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## WELCOME

Dear Patient,

We extend a warm welcome to you. This directory is intended to inform you, your family and visitors about what to expect during your stay with us.

We understand that being hospitalised is not always a pleasant experience, but we will do everything in our capability to make your stay with us as comfortable as possible.

Our company's core purpose is to enhance the quality of life of our patients by providing comprehensive, high quality hospital services.



# **PATIENT RIGHTS AND RESPONSIBILITIES**

# PATIENT RIGHTS & RESPONSIBILITIES

## PATIENT RIGHTS

### **Our patients have the right to:**

- Receive appropriate and considerate care irrespective of age, gender, race, national origin, religion, sexual orientation, disabilities or mode of payment.
- Receive a clear explanation of their diagnosis and the benefits and risks of each treatment and the expected outcome.
- Give written informed consent before any surgical procedure or treatment begins.
- To actively participate in their pain management plan.
- Be free from restraints and seclusion in any form that is not medically required.
- Expect full consideration of privacy and confidentiality.
- Actively participate in decisions regarding medical care or to select a representative to act on their behalf.
- Ask questions until any issues regarding their diagnosis and care are understood.
- Refuse treatment to the extent of the law and be informed of the consequences of that refusal.
- Have access to an interpreter if necessary.
- Participate in their own discharge, therapeutic plans and follow-up care.
- Confidentiality in communication and patient records, unless disclosure is permitted by law or upon the patient's written authorization.
- Review or obtain a copy of a medical report and have the information explained, if needed.
- Receive a detailed financial bill and to receive a satisfactory explanation as how it has been assessed.
- Obtain a second opinion at their own expense.
- Request religious assistance as long as it does not interfere with regular functions of the hospital/clinic.
- Express complaints, compliments or suggestions and receive a timely response.

# PATIENT RIGHTS & RESPONSIBILITIES

## PATIENT RESPONSIBILITIES

### **Our patients must:**

- Respect all hospital/clinic rules and regulations.
- Provide complete and accurate personal and medical information.
- Be considerate towards other patients and all staff.
- Respect the privacy of other patients and avoid interference with the treatment of other patients.
- Follow the recommendations and prescribed course of treatment advised by the treating doctor.
- Be responsible for the consequences of refusing treatment or not following the doctor's instructions or advice
- Actively participate in the pain management plan
- Inform medical staff about any complications that may arise during the course of treatment.
- Avoid bringing valuable belongings to the hospital/ clinic. Patients are responsible for their own belongings.
- Ensure their visitors are considerate of other patients and personnel and observe the visiting hours.
- Be on time for appointments or call the appointment desk beforehand if an appointment cannot be kept.
- Verbalise their understanding of discharge instructions.
- Provide the hospital/clinic with accurate information concerning your method of payment (e.g. cash, insurance, credit) and your ability to meet the financial obligations including paying any additional expenses not covered by your insurance company or any third party payer.

# GENERAL INFORMATION

## GENERAL INFORMATION

### VISITING HOURS

Mediclinic Welcare Hospital recognises the importance and the rights of patients to have visitors. We actively encourage visits and try to be as accommodating as possible. However, the hospital also understands that its primary purpose is to help improve the health of the patient entrusted to our care. We are flexible in our approach and would appreciate your understanding and adherence to the visiting hours set below.

**General wards:** 10:00-22:00

**Paediatric ward:** 10:00-22:00

**Maternity ward:** 10:00-22:00

**Labour & Delivery:** Restricted to one visitor per patient



## GENERAL INFORMATION

**NICU:** Visitation restricted to parents only from 08:00-18:00 & 20:00-22:00

**ICU:** 12:00-14:00/16:00-18:00 and 20:00-21:30, restricted to one immediate family or close friends **if there is no family available**, with no more than one visitor at any given time. No children under the age of 12 years can visit the ICU without prior approval.

### **Visiting patient in isolation room:**

Visitors will be limited to next of kin only. Special precautions have to be used to prevent cross infection.

### **Visits by children:**

Children will not be allowed to stay overnight in a ward. Visitation by children may be restricted dependent upon the patient's condition and circumstances as deemed upon by the Unit Manager or the Duty Manager. Children with any respiratory infection or any apparent infectious conditions will not be allowed to visit a patient.

### **Suspension of visiting rights:**

Visits to individual patients may be suspended upon the specific order of the attending physician, upon the patient's request, or at the discretion of nursing personnel to provide the patient with required rest or treatment.

