

# Hello!



Welcome to Sidra Medicine, Qatar's latest specialist hospital dedicated to the care of women, children and young people. It includes an outpatient clinic, a main hospital and a research institution. It is also an academic medical center. We have designed every aspect of a patient's journey to ensure the well-being and comfort of our patients and their families at all times. Our team is dedicated to meeting the needs of every patient and our visitors in a caring, respectful and compassionate way.

We have developed this guide to help answer many of your questions and make your stay or your visit to Sidra Medicine as positive as possible. We also have a patient and family handbook which has more details related to inpatient care and services. Please speak to information desk to get your copy.



## About Sidra

Sidra Medicine forms an integral part of the dynamic education, research, and community development environment at Qatar Foundation. Through strong partnerships with leading institutions in Qatar and around the world, Sidra Medicine helps to position Qatar as a leading center of excellence for healthcare globally. It represents the vision of Her Highness Sheikha Moza bint Nasser who serves as its Chairperson.

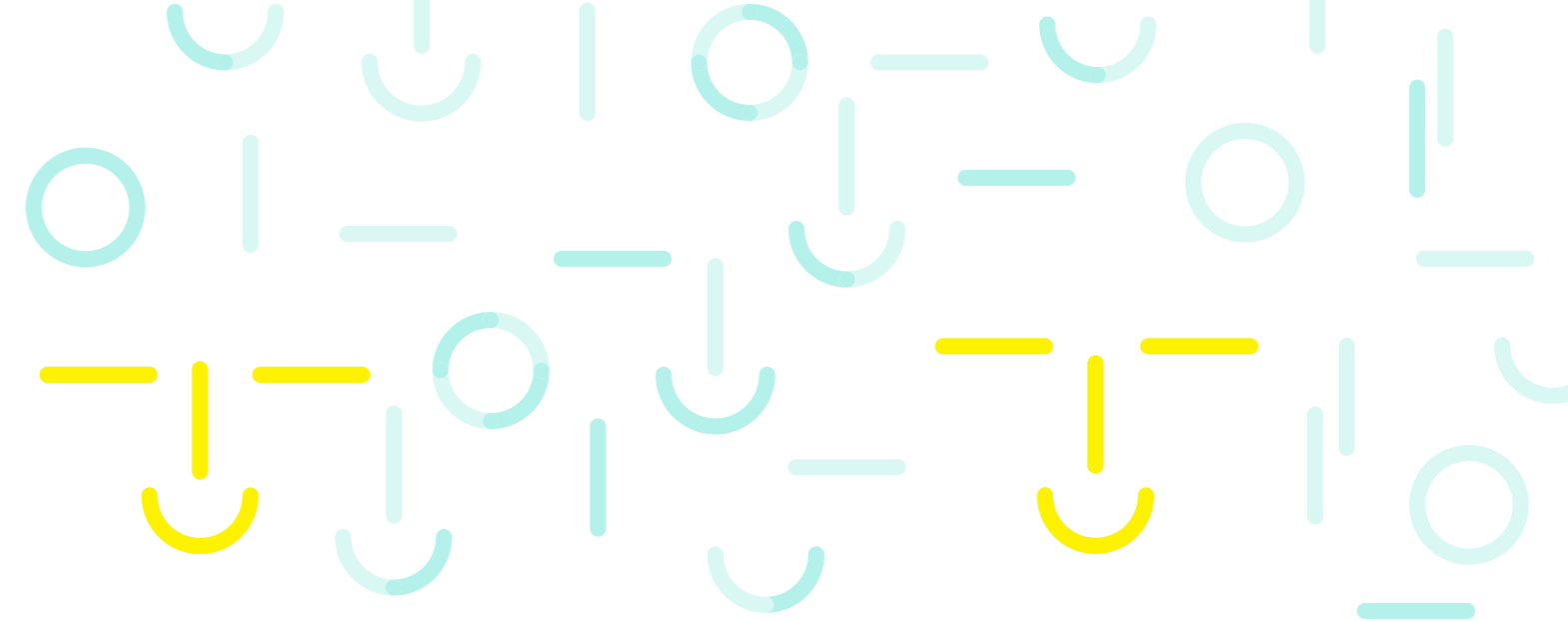


### Vision

Sidra Medicine is a beacon of learning, discovery and exceptional care, ranked among the top academic medical centers in the world.

### Mission

Sidra will provide patients with world class healthcare services in an innovative and ultramodern facility specially designed to promote healing. In particular, it will initially address the growing need for more comprehensive patient-focused medical services for women and children in Qatar and throughout the region.



### Important Contacts

- For general information and appointment: +974 400 33333
- For Feedback: +974 400 30022 or [patientfeedback@sidra.org](mailto:patientfeedback@sidra.org)
- For Financial Counseling: +974 400 30899 or [financialcounseling@sidra.org](mailto:financialcounseling@sidra.org)
- For Lost and Found: +974 400 38888

**Please note:**

- Sidra Medicine currently accepts children's admissions by referral and appointment only.
  - Sidra Medicine accepts walk-ins for Obstetrics, Gynecology, and Mental Health Services only. Female obstetrics and gynecology patients registered with Sidra Medicine, can also visit the Women's Urgent Care services
- Please call: +974 4003 1401 or +974 4003 1402 for more details.

