Medical Guidelines for Foreigners in Nanyang

外籍人士南阳就医指南

Nanyang Health and Sports Commission

南阳市卫生健康体育委员会

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Nanyang Central Hospital
南阳市中心医院

Nanyang Central Hospital was established in 1949 and is the first tertiary hospital among prefecture level hospitals in the province. It is a provincial-level regional medical center construction unit and a regional medical, educational, research, emergency, prevention and rehabilitation center. It currently has 130 professional departments and 3278 beds, with an annual outpatient and emergency volume of 1.51 million and 210000 discharged patients. It ranks third in the province in the national and provincial examinations, and its comprehensive service capabilities are leading in the province. It is the main hospital responsible for public health treatment and emergency and critical care in southwestern Henan.

南阳市中心医院建于 1949 年，是全省地市级医院中首

家三甲医院，省级区域医疗中心建设单位，区域性医、教、研、急救、防保、康复中心，现有专业科室 130 个、床位 3278 张，年门急诊量 151 万、出院患者 21 万，“国考”排名全国 A 序列，“省考”排名全省第三，综合服务能力省内领先，是承担豫西南公共卫生救治及急危重症救治任务的主要医院。

Outpatient hours: 08:00-12:00

14:30-17:30 （Winter Time）

15: 00-18:00 （daylight saving time）

门诊时间：上午 08:00-12:00

下午 14:30-17:30（冬令时）

15:00-18:00（夏令时）

Emergency time: 24 hours

急诊时间：24 小时

International medical outpatient appointment registration method and contact phone number:

国际化就医门诊预约挂号方式、联系电话:

Appointment registration method: Telephone reservation

预约挂号方式：电话预约

Contact number: 0377-63200507

联系电话：0377-63200507

Hospital Address: No. 312 Gongnong Road, Wancheng District, Nanyang City, Henan Province

医院地址：河南省南阳市宛城区工农路 312 号

Postal Code: 473009

邮编：473009

Website: http://www.nych.cn/

网址：http://www.nych.cn/

Consultation hotline: 0377-63200114

咨询电话：0377-63200114

Emergency hotline: 0377-63200120

急诊电话：0377-63200120

International medical characteristic service content:

国际化就医特色服务内容

Nanyang Central Hospital has launched a series of international medical services to meet the growing demand for medical treatment, aiming to provide more convenient, efficient, and professional medical services for foreign friends in Nanyang.

Here are the specific service contents:

南阳市中心医院为满足日益增长的国际就医需求，特别推出一系列国际化就医特色服务，旨在为在宛的外国友人提供更加便捷、高效、专业的医疗服务。以下是具体服务内容:

Green channel for medical treatment(就医绿色通道)

1.Establish a green channel for foreign medical treatment, provide fast appointment registration services, and ensure that foreign patients can quickly obtain medical consultation and treatment services.

1.设立外国人就医绿色通道，提供快速预约挂号服务，确保外国患者能够迅速获得医疗咨询和诊疗服务。

2.Priority treatment, foreign patients can enjoy the right to priority treatment, reduce waiting time, and improve medical efficiency.

2.优先就诊，外国患者可享受优先就诊的权利，减少等待时间，提高就医效率。

One stop settlement service(一站式结算服务)

Provide one-stop settlement services for foreign patients, reduce the hassle of patients traveling back and forth, and improve the medical experience.

为外国患者提供一站式结算服务，减少患者来回奔波的麻烦，提高就医体验。

International Medical Team（国际医疗团队）

1. Equipped with an experienced and senior team of chief physicians to ensure the provision of high-quality medical services to patients.

1.配备经验丰富、高年资的主任医师团队，确保为患者提供高质量的医疗服务。

2. Introduce international advanced medical equipment and technology, and provide medical services and treatment plans that are in line with international standards.

2.引入国际先进医疗设备和技术，提供与国际接轨的医疗服务和诊疗方案。

International remote consultation（国际远程会诊）

Establish cooperative relationships with internationally renowned medical institutions, provide international remote consultation services, and enable foreign patients to enjoy international expert diagnosis and treatment advice in Nanyang.

与国际知名医疗机构建立合作关系，提供国际远程会诊服务，让外国患者在南阳就能享受到国际专家的诊疗建议。

Language service support（语言服务支持）

1. Chinese and English signs should be prominently placed in

the hospital to facilitate identification by foreign patients.

1.医院显著位置设置中英文标识，方便外国患者识别。

2. Provide English guidance services, equipped with English translators, to ensure smooth communication for foreign patients during the medical process.

2.提供英语导诊服务，配备英语翻译人员，确保外国患者在就医过程中沟通顺畅。

Featured Catering Services（特色餐饮服务）

Provide catering services that cater to the dietary habits of foreign friends, ensuring that foreign patients can also enjoy delicious meals during their medical treatment.