### **Operating theatre**

Patients visit the operating theatre for surgical and endoscopic procedures as well as for PAC (pre-anaesthetic check up). It is a restricted area and relatives are requested to wait outside or in the patient room until the procedure is completed.

### **Post operatively - Children:**

One parent only will be permitted with a child in the recovery room.

## GENERAL INFORMATION

### **Caesarean section:**

The husband will be allowed inside the operating theatre during caesarean section under spinal or epidural anaesthesia only.

**Visitation may also be terminated for non-compliance with established visitation policies and/or declared emergency situations for the hospital.**

### **SLIPS AND FALLS**

Mediclinic Welcare Hospital is committed to providing you with international quality care. Your safety during your stay with us is important and we would therefore like to draw your attention to the following measures that will help us to ensure your safety with regards to slipping and falling.

- Inform the nursing staff on admission if you have any walking difficulties/disabilities
- Please bring or ask your family to bring in:
  - any walking aids that you use at home and are familiar with
  - shoes or slippers that have non-slip soles
  - any additional aids that you use at home and are familiar with e.g. spectacles, hearing aids etc.
- Never walk anywhere wearing just socks
- Please ring the call bell which will be provided to you, Whenever you require assistance
- If you have received a sleeping tablet or any other medication that makes you feel drowsy or disorientated, it is essential that you ring the call bell whenever you wish to get up and/or need to go to the bathroom
- Be careful of wet floors when:
  - Flowers are delivered and/or given water
  - You go to the bathroom
  - You see "wet floor" signs

## GENERAL INFORMATION

- Always make use of and hold onto handrails/grab rails in the shower, bathroom or on staircases
- Cot sides that are used on your hospital bed are placed there to prevent you from falling out of a bed that is possibly at a different height to your bed at home
- The nursing staff will put cot sides in place when you are transferred within the hospital e.g. to theatre, x-rays etc. These will remain in place until you are fully awake and the staff is satisfied that the effect of the anesthetic and/or other medication that may disorientate you has worn off
- Ring the call bell at any time if you need assistance with the cot sides/pain/mobilizing out of bed etc.
- Please ask the staff to lower the bed to a height that you are comfortable with
- Be careful when pushing a drip stand as this can cause a fall
- Please switch a light on at night - do not move around the dark

### ELECTRICAL EQUIPMENT

Patients and visitors shall not be allowed to bring in any electrical equipment which can result in a risk of fire.

### CALL BELL

Each patient bed is equipped with a call bell. Please do not hesitate to press the call bell if you need any assistance or in case of an emergency.

### SITTER AND CARERS

#### Child

One parent or one authorised adult shall be allowed stay and will receive an attender meals.

#### Adult

No persons are allowed to stay with the patient overnight unless specifically requested by the nursing staff.

## GENERAL INFORMATION

### Geriatric patient

An attender may be allowed.

If a person wishes to stay overnight with the patient a fee will be collected as per tariff which covers only the use of linen, sitter, bed, electricity and toilet facilities. The fee is not inclusive of meals or beverages ordered.

### Child safety

For your child's safety and security we have systems in place which prevents any untoward or child abduction from our facility.

### VALUABLES AND BELONGINGS

- It is never advisable to bring any non-essential valuables to the hospital with you
- Should you wish to hand in non-essential items for safekeeping, please contact the unit staff. A receipt will be issued to you, which will in turn be used to reclaim all items kept for safekeeping
- If you do decide to keep any valuable items such as watches, wallets, jewellery and mobile phones at your bedside, you will do so at own risk
- Please be aware that Mediclinic Welcare Hospital cannot be held liable for any valuables that have gone missing, unless they have been given for safekeeping and a receipt has been issued

### TELEPHONES

Telephones are available at your bedside or alternatively ask the staff for assistance should you wish to make a phone call.

### Operator

Connects you to the hospital's switchboard which is operational 24 hours a day.



## GENERAL INFORMATION

### Outside Line

Allows you to make personal calls. Local calls are free of cost. Calls other than local will be charged at standard Etisalat rates. Please call the operator if you need any further assistance.

### Housekeeping

Connect to the housekeeping supervisor on duty.

### Inpatient Cashier

Connects to the cashier if you have any billing or insurance enquiries.

### Appointment Desk

Connects to the appointment desk where you can book, confirm or cancel any of your appointments.

### Room Service

Connects you directly to the hospital's cafeteria if you require any refreshments. Please refer to the section about food services.

### Do Not Disturb

By enabling this button, you express the wish not to be disturbed. However we will acknowledge your request for privacy, whilst keeping in mind that your care must not be compromised.

