

## **Hong Kong Sanatorium & Hospital Garners “Reader’s Digest Trusted Brand Gold Awards” and “Next Magazine’s Top Service Award”**

(4 July 2016 – Hong Kong) Hong Kong Sanatorium & Hospital (“the Hospital”) has continued to win public trust and recognition with its quality service in 2016 as the Hospital was named the winner of Reader’s Digest Trusted Brand Gold Award in the Hospital category for eight years and Next Magazine’s Top Service Awards in the Private Medical Organisations category for the seventh time.

The Hospital’s ophthalmology services delivered through HKSH Healthcare Guy Hugh Chan Refractive Surgery Centre and Eye Surgery Centre of the Hospital also garnered Reader’s Digest Trusted Brand Gold Award in the Eye Surgery Centre category.

Dr. Walton LI, Medical Superintendent of Hong Kong Sanatorium & Hospital, said that the Hospital takes pride in receiving the awards and thanks public support for its service. “We are dedicated to provide patient-centric care through continuous enhancement of the environment, facilities and services, optimising patient comfort and experience in their Patient Journey.”

Our frontline teams are devoted to meet patients’ needs in all aspects from admission to discharge, including accommodation, medical services and nursing care, food and nutrition, emotional support, recovery and beyond in a comfortable and safe environment. “The unceasing support and trust from our patients, their family members and the community are the driving forces behind our pursuit of service excellence,” Dr. LI added.

Meanwhile, HKSH Healthcare Guy Hugh Chan Refractive Surgery Centre and Eye Surgery Centre of the Hospital also jointly garnered Reader’s Digest Trusted Brand Gold Award in the Eye Surgery Centre category for six consecutive years. Both centres are supported by a strong team of 12 specialists in Ophthalmology and more than 80 professional optometrists, nurses, engineers and other supporting personnel, as well as the state-of-the-art technology. HKSH Healthcare Guy Hugh Chan Refractive Surgery Centre is the pioneer in introducing LASIK into Hong Kong and the Centre has performed LASIK on over 100,000 eyes since its inception in 1996, while the Eye Surgery Centre has performed over 3,300 common and complicated eye surgeries in 2015.

The Hospital is one of the few private hospitals in Hong Kong providing a comprehensive range of medical services. With around 500 beds and more than 30 specialty centres, the Hospital attends to every healthcare need of its patients, from primary, secondary to tertiary care, and to provide the public with a vast array of medical choices. The Hospital will continue to strengthen its network of services in family medicine and primary care, expand the spectrum of specialty clinics and introduce the latest advanced medical technology into Hong Kong. The Hospital has also dedicated efforts in medical education and medical research with a view to elevating the standards of medical care and building Hong Kong as a regional medical centre of excellence.

With service in Happy Valley reaching its full capacity, the hospital will develop its community network to serve patients better. HKSH Healthcare Medical Centre in One Pacific Place in Admiralty has commenced service since September 2015, providing one-stop quality specialty services through its Dental Centre, Ophthalmology Centre, Guy Hugh Chan Refractive Surgery Centre, Endoscopy Centre, Digestive Medicine Centre, Pain Management Centre, Plastic & Reconstructive Surgery Centre, Dermatology Centre and Skin Laser Centre.

Dr. LI remarked that to sustain high quality service, the Hospital will intensify leadership training and plans to provide top-level on-the-job training for more than 100 nursing and allied health staff in the next few years to build up a pool of healthcare leaders with international outlook as well as cutting edge knowledge and skills.

#### **About Reader's Digest Trusted Brand Gold Award**

Reader's Digest Asia conducts the Trusted Brand Survey annually to recognise the outstanding achievements of different brands since 1999. Respondents were asked to name their most Trusted Brand in a wide range of products and services according to the following six attributes: Trustworthiness & Credibility, Quality, Value, Understanding of Customer Needs, Innovative and Social Responsibility. It is conducted through one person, one vote with sound accountability.

#### **About The Next Magazine's Top Service Award**

Next Magazine conducts customer survey annually since 1990 to recognise the outstanding services provider in Hong Kong. The Hospital received the award for

seven times, first in 2007 when the category “private healthcare” was first introduced; 2011 when the category re-opened. Granted only to one recipient in each of the category, the award is bestowed on a healthcare organisation following a public ballot, recognising the Hospital’s exceptional quality in customer service and professionalism.

### **About Hong Kong Sanatorium & Hospital**

Hong Kong Sanatorium & Hospital is one of the leading private hospitals in Hong Kong. With the motto “Quality in Service Excellence in Care”, the Hospital is committed to serving the public as well as promoting medical education and research.

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### **Photos**

1. Representatives of the Hospital at the presentation ceremony (left to right): Dr. Dexter LEUNG, Specialist in Ophthalmology; Dr. Ivan CHEN, Director, Eye Surgery Centre; Dr. John CHANG, Director, Refractive Surgery; Dr. William WEI, Assistant Medical Superintendent; Dr. Raymond LIANG, Assistant Medical Superintendent.



2. Dr. SP CHOW, Deputy Medical Superintendent of the Hospital, received “Top Service Award”, sharing that the Hospital will continue delivering quality and patient-centric services.



3. HKSH Healthcare Guy Hugh Chan Refractive Surgery Centre has been relocated to 21/F of One Pacific Place in Admiralty. It occupies 20,000 sq.ft together with HKSH Healthcare Ophthalmology Centre as one of the largest private ophthalmology centre in Hong Kong.



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