提供符合外国友人饮食习惯的餐饮服务，确保外国患者在就医期间也能享受到美味的餐饮。

Comfortable medical environment（舒适就医环境）

1. Create a warm and comfortable medical environment, providing patients with spacious and bright waiting areas and treatment rooms.

1.打造温馨、舒适的就诊环境，为患者提供宽敞明亮的候诊

区和诊疗室。

2. Provide international medical facilities and services, such as accessible facilities, international telephone services, etc., to meet the special needs of foreign patients.

2.提供国际化的就医设施和服务，如无障碍设施、国际电话服务等，以满足外国患者的特殊需求。

Continuously optimizing services（持续优化服务）

1.Establish a special working group to regularly inspect the implementation of international medical services, promptly identify problems and adjust strategies to ensure continuous improvement in service quality.

1.成立专项工作组，定期检查国际化就医服务实施情况，及时发现问题并调整策略，确保服务质量持续提升。

2.Invite international patients to participate in service evaluation, collect patient opinions and suggestions, and continuously optimize and improve the content of international medical services.Nanyang Central Hospital will be committed to providing high-quality international medical services, creating a

more convenient and comfortable medical experience for foreign friends in Nanyang.

2.邀请国际患者参与服务评价，收集患者意见和建议，不断优化和完善国际化就医服务内容。南阳市中心医院将致力于提供高品质的国际化就医特色服务，为在宛的外国友人创造更加便捷、舒适的就医体验。

The First Affiliated Hospital of Nanyang Medical College
南阳医学高等专科学校第一附属医院

The First Affiliated Hospital of Nanyang Medical College is a national tertiary Grade A comprehensive hospital that integrates clinical diagnosis and treatment, medical education, medical research, prevention and health care, rehabilitation and recuperation, and health management. It is a directly affiliated teaching hospital of Nanyang Medical College, the leading hospital of Nanyang Medical College Medical Group and Nanyang City Urban Rural Integration Demonstration Zone Close Urban Medical Group, a designated hospital for the

treatment of congenital heart disease and leukemia in rural children in Henan Province, and a designated hospital for medical insurance in Nanyang City.

南阳医学高等专科学校第一附属医院是集临床诊疗、医学教育、医学研究、预防保健、康复疗养、健康管理为一体的国家三级甲等综合医院，是南阳医学高等专科学校的直属教学医院，是南阳医学高等专科学校医疗集团和南阳市城乡一体化示范区紧密型城市医疗集团的牵头医院，河南省农村儿童先天性心脏病、白血病定点救治医院、南阳市医疗保险定点医院。

Outpatient hours: 8:00-12:00

14:30-17:30 （October 1st - April 30th of the following year）

15: 00-18:00（May 1st September 30th）

门诊时间:

上午 8: 00-12: 00

下午 2: 30-5: 30（10 月 1 日-次年 4 月 30 日）

3: 00-6: 00（5 月 1 日-9 月 30 日）

Emergency time: 24 hours a day

急诊时间：全天 24 小时

International medical outpatient appointment registration methods, steps, and contact phone numbers:

国际化就医门诊预约挂号方式、步骤、联系电话：

Appointment method: Telephone reservation

预约方式：电话预约

Appointment steps and phone numbers: During outpatient hours, call 0377-63328323 to make an appointment. During non outpatient hours, call 0377-63328120 to make an appointment.

预约步骤及电话：门诊时间拨打电话 0377-63328323 进行预约，非门诊时间拨打电话 0377-63328120 进行预约。

Hospital Address: No. 47 Chezhan South Road, Nanyang City, Henan Province

医院地址：河南省南阳市车站南路 47 号

Postal Code: 473000

邮编：473000

Website: http://www.nyyfy.com

网址：http://www.nyyfy.com

Consultation hotline: 0377-63328310

Emergency hotline: 0377-63328120

咨询电话：0377-63328310 急诊电话：0377-63328120

International medical characteristic service content（国际化就医特色服务内容）:

1. Remote diagnosis and treatment: Provide patients with remote medical consultation and diagnostic services through online videos, phone calls, and other means, so that patients can obtain professional doctors' opinions without having to travel long distances.

远程诊疗：通过在线视频、电话等方式，为患者提供远程医疗咨询和诊断服务，使患者无需长途跋涉即可获得专业医生的意见。

2. Expert appointment: Make appointments with renowned domestic and international experts for face-to-face consultations, providing personalized treatment plans for patients.

2.专家预约：为患者预约国内外知名专家进行面诊，提供个性化的治疗方案。

3. Translation accompaniment: Provide full translation accompaniment services for patients who do not understand the local language, ensuring smooth communication between doctors and patients.

