



PATIENT ADMISSION

Handbook



WELCOME



Welcome to the Owen King European Hospital (OKEUH). It is our privilege to care for you and your loved ones. Your health, safety and comfort are our top priorities during your stay.

This patient guide will provide information on the hospital services and resources available to you and will help you to understand what to expect while you are admitted to our hospital.

During your admission, both you and your family will play an important role in your recovery. Our team of healthcare professionals encourage you to contribute to and be involved in your care planning.

We invite and encourage your questions so that you and your family can fully understand and participate in the care you receive.

Yours Respectfully,

Your Clinical Care Team



COMMITMENT STATEMENT

“Our team of competent and caring staff are committed to providing high quality, Patient-Centered Care in a safe, and respectful environment.”

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GETTING YOU SETTLED IN

Your comfort and safety are very important to our entire team as we provide you with the care you need to recover. We would like to share some ways in which we are working to provide you with the best environment possible.

YOUR ROOM

Your room includes a bedside stand for your belongings such as toiletries. There is a nurse call button which rings at the nurses' station to alert them that you need their help. Some of our beds have an electrical control enabling you to raise or lower the foot or head for comfort. There is an emergency button in your bathroom should you require assistance.

MEALS

Patients are provided regular or special diets as prescribed by the physician or dietician throughout their stay. Diet clerks are available daily to assist you in planning your meals. Please tell your nurse and diet clerk about any food allergies you may have.

We understand that some of our patients have special likes and dislikes regarding food. Family members may bring food into the hospital for a patient with the consent and order from the patient's physician. Your diet clerk will guide you if you wish to ask family members to provide your meals.

PATIENT IDENTIFICATION BAND

Once admitted to the hospital, your national ID card or Health Passport will be used to create a patient identification band which will be placed around your wrist. Your ID band must be worn at all times and for the duration of your admission.

Double check and verify with the nurse that the name and date of birth on your ID band are yours and are correct.

Your ID band will be used to verify your identity and will be checked by your health care team before medications or blood are given, before treatment is administered and procedures performed.

YOUR PERSONAL BELONGINGS

As we cannot accept responsibility for valuables left in your room, we strongly encourage you to give money, medications, credit cards, wallets, jewelry, etc., to a family member to take home. You can also ask your nurse if your ward has a safe for placement of valuables.

EYEGASSES, DENTURES, & HEARING AIDS

Eyeglasses, dentures, and hearing aids are an important part of your life if you require them in your daily living activities. These items require special care. Tell your nurse if you use these items and place them in containers for their safe keeping. Take care not to leave any of these items on your meal tray or lying on your bed as they may be inadvertently disposed of or lost.



LOOKING AFTER YOUR SAFETY

At the complex, your safety is our concern. We work tirelessly to ensure your care is delivered in a safe and secure environment."

Please let us know if you need further assistance or if you have any other questions!

MEDICATION

Please give your nurse a list of any medications and herbal supplements you are taking. Your nurse will review these with your physician who will decide which medications you should continue to take during your hospitalization. Your nurse will bring your medication to you as ordered by your physician. Unless otherwise directed, all medications you may have brought with you should be returned home as they can interfere or interact with tests and other medicines/treatments.

For your safety and protection, only medicines approved by your physician and supplied by our Pharmacy will be given to you during your stay. Your nurse will ask you questions concerning your past responses to medications and any allergies you may have. You may be asked to wear an allergy bracelet, which alerts all caregivers to

your allergies.

Ask your doctor or nurse about any new medicines prescribed for you. Ask what they are, what they do, when they are given, if there are any special instructions for taking them, and what side effects should be expected or reported.

CONSENT FORMS

You may be asked to sign consent forms for certain treatments, tests, and/or procedures. These tests or procedures will have been explained by your physician. If you do not understand the procedure or test you are asked to consent to, tell your nurse and your physician will be notified. It is important for you to understand the risks, benefits, and alternatives available to you whenever you are undergoing anything other than a minor test (such as a chest x ray) or treatment (such as receiving intravenous fluids).

FALL PRECAUTIONS

Patients can feel weak or dizzy and special measures may need to be taken to prevent falls; this may include wearing a hospital falls risk wrist band.