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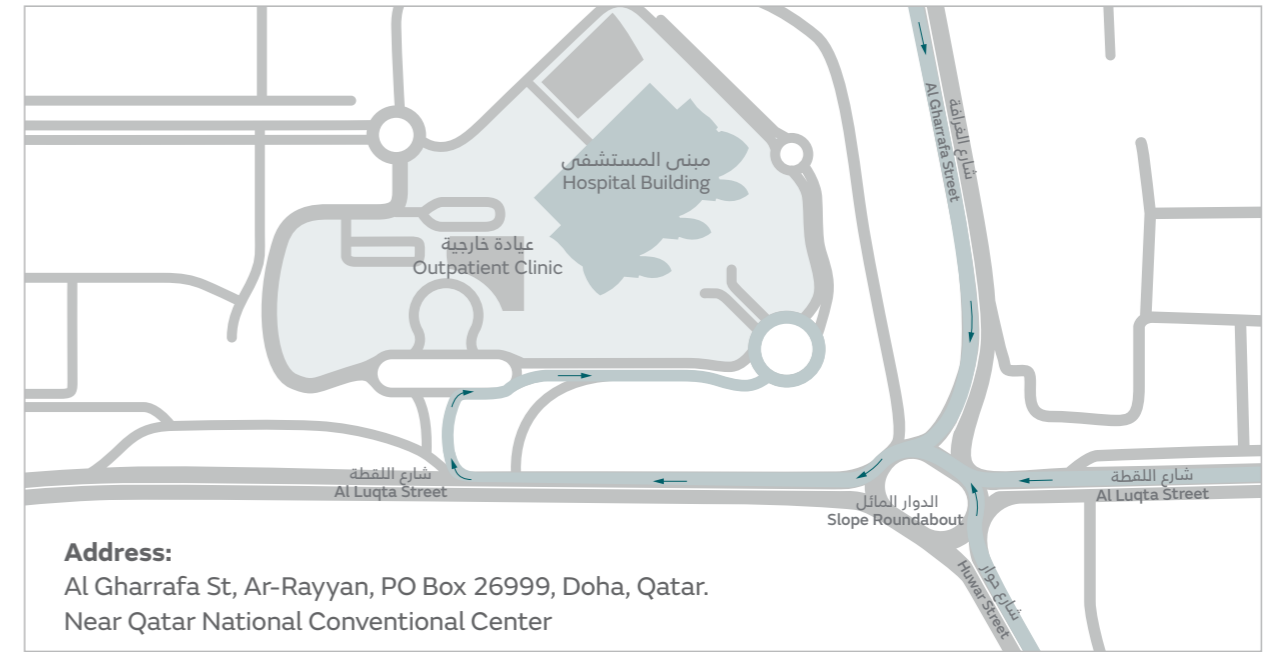
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# Getting to Sidra



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## Self-Parking

Patients, family members and visitors are welcome to self-park at the following locations, all of which are open 24 hours a day:

- Outpatient Clinic Underground Parking – Entrance 3
- Hospital Underground Parking – Hospital campus inpatient parking is accessible from Entrance 2



## Special Needs Parking

Available on all sides of the main hospital and outpatient clinic buildings



## Valet-Parking

For a small charge, we have valet parking service available for patients and visitors at the following locations:

- Outpatient Clinic – Main Entrance
- Hospital – Women's Entrance
- Hospital – Children Entrance
- Emergency Department



## Local Transport Services

Mowasalat provides transport solutions in Qatar. Information Desk personnel can help patients and visitors hire local transportation.

- For Taxi Bookings: 800 8294
- For Limo Reservations: 800 5466
- For General Inquiries: 800 7433

# Our Services and Locations

## Tower A

Floor No.	Services
7	Nephrology, Rheumatology
5	Neurology, Neuro Surgery Orthopedics, Plastic Surgery
3	Healing Garden
2M	Clinical Laboratory
1	Interventional Labs Cardiology Clinic Pulmonology Pulmonology Function Test Lab Outpatient Infusion Center Hematology & Oncology Infusion Center
PL	Diagnostic Imaging
ML	Main Cafeteria / QNB

## Tower B

Floor No.	Services
7	General Pediatrics
6	Specialty Medicine
5	Pediatric Surgery
4	Hematology & Oncology
3	Intensive Care Unit Healing Garden
2M	Clinical Laboratory
1	Operating Rooms and Special Procedures
PL	Pediatric Emergency, OB Triage and Women's Urgent Care
ML	Main Cafeteria

## Tower C

Floor No.	Services
7	Postpartum
6	Postpartum
5	Women's Care Unit
4	Neonatal Intensive Care Unit
3	Neonatal Intensive Care Unit Healing Garden
2M	Sterile Processing
1	Operating Rooms and Special Procedures
PL	Pediatric Emergency, OB Triage and Women's Urgent Care
ML	Main Cafeteria

## Tower D

Floor No.	Services
7	Postpartum
6	Postpartum
5	Antepartum
4	Birthing Center
3	Birthing Center Healing Garden
2M	Sterile Processing
1	Operating Rooms and Special Procedures
PL	Pediatric Emergency, OB Triage and Women's Urgent Care Birthing Registration
ML	Main Cafeteria

# Preparing for Your Stay / Visit



## Preparing for Your Clinic Appointment

If you are scheduled for an appointment or you are referred from another healthcare facility, please bring the following documents to the registration desk:

- Valid Identity Card or copy of Passport
- Health Insurance Card
- Copy of Marriage Certificate
- Single women and minors: Copy of guardian's / sponsor's Passport

To avoid rescheduling your appointment, please ensure you bring the required documentation.