### Flash

Enables you to transfer your call to another number.

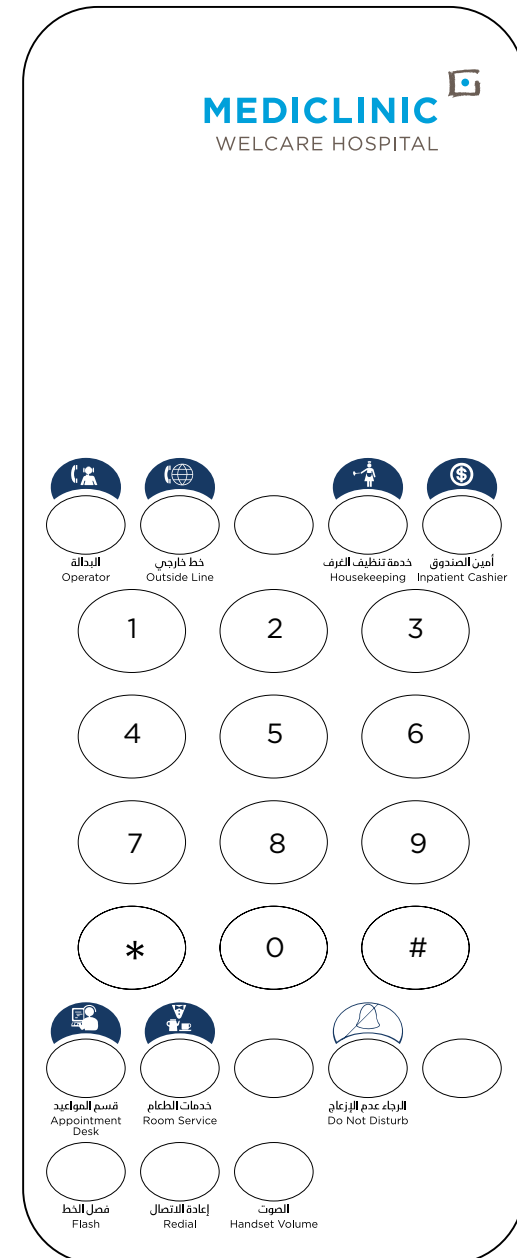
### Redial

Allows you to redial the previous number dialed.

### Handset Volume

Enables you to adjust the handset volume.

## GENERAL INFORMATION



## GENERAL INFORMATION

### BED CONTROLS

Your bed is fully automated. The Head Up/Down, Knee Up/ Down and Auto Contour patient positioning controls are located on the patient side of the head end side-rails (cot sides). Please ask for assistance to raise and lower your bed to the desired height.

#### Raising and lowering the head section

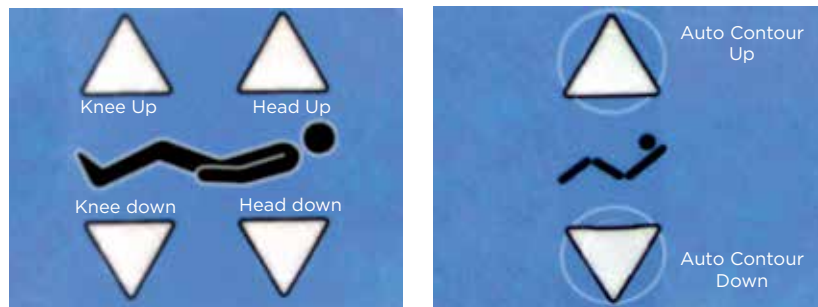
- Raise the head section to the desired position by pressing and holding Head Up arrow control
- Lower the head section to the desired position by pressing and holding the Head Down arrow control

#### Raising and lowering the knee section

- Raise the knee section to the desired position by pressing and holding Knee Up arrow control
- Lower the knee section to the desired position by pressing and holding the Knee Down arrow control

#### Raising and lowering the head and knee sections together

- The Automatic Contour function raises and lowers the head and knee sections to help keep the patient from sliding to the foot end of the bed
- Press and hold the Auto Contour Up arrow control to raise the head and knee sections to the desired position
- Press and hold the Auto Contour Down arrow control to lower the head and knee section to the desired position



## GENERAL INFORMATION

### SMOKING POLICY

Smoking is strictly prohibited in Mediclinic Welcare Hospital. The smoking shelter is outside the main hospital.

### SICK LEAVE

Please ask your doctor in advance if you will need a sick leave certificate. If an attested sick leave is required, kindly inform the staff nurse or ward clerk on admission to the unit. Sick leave certificate attestation from DHA is raised from a DHA portal and a payment fee shall be requested. This will be available for you upon discharge.

