UFH Mission Statement

United Family Healthcare is a pioneering, international-standard health system providing comprehensive, integrated healthcare in a uniquely warm, caring patient-service oriented environment.

Welcome

On behalf of our medical staff and support teams, welcome to Shanghai United Family Hospital and Clinics (SHU)! We thank you for choosing us to care for you. We understand the trust you have placed in us by allowing us to provide for your health and well-being. We accept our responsibility seriously and promise that we will look after you as if you were a member of our own family.

Along the way, we kindly ask that you tell us when you have a concern or question. We hope that you will promptly notify us when you don't understand medical terms or details of your care. If you are unable to follow your plan of care, please inform us immediately. If, for any reason, you would like a second opinion, let us know. We strive to treat each patient with respect and dignity and ask that you treat your fellow patients as well as our staff in the same manner. We consider your health extremely personal and handle all matters in a highly confidential manner. We pledge to be sensitive to special needs and always respect any cultural considerations you may have.

-Shanghai United Family Hospital and Clinics
Appointments

Appointment Center: 400 639 3900
Dental appointments: (021) 2216 3909

Schedule a visit

Patients can schedule appointments with our Appointment Center hotline, on our website, or on-site receptionists. Please provide your full name, date of birth, gender and mobile phone number information for appointment. Please inform us in advance if you would need any special accommodations for your visit, such as language interpreter (beside English and Chinese), or mobility assistance.

Check-in and check-out

For new patients only, please come 30 minutes before your scheduled appointment time. Please bring your passport or legal ID, insurance card if you are using insurance for the visit, and any previous medical records, such as vaccination records, lab test reports, or X-ray. Please register at the front desk to fill out the standard forms and establish your medical record with SHU.

Minors (patients under 18 years old) need to be accompanied by parents/legal guardians. Other relatives or caretakers can accompany minors with signed consent form from parents/legal guardians.

All patients, please see our Cashier after appointments to check out and/or settle bills.

Late arrival and appointment cancelation

We understand that emergencies can happen and that you might be late or unable to come to your scheduled appointment. Please contact our Appointment Center at 400 639 3900 to notify us of any late arrival or cancellations at your earliest convenience. In our efforts to ensure that all patients are seen on schedule and have adequate time with their physician, we give priority to patients who have booked their appointments and arrive on time. We thank you for your understanding and appreciate your cooperation in helping SHU serve you better.

Emergency Services

Available at our main hospital

Walk-in Urgent Care services

Urgent Care provides immediate or same day assistance for minor acute medical conditions that do not appear to be life-threatening. If a health condition does not allow time to wait for a regular doctor office visit, we will help you to arrange to see a doctor as soon as possible even if you don’t have an appointment.

Walk-in Clinic hours

Adult clinic: 10 am – 6 pm, Monday to Friday
Pediatric clinic: 11 am – 7 pm, Monday to Friday
Weekends: 9 am – 5 pm (both adult and pediatrics)
Closed on public holidays

*Please contact our Appointment Center for our most updated clinic hours.

*Urgent Care walk-in services are not intended for routine health check-ups or immunizations. Depending on the number of patients waiting and the severity of illness, your wait time at Urgent Care can be as short as a few minutes or as long as 1 or 2 hours. For life-threatening conditions, please go directly to our Emergency Room, located on the 1st floor.

*Urgent Care service fees are higher than routine scheduled outpatient visits, but lower than emergency room visits.

24 hour Emergency Room services

24-hour Emergency Hotline (21) 2216 3999

SHU’s Department of Emergency Medicine is proud to provide our patients with 24/7 in-house services for life-threatening emergencies. We are equipped with 24/7 pediatric, adult, and OB operating rooms, neonatal intensive care unit (NICU), and adult transitional care unit (TCU). We also offer inpatient, on-site radiology, laboratory, and pharmacy services.

A trip to the ER is necessary for major injuries, and when experiencing signs of stroke or heart attack, loss of consciousness, severe shortness of breath, uncontrollable bleeding, sudden and severe pain, poisoning, severe allergic reactions, etc. Please understand that the ER does not work on a first-come, first-served basis. To ensure that the sickest patients get immediate care, emergency rooms use a triage system of evaluation so that critical cases are treated first.

