



OMAN
INTERNATIONAL
HOSPITAL

MANAGED BY IDEALMED GHS

مستشفى عُمان الدولي

بإدارة آيدل ميد

PATIENT MANUAL

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IGHS IDEALMED GLOBAL HEALTHCARE SERVICES



In a modern and globalized society, where the ever increasing production of information forces professionals to constantly update their knowledge, the health sector emerges as one of the greatest agents of progress. This accelerated development has led to the emergence of several areas of subspecialization, high specificity and greater technical demands, bringing about a new challenge for hospital management professionals: how to manage the available technical capacity and which grows exponentially with each passing day, with the best services doctors and the growing needs of patients, without being held hostage to the criteria of sustainability and profitability to which they are inexorably subject.

IGHS is an Integrated Health Group that was born in the city of Coimbra, in Portugal. Internationally recognized for its University, which is part of UNESCO World Heritage sites and considered one of the oldest Medical Education Institutions in the world, the city of Coimbra is today one of the strongest and most developed health clusters in Europe, integrating in a unique way all the sources of knowledge and know-how, necessary for the development of a singular Health Group that is distinguished by its particularity.

In this highly demanding and developed academic environment, IGHS was able to create an innovative Business Model, which integrates all the skills and know-how necessary for the design, development and management of Health Unit projects, allowing its partners to have the comfort of having a single entity responsible for the complete delivery and implementation of business solutions in hospital health, as well as for day-to-day operations management and control.





WELCOME TO THE OMAN INTERNATIONAL HOSPITAL

Dear patient,

Let me first of all welcome you to Oman International Hospital. This Hospital has an excellent professional team and the most advanced health technology, which we put at your disposal to assist you in everything you need from this moment, 24 hours a day, 365 days a year.

If something distinguishes Oman International Hospital, it is our priority to offer the highest quality of care and we do it with a general sense of teamwork, high professional and human level and personalized and effective assistance, putting all the human and technological resources necessary to achieve expected medical results.

You will find important information about your stay at the Hospital in the Patient Manual that was given to you at the time of Admission. Please read it carefully and if you have any questions, our Patient Care staff will be happy to assist you.

I hope that your stay with us is as short and pleasant as possible, both for you and for your family and friends. For our part, we will put all our effort into making it so.

Receive a cordial greeting,

Manuel Carvalho
COO of Oman International Hospital





MAIN INFORMATION



To contact the Main Reception, dial **+968 2490 3500** from your room phone.



For your safety, in the event of an EMERGENCY, you must follow at all times the instructions of the staff, who are properly trained to face any situation.



In case you have a registered document of PRIOR INSTRUCTIONS, please notify your doctor upon admission.



We recommend that you keep your money or valuables in the bedroom safe box, as the Hospital cannot be responsible for them.





YOUR STAY AT OMAN INTERNATIONAL HOSPITAL

IDENTIFICATION

Our Patient Safety protocols include the placement of the identification bracelet with your personal data. Please check that these details are correct. In the same way, if it deteriorates or is lost during the stay, notify the staff to proceed with its replacement. Upon discharge you can remove it and dispose of it yourself.

CLINICAL INFORMATION

In compliance with current legislation, the information about your process will be provided only to you and to the persons you indicate. You can find your information on the OIH's website, at your personal and private page. In the case of minors, the parents or legal guardians will be informed exclusively. Except for duly justified exceptions, no telephone information will be provided.

We guarantee that all your personal and clinical information provided by you, will be kept with extreme confidentiality and privacy.

INFORMED CONSENT

The Informed Consent guarantees your right to be informed and make the decisions that you consider best for your health.

In general, both the information and the consent are verbal, except for diagnostic or therapeutic interventions that carry risk or inconvenience to patients.





If you are not clear about the proposed plan of treatment, do not proceed with any decision. In case you still have doubts, we advise you to seek the support of the Patient Advocacy Group, that will help you to find other options, including helping you to ask for a second opinion.

The risks derived from the patient's situation. Likewise, this Informed Consent must contemplate alternatives if they exist, and must include the name and signature of the physician who informs and the date of the signature. If the patient is unable to sign it or is a minor, his representative or family member will sign it instead. There is the possibility to revoke consent at any time.