**Please note:** a backdated attested sick leave certificate cannot be generated. Please ask a member of the ward staff if you have any questions, required additional support, advice or services before you are discharged.





## **HOSPITAL FACILITIES AND SERVICES**

## HOSPITAL FACILITIES AND SERVICES

### **GIFTS AND FLOWER SHOP**

The gift and flower shop is located in the inpatient admission area on ground floor.

#### **Hours of service**

09:30-14:00

14:30-21:00

### **COFFEE SHOP**

Our coffee shop is located on the ground floor.

#### **Hours of service**

06:00-22:30



## HOSPITAL FACILITIES AND SERVICES

### VENDING MACHINES

Vending and coffee machines are available at various locations throughout the hospital.

### MOSQUE

The mosques (for male and female) are located in the parking area near the transport department.

### PARKING

In order to maximise the limited parking available for our clients, Mediclinic Welcare Hospital has implemented a paid parking system. Patients and visitors to the hospital can have their parking ticket validated by the cashiers and nurses stations throughout the hospital.

If your parking ticket is not validated you may be asked to pay a parking fee on exit, so please remember to ask our staff to validate your parking ticket before you leave the hospital.



## CLINICAL SERVICES

# CLINICAL SERVICES

## ADMISSION AND DISCHARGE PROCESS

When you are admitted for your treatment, a multi-disciplinary team comprising doctors, nurses, pharmacist and other professionals will be responsible for your care and for ensuring your safe discharge from hospital.

Your stay in hospital will be estimated and you will be advised on how many nights you should expect to be here. Your team will try to give you as much notice as possible with regards to your discharge date.

Mediclinic Welcare Hospital aims, whenever possible, for morning discharges. Please arrange for a relative, carer or friend to bring clothes in for you to wear before you are discharged. The discharge process will take approximately 2-3 hours depending upon approval with clearance from the insurance company and billing department.

The team will provide more information or advice on your condition and what to do when you get home. The hospital has a Discharge Planning Policy, which is available on your ward for you to read if you wish. Please ensure that you collect your valuables, discharge summary, appointment card and medication before you leave the hospital.



# CLINICAL SERVICES

## PHARMACY

The Pharmacy Department is located on the ground floor of the hospital.

### Hours of service

24 hours a day, seven days a week.

### Taking medicines whilst in the hospital

Whilst you are in the hospital, your medication will be administered by the nursing staff.

### If you have brought your own medication into hospital

If you bring your own medication, including any herbal or natural remedies, you must let the nurses or physician know. You should not take any medication yourself without checking with the nurses or physician first.

It is hospital policy that all medication must be stored safely in a locked cabinet so your medication may be taken by the nurses or pharmacists and stored until you leave hospital, when all relevant medication will be returned to you.

## PHYSIOTHERAPY

Movement is an essential component of life and overall health. Our primary focus is to restore functional activity and minimise dysfunction after disease or injury. We have well trained and motivated physiotherapists, who provide a high quality and personal service to our patients.

We work in a multi-disciplinary setting, treating in-patients and out-patients. We also promote fitness, health and optimal wellness.

### Physiotherapy focus on:

- Decreasing pain and restoring optimal function
- Enhancing exercise tolerance through building muscle strength and endurance
- Improve overall physical quality of life
- Education on prevention and restoration of physical injury and/or trauma

### Treatment includes:

1. Musculoskeletal and Pain Management:
  - Various evidence based Manual therapy techniques
  - Specific and customised exercise programs
  - Extracorporeal Shockwave Therapy & Electrotherapy
  - Dry-Needling
2. Additional sub-specialties we offer:
  - Sport specific rehab
  - Women's health
  - Cardio-respiratory rehab
  - Post-operative rehab

**For assistance you may contact the Physiotherapy department on 050 462 2739 (WhatsApp or Call)**

### Hours of service:

07:00 - 20:00 (Monday - Friday)  
08:00 - 18:00 (Saturday - Sunday)



# **SPECIALIST NURSE SERVICES**



## SPECIALIST NURSE SERVICES

### WOUND CARE CLINIC

Our clinic treats and manages all types of wounds including acute and chronic wounds including diabetic foot ulcers. Chronic wounds are wounds that have not healed within three months. Our comprehensive treatment will help you avoid loss of limbs, reduce incidence of recurrence, and help you to get your life back.

