



مستشفى الزهراء دبي

AL ZAHRA HOSPITAL DUBAI

Care in Style

رعاية راقية

PATIENT ORIENTATION



How to call for assistance

Press the call bell device for any assistance. Your Nurse will instruct you on how these devices work.

Your plan of care

The multidisciplinary team that comprises of your doctor, nurse and other healthcare professionals will review your daily plan of care.

They will also work with you to meet your goals. If you have some concerns regarding your plan of care, the team will be available for guidance.

How to consent to procedures such as surgeries and blood transfusion?

Upon admission, you will sign a general admission consent form that covers general care such as physical assessment, some diagnostic measures, and some treatments such as medication.

If you are having a surgical procedure, high risk diagnostic tests or high risk medications, your doctors will always explain the details of the procedure/test/medications, benefits, risks, and alternatives before asking you to sign a consent form. For a list of the procedures/tests/medications that require your consent, please ask your nurse for assistance.

It is your right to get all your questions answered before signing on the consent. It is also your right to refuse to sign, in which case you will be asked by your doctor to sign an against-medical-advice document.

Do you want a family member or significant other to participate in your care decisions?

Let us know which family member or significant other you want to involve in your care decisions.



How does the medical team identify you?

In order to ensure your safety and minimize errors and harm that may result from patient misidentification, we will ask you to state the following before we provide care.

- Your full name.
- Date of birth.

We will place an ID band on your wrist with the information above, in addition to your medical record number.

Situations where you will be asked to state your full name and date of birth include but not limited to:

- Before administering medication.
- Before administering blood, or blood products.
- Before taking blood and other specimens for clinical testing.
- Before providing any treatments.
- Before performing any surgical and/or medical procedures.
- Before performing any imaging services.
- Before serving a restricted diet tray.
- Insertion of an intravenous line or haemodialysis.

How do we ensure proper body movement?

During your hospital stay, it is essential to have some physical activity under guidance by your doctor or nurse. We want to keep you safe and protect you from falls or injuries.

Things to be kept in mind while performing any kind of physical activity.

- "Call for help"- while moving out of the bed kindly call for help from your attender or nurse using the bed side call bell.
- Do not move from the bed if it's not recommended.
- Check with your doctor on what type of physical activities are advised for your condition, especially after any procedure or Surgery.
- "Call, Don't Fall" - If you are drowsy or feeling weak avoid walking or moving out of the bed.
- Always inform to your nurse if you slip/trip/fall.



How to choose your meals?

Your nurse will explain any special foods ordered for you. She/He will then request the waitress to visit you in your room and show you how to select your meals and when your meals will arrive.

Food from outside the hospital

We do not advise you to bring food from outside, however if you prefer bringing food from outside, please let us know so we can make sure it is stored properly.

Housekeeping schedule

Your room and bathroom are scheduled to be cleaned 3 times a day between 8:00am to 7:30pm. If you need cleaning services more frequently, please inform your nurse or housekeeping to provide the service.

Please, know that we will assess your bed linens daily, but if you would like to have them changed at any time, please contact your nurse.

Wifi & phone usage

You and your visitors may use landline phones in the hospital to call an outside landline number, your nurse will guide you on how to initiate it.

Wifi is available free of charge in hospital facilities. Your nurse will give you the username and password.



How do we maintain your safety when taking medications?

Your nurse and physician will frequently review with you the medications that you are taking while you are in the hospital. Please let us know if you have any questions or concerns about your medications.

Your nurse will ask you for any allergies before administering any medication.

When being discharged, make sure you understand the medications you need to take after you leave the hospital.

Please inform your nurse/doctor if you have brought your own medication while admitted in the hospital, so that we can do an appropriate review to identify any interaction.

After taking the medications, your nurse will monitor you for any side effects that may occur to prevent any adverse reaction.

How do we manage pain?

In order to assess your level of pain and make you as comfortable as possible, we will often ask you to describe your pain.

If you are taking any medications to control pain, your nurse will discuss these with you.

Please let us know if you experience any pain or discomfort and we will do all we can to help.

How do we prevent bedsores?

To prevent bedsores for those with limited movement, your nurse will help you turn and change positions often and implement other measures to maintain skin integrity while inside the hospital



How do we minimize the risk of Blood Clots?

The following treatments or procedures may increase the risk of getting a blood clot.

- ✓ Major surgery
- ✓ Trauma
- ✓ Obesity
- ✓ Recent stroke
- ✓ Family history of VTE
- ✓ Bedrest
- ✓ Varicose veins
- ✓ Blood diseases
- ✓ Pregnancy
- ✓ Cancer and/or chemotherapy
- ✓ Birth control pills and/or hormone replacement therapy

How can you prevent a blood clot?

When you come to the hospital, the care team will look at all the risks of getting a clot. Based on the level of risk, you would be prescribed blood thinning medication or special stockings to prevent clots.