MEDICAL VISIT

If you are admitted to Hospital ward through ER, medical assessment is done at ER, again upon admission to ward and then on daily basis, except in emergency cases where the frequency of assessment may differ.

Similarly, the daily visit pass takes place throughout the day. During the same, the patient or his companions, depending on the case, will be informed of the clinical evolution and of the following actions (diagnostic tests, therapeutic actions, discharge...).

Remember that it is important that you know the name of the doctor responsible for your admission, as well as the members of his team.

NURSING CARE

The different Hospitalization Units have qualified professionals to attend to all your needs. If you require any attention, press the bell located at the head of the bed and the Nursing staff will be at your disposal, and you do not need to approach the Nursing Control.

Your Primary Nurse, will follow medical instructions/ prescriptions for a better follow up of your clinical conditions. This may include frequent evaluation of your condition, assessment of your temperature/ heart rate/ blood pressure or investigation. The frequency of these assessment may vary as per your clinical evolution.

Please report any ALLERGIES or other information that you consider important for your clinical condition to your doctor and the Nursing staff.

Performing techniques in the room:

Before any procedure or treatment, your primary Nurse will ask you for permission following a respective explanation. Privacy and confidentiality will be maintained for your better comfort, therefore some of your relatives may be asked to move out of your room.

The above instruction is not applicable if the patient is a minor and one of the parents can be present during the procedure.





For your own benefit it is important that you DO NOT FORGET:

While you remain hospitalized, only the medications prescribed by your doctor will be administered, which will be provided by your Primary Nurse. Any questions in this regard should be consulted with your doctor.

For your safety, it required from your side to provide information about all the medication that you are already taking and that should be discontinue during hospitalization period, unless your doctor provides you different instructions.

To guarantee your well-being, is not recommended and allowed to leave your room without proper approval from clinical staff side.

MEALS

You should not consume any food or drink outside of the hospital diet. This may delay your recovery and interfere with your plan of care.

CAFETERIA & RESTAURANT

They are located on the top floor of the Hospital, open every day of the year.

You can also order dishes for your room or enjoy in the restaurant. Before you do your order kindly consult your primary nurse to advice you if this will not interfere with your plan of treatment.

Food allergies: inform health personnel if you have any type of allergy or food intolerance, so that you can adapt your diet according to your needs.





PATIENTS IN ISOLATION

For clinical indication and precautions, in some cases, the patient must remain in isolation, for the benefit of himself and other patients/ family members and staff. In these cases, no visits will be allowed in isolation rooms. Consult any questions you may have in this regard.

VISITS

Visiting hours are defined between 2PM until 7PM (which may differ according to MOH regulations due to current COVID-19 pandemic), for which we request your collaboration in order to guarantee the well-being of those admitted:

- Avoid noise, talking loudly, and moving unnecessarily in hallways.
- Try not to stay in the room more than two people at the same time.
- Notwithstanding the foregoing, it is advisable that the patient is always accompanied by a person. If at any time the patient must be left alone, please notify the Nursing staff.

PERSONAL CLEANLINESS

Personal hygiene contributes significantly to your health. The hospital will provide you with a toiletry bag with cleaning supplies. If you are limited to daily cleaning autonomously, the health staff will help you with this task.

ROOM CLEANING

The room will be cleaned daily by the cleaning staff, who can provide and replace the toiletries if needed. If you feel that you need additional cleanness of your room, do not hesitate to contact any member of our staff.

The Hospital is air-conditioned. Please keep the windows closed.





SPECIAL UNITS

INTENSIVE CARE UNIT (ICU)

Remember that if the patient is transferred to the ICU, the companions must leave the room free when the medical team indicates it.

In the ICU, two daily intervals are established for visits: one in the morning, during which medical information is provided, and another in the afternoon. The ICU staff will inform you of the general operating rules and their schedules. Remember that these can be modified depending on the patients conditions.

OPERATING ROOM

Even though you are already admitted to OR, and your doctor has indicated the approximate time to start the intervention, sometimes this provision may not be fulfilled. The medical team will inform your family of any change in condition that may affect the planned timings.

Once the intervention is finished, the surgeon or a member of the team will inform your family on how the intervention went. You will remain in the Recovery Area for a couple of hours until being transferred to your room. We will keep you and/or your family on your clinical status.