At SHU, you will be treated by our experienced ER physicians and nurses. If your condition is unclear or is so complicated that additional consultation is warranted, you would be evaluated by appropriate specialist physicians after ER physicians have stabilized you. Under these circumstances, ER physician and specialist physician fees are applied.
Insurance and Payment Options

Insurance with direct billing
For the convenience of our patients, SHU offers direct billing service to over 40 insurance plans. If yours is included, we will prepare and submit initial claim directly to the health plan insurer. Please refer to the list of direct billing insurance companies on our website (www.ufh.com.cn), or contact General Inquiries at (021) 2216 3900 to see if your insurance is one of them. Please provide proof of medical insurance coverage when you register and update us timely with any changes. Please note that direct billing does not mean that the total amount of your bill will be covered by your insurance plan. Health insurance benefits vary depending on the insurance policies, which are the agreements between patients and insurance companies. As a healthcare provider, SHU does not have any influence over what is covered and what is not covered. Patients are responsible for any costs that are not covered by insurance, such as co-payment and deductible. You will be contacted to settle the outstanding amount. Please call the number on your insurance card to learn more about your coverage, or ask questions regarding insurance terms and policies.

Insurance without direct billing
Full payment is required at the time of service. UFH will provide the official receipts, invoice (fapiao) and medical certificate to assist your claim process.

Self-pay
We accept credit cards, cash, wire transfer, and Alipay. Please contact us for more information on the cost of services.

Release of Medical Information
At the registration stage, new patients have the option to provide SHU with secure email addresses to receive medical information. To release outpatient records to a patient, medical record can be released once the patient’s identity is verified and the Patient Registration Form has been filled out and signed. Please update us in a timely manner of any changes to your information.

For the release of inpatient medical records, medical records released to a 3rd party, and outpatient records with an outdated email address, please fill out and sign the Informed Consent for Release of Information. Please drop off the completed form at our reception desk or email it to our Medical Record Department.

Medical Record Department
Email: shu-mr@ufh.com.cn
Tel: +86 (21) 22163900 ext. 1570 or 1581
Fax: +86 (21) 62189013

Forms and records
Patients can receive hard copy or soft copy of their medical records (through email or fax). However, only a hard copy has an official seal/stamp. Our Medical Record Department does not provide medical explanations. In general, our doctors will directly contact patients to discuss abnormal results. SHU’s Medical Record Department only provides written reports. For imaging reports such as MRI, X-ray, and ultrasound reports, please contact the Department of Radiology at ext. 1745 or Ultrasound at extension 1572.

Pick up
Please allow at least 3 working days for the Medical Record Department to process your request. Pick-up time may be delayed (and informed separately) if reports have not been reviewed and signed off by the appropriate physicians. Please inform us if the request is urgent. An electronic scan and faxed copy will be sent directly after the request has been processed. Hard copies may be picked up at the Medical Record Department, Monday to Saturday 10 am – 5 pm (except on holidays). Please present identification. Hard copies will be discarded if they are not picked up after 3 months. Records can also be mailed via express delivery service. Fees may be required.
1. Why is the hospital unable to provide an exact price for how much an appointment will cost?

SHU believes the best course of medical care should ultimately be decided by a medical professional through direct doctor–patient communication. SHU will always endeavor to provide patients with a best estimate based on prior experiences, but cannot provide a guaranteed amount before a patient’s visit takes place. The doctor assesses how complicated the patient’s condition is during the appointment and might order additional tests or procedures. Exact prices are available for services that are offered as packages, for example, prenatal, delivery, and wellness check-up packages.

2. Why is there a consultation fee in addition to the fees for procedures, tests, treatments, etc.?

The consultation fee is the baseline charge to see a doctor. Consultation fees vary depending on several factors. The type of doctor is one factor; it costs more to see a specialist or ER doctor than to see a general practitioner—a normal practice both in China and abroad. The severity of the patient’s condition is also a factor. Complicated conditions result in higher consultation fees. Consultation fees can also differ depending on the type of patient. New patients are generally charged a higher fee, as a review of medical history is required for the doctor to become familiar with the patient’s current medical state. All first-time SHU patients are considered “new.” Patients are also considered to be new if they have not been seen in more than three years, are being seen by a specialist for the first time, or are being seen for a new diagnosis at a different clinic (e.g. pregnancy in the OB Clinic). These are general guidelines to classify the type of patient and may not apply in some situations.

3. Why do SHU services sometimes cost more than local hospitals or other international clinics and hospitals?

SHU costs are priced differently than that of local hospitals due to our high level of quality control and supportive services offered. SHU is accredited by the Joint Commission International (JCI), the worldwide healthcare assessment organization that stringently emphasizes quality and safety at all levels of operation. We offer English-speaking environment, foreign language translators, and complimentary direct billing options with participating insurance companies. We also strive to ensure confidentiality, privacy, and cultural sensitivity; to spend more personal time with each patient; and to minimize waiting time.

