

# Al-Ahli Hospital

## Guest Information Guide

### Our Guest

Guests are everyone who comes through the doors of Al- Ahli Hospital, family and friends of our Guest and our fellow co-workers. At Al-Ahli Hospital, we are committed to our Guests to enable the delivery of personalized and consistent service experiences.

### Our Team

All of us wear an identification badge that indicates that we are the team of Al- Ahli Hospital. You should feel free to know the names of any of your caregivers.

### Medical Team

Our team comprises of highly qualified Consultants, Specialists, Physicians, Nurses and Lab technicians who will give you individual care. We work closely with our Guests and their family.

### Our Nursing team

Welcome to the dynamic, guest-centered world of Al-Ahli Nursing. Our multicultural team brings a wealth of knowledge, skills and experience to our ever expanding department. Our focus is on providing excellent care, education, health promotion and prevention to our guests and family members.

### Operation's Team

Operations department performs wide range of tasks, which vary considerably in application and scope. The Operations Department is responsible for the following Departments:

Support Services, Engineering, Bio Medical Engineering and Catering.

### Support Services

Include services as: Housekeeping; Pantry (Food Service); Laundry; Security; Gardens; Porters, Security Guards & Childcare center.

Housekeeping provides full support for our In-house Guests. Cleaning of the room is done daily starting 7:30 am-9:00 P.M as well as upon Guest request.

Upon admission we provide bathroom amenities to all Guests such as: shaving kit, dental, shower gel, shampoo, lotion, nail file, loofa, soap, shoe polish and slippers.

Our pantries are located in any each Ward area. Food and beverage service to our Guests are done by professional Food Attendants working 24hours daily. Laundry services are provided daily.

We also offer a full service dining room open 24 hours a day located on the ground floor and a 24 hour in room dining service. Included in each guest room is a mini bar stocked with a variety of beverages, a safe deposit box, Koran, Koran Stand, prayer mat, delivery of daily newspapers, and in room coffee and tea service. There is also a mosque on the hospital grounds within walking distance.

### **Meal Times:**

Meals are served at following times:

- Breakfast- 6:30 A.M onwards
- Lunch- 11:30 A.M onwards
- Dinner- 5:30 P.M onwards

Breakfast, lunch and an evening meal are provided and you'll be asked to make your selection from our daily menu which is being given daily to our in-house guests. There's a wide choice of foods to accommodate all needs and dietary requirements. You can call the cafeteria if you want any drinks but you have to take the approval of the doctor before eating anything.

### **Cleaning:**

Is done 4-5 times a day

- 7:30 A.M
- 3:30 P.M
- 7-9 P.M

Guest can also request for other general cleaning or if they don't want to be disturbed, we put don't disturb sign.

### **Car parking**

You can park your car in the front parking area of the hospital or in the basement parking of B Block. We have Valet parking for our Guest and bell/porter services for transporting their luggage from main entrance to room.

### **Cafeteria**

Whether you need a full meal or a light snack, our cafeteria offers you a moment's respite for you and your family. Our cafeteria is located on the ground floor of the hospital.

## **Your stay in the hospital**

It is our aim to make your stay as short and as comfortable as possible. All admissions to the hospital, (elective or direct) are coordinated through the Admission Department.

## **Admitting Guest**

### **Notification:**

You will normally receive a notification of admission either by phone or by writing stating the date and time at which you should report to the hospital. Every effort is made to give you adequate notice of admission but sometimes this can be unavoidably short.

### **What to bring:**

- Bring your ID card
- Insurance Card
- Any medications if you are taking

### **Upon Arrival:**

Please report to the Admission office at the time specified to avoid any delays

- All guests schedule to have surgery shall sign the package information form along with consent form before they are admitted.
- If the form is not signed prior to admission day then it will be done at the time of actual admission day in presence of guest. The same applies for insurance declaration.

For any other concerns or inquiry regarding Admission and Billing of In-House guests kindly call the following numbers: 44898671, 44898659 or 44898562.

## **A Day with us**

### **Doctors Round:**

You'll be looked after by a team of doctors led by a consultant. You'll have daily visits from at least one member of the team both in morning and afternoon. These visits aren't just for them to tell you things – this is an opportunity for you to tell them how you're feeling and ask any questions you may have.

Whenever a healthcare professional comes to see you during your stay, they should explain what they're doing or plan to do. If you do not understand what they've said please do not be afraid to ask them to explain.

### **Nurse Call system:**

Usually, there are two/three shifts during the day and night in all In-House wards. Each shift receives "hand- over information" and the Nurses are updated on each guest with regards to specific care and needs required. Nurses will do rounds at regular intervals to provide nursing care and follows instructions as per your Doctor's orders. If you require any assistance from your bedside nurse, kindly press the call bell located next to your bed. You can also dial the Nurses' station directly from your suite for your convenience.

### **Safety and fire exit:**

If you discover a fire:

- Call for assistance and operate the nearest fire alarm.
- Move away from the danger area and wait for further instructions from the ward staff.

On hearing the fire alarm:

- If it is safe to do so, stay in your ward area and wait for instructions from the ward staff.
- If you need to move away from danger, follow the fire exit signs, but stay on the ward until you are instructed to move.

### **Feedback:**

We value your feedback. The Guest Relations Coordinators are there to deal with any of your concerns and you can fill in your comments in the feedback forms.

