

- **Concerns:**

Share any health-related concerns you have with your healthcare team. The nurse manager and charge nurses will visit you regularly during your stay – please let them know when you have concerns. If you have any complaint kindly call quality department at 6040-6039 during working hours, or ask the help of nursing care coordinator on duty during weekends.

- **Purposeful rounding:**

Purposeful rounding is a structured approach whereby nurses conduct rounding Q2hrs, to assess and manage your fundamental care needs. The aim of purposeful rounding is to promote patient safety and satisfaction.

- **Quiet Time: “Silence Helps Healing”**

Sleep and rest are essential for good health and healing. So CMC is making time for rest, **these are time of peace and quiet for our patients**

From 2:00pm-4:00pm
10:00pm-12:00am

On your Discharge day:

- Make sure you understand your discharge home instructions and that you will be able to follow them at home.
- Know what medications are ordered, what they are for and when you should take them.
- Plan for your Discharge before noon to allow time to accommodate other patients.

Contact info:
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1001



Welcome to CMC

As our goal is to provide excellent care, we hope that your stay in our hospital will be comfortable.

Upon arrival to the designated nursing unit by the admitting office, your nurse will orient you to:

The room: all the equipment in your room, including:

- Your bed is designed for safety convenience.
- A telephone for any assistance you can call:
 - Operator ex.:1090 or 0
 - Information Desk ext.: 1010
 - Admitting office ext.: 1006
 - Billing office ext.: 1007
 - Patient Services ext.: 1001
- Safe box placed in the cabinet of your room

The location of the fire map

The nurse call system:

A call button is located at your bedside, when you press this button, the nursing station is alerted that you need assistance. A staff member may use an intercom to speak with you and someone will respond to your room as soon as possible.



The unit environment:

- Patient Service Coordinators are available if you need more help or have a special service request.
- You will be oriented to the pantry where you can use the microwave, you can put your food in the refrigerator
- In case of any emergency please follow the emergency exit signs hanging from the ceiling

- Stairs provide a safe exit path in case of fire, since they retard the upward spread of fire and smoke
- Fire maps are distributed all around the hospital to note the fire exit route that is illuminated by various **EXIT** signs (emergency/battery power)

Your Rights and Responsibilities are displayed on all nursing stations in both languages Arabic & English. (Kindly refer to patient handbook placed in the bedside cabinet drawer of your room)

Hand Hygiene Protocol

- Clean your hands :
 - Before touching or eating food.
 - After the bathroom use,
 - After taking out the trash,
 - After changing a diaper,
 - After visiting someone who is ill or play with a pet.
- Use soap and warm water, rub your hands really well at least 15 seconds, rub your palms, fingernails, between your fingers and the back of your hands



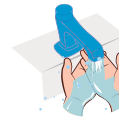
1 Wet Hands



2 Use liquid Soap



3 Lather, Rub and count to 15



4 Rinse



5 Towel or air dry hands



6 Turn off taps with towel or your sleeve

- If your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer



Fall risk prevention method:

The nurse will ask you to read and sign the patient fall precautions instructions sheet, in order to prevent any fall during your hospitalization and to maintain safety

Non Smoking policy:

CMC and all of its facilities prohibit tobacco use anywhere on CMC property. Please inform your nurse if you would like help to become tobacco-free, and if you want to join us on our smoking cessation program.

Patient identification process and its importance:

- Identification Band is applied to your wrist upon admission to any floor of our hospital, it will be checked by all the healthcare team before any procedure or any treatment provided for you.
- If you have any **allergies** please notify your doctor and your nurse, so a Red allergy band is applied to your wrist.

Medication process:

- Please notify your physician and your nurse regarding all medications you take at home.
- The only medications that you are to receive in the hospital are those prescribed by your physician and administered by your nurse
- Do not keep any medication brought from home in your room.

Pain management:

- You have the right of proper management during your hospital stay
- Report your pain before it worsens and ask for pain management.

During your stay:

For your convenience, we have provided some supportive instructions as well safety tips.

• Personal Items:

Be aware that it is easy to lose personal items in bed linens and on meal trays. Keep dentures, glasses and hearing aids in their containers at the bedside table drawer when you are not using them. Ask for a denture cup, if you need one, and make sure your name is on it. **Be sure not to leave such items on your meal tray or on the bed.**

- As for valuable items it should be kept in your safe, please refer to your caring nurse in case you need assistance

• Food Brought From Outside:

patient food brought from outside may be kept in the refrigerator, labeled by your name located in the pantry. Refrigerator temperature is checked daily.

• Questions:

Prepare a written list of questions you would like us to answer, so you will remember all of them when you see your doctor. Ask your Care Partner to help you make this list. In case of unanswered questions you can call the "Patient and family health educator" "by informing your nurse.