The wound care nurse will assess and advise on all complex and non-complex wounds. The specialist will also provide guidance and education on wound care and pressure damage prevention.

For patients who require post discharge wound care, an appointment will be fixed with the wound care clinic where the case will be followed up by the wound specialist, home wound care service is also available.

If you have additional questions or wish to schedule an appointment, call 04 282 7788 ext. 7364

#### **Working hours:**

07:00-19:00, Sunday to Thursday.

### DIABETES EDUCATOR

Mediclinic Welcare Hospital provides support for people who require guidance in their diabetes care. The diabetes education clinic provides an opportunity to interact with a well-trained diabetes educator. The educational sessions provided are based on the educational needs of the client and are tailored according to their level of understanding. Structured and individualized consultations are provided to enhance patient compliance to treatment and help clients have better outcomes. Interested to know more about the diabetes education services?

#### **Contact:**

Unit/Ward Staff or call 054 583 1028

## SPECIALIST NURSE SERVICES

### ANTENATAL

A programme has been launched to promote a stress-free pregnancy journey and well-informed, ready expectant parents on the big day.

#### The programme consists of:

- Diet in pregnancy: risk factors in early pregnancy and all about the different trimesters
- Exercise in pregnancy: breathing exercises to help during labour
- Special class for the dads: to inform them about mood swings, body changes and what is expected from them during and after the pregnancy
- Labour: what to expect, when the big day arrives, different types of pain relief and also caesarean section
- Breastfeeding and lactation
- All about the baby: what the baby looks like after delivery, how to swaddle the baby, burping, bathing, diaper change etc.
- Information on postnatal period and after discharge
- Introduction to first aid

#### How to book:

Class is every alternate Saturday of the month at 10:00-16:00

Enrolment is recommended from 26 weeks of pregnancy and onwards, The class is free of charge, aimed for couples but feel free to come alone or bring a family member or friend.

#### Bookings

For enrolment and further enquiries, please contact our Maternity Services Coordinator at [Thelma.uy@mediclinic.ae](mailto:Thelma.uy@mediclinic.ae)  
04 213 7269  
050 154 6475

## SPECIALIST NURSE SERVICES

### BABY MASSAGE CLASSES

Would you like to:

- Form a strong bond of love and trust with your baby?
- Help your baby sleep better and for longer?
- Ease your baby's wind (gas) and colic pain?
- Relieve your baby's constipation?
- Stimulate your baby's neurological development?
- Improve your baby's health and general well-being?
- Learn to understand your baby's body language and cues?
- Attend a relaxing and friendly baby massage class
- Meet other parents with babies?

Trained Mediclinic Welcare Hospital staff invite you to a five week course on baby massage at Mediclinic Welcare Hospital for five week sessions, free of charge.



## SPECIALIST NURSE SERVICES

### DIETETICS

Along with the patient and their consulting physicians, the Dietetics team will modify the diet, food choices, and lifestyle in accordance to the patient's condition and preference. Our dietitians carry out a complete nutritional assessment that includes anthropometric and biochemical tests as well as special requirements as advised by the concerned clinicians. Our hospital also includes an outpatient clinic service to help patients with disease management and treatment of diet-related problems.

#### Areas of excellence:

- Diabetes type 1 and type 2 and gestational diabetes
- Cardiovascular diseases
- Hypertension
- Pregnancy and lactation
- Weight and obesity management
- Kidney and liver diseases
- Gastrointestinal diseases
- Metabolic syndrome
- Food intolerance and allergies
- Pregnancy, post-partum care and breastfeeding
- Malnutrition
- Healthy eating for a healthy lifestyle
- Childhood and adolescence nutrition
- Lifestyle modifications
- Enteral and parenteral nutrition

For assistance you may contact the dietician: 04 213 7344/45

## FOOD SERVICES

## FOOD SERVICES

In order to accommodate a diverse community, our dietary department offers continental, Indian, Arabic and vegetarian menu choices daily.

Depending on the diet prescribed, you will receive a daily menu card to make your meal selections. All your meals are monitored by a licensed dietician to meet the dietary requirements ordered by your doctor. Initial nutrition assessment and diet consultation are given as requested by the doctor.

To guarantee your choices, please return the completed menu card to the catering staff as soon as possible to allow enough time to plan your meal.

### **Service timings**

Breakfast (Adult): 08:00-09:30

Breakfast (Paediatrics): 07:30- 8:30

Lunch: 13:00-14:00

Dinner: 18:00-19:00

### **Tea service timings**

10:00-11:00

16:00-17:00

Your meal will be kept on hold if a special test or procedure coincides with your meal time but only up to 10:00 for breakfast, 15:00 for lunch and 21:00 for dinner. In addition, by informing the nurse you have an option of on-call meal which you can place an order at your convenience.