## Preparing for Your Hospital Stay



### What to Bring With You

If you are scheduled for admission or you are transferred from another healthcare facility, please bring the following documents:

- Valid Identity Card or copy of Passport
- Health Insurance Card
- Copy of Marriage Certificate
- Single women and minors: Copy of guardian's / sponsor's Passport
- Any changes to your admission date should be made in discussion with your doctor or nurse prior to your admission day

You will receive a notification of admission either by phone or in writing stating the date and time at which you should report to the hospital. Upon arriving to the hospital, please report to registration desks at Tower A&B for pediatrics and C&D for women at the time specified to avoid any delays.

- Slippers and personal clothing
- Toiletries and personal cleaning items
- Any equipment used in your care (i.e. crutches, prosthetics)
- Medication: please bring all the medication you are currently taking and show them to your nurse when you arrive on the ward. You must not take any medication which has not been prescribed by your physician, and you must not share any of your medication with other patients
- Your own Holy Book and prayer mat



### What to Leave at Home

- Large sums of cash
- Valuable personal belongings such as jewelry
- Perfumes
- Hazardous and flammable items such as lighters, flame torch, candles or coal for Bakhour and Oud
- Latex balloons
- Pets
- Food from home / Food deliveries are prohibited
- Flowers unless they are in small arrangements without thorns or sharp edges
- Flower arrangements outside the patient rooms are not allowed
- Glass / fragile items
- Electrical devices as kitchen appliances
- Bed linen, curtains, table cloths, furniture, carpet, etc.
- Weapons and illegal substances

# During Your Stay / Visit

## Information Desks

Our information desks are here to help you ask questions, express concerns, and order a porter or a taxi. Information desk personnel are available to welcome you, your families and visitors from 6:30 AM to 10:00 PM on Plaza Level as follows:

- Main Information Desk: Tower B and C **+974 4004 0669**
- Women's Information Desk: Tower D **+974 4004 0670**
- Children's Information Desk: Tower A **+974 4004 0668**
- Emergency Information Desk: Tower D **+974 4003 1154**
- Outpatient Clinic: Main Entrance **+974 4003 6273**

## Your Room

Our luxurious and spacious rooms provide a level of comfort that has raised the standard for hospital inpatient care. All rooms at Sidra Medicine are private with a private bathroom and window looking out into the healing gardens. Your room has been assigned to you based on the type of medical care you need and the appropriate nursing unit to provide that care. Your room features a smart bed that can automatically make adjustments to accommodate your unique needs for sleep and daytime relaxation. Bedside rails contain controls for the bed and TV as well as the nurse call button. Room temperature can be adjusted with the help of a member of the health care team.

## Linens and Toiletries

Sidra Medicine's commitment to providing you with a luxurious and comfortable stay is illustrated by the personal linens on offer. Your bed has been made with high-thread count cotton sheets and the softest blankets. Your private bathroom is stocked with plush towels and warm bathrobes. The silhouette of the gowns we provide is influenced by the abaya, providing modest coverage and a comfortable fit. Linens are laundered professionally and replaced daily. Extra pillows, blankets, towels, and robes are available by request. Please do not hesitate to ask your nurse for assistance with your personal grooming, including requesting additional toiletries you may require.



## Personal Items and Valuables

Sidra Medicine cannot take responsibility for the lost, stolen or damaged personal belongings of patients or visitors. If you have brought valuables with you to the hospital, we recommend you send them home with a family member. However, if you prefer to keep a few small valuable items on hand, we encourage you use the in-room safe. Instructions on how to use the safe can be found inside the safe. If you do choose to place valuables in the safe, please remember to remove them when you are discharged from the hospital.

## Patient Engagement System

The Patient Engagement System provides you with access to information, services and entertainment in your room. Please refer to the in-room guide for further instructions.

## Telephone Calls

When calling from your room phone, dial only the last five digits. For external calls to a local landline from your room, dial (9) to get a line followed by the number you wish to call. Long Distance / International calls, or calls to mobile phones are currently unavailable.

## Patient Room Meals

We are proud to present room service for patients within set mealtimes. All meals are prepared and cooked on site and are designed to meet the needs of each individual patient's dietary requirements. Be sure to tell your nurse about any food allergies or special dietary needs to ensure that the appropriate food choices are provided.