Follow your doctor's or nurse's instructions about whether you may get up by yourself and call your nurse for assistance before getting up if you feel weak or dizzy.

Other simple tips include keeping your belongings within reach of your bed, wearing non-skid slippers and ensuring that your bed rails are kept in the upright position when in bed.

NO SMOKING POLICY

This is a smoke-free facility. Smoking is not permitted on the indoor or immediate outdoor premises.



PARTICIPATING IN YOUR CARE

During your admission, both you and your family will play an important role in your recovery. We invite and encourage your questions.

ASK QUESTIONS ABOUT YOUR CARE AND TREATMENT

Ask for the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and healthcare providers who come in to see you as a patient.

Treatment is provided by a team of physicians, so you may see different doctors but there will be one Consultant with primary responsibility for your care. In addition to doctors your health care team will be made up of nurses and health aides, pharmacists, physiotherapists, nursing and medical students among others.

Ask for information from your physicians about your illness, your course of treatment, and your prospects for recovery in terms that you can understand.

Let your health care team know when you are in pain. Share what has worked in the past for pain control and let the team know when your pain is adequately relieved.

If you have a problem or concern, bring it to the immediate attention of your caregivers. If the matter is not resolved to your satisfaction, ask to speak to a nursing supervisor or patient services executive.

When it is time to leave the hospital, ask about the medications you are given and how to take them. Also confirm the date and location of follow up appointments for care.

RAISING CONCERNS DURING YOUR HOSPITALIZATION

Your satisfaction with all care provided is important to us. Should you or your family members experience concerns about the care you are receiving, you may contact the Patient Services Executive and discuss issues that did not meet your expectations. You may also speak to your nurse or doctor. We encourage you to voice your opinion regarding the care you have received, and we welcome your comments

RAISING CONCERNS REGARDING YOUR PATIENT'S RIGHTS









If you feel that your rights as a patient have been violated, please let a member of your healthcare team know immediately. As a patient you have the right to impartial access to treatment and care with both your involvement and consent around decision making.

KNOW YOUR RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

As a patient of MHMC, we want you to be well informed, participate in your treatment and communicate openly with your health care team. We are committed to providing patient care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation.

The following statement of Patient Rights has been adopted by this hospital and the medical staff. As a patient, you have the right to:

-  Receive care which is considerate and compassionate in a safe setting.
-  Be listened to, responded to and treated with dignity and respect.
-  Provide feedback about your care and share your concerns and grievances.
-  Have your personal health information kept safe and confidential.
-  Be provided with information to help you understand your medical condition.
-  Know the name, profession and duty of the team members working with you.
-  Participate in decisions about your care including: Treatment(s) and test(s) with an explanation of benefits/risks; Other ways to treat your illness; Discharge plans
-  Have someone act for you if you cannot act for yourself.

PATIENT RESPONSIBILITIES

The care you receive as a patient depends partially on you the patient. To ensure the best possible outcomes the patient has a responsibility to:



Give correct and complete health information.



Respect hospital procedures and policy.



Respect the privacy and confidentiality of others and treat patients, visitors & staff with courtesy and respect.



Take part in planning for transition to home or other facilities.



Be active in your care, treatment and discharge plans.



Inform a staff member if there is a safety issue or safety concern.



Choose someone in advance to act for you, should the need arise.



Pay for services in a timely manner.

HEALTHCARE DILEMMAS

This hospital and the medical staff support your right to actively participate in decisions regarding your healthcare program, including decisions regarding the right to refuse treatment including life-sustaining treatment.

Feelings of anxiety and uncertainty can affect both you and your family when you are hospitalized. Sometimes you or your family members may have a dilemma related to your plan of care. If you have a dilemma or conflict with your planned course of treatment, you may request a meeting with our Ethics Committee.

The Ethics Committee provides a consulting service to patients, physicians, and hospital staff when ethical considerations or personal dilemmas arise relating to levels of treatment that are planned for you. If you feel you or your family members would like to meet with the Ethics Committee, or if you would like the committee to review your care, inform your nurse or doctor.



