



AL YOUSIF HOSPITAL FOR MEDICAL SERVICES
AL KHOBAR, SAUDI ARABIA

PATIENT INFORMATION HANDBOOK



**33 YEARS OF
REPUTATION FOR TREATMENT
REPUTATION FOR CARING**

PATIENT FIRST

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Hospital Director's Message

The Al Yousif Hospital Staff ensure you to provide a comprehensive medical care to best of their capability.

In our hospital you will find excellent medical and nursing staff that are dedicated and devoted to their duties and responsibilities.

We will take care of your rights and responsibilities.

Al Yousif Hospital would like to extend the heartfelt gratitude for continuously patronizing Al Yousif Hospital for Medical Services.

Al Yousif Hospital wishes you a speedy recovery.

Hospital Director

Hospital Services

We offer a wide range of basic medical services through our outpatient clinics and inpatient department that include the following

<u>Outpatient Services:</u>	<ul style="list-style-type: none"> • Inpatient department
• Emergency Room (24 hours)	• Single rooms
• GP Clinic (24 hours)	• Shared rooms
• Surgery Clinic (16 hours)	• General Ward
• Dermatology Clinic (8 Hours)	• Isolation room
• Internal Medicine (16 hours)	• Labor & Delivery room
• Cardiology Clinic (16 hours)	• Operation Theaters
• Urology Clinic (8 hours)	• Nursery
• OB-Gyne Clinic (16 hours)	• NICU
• E.N.T Clinic (16 hours)	• ICU
• Ophthalmology (Eye) Clinic (8 hours)	• Echo Doppler
• Orthopedic Clinic (16 hours)	• Tread meal testing(stress ECG test)
• Dental Clinics (16 hours)	• Diagnostic Endoscopy
• Pediatric Clinics (16 hours)	• CT Scan
• Radiology services (24 hours)	
• Pharmacy services (24 hours)	
• Laboratory services (24 hours)	

Hospital Directory

Mailing Address	P.O. 1692
Telephone Number	03-8642751, 03-8642736
Fax Number	03 8642731,038648123
E-mail	alyousif@alyousif-hospital.com

Patient's Rights

1. To receive respectful and compassionate care.
2. Privacy and personal dignity
3. To receive information about treatment in a language they can understand
4. Giving or refusing consent to the recommended care
5. Requesting and receiving pain relief
6. Confidentiality of information in their medical records
7. To know the names of the people looking after them
8. Expressing concerns or complaints
9. To receive information about the cost of their treatment.

Patient's Responsibilities

1. Be thoughtful of other patients and visitors
2. Be respectful of those who are caring for them
3. Provide complete information about illness and medical history.
4. Listen to explanation, ask questions when they do not understand, and participate in decisions about treatment
5. Attend appointment at the right time.
6. Tell us when they are pleased with their care, so that we can improve the quality of our services

Your Admission

What To Expect During Your Hospital Stay?

- ✦ Compassionate, culturally sensitive, and respectful care at all times, High Quality Hospital Care, Help with your billing claims, a clean and safe environment, .Involvement in your care, Protection of your privacy, Help when leaving the hospital.
 - Follow the plan of care, inform staff about any changes
 - Follow hospital policies (e.g. smoking, safety, infection control ETC.)

What you will need in the Hospital?

Items that you may want to bring may include:

- ✦ A list of medications that you are taking (**Home brought medication should hand over to attending nurse.**) Your physician or pharmacist will decide about the medication).
- ✦ Current medical Insurance Card Iqama/Hafiza

Patient Valuable

- ✦ Do not bring valuables such as jewelry, expensive watches and large amount of cash
- ✦ Valuable that have been brought in the hospital can be placed in safety at nursing station.

Procedure of Patient Valuable

- ✦ The Head/Charge Nurse in charged will collect the valuables and shall keep in a cover and valuable form will be filled by the Charge Nurse and co-signed by the attending nurse at the time of receiving as well as handing over the valuables.

Insurance Information

- ✦ In order to make sure you received the financial benefits you are entitled to, please bring all insurance information, if your admission hospital requires pre-approval from insurance company this will be done by your Attending Physician through Insurance Physician/Coordinator, however, in case of emergency or holiday the necessary procedure upon admission will be done and within 24 hours approval will be obtained by Insurance Physician/Coordinator.
- ✦ The Attending Physician will explain to you the services which are not covered by your insurance policy, example; road traffic accident and work related injuries, in such cases please contact Insurance Coordinator (Ext. 609 & 303).

Billing Information

If you are having medical insurance and you are covered for inpatient services and the billing shall be done according to your insurance policy that may be one of the following:

1. You are fully covered, no need to pay.
2. Some percentage from the total bill you have to pay.
3. For Maternity Services (if your policy allows) if you exhaust the maternity benefit you may have to pay remaining amount. For assistance please call Hospital Insurance Physician (303).
4. For private patients, the hospital administration has developed and enforced the ethical standard for billing services.
5. The Admission Officer shall explain the estimated cost of medical services and patient will sign the promissory note at the time of admission,. You may have to pay a certain amount in advance and you will be informed if the estimated amount is exceeded.
6. However in case of emergency, treatment will be provided without any delay

Patient Services

We want to provide the most appropriate accommodation, services, and privacy during your stay, and based on your medical condition and needs.