### Meal Delivery times:

- Breakfast: **7:30am - 9:30am**
- Lunch: **12:00am - 2:00pm**
- Dinner: **6:00pm - 8:00pm**

Because all of our food is freshly prepared and cooked on site, we are able to customize patient meals. Our in-house catering service ensures that patient dietary requirements are met and individual treatment plans are supported. As such, for the safety and well-being of our patients, we do not allow outside food to be brought into the hospital. Sidra Medicine reserves the right to refuse deliveries made to patients.

## Guest Meals

A room service menu is available 24 hours a day for your guest to take advantage of while they visit a family member or friend in the hospital. Please refer to the menu included in the in-room guide for details and pricing. Please note that for safety reasons this service may not be available in all clinical areas.



## Overnight Stay for Family

Our patient rooms are designed to accommodate at least one parent / family member / spouse staying with the patient throughout the hospital stay, and we encourage parents / family members to do so. Please let your nurse know if we can do anything to make your stay more comfortable.

## For Visitors

Support from loved ones is crucial to an enjoyable hospital stay and a successful recovery. We encourage family and friends to be a part of the healing process by visiting our inpatients during their treatment. Visiting hours and the number of visitors allowed will vary by unit. Before you invite your loved ones to visit you at Sidra Medicine, please consider the following:

- Find out what the visiting hours and visiting guidelines are for your unit by asking a nurse or unit clerk.
- Kindly ask family and friends who are sick, have a cold, the flu, diarrhea and vomiting or other contagious illness to wait until 48 hours or until they are well to visit you.
- Children and sibling visits can be arranged with your nurse. Children must be accompanied by an adult at all times. Remind your friends and family that the visiting hours and guidelines are in place to support patient safety and respect the privacy of all patients.

## Outpatient Clinic Visitors:

For the comfort of our patients, we encouraged families to limit the number of companions to three (3) at a time while occupying a waiting room and/or when entering a patient care room within the OPC (subject to the requirements of each department). Patient's parents are encouraged to limit companions by leaving infant and child sibling companions at home. Where additional sibling companions (including nannies) are present, Sidra Medicine reserves the right to ask them to wait in the main Lobby/waiting areas. Children 14 years and under must be accompanied by a responsible adult at all times in and around the OPC.





## Visiting Hours and Guidelines

### PICU - CICU - NICU Units

- Parents will have open visiting hours 24/7.
- All other visitors will follow the schedule below:
  - Morning period: 10am-2pm.
  - Evening period: 6pm-9Pm.
- Nurses will monitor visitors and children for infection control screening.
- Sidra's medical team reserves the right to ask any visitor at any point to leave the unit based on the patient's condition.
- Maximum of two visitors per patient at one time.
  - Visitors must be ages 14 and older.
  - Only supervised sibilings under 14 permitted in the NICU
- Visitors under the age of 14 must be supervised by a parent or guardian at all times, and can't stay overnight.
- One member of the family is allowed to stay overnight.



### Haematology - Oncology Units

- Parents will have open visiting hours 24/7.
- All other visitors will follow the schedule below:
  - Morning period: 10am-2pm.
  - Evening period: 6pm-9Pm.
- Maximum of two visitors per patient at one time.
  - Visitors must be ages 14 and older.
- Only sibilings under the age of 14 may be permitted to visit but must be supervised by a parent or guardian at all times, and can't stay overnight.
- Visitors who have been in contact with or who have symptoms of communicable diseases (i.e. sod/flu, diarrhea, vomiting, and chickenpox) will not be permitted to enter the unit.
  - The parent/guardians must screen before the visit in addition to the nurses monitoring visitors and children for infection control screening.
- In case of a visitor, they must be approved by and be present with one of the parents.
- One member of the family is allowed to stay overnight.
- Sidra's medical team reserves the right to ask any visitor at any point to leave the unit based on the patient's condition.

### General Pediatric - Women's Units

- Parents will have open visiting hours 24/7.
- Relatives and other visitors:
  - Visiting hours are from 9am-9pm, with the exception of parents and/or significant caregivers who are allowed access 24/7.
  - Antepartum/Postpartum unit visiting hours should be set in coordination with the patient's preference and her birthing plan.
- 3 visitor's excluding parents are allowed at one time.
- Children under 12 years of age must be accompanied and supervised at all times by an adult other than the patient. Children may not be left unattended.
- Nurses will monitor visitors and children for infection control screening.
- One parent, close relative (such as grandparent) or spouse, are allowed to stay overnight.
- Parent/guardians are required to make certain that their children behave safely in a manner a propriate for the health care setting (no yelling, running, jumping on furniture or any other behavior that poses a safety risk to other patients, visitors and staff members). Hospital staff may ask parents/guardians to monitor their children's behavior or ask them to leave if pose a risk to unit's safety.
- Postpartum unit may have a higher visitor's ratio with the acceptance of the patient.

## Birthing Center

- Depend on the birthing plan and mother's preference.
- Fathers, and adult support persons: 24/7.
- Family: 10am-2pm: Restricted time for the family, grandparents (or designated loved ones) and siblings.
- Visitation in the labor and delivery unit is limited to two adult support persons.
- One adult support person (such as husband) is allowed to stay overnight.
- Children under 12 years of age must be accompanied and supervised at all times by an adult other than the patient. Children may not be left unattended.
- Sidra's medical team reserves the right to ask any visitor at any point to leave the unit based on the patient's condition.