STAYING IN TOUCH WITH FRIENDS AND FAMILY

VISITING POLICY

During your hospitalization, our goal is to provide an environment that promotes healing and provides a positive experience for you and your visitors. In order to accommodate the varied needs of our patients, the following guidelines should be explained to your visitors:

Call Us on:

758 458 6500
758 458 6501
758 458 6502

Email us on

info@mhmc.lc



You may receive visitors of your choosing. You may also deny seeing a visitor at any time.



Monday through Friday, visiting hours are from 6 AM to 7 AM, 12 PM to 1 PM and 5 PM to 7 PM.



Weekends and Holidays visiting hours are from 3 PM to 5 PM.



There are special visiting hours for patients located in the Intensive Care Unit and Maternal-Child Health Department.



Visiting hours may be interrupted and or suspended for medical emergencies or to maintain privacy for patients who are being examined or interviewed by physicians in shared rooms.



For the rest and welfare of our patients, we ask that while visiting, conversations are kept to a low volume. Please speak quietly and turn phones to silent.



We encourage family visits; however, for safety reasons, children under the age of 12 years are discouraged from visiting.



Food and medications brought for patients should be given to the patient by the nurse or physician only. A physician's order may be required.



We strive to provide all patients and visitors with a clean and pleasing environment. To allow our housekeeping staff to keep the patient's room as sanitary as possible, visitors may be requested to leave the room for cleaning.



All visitors must conduct themselves in a polite and courteous manner. Any visitors who exhibit threatening behavior, or use of abusive or profane language will be requested to leave the facility.



Some families may have special circumstances that do not follow our visiting hours policy. Special needs are considered a priority. Please tell the nurse or Nurse Manager of your requests and every effort will be made to meet them.

USE OF CELL PHONES AND OTHER DEVICES

Use of cell phones, laptops, tablets and readers are permitted as long as they do not interfere with patient care. Please be considerate of other patients and keep volumes on your devices low.

Cell phones can interfere with the operation of electronic equipment in the hospital. Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones and other devices.

Video and audio recordings of any kind are not permitted while in hospital except under special circumstances and with the permission of the Consultant or Nurse Manager.

The hospital offers free wireless access via an open unsecured network. Do not exchange sensitive information when connected to our network.



MEETING PATIENT SPECIAL CARE NEEDS

Our team is dedicated to creating an environment that meets our patients' special care needs. We are committed to ensuring the best possible care by addressing your special needs.

SITTERS PROGRAM

We offer patients with special care needs the option to have a sitter brought in by the family to stay at the bedside. If you or your family are interested in having a sitter to provide additional patient care and support, please inform your nurse or physician.

OTHER SPECIAL CARE NEEDS

Ask your nurse if you have any other special care needs such as:

- Interpreter if English is not your primary language.
- Assistance for hearing or visual impairment.
- Pastoral care/spiritual health needs example if you or a family member would like a visit with a religious leader or priest.
- Psychosocial Support

IF YOU NEED SURGERY

Before Your Surgery:

If your surgery is in the morning, you are not permitted to eat or drink after midnight. If surgery is scheduled late in the day, your anesthetist may allow you to have some morning beverages.

On the Day of Surgery:

- It may be necessary for your nurse to prepare the area of your body where the surgery will take place. If ordered by your anesthetist, you may receive medications about one (1) hour before your surgery. You will be taken to the preoperative surgical area approximately 45 minutes before your planned surgery time.

Recovery Following Your Surgery:

- After your surgery, you will be taken to the Post Anesthesia Care Unit (recovery room) where specially trained nurses will monitor you until you are ready to return to your room. While on the ward, you can expect to continue having frequent nursing checks, as well as observation of your surgical site dressings and maintenance of IV solutions. You will be allowed liquids by mouth only if ordered by your surgeon. Be sure to tell your nurse if you are uncomfortable in any way.

- If you have had a minor procedure and are scheduled for ambulatory surgery (outpatient surgery), you will be returned to the Day Surgery Unit. Frequent checks will also be performed until your physician and nurse feel you are ready to be discharged home. Please inform your nurse if you become nauseated or are having discomfort. You may be discharged from the Day Surgery Unit in the care of a responsible adult.

Visitors During Your Surgery:

- Even the most minor of surgical procedures may produce feelings of anxiety. You are encouraged to have someone with whom you are close visit you before and after your surgery. While you are in the surgical suite, your family and friends may wait in the

cafeteria or waiting areas. Your visitors will be contacted and informed about your condition and when you will be transferred back to your room after your recovery period has concluded.

