p>Collect medicines before leaving the hospital.</p>	<p>依照領藥號碼至藥局領取出院帶藥。</p> <p>Collect medicines at Drugstore Counter according to the serial number indicated.</p>		<p>醫師會在出院的時候開立需要給患者帶回去繼續使用的藥。</p> <p>The doctor will prescribe medicines for the patient to take continuously at home.</p>
11	<p>平安回家</p> <p>Go home safe.</p>			<p>開車到院需繳交停車費 100 元/日。</p> <p>Car parking fee: \$100 per day (24 hours)</p>

醫療常用語

Frequently Used Medical Terms

中文醫療常用語	
Frequently Used Medical Terms	
1	打針 (肌肉、血管) Injection (muscle, blood vessel)
2	抽血 Draw blood
3	打點滴 Intravenous drip
4	換藥 Change dressings
5	驗血糖 Test the blood sugar
6	疼痛 (位置) Pain (position)
7	檢查、會診 Check-up, consultations
8	昨天解便情形：腹瀉或便秘 Previous day's excretory status: diarrhea / constipation
9	吃藥：飯前、飯後、睡前 Take medicines: Before meal, after meal, before sleep
10	禁食 (包括開水或不包括開水) Fasting (including or excluding intake of water).
11	開刀後需平躺 6-8 小時，不可坐起，但可以翻身。 After surgery, please do not sit up, just lie flat for 6~8 hours. But you can turn your body over in the bed.

12	翻身活動 (每 2 小時) Activity of turning over the body (every 2 hours)
13	開刀後有沒有排氣 Have you farted after the surgery?
14	留取尿液檢驗及留取大便做檢查 Take some of your urine and stool for tests.
15	在家發燒幾度 What is your body temperature at home?
16	發燒幾天了？最高幾度？ How long have you had this fever? What was the maximum temperature recorded?
17	常見症狀 Common symptoms <p>腹痛 / Abdominal pain 腹瀉 / Diarrhea 噁心 / Nauseating 嘔吐 / Vomiting 頭痛 / Headache 頭暈 / Dizziness 胸痛 / Chestache 胸悶 / Oppressive chest 冒冷汗 / Cold sweating 背痛 / Backache 腰痛 / Waistache 發燒 / Fever 咳嗽 / Coughing 痰 / Phlegm</p> <p>呼吸喘 / Breathing deeply 呼吸困難 / Dyspnea / Suffocating 流鼻水 / Rhinorrhea / Running nose 喉嚨痛 / Sore throat 解尿困難 / Splash dysuria 懷孕流血 / Pregnancy bleeding 懷孕肚子痛 / Abdominal pain during pregnancy 流鼻血 / Nosebleed 全身無力 / Exhausted 四肢麻 / Numb limbs</p>
18	免費作成人健康檢查 Free medical check-up for adults

19	免費作子宮頸抹片檢查 Free papanicolaou test
20	免費作兒童健康檢查 Free medical check-up for children
21	量身高 . 體重 Height and weight measurement
22	量視力 Eyesight test
23	深呼吸、吐氣、按住肚子用力咳嗽 Take a deep breath, give out breath, press the belly and cough with strength
24	改掛急診看診 Transfer to ICU (Intensive Care Unit) for diagnosis
25	借 X-光片 Borrow the X-ray negative
26	把報告拿回診間，給醫師看 Take the report to diagnosis room for doctor's reference
27	照電腦斷層 CT (computed tomography) scan
28	照 X-ray Take X-ray
29	作腦波 Take brain waves / Take electroencephalogram (EEG)
30	照電腦核磁共振 Take NMRI (Nuclear Magnetic Resonance Imaging)
31	作聽力檢查 Hearing test
32	晚上 12 點過後不要吃東西，早上也不可吃東西，不可以喝水 No eating and no drinking after 12:00 a.m. and in the morning.
33	月經什麼時候來的 When was your last period?
34	月經什麼時候結束 When did your last period end?