3.翻译陪同：为不懂当地语言的患者提供全程翻译陪同服务，确保医患沟通顺畅。

4. Cross cultural healthcare: Understand and respect the cultural background and medical habits of patients, and provide medical services that meet their needs.

4.跨文化医疗：了解并尊重患者的文化背景和医疗习惯，提供符合患者需求的医疗服务。

Nanyang First People's Hospital
南阳市第一人民医院

Nanyang First People's Hospital was founded in November 1952. It is a national Grade III Class A comprehensive hospital integrating medical treatment, teaching, scientific research, prevention, health care and medical care. It is a national standardized training base for residents, an affiliated hospital of Henan University, and a joint training base for master's students of Henan University, Xinxiang Medical College and Henan Hospital of Traditional Chinese Medicine, and it is the first one-stop standardized 24-hour outpatient hospital in Nanyang for animal injuries. It has been awarded the honors of "National People's Reliable Hospital", "National Advanced Unit of Hospital Culture Construction" and so on.

南阳市第一人民医院创建于 1952 年 11 月，为集医疗、

教学、科研、预防、保健、医养于一体的国家三级甲等综合医院，为国家住院医师规范化培训基地，河南大学附属医院，河南大学、新乡医学院及河南中医院硕士研究生联合培养基地，开设有南阳首家 24 小时一站式规范化动物致伤门诊，先后荣获“全国百姓放心医院”“全国医院文化建设先进单位”等荣誉。

Outpatient hours: 08:00-12:00

15:00-18:00 PM (summer)

14:30-17:30 PM (winter)

Emergency time: 24-hour reception.

门诊时间：上午 08:00—12:00

下午 15:00—18:00（夏季）

14:30—17:30（冬季）

急诊时间：24 小时接诊

International medical outpatient appointment registration

methods, steps, and contact phone numbers:

国际化就医门诊预约挂号方式、步骤、联系电话:

We offer on-site appointments, online appointments, and phone appointments.

提供现场预约、线上预约及电话预约

Contact numbers: 0377-63310070 0377- 63775366.

联系电话：0377-63310070、63775366。

Hospital Address: No. 1099 Renmin South Road, Nanyang City, Henan Province

Postal Code: 473010

Website: http://www.nyrmyy.com

医院地址：河南省南阳市人民南路1099号

邮编：473010

网址：http://www.nyrmyy.com

Consultation hotline: 0377-63310070 0377-63775366

咨询电话：0377-63310070、0377-63775366

Emergency hotline: 0377-63310120

急诊电话：0377-63310120

International medical specialty service content（国际化就医特色服务内容）:

（1）The hospital signs and signage are bilingual in Chinese and English, and a foreign service team is formed by medical personnel proficient in foreign languages to solve medical problems such as language barriers and communication barriers, to improve the sense of medical access comprehensively.

（一）医院标识及指示牌，均使用中英双语模式，由精通外语的医务人员组建外籍人士服务团队，解决语言不通、沟通不畅等就医问题，全面提升就医获得感。

（2）The outpatient department of the hospital provides one-on-one guidance for foreign patients, is responsible for guidance services, blood sample collection, health consultation, file management, etc.

（二）医院门诊部对外籍患者实行一对一导诊，负责导诊服

务、血液标本采集、健康咨询、档案管理等工作。

（3）Simplifying the hospitalization process for foreign patients, establishing a dedicated window for foreign patients, and providing "one-stop" settlement services to ensure that foreign patients can efficiently complete the medical treatment process.

（三）简化外籍患者住院流程，设立外籍患者专用窗口，提供“一站式”结算服务，确保外籍患者能够高效的完成就医流程。

Nanyang Second People's Hospital
南阳市第二人民医院

Nanyang Second People's Hospital dates back to 1886 and is currently located at 66 Jianshe East Road, adjacent to the Nanyang Medical Holy Temple Cultural Park and Zhang Zhongjing Traditional Chinese Medicine Museum. It is a national tertiary hospital, a national standardized training base for resident physicians, a cardiovascular regional medical center in Henan Province, an aviation rescue training center in Nanyang City, and the chairman unit of Wancheng District Medical and Health Service Group.

南阳市第二人民医院前身始于 1886 年，现位于建设东路 66 号，毗邻南阳市医圣祠文化园暨张仲景中医药博物院。

是国家三级甲等医院、国家级住院医师规范化培训基地、河南省心血管区域医疗中心、南阳市航空救援培训中心、宛城区医疗健康服务集团理事长单位。

Outpatient hours: 8:00-12:00

15:00-18:00 (Summer time)

14: 30-17:30 (Winter Time)

Emergency time: 24 hours

门诊时间：8：00-12：00

15：00-18：00（夏令时）

14：30-17：30（冬令时）

急诊时间：24 小时

International medical outpatient appointment method, steps, and telephone numbers:

国际化就医门诊预约挂号方式、步骤、联系电话:

(1) Please register directly at the self-service machine with your ID card or social security card;

（1）请持身份证、社保卡直接在自助机办理挂号;

(2) Patients without identification card should go to the settlement center first to apply for a temporary QR code, and then go to the self-service machine for registration.