### **Visitation Policy:**

Al-Ahli Hospital believes that family members and friends could help speed up our Guests' recovery and recuperation. Hence, we encourage visits from the family and friends of our distinguished In-House Guests.

However, to ensure total healing and comfortable stay, we kindly request visitors to abide by the following visitation policies:

To ensure safety and as an infection control measure, no children (from 0 – 12 years of age) shall be allowed to stay in the wards from 8:00 pm to 7:00 am.

All visits from 12:00mn to 7:00am shall be restricted to emergency cases only. All visitors during this period shall be requested to sign in and obtain a visitor's pass from the security guard at the Hospital's Main Entrance upon presentation of a written permission from the Head Nurse, Nursing Supervisor, attending Physician or Night Duty Officer. Accordingly, visitors are requested to sign-out before leaving the Hospital premises.

All inevitable special requests to visit our In-House Guests outside the specified visiting policies above shall be directed to the Head Nurse, Nursing House Supervisor, attending Physician or Night Duty Officer.

### **Guest Rights:**

In order to protect the personal welfare and safeguard the dignity of the Guest Al-Ahli Hospital, the medical staff has adopted the following statement of Guest Rights and this list shall include but not be limited to the Guest Right to:

- Become informed of his or her rights as a Guest in advance of, or when discontinuing, the provision of care. The Guest may appoint a representative to receive this information should he or she so desire.
- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care.
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Access protective and advocacy services or have these services accessed on the Guest's behalf.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her.
- Receive information from his/her physician about his/her illness, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.

- Have a family member or representative of his or her choice notified promptly of his or her admission to the hospital.
- Have his or her personal physician notified promptly of his or her admission to the hospital.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The Guest has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
- Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the hospital. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care except in cases of court orders.
- Receive information in a manner that he/she understands. Communications with the Guest will be effective and provided in a manner that facilitates understanding by the Guest. Written information provided will be appropriate to the age, understanding and, as appropriate, the language of the Guest. As appropriate, communications specific to the vision, speech, hearing cognitive and language-impaired Guest will be appropriate to the impairment.
- Access information contained in his or her medical record within a reasonable time frame (usually within 48 hours of request).
- Leave the hospital even against the advice of his/her physician provided that he/she has signed as acknowledgment of their awareness of the risks in the medical record.
- Reasonable continuity of care.
- Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.
- Examine and receive an explanation of his/her bill regardless of source of payment.

**All hospital personnel, medical staff members and contracted agency personnel performing Guest care activities shall observe these Guest Rights.**

**Guest Responsibilities:**

The care of a Guest receives depends partially on the Guest himself. Therefore, in addition to these rights, a Guest has certain responsibilities as well. These responsibilities should be presented to the Guest in the spirit of mutual trust and respect:

- The Guest has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- The Guest is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
- The Guest and family are responsible for asking questions when they do not understand what they have been told about the Guest's care or what they are expected to do.
- The Guest is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The Guest is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
- The Guest is responsible for his/her actions should he/she refuses treatment or not follows his/her physician's orders.
- The Guest is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
- The Guest is responsible for being considerate of the rights of other Guests and hospital personnel.
- The Guest is responsible for being respectful of his/her personal property and that of other persons in the hospital.

- The Guest is responsible for the safety of his/her personal belongings and shall not hold any of the staff or employees responsible in case of lost items.
- The Guest is responsible for adhering to the Hospital's rules and regulations.

### **Guest Services Department**

Is responsible for exceptional Guest service and satisfaction through the entire hospital. Services provided by Guest Service department are: full assistance with any Guest enquiries, arrangement of medical appointments, follows up with Guests, maintenance of proficient relationship by handling any questions and concerns in professional manners.

The professional team of Guest Services consists of Guest Service Manager, Supervisors, and team leaders, Bell Service, Valet Parking, Receptionist and In-House Guest Relation Coordinators. Bell Service is located on the ground floor next to the main entrance and provides full support to our Guests upon admission and discharge regarding carriage of luggage and personal belongings.

### **Appointment guidelines**

- It is advisable to make an appointment before visiting any clinic. You can call us from the following Telephone numbers: +974 - 44898888, +974 44898000, +974 44898434, +974 44898444.
- We suggest that you call us 1 to 2 hours before reaching the Hospital just to advise us that you are on your way.
- We suggest that you reach the Hospital 15 minutes before the appointment to complete all necessary paper work especially insurance documents.
- If you wish to cancel or reschedule the appointment, please notify the receptionist at least 24 hrs before.
- If you are more than 20 minutes late for an appointment, you will be considered as a Walk-in-Guest. This means that either you may have to wait until the doctor fits you in between appointments, or you can reschedule your appointment for another day.
- If you are a Walk-in-Guest, you might have to wait until the doctor fits you in between Guest with appointments.
- If you are a Walk-in-Guest you might not be able to consult the physician of your choice because he/she may be totally booked.
- In case of an Emergency when the doctor has to leave the clinic, there can be some delay even for scheduled appointments.
- We kindly seek your understanding and consideration that our staff will prioritize Guests on the basis of their medical condition. If your medical condition is considered urgent you may be seen immediately or referred to the Emergency Department for urgent care.

In case you have a question, concerns, or suggestions, please speak to the people providing your care or inform us via the "Questionnaire" allocated in all the reception

areas. We truly value your kind feedback, for any other concerns regarding our "Guest Service" kindly contact our Guest Services Supervisors (+974 44898294 or +974 44898674).