

Guide to Medical Service for Foreigners of Kunming Branch

Revised on June 2, 2015

Q: I don't speak Chinese. Would that be a problem when I seek medical service?

A: When you decide to seek medical advice in Kunming Branch of Taipei City Hospital and are afraid of being unable to communicate with the doctors, you can submit your request to the social workers in the hospital several days in advance and we will try our best to find a suitable interpreter for you. Should you have such requirement, please contact Ms. Zhang, phone number (02)23703739 EXT 2111.

Q: I want to take an anonymous testing for HIV/Syphilis. Who shall I contact?

A: Kunming Branch of Taipei City Hospital provides anonymous testing for HIV/Syphilis for free, and requires no supporting documents. Please call for an appointment first if you need such service:

- Hotline for sexually transmitted diseases and HIV/AIDS: (02)23703738
- Hotline for making appointment for HIV/Syphilis anonymous testing: 0979306875

(Service Time: Monday – Friday; 9:00am – 12:00 noon and 1:00pm – 5:00pm)

Q: What should I be aware of if I want to receive an anonymous testing for HIV/Syphilis?

A:

1. Please confirm the window period for HIV/Syphilis before the testing (the window period is 3 months for the HIV and 1 month for the Syphilis) and then make an appointment for the anonymous testing in the hospital. It is not recommended to receive the anonymous testing during the window period.
2. You don't have to worry about the exposure of your privacy as the whole testing process is anonymous.
3. To protect your privacy, the anonymous testing will be done at a different place to the outpatient department.
4. The anonymous testing will take about 30 minutes and there are comprehensive consulting services. If you have any doubts or questions about the diseases, please consult the testing staff for more relevant information.
5. Please call us to ask about the results after the testing as the hospital will not retain your personal information.

Q: What shall I do if my anonymous testing result is positive?

A: A subsequent named confirmation test will be required if your anonymous testing result is positive. We can accompany you to receive a further blood test in the outpatient department. If you are diagnosed with HIV infection, we can also discuss with you about the follow-up medical treatments, living issues and accompanied medical service, and provide relevant information, so that you have enough time to be well prepared to face the disease.

Q: What are the service hours of Kunming Branch of Taipei City Hospital?

A: Service hours for registration and outpatient clinic in Kunming Branch

	Registration Time	Outpatient Time
Morning	08:00-11:00	09:00-12:00
Afternoon	13:00-16:00	13:30-16:30
Evening (Tuesday and Friday)	17:00-20:00	18:00-20:30

※People holding the national medical service cards (or foreigners who have been diagnosed with HIV infection) can make an appointment for the special outpatient clinic service. The others shall register at the general medicine department.

Q: What is the medical service procedure?

A:

Step 1: Registration

1. You can register at the counter, by telephone or online. If this is the first time for you to seek medical advice in this hospital, please check in at the counter first on the day of medical service before seeing a doctor in the medical room.
2. On-site registration: please present the NHI card (the medical treatment will be at your own expense if you don't have the NHI card), residence permit or passport to register at the counter on the 3rd Floor of Kunming Branch during the registration time on the day of seeking medical advice.
3. Hotline for registration by voicemail: (02)2181-1995 (After the call goes through, dial 1 for the service in Chinese and 2 for the service in Taiwanese). English and other languages are currently unavailable.
4. Online registration: if foreigners have difficulty reading the online registration webpage in Chinese, please seek help from friends who know Chinese or make your registration on-site.
5. Mobile APP for registration in Taipei City Hospital – please download the “App for Mobile Registration in Taipei City Hospital” and then open it → click on “Kunming Branch” → click on “Mobile Registration” → click on the “Division of Internal Medicine” and then “General Medicine” → select the date and time and click on the name of the physician → type in your residence permit number,

passport number and date of birth → complete the registration and select whether you need a reminder.

6. Website for online registration:

http://webreg.tpech.gov.tw/RegOnline1_1.aspx?ChaId=A105&tab=1&ZCode=SP&thidname=%u6606%u660E%u9662%u5340

Please click on the “General Medicine” at the bottom left of the webpage → select the outpatient treatment date and time (in the morning, afternoon or evening) → determine the specific date and time, and then type in the residence permit number and passport number. Select the date of birth (the A.D. year shall be converted into the year of the Republic of China, i.e. A.D. year – 1911 = year of the Republic of China. For example, 1985 A.D. – 1911 = 74 in the year of the Republic of China) and click on the confirmation of registration after typing in the verification number → the window for confirming successful registration pops out. Your name and relevant information will not be displayed for first-time registration. Please remember your registration number and medical service time and arrive on time for your medical service.

Step 2: seeking medical advice

1. Once the registration is successful, please present the NHI card, residence permit or passport to check in at the counter on the 3rd Floor of Kunming Branch during the outpatient time.
2. Please fill in the form for first visit and then wait for your turn outside the clinic.
3. Please pay the fees at the counter with the bills after seeing a doctor and receive the tests according to the testing procedure (blood collection, urine test, chest X-ray, biochemical test, and so on, which shall be based on the instruction of the doctor). Determine the next visit time according to the instructions of the doctor after completing all test items.

Q: What fees shall I pay in the Kunming Branch?

A: The basic registration fee is NT 50 dollars in the Kunming Branch and the diagnostic fee varies with the medical condition and test items of each patient. Thus, the medical fees differ. If there is still any doubt concerning the fees, please call us or make inquiries in person at the outpatient registration counter on the 3rd Floor of Kunming Branch about the specific amount of fees.