## ED

- Visiting hours are open for parents and/or significant caregivers and are allowed access 24/7.
- Maximum of two visitors per patient, excluding parents.
- Only one person is allowed to stay overnight with the patient.
- Sidra's medical team reserves the right to ask any visitor at any point to leave the unit based on the patient's condition.

## OR - Perioperative Areas

- OR: Only 1 parent/guardian with the approval of the anaesthesiologist will be allowed to accompany the patient to the OR for the anaesthesia process, and after that will be accompanied to the waiting area.
- DSU (Day Surgery Unit): 2 parents/guardian are allowed in the area.
- PACU: 1 Parent is allowed in PACU to be with the patient.
- All visitors to the Operating Rooms and/or Perioperative Areas must be approved by the unit Manager or delegate and display clear visual identification.
- Visitors to Operating Rooms and/or Perioperative Areas who have not gained appropriate permission may be asked to leave until they have done so.
- For the duration of the visit the visitor must adhere to Sidra Medicine's policies and procedures under the direction of the relevant unit manager or delegate. This includes policies and procedures around, for example, Surgical Attire, Personal Protective Equipment (PPE), Hand Hygiene, Isolation Precautions, Traffic Control, etc.



# 4 Services and Facilities

## Medical Interpreters

Language interpretation services – including sign language – are available to facilitate the communication with your healthcare provider. This can be in person, over the phone/video. To request this service:

- When scheduling your appointment, please choose your language preference.
- If admitted, you may speak to your nurse to facilitate this ahead of time.

## WiFi Service

If you would like to connect your personal device, you may connect to the ‘SidraGuest’ network. It will redirect you to another webpage to accept the user agreement policy. Click on ‘Accept’ and enjoy free internet access throughout the building.

## Porter Services

We have a porter service available to help you with your luggage and to provide wheelchair assistance. Please contact the Information Desk to request this service.

## Spiritual Care

Our mosque is open 24 hours, 7 days a week. Please note that Quran and prayer mats are not provided in patient rooms (to prevent the spread of germs and / or infection). Non-Muslim religious service support is also available. If you require any spiritual care during your admission, please contact the nurse in charge.

## Issuing Birth Certificates

Sidra Medicine works in collaboration with the Ministry of Public Health for issuing birth certificates. You can find this service at hospital building, plaza level, Tower A from 7.30 am to 12.30 noon.

## Waiting Areas and Family Lounge

Family lounges outside the wards can be accessible only by first degree family member. Minors under 14 must be accompanied by an adult at all times. Males are welcome to stay in the plaza waiting area. Personal male service staff are not allowed.

## ATM Locations

### Hospital building

- Plaza Level – Tower A and C
- Mall Level – Tower A Next to the Cafeteria
- Emergency Department - Waiting Area

### Outpatient clinics

- Plaza Level – near to the patients/visitor’s elevator

## Healing Gardens

One of the most unique features about Sidra Medicine is the location of three healing gardens – designed to create an oasis within the oasis of the hospital. Patient rooms look out over the gardens and provide a view of plants and activity as a respite and to offer a change of scenery.

Two of the gardens have water features, with seating underneath a tree canopy to enhance the warm and inviting atmosphere. Soft, colorful spheres in the third garden encourage children to play and interact.

## Public Play Areas

There are two public play areas for children in the main hospital building. The play areas are located on the plaza level between towers B & C, and towers C & D. Please note that an adult must accompany the children in the play zone.

## Fifty One East Store:

Opens every day from 9:00 A.M. – 10:00 P.M. Located in Tower B, Plaza level of the hospital building next to the main information desk.



## Pharmacy

Pharmacy services are available as follows:

### OPC Plaza Pharmacy

- Sunday to Wednesday 7.00 am -4.00 pm
- Thursday 8.00 am-4.00 pm

### OPC Satellite Pharmacies (1st floor, 2nd floor, 4th floor)

- Sunday to Wednesday 7.30 am- 3.30 pm
- Thursday 8.00 am-3.30 pm

### Central Inpatient Pharmacy

- Open 24 hours, 7 days per week

### Discharge Pharmacy Service

- 9.00 am – 5.00 pm, 7 days per week

### Emergency Department Pharmacy

- Open 24 hours, 7 days a week

Online medication and supply store requests are available in [www.sidra.org](http://www.sidra.org)

## Dining Options

Our Hospital Cafeteria is open 24 hours, seven days a week. It is located at the Mall level (escalators or elevators will take you down from the Plaza level). The cafeteria is designed in the style of a food court with many options to suit tastes from around the world. Allergy information is also available for all items.

Between these times, the cafeteria also has a selection of ‘grab and go’ sandwiches, salads, snack items, beverages and confectionary. Other dining options:

- Dean & David which is located at the Outpatient Clinic building – Plaza Level. It is open from 6.30 am to 3.30 pm.
- Caffè Como located in Tower A, Plaza level in Hospital building. Opens Sunday to Thursday 6 Am to 8PM Friday and Saturday from 7AM to 6PM.

