To Our Patient:

Welcome to Specialized Medical Center Hospital where every member of our staff is committed to make your stay comfortable and provide you with the quality care you’ve come to expect. We want you to feel at home during your stay and will do our best to accommodate your needs. This Patient Handbook is designed for you and your family.

Our goal at “Specialized Medical Center Hospital is to provide quality and safe care to our patients and families. We are committed to excellence in healing and caring for the people of the Kingdom.” To achieve this, we ask that you partner with us to improve our quality, and help promote safe practices.

You, as the patient, can play a vital role in making your care safe by becoming an active, involved and informed participant of your health care team.

Speak up if you have questions or concerns and participate in all decisions about your care.

At SMCH we put our patient at the center of all our activities.

Because to all of us ...

You

ALWAYS COMES FIRST
LIST OF IMPORTANT TELEPHONE NUMBERS

You may find the following hospital telephone numbers useful. To dial a hospital extension number from a hospital telephone, dial the last four digits.

- Admission: 966-1-4164000 - 2002
- Blood Donation: 966-1-4164000 - 2234
- Chocolate Shop: 966-1-4161280
- Coffee Shop - OPD: 966-1-4164000 - 5066
- Coffee Shop - Tower 1: 966-1-4164000 - 1007
- Coffee Shop - Tower 2: 966-1-4164000 - 2288
- Credit Authorization Department (In-Patient): 966-1-4164000 - 1140
- Gift & Flower Shop: 966-1-4164000 - 1010
- Laundry: 966-1-4164000 - 5512
- Hospital Operator Appointment: 966-1-4164000 - 1000
- Hospital Operator Assistance: 966-1-4164000 - "0"
- Maintenance: 966-1-4164000 - 5527
- Patient Billing: 966-1-4164000 - 1129
- Security: 966-1-4164000 - 1234

Your Admission

All patients are requested to report to the Hospital Admission Desk on Level I of Tower 1. Once all necessary documentation and financial matters are taken care of, you will be escorted to your room.

What You Will Need In The Hospital

- Items that you may want to bring with you include:
  - A list of medications you are currently taking.
  - A valid picture ID or Iqama.
  - Simple toiletries, robe and slippers (if you do not have your robe and slippers and other needed items, the Hospital has them available for your use).
- Do not bring valuables such as jewelry, watches, or a large amount of cash to the Hospital (we encourage you to limit the amount of money at the bedside).
- SMCH will not be held responsible for any missing or stolen items left in the room.

If you are packing for your child, you may wish to include:

- Comfortable night clothes
- A special toy or two, clearly labelled with your child’s name, colouring books, crayons, books, etc will be helpful for your child’s stay in the hospital.
Important signage that you as patient should know:

- Strictly No Smoking Sign
- Biohazard Sign
- No Admittance
- Hazardous Waste
- No Admittance Sign
- Warning Sign for Pregnant Women
- Hand Washing Sign

Caregivers During Your Stay

**PHYSICIANS**

- SMCH Medical Staff offers expertise in medical and surgical treatments and are dedicated to provide quality healthcare. Your physician directs your care during your hospitalization. He or she will order your examinations, medications, treatments, tests and diet.

- Your Physician will visit you daily during your stay in SMCH. House Physician is available 24 hours to answer all your medical needs.

**NURSES**

- Over one-half of the total hospital staff at SMCH is comprised of nurses who work in many different departments throughout the facility.

- Nursing care is provided by registered nurses (RNs) and practical nurses. Your care is planned and supervised by a registered nurse, who assumes responsibility for facilitating your medical care from admission through discharge.

- Nursing Supervisor is available 24 hours a day to answer administrative needs.
PATIENT RELATION OFFICERS

• SMCH strives to provide high quality patient care and services. If we ever fall short of your expectations we encourage you to voice your concerns immediately. Your comments will be treated respectfully and confidentially.

• Patient relations provides a channel through which all inpatients, outpatients and their families can gain answers to questions, seek solutions to problems, and obtain responses to concerns or needs that you feel have not been met. Please call ext. 5247 for Out-patient; 1431, 1331 and 1015 for In-patient when you have a concern.