All meals pending after the above time will be discarded for reasons of hygiene.

Late admissions may receive soups, salads and sandwiches.

Attendees of patients who are less than 15 years old will be provided with complimentary meals.

If you would like to order any food or beverage for a guest, you may do so on an additional charge by calling the room service (24 hrs).

**What foods are potentially hazardous?**

Foods normally considered to be potentially hazardous are:

- Raw meats, cooked meats and food containing meat, such as casseroles, curries, lasagne and meat pies
- Dairy products and foods containing dairy products, such as milk, cream, custard and dairy-based desserts
- Seafood (excluding live seafood) and food containing seafood, such as seafood salad
- Processed fruits and vegetables, such as prepared salads and ready-to-eat fruit packs
- Cooked rice and pasta
- Processed foods containing eggs, beans, nuts or other protein-rich food, such as quiche and soya bean products
- Foods that contain any of the above foods, such as sandwiches, rice salads and pasta salads

# ICU INFORMATION

## ICU INFORMATION

When your loved one is admitted to the intensive care unit, it is only with your complete support and understanding that we can give the best possible care to our patients to ensure a speedy recovery.

Because of the nature of the patient's illness in the ICU, a large number of visitors are not recommended. This is intended to protect our patients and their visitors. According to the patient's condition, one or two visitors will be permitted to visit each patient (immediate family members only) at the time specified in the visiting schedule.

**Please take note of the following guidelines, which are designed to protect the general well being of all patients in ICU:**

1. Please respect and follow the visiting hours which are displayed in front of the ICU
  - Patients in ICU are prone to infections
  - Patients need rest and sleep to aid in their recovery
  - Patients are entitled for privacy and quietness for an early recovery
2. Family members may be asked by staff to wait in the waiting lounge when patient care/procedures are being carried out
3. Children under the age of 12 years are not advised to visit due to risk of infection and psychological impact
4. Kindly switch off your mobile phones before entering ICU as it may disturb our patients
5. Flowers and food items shall not be brought into the ICU
6. Photos and videos are prohibited inside ICU
7. Please wash your hands in the wash area or sanitise your hands using alcohol based hand sanitiser provided near the door- when you enter ICU and before you leave ICU

8. Individuals that are experiencing colds and flus or any symptoms that may increase susceptibility of the patients to infection should not visit

**9. A Next of Kin as agreed by the family will be the only individual who will be regularly updated on patients condition**

10. Family meetings and discussions will be scheduled after clinical rounds are completed

11. Clinical rounds routinely takeplace between 8h00-10h00 every morning

12. Families are requested to please be patient until rounds are completed

13. Patient information will not be revealed to any visitors other than the spokesperson designated by family

14. For some patients, touch and communication will assist recovery, but for others complete rest may be necessary. The nursing and medical staff will advise you about what is appropriate for your relative. Please cooperate with them

15. While visiting please stay in patient's cubicle in order to maintain privacy for other patients

16. We strongly urge the family to take valuables home. The hospital will not be liable for any loss of personal belongings