（2）未带证件患者请先到结算中心办理临时二维码，再到自助机办理挂号。

(3) Make an outpatient appointment through WeChat official account, Nanyang Second People's Hospital Handheld Hospital, Henan online booking platform or call 118114.

（3）通过微信公众号、南阳市第二人民医院掌上医院、河南省网上预约平台或拨打118114 电话等方式预约就诊。

Telephone number: 0377-61609210

联系电话：0377-61609210

Main services for the international consultation room（国际化优诊室主要服务）:

(1)The consultation room is equipped with accompanying nursing staff, providing a beautiful medical environment and one-to-one expert diagnosis and treatment services for international friends.

（1）优诊室配备陪诊护理人员，为各位国际友人提供优美的就诊环境及专家一对一诊疗服务。

(2)The consultation room offers dedicated guidance for appointments and examinations, allowing you to complete

check-ups in the fastest and most hassle-free way,significantly reducing consultation time.

（2）优诊室提供专人引导预约及检查，用最快、最省心的方式完成检查，压缩就诊时间。

(3)Reserve special wards for medical treatment that provide high-quality hospital environment, ensuring privacy and rest while meeting office needs as much as possible.

（3）预留特需病房，提供优质住院环境，保障隐私、休息的同时尽可能满足办公需求。

(4)Establish health records for international friends seeking medical treatment, develop health management plans based on their condition, conduct timely follow-up visits and provide

health guidance, and provide services such as telephone consultations, home visits, and home care as needed.

（4）为就诊的国际友人建立健康档案，根据病情制定健康管理方案，适时进行病情回访并做健康指导，根据需要提供电话就诊、上门就诊、上门护理等服务。

Nanshi Hospital of Nanyang
南阳南石医院

Nanshi Hospital of Nanyang (NSH), who was established at year 1976, with building area over 150 thousand square meters, has 1660 registered beds. Among 2000 employees, 1600 of them were health specialist.NSH has 8 medical centers and 65 divisions. Whose Burn injury was national key discipline, neurology and other three were provincial key discipline.NSH employed over 700 attending doctors, and 68 specialists, who were well Known across the country.NSH was certified with Triple AAA class general hospital by National Health

Commission of P.R. China at June 2014. and pass the re-accreditation at May 2024 successfully.

南阳南石医院成立于 1976 年，医院现有建筑面积 13.66 万平方米，核定床位 1600 张，在岗职工 1800 余人，卫生技术人员 1600 余人，开设临床医技科室 65 个，有国家临床重点专科 1 个，省级重点学科 4 个、市级重点特色专科 15 个，中高级职称 700 余人，国家、省级著名专家 68 人。2014 年 6 月通过“国家三级甲等综合医院”评审，2024 年 6 月通过三甲复审。

Outpatient hours: from Monday to Friday

Summer: 8:00-12:00 14:30-18:00

Winter: 8:00-12:00 14:00-17:30

Saturday morning: 8:00-12:00

Emergency time: 24 hours

门诊时间：周一到周五

夏季：8:00-12:00 14:30-18:00

冬季：8:00-12:00　14:00-17:30

周六上午：8:00-12:00

急诊时间：24 小时

Appointment registration method: Telephone appointment

预约挂号方式：电话预约

Step: Call the contact number to make an appointment

步骤：拨打联系电话进行预约

Contact number: 0377-63568904

联系电话：0377-63568904

Hospital address: No. 130 Zhongzhou West Road, Nanyang City, Henan Province

医院地址：河南省南阳市中州西路 130 号

Postal Code: 473000

邮编：473000

Website: http://www.nsyy.com.cn

网址：http://www.nsyy.com.cn

Consultation hotline: 0377-63568904

咨询电话：0377-63568904

Emergency hotline: 0377-63555555

急诊电话：0377-63555555

International medical characteristic service content(国际化就医特色服务内容):

We develop personalized medical plans based on each patient's specific condition and needs. Our medical expert team will comprehensively evaluate the patient's physical condition, medical history, and treatment preferences to provide the most suitable treatment plan, ensuring that the patient obtains the best treatment effect.

我们根据每位患者的具体病情和需求，制定个性化的医疗方案。我们的医疗专家团队将全面评估患者的身体状况、病史和治疗偏好，为其提供最适合的治疗方案，确保患者获得最佳的治疗效果。