HOSPITAL DISCHARGE

DISCHARGE REPORT

The discharge report and other documentation will be handle to you by the medical/nursing team.

Read your discharge report carefully and ask any question that you still might have.

FORMALITIES

Once the discharge summary report is prepared, the room should be left vacant.

Please, inform the Nursing Team the moment you are leaving.

VOLUNTARY DISCHARGE

If, for any reason, you wish to leave the Hospital before medical acceptance, you should sign a Document "Discharge Against Medical Advice".

You have the right to request that a member of the staff discuss your decision. Upon discharge, a "Discharge Summary" will be given to you with the procedures and investigations done until exiting the hospital.

Even in this case, you have the right to receive a Discharge Report and your Primary Nurse will provide you the required discharged education that summarizes your process, although you should know that in this case, the expenses derived from this decision (ambulance) are under your responsibility.





OF GENERAL INTEREST

PATIENT ADVOCACY GROUP

ATTENTION AND INFORMATION

This Hospital has a Patient Advocacy Group, which is planned to offer, as much as possible, the best customer experience to you and your family.

The staff of this department is at your disposal to help in, by answering questions or carry out various procedures.

Through close collaboration with the Hospital's Executive Committee, Medical Affairs and different other departments in this position can:

- Provide information about the services available in OIH, as well as the Finance/ Insurance Department services.
- Meet any need or incidents that you or your family members may detect during their stay at OIH.
- Inform and advise on the social resources available for patient care.
- Detect possible areas for improvement, through information provided by patients and family members, or through visits to various services.
- Communicate praise notes to our OIH staff.





CONTACT:

- By phone **+968 2490 3500**
- By email: **contact@omanihospital.com**

Schedule: Monday to Friday from 8am to 9pm, and Saturdays from 8am to 6pm.

BEING AN OIH PATIENT

Being an OIH patient has multiple advantages:

- You can request to book your appointment online, access your appointments and clinical history, all in one click.
- Just access our website: www.omaninternationalhospital.com, to access information regarding our services and medical team.
- In addition, you can also request your OIH member card, valid for over 2 years, which provides you with additional discounts on OIH services.
- Free valet parking with our OIH card.

Ask our Patient Advocacy Group about how to request it.

EXTERNAL CONSULTATIONS

If you need to schedule an appointment for a review after your discharge, you can find them on the consultation displays or radiology, on the phone **+968 2490 3500** or through our webpage **www.omanihospital.com**. If you need help you can contact the Patient Advocacy Group.

OTHER SERVICES AT YOUR DISPOSAL

- Telephone & Television
- Free Wi-Fi throughout the Hospital

RELIGIOUS SERVICE

On the ground floor there are the prayer rooms, which have a female and a male wing. If you are not able to move alone, feel free to request the support from your Primary Nurse. She will provide the necessary conditions for you to be able to fulfil your religious obligations.

PARKING

OIH has an underground park with two floors. If you need, you can request Valet Parking.





PATIENT'S RIGHTS & RESPONSIBILITIES

1. DEFINITIONS

PATIENT RIGHTS: duties and responsibilities that healthcare institutions obliged to fulfil while healthcare service is provided for patients and their families.

PATIENT RESPONSIBILITIES: instructions that patients and their families shall adhere and follow.

HEALTH INSTITUTION: governmental or private health facility that offers healthcare services to patients and their families; including: health centre, polyclinic or hospital.

LOCAL HEALTH CENTRE: a primary healthcare centre which is geographically close to the patient's residence.

PATIENT: Beneficiary of healthcare services provided by healthcare institutions.

FIRST HEALTHCARE INSTITUTIONS: the nearest health centre, polyclinic or hospital to the patient when an emergency event occurred to him/her.

SPECIALIZED HEALTHCARE INSTITUTION: a health institution that provides diagnostic, therapeutic and rehabilitation services, which are not provided by local health centre.

EMERGENCY EVENTS: imperious health conditions requiring quick medical intervention.

CHILD: a patient who is under 18 years of age according to the Gregorian calendar.

GUARDIAN: person like a parent or party/authority entrusted with the provision of alternative care.