DIETARY DEPARTMENT

• The Dietary Department’s objective is to serve you tasty, nourishing meals within the diet prescribed by your physician and dietetics team. Members of SMCH dietary staff work under the supervision of a dietary manager and a dietician.

THERAPY SERVICES

• Respiratory and Physical Therapist may be part of your healthcare team while you are in the hospital. Our professional therapists offer a wide range of therapies as part of your treatment and recovery program.
Patient Valuables

- SMCH is not responsible for any valuables or personal items brought to the hospital including electronics, mobiles, clothing, dentures, eyeglasses, or hearing aids. Large amounts of money, expensive jewelry, or other valuables should be left at home, otherwise please make sure it is securely locked in the safety deposit box available in your room.

- Eyeglasses and hearing aids should be stored in a drawer when not in use. Please store dentures in a secure location, not in a drinking cup or on a meal tray, to avoid them being accidentally thrown away.

Visitation Guidelines

In general, to promote rest and to ensure the safety and privacy of our patients, family and friends are requested to limit two visitors per patient at any one time. Visitors are also asked to be considerate of other patients when it is necessary to provide patient privacy during care and procedures.

Visiting regulations may be modified in terms of hours and/or number of visitors by individual request and approval of the unit manager or shift supervisor, such as in the case of a critical ill patient, or family and friends who cannot visit during regular visiting hours.

Special arrangements can also be made with the nursing staff for visits from children younger than five years of age.

Your Right To Privacy

Please feel free to direct any concerns and/or questions about your protected health information, including how to exercise your rights, to our Patient Relations Officer. Our Patient Relations Officer may be contacted by telephone, mail or e-mail at:

Patient Relations Officer
c/o The Specialized Medical Center Hospital
P.O. Box 66548 Riyadh 11586 Kingdom of Saudi Arabia
Telephone No. 966-1-4164000
Out-Patient Bldg. Ext. No. 5247/In-Patient Bldg. Ext. No. 1431
Fax No. 966-1-4160300
E-mail: info@smc-md.com

Please note that if you choose to be excluded from our facility directory upon admission, we will not be able to provide information about your presence in our facility. We will not be able to forward phone calls, direct visitors, or deliver flowers and/or cards to you if you have chosen to be excluded from the facility directory.

You may identify a family member or other person involved in your care and/or payment for your care to whom we may disclose information as necessary. This can be done even if you have chosen to be excluded from our facility directory.
Members of the immediate family may visit prior to scheduled visiting hours on the day of surgery. Visitors and family of patients going to surgery may wait in the designated lounge or waiting room.

Overnight visitor permission is granted on a case-by-case basis and is generally limited to one family member. Families may contact the unit manager or shift supervisor to request overnight visitation. Companion bed is available for an additional charge, if needed please contact the nurse in charge.

Visiting Hours

Saturday to Thursday
- 9:30 a.m. to 1:30 p.m./3:30 p.m to 10:30 p.m.

Paediatrics Unit
- Parents may visit at any time

OB Unit
- Fathers may visit at any time.
- Siblings of any age may visit noon to 8 p.m.
- Adult visitors and children age 5 and older may visit noon to 8 p.m.

ICU/CCU/NICU
- 11:00 am to 12:00 pm/4:00 pm to 5:00 pm

FRIDAYS - 9:00 AM to 11:00 pm except in ICU/CCU/NICU
- 11:00 am to 12:00 pm/4:00 pm to 5:00 pm

Patient Privacy/Patient Rights

Patient’s Rights and Responsibilities

A “Patient Rights” brochure has been included as part of your information packet. If you have a concern or unmet need, please inform your physician, the nurse or nurse manager.

Privacy & Confidentiality

We are committed to protecting your privacy and the confidentiality of your protected health information (PHI). Our “Notice of Privacy Practices (NPPP)” describes our responsibility to safeguard your PHI, how we may use and/or disclose your PHI, as well as your rights regarding your PHI. Every patient is given a copy of this information upon his/her first encounter with us for health care services. If you would like another copy, please ask a member of our healthcare staff.