35	吃藥或打針會不會過敏 Do you have any allergy to any medicine or injection?
36	有無心臟病 Do you have heart disease?
37	有無高血壓 Do you have high blood pressure?
38	有無糖尿病 Do you have diabetes?
39	請你指出你痛的地方 Please show me the place you feel painful.
40	先辦住院 Register as an inpatient first.
41	你是否同意開刀 Do you agree to have a surgery?
42	請你將手術、麻醉同意書填好 Please fill in the Letter of Agreement of Surgery and Anesthesia.
43	要按時服藥 Take medicines on time.
44	月 日再回門診追蹤 The next diagnosis is on _____ (date).
45	吃的怎麼樣？ How is your appetite?
46	檢查需排時間 You should make appointment for any tests.
47	要多咳嗽、下床活動 Please cough more, and get out of the bed to take walks more often.
48	下床活動要小心，頭會暈請有人在旁陪伴 Be careful when getting out of the bed. As you may feel dizzy while moving, please ask someone to stay with you.
49	有事可按床旁叫人鈴 If you need help, press the call bell at your bedside.
50	有事請到護理站告訴負責照顧您的護士 If you need help, you can go to the nursing station to tell your caring nurse.

預防跌倒須知



Preventive Measures gainst Falling

預防跌倒須知	
Preventive Measures Against Falling	
1	<p>當您要下床時請先坐於床緣沒有頭暈現象後，再由家屬陪同下床。無家屬在旁者，請使用【護士鈴】通知護理人員。</p> <p>If you want to get out of the bed, please sit at your bedside first. Having made sure of no dizziness, you can ask your family's caregiver to help you get out of the bed. If there is no family member being with you, please press "nurse call bell" to ask for care from the nursing staff.</p>
2	<p>病房內夜間燈光請保持床頭小夜燈微亮的照明。</p> <p>Please keep the small light of the bed inside the room at low dim all through the night.</p>
3	<p>地板潮濕時，請通知護理人員處理。</p> <p>When the floor is wet, please inform the nursing staff to deal with the wetness.</p>
4	<p>護士已將床欄拉起時，照顧者請勿隨意將床欄拉下。若病患要下床，應先將床欄放下，千萬不可翻越床欄而下。</p> <p>If the nurse has pulled up the guard rails of bed, the caregiver is requested not to slide them down. If the patient wants to get out of the bed, please slide down the guard rails first. The patient must under no circumstances cross over the rails and get out of the bed.</p>
5	<p>病患常使用的物品、食物、茶杯、尿壺.....請放於病人易拿到的地方。</p> <p>The articles, food, cup, urinal pan... that the patient often takes for use should be positioned at the places reachable by the hands of the patient.</p>
6	<p>協助病人洗澡或如廁時，請先將用物準備齊全後再進入浴廁，以免病人獨自時發生意外。</p> <p>When helping the patient with bathing or toileting, make sure that all the articles are well-prepared before accompanying the patient to go into the bathroom or toilet. To avoid accident, do not let the patient stay at the bathroom or toilet alone.</p>

7	<p>病患如廁後站起來容易發生頭暈肢體乏力情況，照顧者需留意病患的移位並協助。</p> <p>The patient always feels dizzy or weak when standing up from the water closet after toileting. The caregiver should keep watching the movements of the patient, and give assistance.</p>
8	<p>晚上約 10 點睡覺前以及早上約 5：00 起床時協助如廁一次。</p> <p>Assist the patient with toileting at about 10:00 p.m. before sleeping, and at about 5:00 a.m. when getting up.</p>
9	<p>肢體乏力的病患盡可能使用床上便器。</p> <p>Those physically weak patients are advised to use urinal pan in the bed.</p>
10	<p>照顧者有事外出，務必通知護理人員多探視。</p> <p>If the caregiver needs to go out, please tell the nursing staff so as for caring the patient more frequently.</p>



信賴 · 滿意 · 關懷 · 希望