**You can contact ICU on the following number:**

**04 213 7652**

# NEONATAL INTENSIVE CARE UNIT (NICU)

# NEONATAL INTENSIVE CARE UNIT (NICU)

## ENVIRONMENT

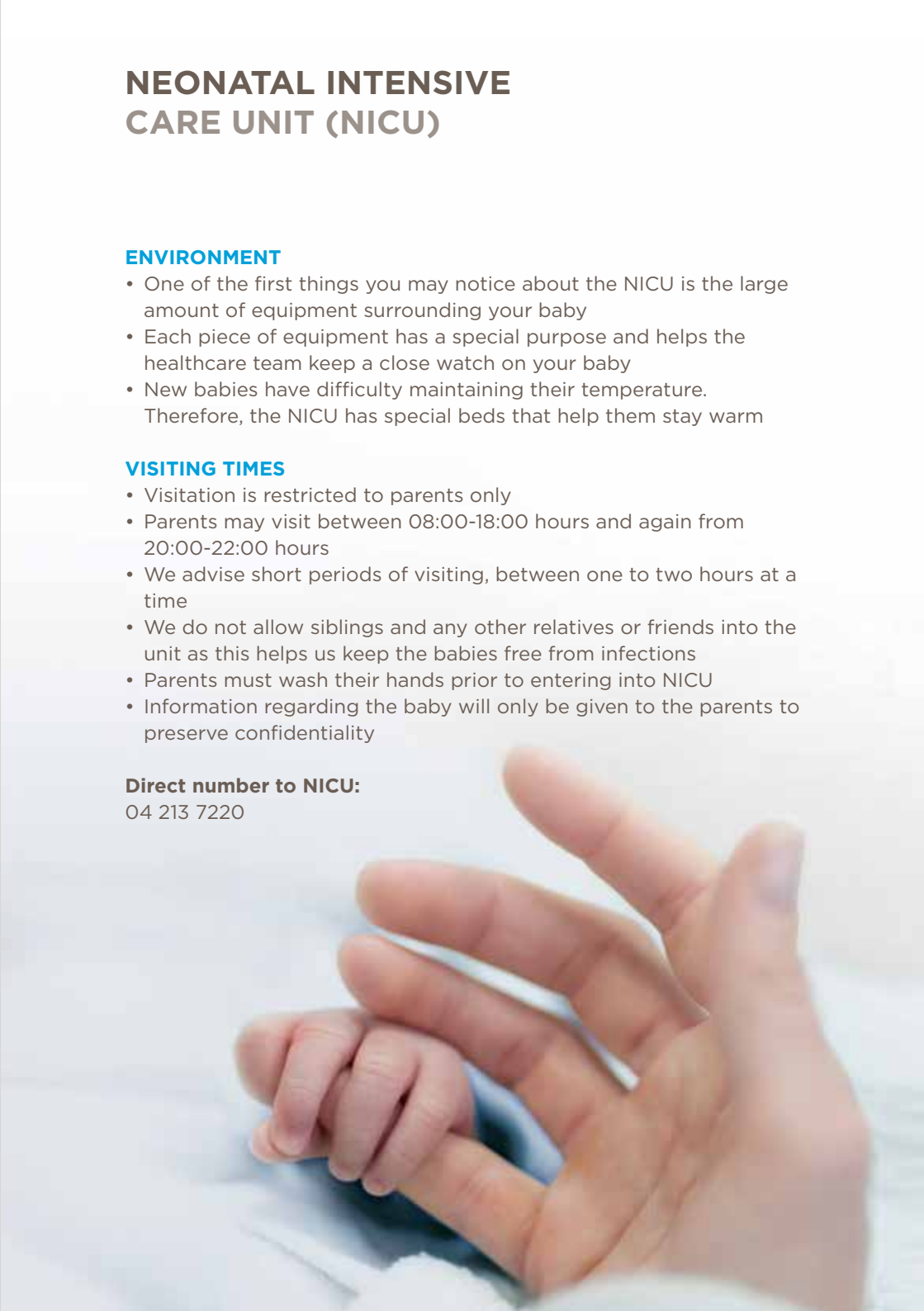
- One of the first things you may notice about the NICU is the large amount of equipment surrounding your baby
- Each piece of equipment has a special purpose and helps the healthcare team keep a close watch on your baby
- New babies have difficulty maintaining their temperature. Therefore, the NICU has special beds that help them stay warm

## VISITING TIMES

- Visitation is restricted to parents only
- Parents may visit between 08:00-18:00 hours and again from 20:00-22:00 hours
- We advise short periods of visiting, between one to two hours at a time
- We do not allow siblings and any other relatives or friends into the unit as this helps us keep the babies free from infections
- Parents must wash their hands prior to entering into NICU
- Information regarding the baby will only be given to the parents to preserve confidentiality

## Direct number to NICU:

04 213 7220







# ENTERTAINMENT SYSTEM

# ENTERTAINMENT SYSTEM

## TELEVISION

Televisions are available in all inpatient rooms. All televisions are operated by remote control.

Please report any reception or other problems to the nursing staff on duty.

**The following television channels are available in Mediclinic Welcare Hospital:**

MBC 1	LBC
AL JAZEERA	SONY
AL JAZEERA SPORTS 1	TEN SPORTS
DUBAI ONE	BBC WORLD
AL ARABIYA	ZEE TV
ABU DHABI	STAR MOVIES
DREAM 2	SET MAX
MBC 4	GRANADA
BAHRAIN TV	JETIX
SPACETOON	NATIONALGEOGRAPHIC
DUBAI ONE	B4U MUSIC
MBC 2	DD SPORTS
SAMA DUBAI	ZEE CINEMA
DD NATIONAL	CNN NEWS
DUBAI SPORTS	

## INTERNET SERVICES

Free wifi (for patients only)



**FEEDBACK**

# FEEDBACK

## YOUR VOICE TO THE MANAGAMENT

We are eager to receive your feedback as this is the only way we can improve our services.