Accessing your medical information

You will always have access to your health information in various ways through the following:

1. Secured patient portal **at azhd.ae**

- a. Please register first to get you started with accessing the following information you may need:
 - i. Laboratory reports (except for abnormal results of pathology reports)
 - ii. Radiology Reports
 - iii. Prescription
 - iv. Medical Bills

2. Download our mobile application “**Motawasel**” through google play store or apple app store.

If you wish to request for other medical health records not listed above, you may access your patient portal and select “Other Reports” from the dashboard. Fill all the required information and our Medical Records Staff will process your request and get in touch with you.

In case you opted someone else to receive your medical health records, you will need to fill a consent form provided by our medical records staff. A government issued ID such as Emirates ID must be presented to receive the requested documents. This is important in order to maintain confidentiality.

Patient/Family Education

Educational videos that provide information about health care and treatment can be viewed on the television in your room.

Your nurse can help you access programs and/or information that would be most helpful to you.

How to safe keep your belongings?

We prefer that you leave your valuables at home because we cannot be responsible for them. If you need help locking an item in your room safe, please ask your nurse.

What to do if you lost a belonging?

In case of any lost item/property please approach our security personnel in the main lobby for assistance. For lost items with high monetary value, we secure them within 48 hours from the time of discovery. In case the item is not claimed, those valuable will be turned over to the police as per the hospital policy. We will require you to present a government issued ID and ask you questions to identify the items to ensure we release the lost items to its rightful owner.

Prayer Rooms

Our prayer room is located in the ground floor near the staff cafeteria.

For further assistance kindly approach Al Zahra Hospital Staff or our patient's ambassador who will be more than happy to assist you

Spiritual Support

Al Zahra Hospital, Dubai respects your spiritual, cultural and religious beliefs.

We request you to inform our medical team if the treatment, medications, diet or care being provided contradicts your religious and cultural beliefs.

In times where a religious or spiritual advisor is needed, we can arrange this for you through our contacts in the local community. Please ask your nurse in order for us to make the necessary arrangements.

Car Parking

Valet parking services are available at the entrance. If you leave the hospital after 8pm, please approach the security personnel in the main lobby to get your car keys and they will be happy to show you your car.

In case you want to park your own car, please make sure it is properly parked in the slot as a courtesy to other visitors.

Electrical Appliances

If you bring any electrical equipment, let us know.

Our engineering department will check that it is suitable for use in hospital premises.

Smoking

Smoking is only allowed in designated outdoors. Your nurse will evaluate if it is safe for you to ambulate to the smoking area. You will be escorted by your nurse to the designated area and will be monitored there.

How do we prevent infections?

To prevent any infection, we clean our hands when we enter your room and when we leave. Your visitors should do the same. You are encouraged to remind everyone who enters your room to clean their hands especially after contacting any frequently touched surfaces, like: door handle, elevator button, remote control etc. If your visitor is not feeling well, they must stay at home. Remember your health and safety is our top priority.

How to give us your feedback on the care and services provided?

“We improve when we listen to you”.

You can submit your feedback to the following email address: **Feedback@azhd.ae**

Our management team will be happy to respond to you

What to do if you need an interpreter?

While you communicate with the hospital staff, if you are not able to understand what they are saying about your care and treatment or if you need any assistance in translation, you can ask your healthcare provider to assist you with a translator.

Protecting your privacy

It is the hospital policy and practice to respect the privacy, dignity, religious and cultural beliefs of our patients. If you feel you would like a chaperone to be present during a physical examination please ask or speak to your doctor. We will do our best to comply with your wishes



What to do in case you are requested to urgently leave the building in the event of a disaster like a fire

Follow the emergency exit signages (green colored) on the ceiling.

Push the exit buttons to unlock the exit door.

Use the staircase and follow the green arrows to get outside the building.

The lifts will not be functioning.

Always follow the staff instructions.

Preparing to Leave the Hospital

Your nurse, physician and other healthcare providers will review your discharge plan with you. You will receive written instructions, including your medication instructions, recommended follow-up care and steps that you need to take for a safe recovery such as but not limited to:

- A list of the medications you need with instructions on how to take them.
- Information on any limits to your activity.
- Guidelines for your diet, including fluid intake.
- Instruction on wound, drain and IV line care if applicable.
- A list of symptoms that should be reported to your physician, such as fever and redness around your incision.
- A list of symptoms that should lead you to seek immediate medical treatment, such as chest pain or bleeding.
- How to schedule follow-up tests or physician/clinic visits.
- Baby-care guidance for Al Zahra Hospital-Dubai patients, including breastfeeding and bathing as applicable.

We would like to hear from you

As we continuously strive to improve our services in order for us to achieve your expectations, we kindly request you to spare a few minutes of your precious time to complete the survey sent to you after discharge.





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