

Patient Resources

I) Clinic Hours

- (i) Morning : 9:00-12:00
- (ii) Afternoon : 13:30-16:30
- (iii) Evening : 17:30-20:30
- (iv) No service on Saturday afternoons and Sundays.
- (v) ER Service: Emergency service is available 24 hours per day.

II) Registration Window Services

1) Same-day appointments

(i) Registration hours:

Morning: 08:00-11:00

Afternoon: 13:00-16:00

Evening: 17:00~20:00

(ii) You can also schedule a same-day appointment using our self-service registration machine, our online registration system or our automated telephone registration system, or you can call the customer service center at 02-2555-3000 or 1999 Citizen Hotline 1999 ext 888 (toll-free number) during the following hours:

Morning : 07:00-11:00

Afternoon : 13:00-16:00

Evening : 17:00-20:00.

2) To schedule an appointment in advance:

i) You can schedule an appointment using our online registration system or our automated telephone registration system, or by calling the customer service center 24 hours per day.

ii) Register in person at the Registration Window Monday to Friday between the hours of 08:00 and 20:00 and Saturdays: 08:00-12:00.

iii) You can also register by fax, Monday to Friday 08:00-20:00 and Saturdays: 08:00-12:00.

※For patients making their first appointment by fax, please include the following information:

Patient's name, gender, ID number, date of birth, contact telephone numbers, address, desired appointment date, medical service desired (for example,

ob-gyn, eye doctor, etc) and the desired time for your appointment (morning, afternoon or evening clinic)

3. Automated telephone registration hotline:

(02)2181-1995

4. Register by fax:

(02)2552-3481 (Zhongxing Branch)

(02)2703-9137 (Renai Branch)

(02)2388-9411 (Heping Branch)

(02)2838-9184 (Yangming Branch)

(02)2652-2765 or (02)2786-1288 ext 8581 (Zhongxiao Branch)

(02)2389-9097 (Branch for Women and Children)

(02)2726-2152 (Songde Branch)

(02)2591-2603 (Linsen (Chinese Medicine) Branch)

(02)2370-3749 (Kunming Branch)

(02)2389-9097 (Chinese Medicine Clinic Center)

5. ER Registration: Please register at the ER front desk, open 24 hours a day.

III) Medical Fees

A. Outpatient Fees:

1. Patients with Taiwan National Health Insurance (NHI) coverage:

i) Registration fee: NT\$50

ii) Co-payment: NT\$240

iii) Co-payment for transferred clinical service: NT\$140

iv) Medication fees: When the fee for medicine exceeds NT\$100, patients pay a NT\$20 co-payment for every additional NT\$100, up to a maximum co-payment of NT\$200.

v) Dental co-payment fee: NT\$50

iv) Physical therapy & rehabilitation (including Chinese medicine for injuries):

Co-payment for the first visit is NT\$240 and NT\$50 each for the second to the sixth visit.

2. Self-payment:

Outpatient fees: Registration fee: NT\$50 + examination fee + cost of medicine or treatment.

3. ER Charges

ER Fees	With NHI Coverage	Self-Payment
Registration Fee	NT\$80	NT\$80

Co-payment	NT\$300	No
Examination Fee	Examination fee: Four levels	Level 1: N\$729 Level 2: NT542 Level 3: NT\$438 Level 4: NT\$343
Medication fees	When the fee for medicine exceeds NT\$100, patients pay a NT\$20 co-payment for every additional NT\$100, up to a maximum co-payment of NT\$200.	

4. Priority groups (registration fee) should include the following documents:

- i) Persons with disabilities—original disability handbook
- ii) Elderly aged over 65 and living alone (permanent household registration must be in Taipei City)—Household Registration indicating no spouse/offspring
- iii) Aborigines (permanent household registration must be in Taipei City)
- iv) Low-income households –related documents

B. In-patient Room Fees

Room-Type		Self-Payment		Fees for Patients with NHI Coverage
		Bed Fees (including nursing care)	Exam fees	Bed fees
Beds in General	Special-class room (Single room)	NT\$3046	NT\$290	NT\$2000
	First-class room	NT\$1846	NT\$290	NT\$800
	NHI-designated bed	NT\$1046	NT\$290	0
Special Beds	ICU	(A)NT\$6400 (B)NT\$5400	NT\$631	0
	Neonatal intensive care bed	NT\$2430	NT\$422	0

	Emergency room bed for temporary stay	NT\$300	4 Levels Level 1: NT\$760 Level 2: NT\$565 Level 3: NT\$457 Level 4:NT\$358	0
Notes	1. Items covered by NHI are based on National Health Insurance payment standards . 2. Items not covered by NHI are based on Fee Rates for Taipei City Hospitals			

Yangming Branch: Patients must pay an extra NT\$3000 if they wish to stay in a Special Type-A Room. For those who wish to stay in a Special Type-B room, NT\$2,000 will be charged.

Songde Branch: Patients who stay in a double bed room must pay an extra NT\$400 daily.