Services at SHU are priced according to costs congruent with international price levels at similar quality hospitals. These costs can be higher than Western hospitals, as it is often more expensive to procure the same equipments and highly-trained professionals that meet our standards. Other international-standard hospitals in Asia have different costs of operations, and these differences may be reflected in their prices. In addition, SHU does not receive any subsidies or funding such as those that lower costs for local academic hospitals as well as other international facilities.

4. Why do some doctors and nurses mention the cost of care to patients while others do not?

Transparency at all levels is an important part of SHU’s service to our patients. We encourage hospital staff to openly communicate with patients about the price of care so that they are prepared for the overall cost. Prices will always be clearly listed on the bill presented by the cashier. Our patients are individually unique and have different preferences. SHU has no specific policy regarding pricing communications from doctors and nurses. Based on previous patient feedback, some patients prefer not to discuss the price, and thus it may not be mentioned to avoid upsetting or offending the patient. We encourage patients to always feel comfortable asking about prices or insurance coverage should they wish to be informed and before making medical decision.

5. Sometimes, SHU orders a procedure to be performed at a local hospital. Why is the price of the procedure higher than it would be if it was ordered through the local hospital itself?

Some medical conditions require procedures that cannot be performed at SHU and must be carried out at a trusted local hospital. SHU has agreements with several of China’s leading local institutions to offer a priority service known as the Green Channel. It can be difficult to schedule an appointment at a local hospital, and patients often have to wait in long lines to be seen by medical staff. With our Green Channel priority service, patients can be seen with much greater ease by top professionals at our partner facilities.

This priority service, however, does come at a cost to SHU. We provide supervisory services to oversee the treatment in order to provide continuity of care and quality assurance. In addition to providing transportation to and from the local hospital, a nurse would accompany the patient to act as patient representative and translator. All reports associated with the procedure are provided in English, and we ensure proper settlement of the medical bill with the local hospital at the time of service before billing the insurer or the patient.

6. Why are the prices at our pharmacy more expensive than those at local pharmacies?

Our pharmacy adheres to international standards and provides 24-hour service. We strive to provide a variety of medications that either meet or exceed international quality and safety standards. Most medications are imported or made by international, joint-venture manufacturers. Locally-made medications are only purchased from GMP (Good Manufacturing Practice)-certified manufacturers or GSP (Good Supply Practice)-certified suppliers. In order to maintain such a strict drug procurement process, it takes time and effort to find the best quality medications available in China. We regret that we cannot always provide the same medications as those available in foreign countries, but the SHU pharmacy does have one of the widest selections of medicines available anywhere in China. Our pharmacists make it a practice to counsel each patient on the usage and side effects of the medications they need as well as answer all patient questions. This kind of service is often not available at local hospitals or pharmacies.

7. Why is it more expensive to be seen by a doctor in the Emergency Room (ER) than in the Family Medicine clinic?

It is a worldwide standard that ER care is often more expensive than regular visit to a general practitioner. It is due to the cost of maintaining the facility, equipments, and specialized staff ready 24/7. ER doctors and nurses are highly trained medical professionals with broad field of knowledge and scope of practice throughout medicine and surgery. They see patients who can be categorized into every known specialty, such as surgical procedures, trauma resuscitation, advanced cardiac life support, advanced airway management, etc. Our 24/7 laboratory and radiology department also support patient care at any given time.

8. How can the cost of care at SHU be reduced?

SHU offers both individual and corporate memberships that enable patients to receive a 20% discount for healthcare services and a 10% discount for dental services. These discounts can be applied at any United Family Hospital network facility throughout China. The individual membership enrollment fee is currently RMB 1,035 for adults and RMB 415 for children younger than 12*.

Individual memberships include a complimentary physical examination for adults and children older than 12. To enroll in the corporate membership program, a participating company or organization must have at least 10 applicants. Corporate members receive a special rate for Corporate Health Checkup packages. Other benefits are also available to both individual and corporate members. Terms, conditions, and exclusions apply to both memberships.

*Prices are subject to change without notice. For more information, please ask for a membership application form or contact the SHU Marketing Department at +86 (21) 2216 3968
SHU Patient Service

At SHU, your well-being is our foremost concern. We want to ensure that your experience at our hospital is pleasant and comfortable. The SHU Patient Service Department works as advocate for you and your family, helps to answer your questions, provides information, facilitates problem-solving, and coordinates communication between you, your family, and the appropriate hospital staff.

To express any concerns with regard to our policies, the quality of care, or the service that you receive, you may contact our Patient Service Department. We also sincerely welcome feedback and suggestions from our patients and visitors.