Your satisfaction with our services is of utmost importance to us and we have systems in place to ensure all feedback is monitored and acted upon. Please let us know your comments, both positive and negative.

## GUIDELINES TO REGISTER YOUR FEEDBACK

Soon after discharge you will receive an email questionnaire regarding your experience at the hospital. We encourage you to complete this.

Whilst in the hospital, you may also feel free to communicate with our unit manager (on duty) or client relations officer who will undertake the necessary action to address your concern. In case your concern is “clinical” in nature i.e. related to your treatment/ treating doctor, kindly give your comments in writing to our client relations officer. Please note as per our policy, ONLY A WRITTEN COMPLAINT can be escalated to the office of our Medical Director. To maintain consistency in our communication, we ensure your feedback is strictly monitored and you are given feedback as soon as possible.

**For any further assistance please feel free to contact our Client Services officer at 04 213 7118 / extn: 7118 or write onto us at: [welcarehospital@mediclinic.ae](mailto:welcarehospital@mediclinic.ae)**



# INPATIENT GUIDELINES

## INPATIENT GUIDELINES

- **Room tariff**

	Amount (AED)	Advance to be paid on admission (AED)
Private Room	1,916/day	10,000
Paediatrics Room	2,043/day	10,000
VIP Suite	5,606/day	20,000
Presidential Suite	7,522/day	25,000
ICU/Neonatal ICU	4,663/day	20,000
ICU/Neonatal ICU - Isolation	5,493/day	20,000
Day Care	908 up to 8 hours	
Planned surgery /Package advance	100% estimated cost	
Room attendant charge (if ward/patient's condition permits)	AED 554 per night* / per person	

**In addition to the daily room charges, the following charges will be levied on a daily basis:**

- Specialist/Consultant visit in ward - AED 587/per day/per specialist/consultant
- Intensivist/Neonatologist visit in ICU/NICU - AED 858/per day
- Specialist/Consultant visit in ICU/NICU - AED 692/per day/per specialist/consultant
- Further deposit intimation will be given as and when the expenditure exceeds the deposits. You are requested to make the necessary payment as required
- In case of bed transfers, the room rent for the day shall be charged based on the highest category of room occupied. In case of patient being transferred to ICU the room has to be vacated immediately or else they will both be charged (ICU + Room)\*

## INPATIENT GUIDELINES

- In case of surgery, clearance will be given by the Billing Department to proceed based on the payment made by the patient or approval given by the insurer or corporate company\*
- Mobile and international calls will be charged on actual\*
- Additional investigations and medications that are not included in a package will be charged
- Next of kin may check with the Billing Department with regards to updates on interim cost Saturday to Thursday - (11:00 to 18:00) and on Friday - (13:00 to 18:00)
- For planned cases, \* approximation (cost estimate) and the price quoted can vary depending upon the clinical presentation and post operative clinical state of each individual case
- Additional stay exceeding package services will be billed on actual as per room category
- In cases of room limit & Semi Private Room coverage the difference between the private and semi-private/room limit is a non-covered amount and the patient's liability. Has to be paid in advance
- Pre-Existing/Chronic conditions may have limit or may be exclusion, In case of limit/Exclusion it is liability of the patient to settle the same.
- Maternity coverage limit will be as per the final approval upon discharge, In case of limit patient will be liable to pay the difference
- Co-Insurance/deductible if applicable to be settled prior to discharge
- In case of denial from insurance at any stage, patient will have to make payments for the denied amount
- Patient is ultimately responsible for any denial/unpaid balances from the insurance at any stage
- Above AED10,000 IP refund will be processed through wire transfer within 7-8 business days

**\*(Note: For those covered by insurance, the additional charges have to be borne by the individual as they are not covered by the insurance/corporate companies)**

\* Applicable to Insurance/Corporate patients as well  
Additionally 5% VAT will be applicable as per UAE Ministry of Finance

# THANK YOU

## THANK YOU

We hope this booklet has provided you with enough information at this time. Above all, remember that we are here to help you and will be happy to answer any questions you may have.

### HELPFUL TELEPHONE NUMBERS

Coffee Shop	7430
Security	7533
Flower and Gift Shop	050 547 5893 / 04 349 6970
Pharmacy	7281
Cashier	7325/7326
Operator	0
Kitchen/Cafeteria	7342/7343
Feedback	7118