- ✚ Your nursing unit and room assignment will be made after information is received from your physician or staff member and will consider special request that you may have.
- ✚ Members of the nursing staff will be assigned to your care throughout your stay in the hospital. Your nurse will interact and all the members of the team caring for you during your stay.

Staff from other areas such as Laboratory, X-ray, Dietary Services, Patient and Family Education, and Social Services may also be called upon to participate in your care.

- ✚ This team of professionals will work together to develop a plan for your care, involved and informed you of that plan and treatment and test to be done while you are here. They will care for you and are responsible to provide information and education to you throughout your stay. As you're preparing to go home they will also teach you about any care that you will need after discharge.
- ✚ If at any time during your stay you have questions or special needs please use **call bell** which is present near your bed to address them regarding your problem.

Each unit has a nurse in-charge who is available for your services. They provide administrative oversight for all patient services

Special Needs: Interpreter Services

- ✚ Interpreter Services are available. Arrangement can be made through Nursing Staff caring for you.
- ✚ For company patient after discharge, transportation will be arranged by calling company representative and driver.

Visiting Hours

Visiting Hours:

- ✚ 12:00 Noon -TO- 2:00 Noon
- ✚ 6:00 Evening -TO-9:00 Night

Visitors at the bedside are limited to two at a time. We encouraged all visitors to follow visitor's limitation in consideration of other hospitalized patients.

Dietary Services

Patient Meals: Patient Meals are served as follows:

- ✚ Breakfast: 6:30 AM – 9:00 AM
- ✚ Lunch: 11:00 AM – 13.00 PM
- ✚ Dinner: 19:00 – 21.00 PM

❖ Juices and water are given free of charge.

Guest/ Parents Accompanying Minors: One parent accompanying the minor will be served free breakfast, lunch, and dinner including tea, coffee/juice and water free of charge.

Religious Services

In AYH is also concerned about your religious needs. Each patient care area is marked with direction of Qaabah and prayer mat is available on request. A copy of Holy Quran is available for use in each patient bedside cabinet.

Other services

- ✚ **Newspaper:** Local daily newspapers are distributed free to the patient.
- ✚ **Television:** Television are provided at their bedside free of charge and connected to satellite with facility to watch English, Arabic, Pakistani, and Indian Channels.
- ✚ **Telephone:** You may call anywhere in the local area by dialing 9 before the desired number as free of charge

Patient & Visitor Safety and Security

Patient Safety

Your personal safety is our priority in Al Yousif Hospital. One of the important ways you can help us ease is by **talking**.

Talk to your doctor, nurse, health educator, social worker. Tell them the important things about your health. Ask questions; make decisions about your health by talking with your healthcare team the AL Yousif Hospital.

Security

The Security Personnel are available 24 hours a day and provides protection for all patients, visitors, employees and property.

Personal Electrical Belongings

- ✦ Use of portable heaters and extension cords are prohibited. The hospital reserves the right to request from patient's family to remove any electrical device deemed unsafe by design, condition or regulatory code requirement.
- ✦ Cell phones, laptops and computers are restrictive in all patient care areas.

Fire Drill

- ✦ In accordance with the state, MOH, and CBAHI Standards, fire drills are routinely held within the hospital. When the announcement Code Red Drill is made, you and your visitors are requested to remain inside your room until "All Clear for the Drill" is announced. The head nurse will inform you regarding fire drill.
- ✦ This training exercise is done for your protection and safety.

No Smoking Policy

The AYH building is smoke free facility. This policy supports the concepts that as a healthcare facility we are committed in providing healthy, smoke-free environment for patients, employees, medical staff and our guests.

- ✦ Smoking of any kind (Cigarette, pipe, etc.) by any person in all building is prohibited.
- ✦ Patients may smoke outside of the building in appropriate location if they have physician's order in allowing smoking. Patient must be ambulatory and wears appropriate clothing.

Patient Satisfaction

Your complete satisfaction is important to us. If a need should arise to speak please fill up the complaint form and give to Head/ Charge Nurse /drop in the complain box.

It is our goal to provide excellent care to measure our success; we monitor your opinion based on the results from Patient Satisfaction Survey.. Your feedback keeps us to make improvement as necessary.

Discharge Information

It is our goal to help you to return to your home and recover just as quickly as possible.

Planning for your discharge begins the day of your admission. The Nursing and Social Services Staff along with your doctor will assist you or your family with any special needs and arrangement for your care. A comprehensive brochure available through the Nursing/patient & family health educator and Social Service Staff. If any time, after your discharge you believe that you need assistance, do not hesitate to call your attending physician at 864-2736 with specific extension.

When your doctor notifies of your discharge, please have someone readily available to take you home. Upon discharge, the Nursing Staff will review the discharge instructions including medications, diet restrictions, any device tube use and follow up care with you.

WISHING YOU SPEEDY
RECOVERY!!!