# Health & Safety Considerations



To ensure that we can provide you with patient-centered quality care and services, we ask that you always:

- Keep the hospital a quiet and restful place.
- Respect the rights, privacy and property of other patients and staff and follow Sidra's rules and regulations.
- Refrain from foul, threatening or inappropriate language.
- Refrain from hitting or threatening a family member, a patient or staff.
- Refrain from bringing a weapon into the facility.
- Ask questions of your healthcare team when you don't understand something.
- Adhere to the care plan that your medical team has developed for you.
- Be on time for your medical appointments or call in advance to reschedule.
- Fulfill your financial obligations for your healthcare as promptly as possible.
- Provide accurate and complete information in order for Sidra to receive payment for services.

## Patient ID for Procedures and Medication

When admitted to the hospital, you are given an ID band with your name, date of birth and medical record number. This band must be worn at all times during your hospitalization. Staff members will always check your safety band before giving you medicine or performing a test or procedure.

## Preventing Infections

Prevent infections by cleaning your hands and reminding others to clean theirs too. Use hand sanitizer gel or wash your hands with soap and water before eating or after touching anything that might be spoiled. Make sure your family, visitors and companions wash and sanitize their hands before and after seeing you.

To prevent the spread of respiratory infections, cover your mouth and nose when sneezing or coughing. Tissues and masks are available upon request. We urge you to use them if you have a runny nose or cough, or if you are sneezing.

## Preventing Injuries

In the hospital, patients are at a high risk of falling. Illness, surgery and medicines can weaken muscles and/or affect balance and judgement. Also, medical equipment and the unfamiliar environment can make movement more difficult.

During your stay, we will ask you about your history of falls, and assess your risk of falling when admitted and as your condition changes. To improve the odds of not falling, follow these guidelines:

- If you feel dizzy or weak, inform your nurse for assistance before you get up.
- Make sure to wear nonslip slippers.
- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.

## Smoking Policy

Sidra Medicine is a non-smoking hospital. To support a healthy environment for patients, visitors and staff, the Sidra Medicine campus is smoke-free. This includes all sidewalks, door areas and car parks.

## Lost & Found items

Sidra Medicine is not responsible for lost, stolen or damaged items. If an item has been lost please contact Support Services Operation Center 'SSOC' team. Internal: Dial (11) from your phone and then (6).

External: Dial 40038888 and ask Sidra Assist to transfer you to security.

## Fire Safety

Personal care items such as electric razors, hair dryers and other electrical equipment must be checked for compliance with hospital regulations. If you have any electrical items with you, please tell your nurse. We hold regular fire and disaster drills as part of our concern for your safety and well-being. During your stay, you may hear various alarm bells. Your care will not be interrupted during these drills. Should a situation arise, you can be assured that you will be moved to safety immediately.

## Photos

We welcome you to take pictures or video of yourself or family members at our hospital. However, we cannot allow pictures or videos of other patients, staff or any medical procedures without permission or post in the media.

## Dress Code

Kindly make sure you dress in a proper, conservative and respectful manner. Respect for the culture and religious beliefs of the State of Qatar should be shown at all times. If you wear clothing that is deemed too revealing or inappropriate, you will be asked to put on a sweater or jacket or to visit at another time.

## Other Considerations

Flowers and plants are allowed within the hospital, but we request that the arrangements are kept small. Arrangements that are not small can potentially cause a danger to your loved ones or to other patients. Kindly note that big or noisy toys and fragile items are not allowed. We also don't allow for personal decorations, pictures and other items to be hung on the walls.



## Your Discharge

### Discharge Process

Your doctor will order your discharge. Your nurse will go over some paperwork with you before discharge. If you need follow-up care such as home health or outpatient treatment, we will help make the arrangements.

Before you leave the hospital:

- Talk with your doctor about post-hospital care, diet, bathing, exercise and medications.
- Check drawers, closets and the bedside table for your personal belongings.
- If you have any valuables in the safe, please ask for them before you leave.
- Remember that you will be responsible for getting your prescriptions filled at the pharmacy of your preference.

For Financial Discharge information contact +974 4003 0899 or email [financialcounselors@sidra.org](mailto:financialcounselors@sidra.org)

### Medical Records

- You or your legal representative may request a copy of your medical records. Only parents and guardians are entitled to collect their children's medical records unless an authorization letter is given to a representative who should also have the original QID card.
- Requests and collections must be done in person at the Medical Records office located at the main hospital building, plaza level, Office PA100A.
- Working hours are Sunday to Thursday from 7:00 am to 1:00 pm.
- For further information kindly call +974 4003 7000 or email [roi@sidra.org](mailto:roi@sidra.org)

### Self – Discharge or Refusal of Treatment

Every patient has the right to make their own decisions about their health and the healthcare they receive. This includes the right to accept or refuse treatment and leave the hospital against medical advice. However, if you choose to do this, you will be advised of the consequences and health risks of your decision and asked to sign a release form, which will be placed in your medical record.

### Billing and Insurance

In addition to providing you with the best available health care, Sidra Medicine is committed to convenient and reliable billing services. Sidra Medicine has a team of financial counsellors to discuss care options, including payments and insurance coverage. Please call 4003-0899 (Sunday to Thursday between 7 am and 7 pm, Weekends and Holidays between 10 AM and 6:30 PM) or email [financialcounseling@sidra.org](mailto:financialcounseling@sidra.org) for more details.

