

The overall average waiting time of patients in A&E departments of Hospital Authority (HA) hospitals by triage categories

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	5	15	72	108
	Ruttonjee Hospital	0	7	15	45	91
	St. John Hospital	0	7	13	20	29
Hong Kong West	Queen Mary Hospital	0	6	21	79	139
Kowloon Central	Queen Elizabeth Hospital	0	7	27	144	177
Kowloon East	Tseung Kwan O Hospital	0	5	14	59	63
	United Christian Hospital	0	7	20	121	210
Kowloon West	Caritas Medical Centre	0	7	17	48	50
	Kwong Wah Hospital	0	9	21	139	169
	Princess Margaret Hospital	0	7	19	110	157
	Yan Chai Hospital	0	6	17	93	124
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	6	10	23	24
	North District Hospital	0	7	20	82	132
	Prince of Wales Hospital	0	11	38	134	131
New Territories West	Pok Oi Hospital	0	3	16	84	105
	Tuen Mun Hospital	0	3	24	121	135

(i) From midnight to 8 am on weekdays

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	5	13	55	82
	Ruttonjee Hospital	0	4	8	27	59
	St. John Hospital	0	11	12	16	20
Hong Kong West	Queen Mary Hospital	0	5	18	62	117
Kowloon Central	Queen Elizabeth Hospital	0	7	28	124	137
Kowloon East	Tseung Kwan O Hospital	0	5	14	48	49
	United Christian Hospital	0	7	18	124	187
Kowloon West	Caritas Medical Centre	0	7	18	54	53
	Kwong Wah Hospital	0	7	23	129	128
	Princess Margaret Hospital	0	6	17	83	120
	Yan Chai Hospital	0	5	16	56	87
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	5	8	13	16
	North District Hospital	0	5	15	39	73
	Prince of Wales Hospital	0	10	33	140	137
New Territories West	Pok Oi Hospital	0	3	13	45	52
	Tuen Mun Hospital	0	2	21	96	93

(ii) From 8 am to 4 pm on weekdays

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	6	15	77	117
	Ruttonjee Hospital	0	8	17	49	99
	St. John Hospital	0	7	14	25	47
Hong Kong West	Queen Mary Hospital	0	7	22	87	148
Kowloon Central	Queen Elizabeth Hospital	0	7	24	139	185
Kowloon East	Tseung Kwan O Hospital	0	5	14	52	60
	United Christian Hospital	0	7	22	116	223
Kowloon West	Caritas Medical Centre	0	8	17	48	51
	Kwong Wah Hospital	0	9	21	132	168
	Princess Margaret Hospital	0	8	21	123	178
	Yan Chai Hospital	0	6	19	99	129
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	7	11	26	26
	North District Hospital	0	7	21	93	151
	Prince of Wales Hospital	0	12	40	125	118
New Territories West	Pok Oi Hospital	0	4	18	88	108
	Tuen Mun Hospital	0	3	26	113	135

(iii) From 4 pm to midnight on weekdays

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	6	15	80	118
	Ruttonjee Hospital	0	7	15	46	90
	St. John Hospital	0	6	12	17	20
Hong Kong West	Queen Mary Hospital	0	7	22	81	142
Kowloon Central	Queen Elizabeth Hospital	0	7	30	158	184
Kowloon East	Tseung Kwan O Hospital	0	5	13	64	71
	United Christian Hospital	0	7	19	132	223
Kowloon West	Caritas Medical Centre	0	7	17	46	47
	Kwong Wah Hospital	0	8	20	143	176
	Princess Margaret Hospital	0	7	18	109	150
	Yan Chai Hospital	0	6	17	101	129
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	5	10	25	25
	North District Hospital	0	6	20	100	137
	Prince of Wales Hospital	0	11	39	143	143
New Territories West	Pok Oi Hospital	0	3	16	93	113
	Tuen Mun Hospital	0	3	25	140	155

(iv) From midnight to 8 am on public holidays

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	4	13	51	75
	Ruttonjee Hospital	0	4	10	37	64
	St. John Hospital	0	4	10	16	17
Hong Kong West	Queen Mary Hospital	0	5	19	66	117
Kowloon Central	Queen Elizabeth Hospital	0	7	30	163	159
Kowloon East	Tseung Kwan O Hospital	0	5	14	68	55
	United Christian Hospital	0	7	19	138	190
Kowloon West	Caritas Medical Centre	0	7	18	58	56
	Kwong Wah Hospital	0	10	24	167	190
	Princess Margaret Hospital	0	6	17	89	121
	Yan Chai Hospital	0	5	16	63	91
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	6	7	13	15
	North District Hospital	0	6	16	41	74
	Prince of Wales Hospital	0	11	33	137	145
New Territories West	Pok Oi Hospital	0	3	14	45	53
	Tuen Mun Hospital	0	4	21	102	103

(v) From 8 am to 4 pm on public holidays

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	6	13	52	85
	Ruttonjee Hospital	0	7	16	47	96
	St. John Hospital	0	7	13	24	30
Hong Kong West	Queen Mary Hospital	0	6	19	74	131
Kowloon Central	Queen Elizabeth Hospital	0	6	23	120	169
Kowloon East	Tseung Kwan O Hospital	0	4	13	62	66
	United Christian Hospital	0	7	18	98	182
Kowloon West	Caritas Medical Centre	0	7	17	46	48
	Kwong Wah Hospital	0	8	19	147	189
	Princess Margaret Hospital	0	7	18	113	162
	Yan Chai Hospital	0	6	16	100	129
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	5	9	24	22
	North District Hospital	0	7	19	77	120
	Prince of Wales Hospital	0	11	37	133	143
New Territories West	Pok Oi Hospital	0	4	16	95	117
	Tuen Mun Hospital	0	3	23	122	146

(vi) From 4 pm to midnight on public holidays

Cluster	Hospital	Average waiting time of patients (minutes) (Provisional figures in 2012-13)				
		Category I (critical)	Category II (emergency)	Category III (urgent)	Category IV (semi-urgent)	Category V (non-urgent)
Hong Kong East	Pamela Youde Nethersole Eastern Hospital	0	5	14	77	108
	Ruttonjee Hospital	0	7	15	46	90
	St. John Hospital	0	4	12	18	22
Hong Kong West	Queen Mary Hospital	0	7	20	73	127
Kowloon Central	Queen Elizabeth Hospital	0	6	26	168	197
Kowloon East	Tseung Kwan O Hospital	0	5	14	82	85
	United Christian Hospital	0	7	17	110	194
Kowloon West	Caritas Medical Centre	0	7	16	45	47
	Kwong Wah Hospital	0	8	20	159	161
	Princess Margaret Hospital	0	7	17	101	137
	Yan Chai Hospital	0	6	15	112	144
New Territories East	Alice Ho Miu Ling Nethersole Hospital	0	5	9	21	23
	North District Hospital	0	7	19	88	117
	Prince of Wales Hospital	0	10	35	164	220
New Territories West	Pok Oi Hospital	0	3	15	102	132
	Tuen Mun Hospital	0	3	23	146	165