Our Patient Service officers are on duty 8:30 am – 5:30 pm, Monday to Saturday.

English customer service + 86 (21) 2216 3900, ext. 1307
Chinese customer service + 86 (21) 2216 3900, ext. 1310
Japanese customer service + 86 (21) 2216 3900, ext. 1748
Email: shuptservice@ufh.com.cn.

Thank you for helping Shanghai United Family Hospital and Clinics to improve the quality of healthcare and our medical service efforts!

Patient's Rights

All United Family Healthcare (UFH) facilities are dedicated to caring for each patient with respect and dignity. We consider the patient as a partner who wants to understand and make informed decisions about his/her own healthcare. The patient and his/her family can be involved in the medical care by understanding this policy. All UFH patients are entitled:

Dignity and respect
1. To be treated with dignity and courtesy; to be given considerate and respectful care at all times and in all circumstances
2. To receive prompt treatment for any emergency life or limb threatening condition that is likely to deteriorate if such treatment is not given, regardless of financial status
3. To receive impartial medical care regardless of race, creed, gender, national origin, religion/cultural belief, or sexual preference
4. To receive prompt and reasonable responses to questions and requests
5. To communicate with persons outside our facility; to receive visitors, mail, telephone calls, and other communication during their stay as long as they do not interfere with their ongoing treatment or that of others and meet our general policy for patient visitors
6. To have any restrictions on communication discussed with them
7. To be free from physical restraints that are not medically necessary

Information confidentiality
1. To privacy and to confidential handling of all communications and records regarding their healthcare
2. To have disclosure of their presence at this facility withheld to the extent permitted by law in the event that their safety is in jeopardy by outside persons

Informed decisions
1. To receive a full explanation of diagnosis, proposed treatment, and procedures in terms that are easily understood and that include benefits, risks involved, significant complications, the outcome, and alternative treatments available
2. To have an interpreter as necessary to understand all patient communication
3. To review with their physician records pertinent to their healthcare
4. To have medical information explained or interpreted as necessary
5. To know at all times the identity and professional status of all individuals providing any type of service and to know which medical provider is primarily in charge of their care
6. To be informed and to give or withhold consent if it facility proposes to engage in or research associated with their care of treatment
7. To expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate
8. To be informed of our facility’s policies and practices that relate to patient care, treatment and responsibilities, and financial information
9. To receive a full explanation of the bills related to their healthcare services
10. To request and receive an itemized explanation of the total bill for health services rendered

Participation in care
1. To be involved in decisions about their medical care
2. To make decisions about the plan of care prior to and during the course of treatment (to the extent permitted by law) and to be informed of the likely medical consequences of those decisions
3. To change your mind about any procedure for which you have given consent, and the right to cross out or refuse to sign any part of the consent form if you feel everything has not been explained to your satisfaction
4. To refuse treatment and to be informed of the medical consequences of this action
5. To be involved with family and other decision-makers if they so choose, in resolving dilemmas about care decisions
6. To participate in assessment and management of pain
7. To express any concerns or grievances orally or in writing without fear of reprisal

Patient and Family Responsibilities

1. To provide accurate information about their present illness and past medical history
2. To provide two forms of identification cards (one photo ID is preferred) at the initial registration
3. To sign the Finance Policy and General Treatment Consent Form
4. To sign informed consent documentation where required
5. To show original insurance card upon payment (applies to insurance covered patients)
6. To pay a designated deposit prior to the emergency service (patients paying by cash)
7. To pay full amount of delivery charge one month before the delivery time (obstetric patients)
8. To seek clarification when necessary to fully understand their health problems and proposed plan of action
9. To follow through on the agreed plan of care
10. To be involved with family and other decision-makers if they so choose, in resolving dilemmas about care decisions
11. To participate in assessment and management of pain
12. To express any concerns or grievances orally or in writing without fear of reprisal

To express any concerns with regard to our policies, the quality of care, or the service patients are receiving, they may speak to their physician, their nurse, or Patient Services Manager (on the weekend, please ask for the administrator on call). If they wish to submit a written grievance they may do so addressed to:
Beijing: patientservice@ufh.com.cn
Guangzhou: gusptservice@ufh.com.cn
Shanghai: shuptservice@ufh.com.cn
Tianjin: patient_service_tju@ufh.com.cn

Patients may contact Joint Commission International at anytime at jciquality@jcrinc.com or via their website at www.jointcommissioninternational.org.

We are committed to addressing patient’s concerns in a timely manner and to their satisfaction.

www.ufh.com.cn