INCOMPETENT: a person who is mentally deficient due to his young age, mental illness or madness.

IMMEDIATE FAMILY MEMBER: husband, wife, father, mother or adult son/daughter





2. PATIENT'S RIGHTS

- 2.1. To know the mission statement and the types of services provided by OIH.
- 2.2. To be treated with dignity and respect that is consistent with professional standards for all patients regardless of manner of payment, race, age, sex, nationality, religion, culture, disability or any other factor, and respectful of personal values and beliefs.
- 2.3. To be involved with your health and treatment plan in a manner that is understandable to you by discussing relevant, current and understandable information concerning your medication and treatment, taking full responsibility on your decision, whether accepting or refusing the diagnostic or therapeutic procedure, after being informed about possible health consequences that may incur, and by confirming your decision by signing corresponding forms provided that your decision is not followed by consequences that could be held against you in case you needed to come back to treat the same illness or health condition. In case of children and incompetent patients, the guardian will have the right to make decision regarding the treatment plan without causing harm to them and without conflicting with Child Law and Public Health Laws.
- 2.4. To have the right to receive emergency medical care and treatment easily and promptly, to know the name and specialty of the treating doctor and the medical team taking care of you, to discuss and request information related to your condition, seek a second opinion, have care transferred to another physician if not satisfied, and to be referred to a specialist/consultant for special care when there is clinical need.
- 2.5. To have the right to voice your complaint when dissatisfied with any healthcare worker or care provided and to have any complaint you may make, acknowledged, fully investigated and provided with a written response from OIH.
- 2.6. To receive healthcare services with the prevention of harm and negligence in a safe environment, with protection of your privacy during examination, procedures or treatment and protection of your medical information at all times.
- 2.7. To be informed about any medical error encountered during your medical care and about the mechanisms followed in such situations, with the condition that it does not affect the provided care.
- 2.8. To receive proper guidance and orientation on the available OIH facilities, with the existence of notification signs of unsafe places (where needed) and to be protected from physical assault during your hospital visit or stay.
- 2.9. To have the right to receive attendance certificate or sick leave based on the recommendations of the treating doctor, with reference to your health condition, as per the rules and regulations followed by OIH.
- 2.10. To receive appropriate care while allowing natural death and proper body handling upon death.





3. PATIENTS RESPONSIBILITIES

- 3.1. Appreciate that some patients' health situations mandates to receive care before you.
- 3.2. Leave the healthcare institute after receiving the healthcare required or after discharge, according to the advice of the treating doctor.
- 3.3. Appreciate that this hospital may be considered an educational centre for medical, nursing, and allied medical sciences students.
- 3.4. Respect the hospital visiting hours. The same applies to the visitors.
- 3.5. Follow the healthcare institution's rules and regulations affecting safety and conduct, such as, non-smoking policy.
- 3.6. Keep personal valuables safe, and in case of admission in hospitals bring only essential belongings for your stay.
- 3.7. Preserve the properties of the hospital and use its facilities and equipment in a safe and appropriate manner.
- 3.8. Provide all required information during your first registration at the hospital to show what proves your identity, such as national identity card, passport or birth certificate for Omani patient; and resident card for Non-Omani patient. Update your data in case of any changes, such as, mobile number or address.
- 3.9. Disclose any information related to your current and past medical condition including allergy types and communicable diseases, if existing, even if you have not been asked.
- 3.10. Follow the instructions of your treating doctor and perform the needed requirements for treatment and diagnosis, such as investigations and specimen provision.
- 3.11. Follow the treatment plan and comply with the instructions given by your treating doctor, whether related to taking your medications or your daily activities, provided that you inform your treating doctor if there is difficulty in complying.
- 3.12. Treat all healthcare workers with respect and consideration. Violence (verbal or physical) and abuse to healthcare workers mandate immediate investigation of reported violence/abuse legal accountability and punishment according to the Articles 191, 192 and 193 of the Oman Penal Law.
- 3.13. Respect other patients' privacy, confidentiality and comfort.
- 3.14. Show respect to the traditions and customs and reflect decent appearance and acceptable clothing when accessing the hospital and facilities.





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بإدارة آيدل ميد

*Your opinion is very important to us.
Please help us to improve by leaving your suggestions.*

Thank you.

