

Outpatient Consultation Procedure

門診看診作業流程

- (1) Outpatient Consultation Hours: **Morning: 8:30 AM onward; Afternoon: 2:00 PM onward; Evening: 6:30 PM onward**
- (2) Please insert your National Health Insurance (NHI) card to complete the registration, and wait for screen to show your number.
- (3) If you miss your turn: You will need to wait for 2 numbers to pass, after which the system will automatically arrange for 1 missed patient and 1 patient who is waiting for a report to be viewed. If there are multiple patients who missed their turn, the consultation will follow the order of re-registration of those who missed their turn.
- (4) To view lab or examination reports, you will need to wait for the nurse to confirm that the report has been uploaded before proceeding with the consultation.
- (5) If referred from the emergency department to the outpatient department, you will be seen according to the order of your registration number.
- (6) If you did not bring your NHI IC card, please show relevant identification documents (ID card or driver's license) for identification. You can consult and settle payment under the "pending card" status. Within 10 days (excluding holidays), please bring the original receipt, NHI IC card, and identification documents to the registration desk for reimbursement.
- (7) If you need to travel abroad, please present 2 copies of your flight ticket or e-ticket. Sign and include your ID number and contact number on the ticket copies (the NHI Bureau allows medication supply for up to 90 days).
- (8) The outpatient treatment room provides services such as height and weight measurements, injection of prescription medications and vaccines, and nursing guidance.
- (9) If you are a first-time cardiology patient, you will need to have your blood pressure, height, and weight measured, then proceed to the first-floor ECG room for an ECG exam before returning to the consultation room to insert your NHI card and register.
- (10) We highly value your feedback. Your suggestions and encouragement are the driving force behind improving our care quality. Please feel free to guide us, and don't forget to share your gratitude with us!