- If you have had an ambulatory surgery procedure, your visitors may accompany you to the Day Surgery Unit and wait with you until it is time to prepare you for your procedure. During your surgery, visitors may wait in the Day Surgery Unit Waiting Room.

ENDING YOUR HOSPITALIZATION

GOING HOME

Your physician will decide when you are ready to be discharged and will advise the nursing staff. Your nurse will work with you and your family to carefully plan a safe discharge for you. When you are prepared to be discharged your nurse will assist you in gathering your belongings and check to make sure you return home with all items that you had upon arrival to the hospital. Wheelchair transportation is available to any department within the hospital and to your car.

A responsible adult needs to be available to provide transportation to your home. If this is not possible, the hospital will make every effort to help you coordinate your transportation. Should you experience difficulties with transportation, please notify your nurse and he or she will assist you.

Before leaving, please be sure that you understand the medications you are being discharged with and the outpatient services that you will require after leaving the hospital.

SPECIAL DISCHARGE PLANNING

Our Patient Services Executives and nursing team can provide you with information about home healthcare, medical equipment, skilled nursing facilities, transportation, and other community resources.

The Social Service Department has information on many community resources which are available to assist you following discharge from the hospital. A list of community resources can be obtained from the hospital Social Worker.

Please inform your nurse or doctor if you wish to speak with the Social Worker.

YOUR BILL

All bills must be settled at discharge. As a courtesy to our patients, we will be happy to bill your insurance carrier for you; however, if payment by the carrier has not been made within 45 days, you will be asked to arrange for full payment of your account. Please make sure our Business Office has all the needed information before you leave the hospital. We will verify your insurance coverage either prior to or during your stay. Based upon this verification, we may ask you for a deposit upon discharge, calculated from your estimated charges. You may use Mastercard, Visa, personal checks, or cash to meet this prepayment. You will receive an itemized bill at the time of discharge. If you have any questions about your bill, please visit our Business Office in the lobby between 8:00 AM to 4:00 PM, Monday through Friday.

SHARE WITH US WAYS TO IMPROVE

Before you leave the hospital, you may be asked to fill out a patient experience survey. This information is used to improve patient experiences and outcomes. It is important to let us know how you felt during your stay with us.

AT HOME

Should you experience any condition that concerns or causes you alarm, contact your physician immediately.

Our Emergency Department is open 24 hours each day. If you believe your condition is such that you feel you should be seen immediately, arrange for a responsible adult to take you to the Emergency Department.



Patient Feedback

Driving Excellence

Admission: 1. Admission Process

Excellent Very Good Good Fair Poor

Admission: 2. Explanation about the expenses and packages

Excellent Very Good Good Fair Poor

Admission:3. Behavior (attitude and communication) of the admission staff

Excellent Very Good Good Fair Poor

Consultant Doctors:1. Visit By Consultant Doctor

Excellent Very Good Good Fair Poor

Consultant Doctors:2. Time given by your doctor

Excellent Very Good Good Fair Poor

Consultant Doctors:3. Explanation about condition of patient & treatment plan

Excellent Very Good Good Fair Poor

Consultant Doctors:4. Behavior (attitude and communication) of the doctors

Excellent Very Good Good Fair Poor

Consultant Doctors:5. Recovery after course of treatment in the hospitals

Excellent Very Good Good Fair Poor

Junior Doctors / DMO:1. Visit by junior doctors / DMO

Excellent Very Good Good Fair Poor

Junior Doctors / DMO:2. Time given by junior doctor

Excellent Very Good Good Fair Poor

Junior Doctors / DMO:3. Responsiveness of junior doctors

Excellent Very Good Good Fair Poor

Junior Doctors / DMO:4. Behavior (attitude and communication) of the doctors

Excellent Very Good Good Fair Poor

Nurses:1. Timeliness of medication administration

Excellent Very Good Good Fair Poor

Nurses:2. Response time of nurses

Within 2 mins 2 to 5 mins 5 to 10 mins 10 to 15 mins More than 15 mins



**Millennium Heights
Medical Complex**