Patients who are medically discharged by their physician are required to vacate the hospital bed within 5 hours after notification from the physician. Patients who choose to remain in the hospital for convenience or other reasons will be responsible for paying the full charges for each additional night in the hospital. These charges may be as much as 5,000 QAR per night.





# Patient and Family Bill of Rights and Responsibilities

## Rights

### Respectful care

- Patients have the right to be treated with dignity and respect regardless of age, gender, religion or culture.
- Patients have the right to receive health care services and treatment with appropriate attention, competence and without unnecessary delay.
- Patients have the right to receive essential physical, moral and behavioral support from health practitioners and caregivers.

## Safety

- Patients have the right to receive treatment in licensed facilities and practitioners who are licensed to practice in The State of Qatar.
- Patients have the right to expect safe and high-quality care that is free from unethical behavior, abuse, or negligence.
- Patients have the right to receive care in a healthy, safe and secure environment that maintains essential hygiene, mandatory equipment, safe sterilization and a smoke-free environment as per Qatari Laws.
- Patients have the right to be referred and/or transferred to another facility when medically required or upon request when medically permissible.

## Information

- Patients have the right, upon request, to be given the name of the attending physician, the names of all other physicians directly participating in the patient's care, and the names/functions of other health care persons having direct contact with the patient.
- Patients have the right to informed consent in treatment decisions including concise, complete and easily understood information about their diagnosis and treatment options (except when it is medically inadvisable to do so, in which case the information should be given to the patient's guardian or legal representative).
- Patients have the right to be informed about the health facilities' charges for the services available and available payment methods. Patients have the right to be informed about the immediate and long-term financial implications of the treatment choices.
- Patients have the right to request a copy of their medical records and medical reports (except when it is medically inadvisable to do so in which case the information should be given to the patient's guardian or representative)

## Decision-Making

- Patients have the right to participate in decisions about their care and treatment, including the right to refuse or withdraw consent for treatment (to the extent permitted by regulations). The patient's consent or refusal will be documented in the medical record.
- Patients have the right to decide whether they want to take part in clinical training and medical research.
- Patients have the right to request a second opinion.

## Privacy & Confidentiality

- Patients have the right to request a family member or nominate a support person to be present during examination and discussion of their case.
- Patients have the right to have their personal information kept private and confidential (subject to disclosures necessary for medical care, insurance claims; and be shared by the direct caregiver or authorized persons.
- Patients have the right to privacy and respect during physical examination and treatment.

## Complaint

- Patients have the right to make a complaint if not satisfied about the care they received, to the healthcare facility management, if the complaint is not resolved, patients have the right to make a complaint to the: Fitness to Practice Department / Qatar Council for Healthcare Practitioners.

*“Many complaints can be resolved directly with our staff if concerns are raised promptly, and if both parties listen to each other and communicate openly and respectfully. When actions taken do not resolve the issue to the patient satisfaction, complaint can be communicated to the Feedback Call Center +974-4003-0022 or by email [Patientfeedback@sidra.org](mailto:Patientfeedback@sidra.org).”*

- Patients have the right to expect that any complaint made to Sidra Medicine will be thoroughly and appropriately investigated in a timely manner and be informed of the outcome.



## Responsibilities

### Information

- Patients have a responsibility to give providers, to the best of their knowledge, complete and accurate information about their health and medical history, including current condition, past illnesses, hospital admissions, medications, and any other matters related to their health.
- Patients have a responsibility to ask questions if they do not understand any information, instructions and health education they are given.

*“ Sidra Medical Interpreter Service is a free service provided to break the language barrier and to facilitate the communication between patients and healthcare practitioners. Our certified Medical and Sign Language interpreters are scheduled during the registration process. When there is not availability, CyraCom service is available 24/7. “*



## Following treatment plans

- Patients have a responsibility to cooperate with their care providers and follow instructions for their care.
- Patients have a responsibility to participate in their own or dependent's treatment, care and decisions. It is their responsibility to ask for any clarifications involved in a language or manner that they understand.
- Patients have the responsibility to follow the advice of their healthcare provider, to the best of their ability. With regards to the use of medication and dietary requirements, patients have the responsibility to follow advice in the hospital and after they leave.
- Patients accept personal responsibility if they choose not to accept treatment advice or change treatment plan without the treating physician's approval.
- Patients accept personal responsibility and adhere to the healthcare provider instructions in regards to wearing required Personal Protective Equipment, in observance to safety and infection control regulations.
- When patient's legal authorized representative withhold patient medical treatment, Sidra Medicine reserves the right to escalate to the Clinical Ethical Committee and/or legal authorities as applicable.

## Respect for others

- Patients have a responsibility to treat healthcare providers, staff, and other patients with dignity, honor and respect and to follow instructions and organization's safety regulations.



- Patients have the responsibility to refrain from being physically, verbally, sexually or emotionally abusive towards staff or other patients. Sidra Medicine has zero tolerance to disruptive behavior such as: hitting, shoving, grabbing, gesturing, shouting, insulting, name calling, using racist or vulgar language, throwing items, damage property, inappropriate touching or any behavior that's perceived abusive or disrespectful.
- Patients have a responsibility to respect the privacy and confidentiality of other patients and Sidra Medicine staff.
- Patients and visitors have the responsibility to refrain from taking unauthorized photographs or videos and publishing in any social media.
- Patients have the responsibility to remain in their designated area, and refrain from entering unauthorized areas of the facility in a manner that is disruptive to other patients, including invading their right to privacy and safety.

- Follow and adhere to the visitation hours, ask questions, and safeguard personal belongings.
- Patients have the responsibility to supervise and oversee their children and minors at all times.

### Keeping appointments

- Patients are expected to arrive 15 minutes prior to their appointment to avoid any delays in their care or treatment.
- Patients are responsible for keeping appointments and notify the clinic or inpatient facility if they are unable to attend for any reason.
- When present at a Sidra Medicine, patients must wait for their turn with patience so that care-givers can deliver their best to all the patients.

### Financial obligations

- Patients are responsible for their financial obligations associated with their care, and additional financial obligations not covered by insurance, in a timely manner.
- Patients are responsible for providing, to the best of their knowledge, complete and accurate information about insurance claims associated with their treatment plan and to cooperate with the Sidra Medicine to make payment arrangements as applicable.
- Sidra Medicine will charge for additional inpatient stay/day and rendered service provide to the patient after patient's discharge disposition has been communicated by the Medical Team.



### Prohibited Items due to safety & Security, Infection Control and Wellbeing Reasons

- Patients are refrain to bring valuable personal belongings such as jewelry, large sums of cash, electrical devices such as kitchen appliances, electric razors, hair dryers, flat irons, coffee machines; any other hazardous and flammable items such as lighters, flame torch, perfumes, candles or coal for incense or oud. Weapons and illegal substances or any sharp instruments or tools are prohibited.

- Pets and big/noisy toys

- Large flower arrangements (must not exceed 60cm in height and 80 cm width). Personal Decorations such as latex balloons, glass, fragile items, bed linen, curtains, table cloths, furniture, carpet and personal decorations. Pictures and other decorations cannot be hung on the walls.

### Dress Code

- Patients, families and visitors have the responsibility to dress in proper, conservative and respectful manner at all times. Respect for the culture and religious beliefs of the State of Qatar should be shown through your stay in Sidra Medicine.

- If patient's relatives/visitors wear clothing that is deemed too revealing or inappropriate (even in their allocated rooms) they may be asked

to cover or visit at another time. Examples of inappropriate or revealing clothing; include but not limited to:

- Strapped blouses/dresses/ see-through clothing material.
- Blouses/shirts that expose the midriff, dresses, trousers or skirts that are above the knees.

### Consequences of Prohibited Behavior

The welfare, dignity and safety of patients, staff and visitors is very important to Sidra Medicine. Consequently, Sidra reserves the right to respond appropriately to and threats, including verbal threatening body language or physical assaults and damage to property. Sidra may respond by:

- Requesting that a person leaves the premises immediately.
- Sidra reserves the right to withhold any non-urgent care visits until financial obligations from previous visit has been paid in full.
- Sidra reserves the right to withhold any non-urgent care visits until financial compensation is paid from damages to the property done by patients, visitors, or relatives.
- Restricting or excluding a patient, family member or visitor from future visits to the Sidra campus or transferring the patient care to another facility.
- Requesting assistance from the authorities including commencing legal action.



## Patient Satisfaction

## Feedback Survey

Soon after you return home from the hospital, you may receive an SMS or E-mail survey asking questions about your hospital stay. If you do receive a Patient Satisfaction Survey from us, please take the time to fill it out as your feedback helps us continue to provide the best care possible to the women, children and young people we serve. You may also share your feedback with your healthcare provider directly, by email at [patientfeedback@sidra.org](mailto:patientfeedback@sidra.org) or through our Feedback Call Center on +974 4003 0022.

## Patient Portal

*Monitor health records anywhere, anytime*

The Sidra Medicine Patient Portal will allow you to directly and conveniently access your health records, view your lab results and make an appointment from anywhere, at any time.

To create an account:

- 1- Email invitation acceptance: within a day or two of your last clinic visit you will receive an email invitation from Sidra Medicine ([noreply@iqhealth.com](mailto:noreply@iqhealth.com)) to register. To accept the invitation, click the link provided in the email to get to the Sidra Medicine Patient Portal 'Welcome' page.
- 2- Personalized portal welcome page: Click the button with your name to enter the verification page.
- 3- Patient information verification page: This page has been created to secure your medical record information. Fill in the relevant details and click the 'Create Your Account' button.
- 4- Create your account: Fill in the details and click the 'Create Account' button to log into your new account with your new username and password.

## FOLLOW SIDRA MEDICINE ON SOCIAL MEDIA:

 [@Sidramedicine](https://twitter.com/Sidramedicine)

 [Sidramedicine](https://www.instagram.com/Sidramedicine)

 [sidramedicine](https://www.snapchat.com/add/sidramedicine)

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