Facility Directory

Our facility directory is a listing of patients who are admitted or receiving certain outpatient services at our facility, such as outpatient surgery or emergency room services. This listing is used by our information desk and telephone operator to respond to requests by visitors, and callers for limited information about a patient, for example, their room number.
Hospitality Services

Patient Meals

Patient meals are served as follows:
- Breakfast: 7:00 a.m. to 9:00 a.m.
- Lunch: 12:00 p.m. to 2:00 p.m.
- Dinner: 6:00 p.m. to 8:00 p.m.

Visitor Dining

Visitors at The Specialized Medical Center Hospital may order meals, beverages and snacks at the Dietary and Catering Department of the hospital as well Cafes located on the ground floors of Tower 1 and Tower 2. Vending machines are located at designated locations throughout the hospital. Menus with prices and hours of service are posted.

Extension No:
- Dietary & Catering Department: 1722
- Out-Patient Café: 5066
- Tower 1 Café: 1007
- Tower 2 Café: 2288

Newspapers

Local daily newspapers are distributed free of charge to all the Patients admitted to the hospital.

Interpreter Services

Interpreter services are available. Arrangements can be made through the nursing staff caring for you.

Patient Satisfaction

Your complete satisfaction is important to us. If the need should arise to speak with a patient representative, please feel free to contact our Patient Relations Officer at Telephone No. 966-1-4164000 ext. 1431. It is our goal to provide each patient with excellent care.

To measure our success, we monitor your opinion based on results from Patient Satisfaction Surveys. If you receive one of our Patient Satisfaction Surveys Form, please complete the form and return it to anyone from the PRO Representative. Your feedback helps us to make improvements as necessary and allows us to share positive comments with our staff.

In any case if you are interested to complete the form, please do not hesitate to call Inpatient PRO at extension no.1431.
Patient Services

We want to provide the most appropriate accommodations, services and privacy during your stay, based on your medical condition and needs. Your nursing unit and room assignment will be made after information is received from your physician or a staff member, and will consider any special requests that you may have. Members of the nursing staff will be assigned to your care throughout your stay in the hospital. Your nurse will interact with all the members of the team caring for you during your stay. Staff from other areas such as Patient Relation office, Physical Therapy, Lab, X-ray, and Nutrition Services, may also be called upon to participate in your care. This team of professionals will work together to develop a plan for your care, involve and inform you of that plan and the treatment and tests to be done while you are here. They will care for you, and are responsible to provide information and education to you throughout your stay.

As you are preparing to go home, we will also teach you about any care that you will need after discharge. Health teaching resources is available in English and Arabic.

If at any time during your stay, you have questions or special needs, please address them to the nursing staff caring for you.

Television

Television service is provided by the hospital at no charge. The speaker is set at a low volume so other patients will not be disturbed. Please be considerate of other patients by turning off your set at 11:30 p.m. Any problems with your television or speakers should be reported to the nursing staff. Privately owned televisions are not permitted in the hospital.

Flower Delivery

Flowers can be delivered to patient room if there is no medical restrictions. Please refer to Privacy & Confidentiality section of this booklet. Flowers/Fruit Baskets are not permitted in our Intensive Care Unit /Neonatal Intensive Care Unit (ICU/CCU/NICU) All kinds of balloons are not permitted in Pediatrics areas.

Banking Service

An ATM machine is available for cash withdrawals only and is located on the Ground Floor of Tower 1.

Telephones

Phones are provided at every bedside. Outgoing calls may be placed at any time. (incoming calls are restricted between the hours of 9:00 p.m. and 9:00 a.m.)
If your admission to the Hospital requires pre-approval by your insurance company, please verify this has been done prior to being admitted to the hospital. If this has not been completed, please call for assistance. This information will be used to bill the appropriate party for your hospital charges.

**Billing Information**

Your hospital billing statement is a summary statement of your Hospital account. In many cases, your insurance will be billed directly, and you will receive notification of insurance billing. The statement will clearly indicate if it is simply a statement, or if it is a bill, which you then may be required to pay.

When you receive a statement with a balance due in the patient responsibility column, this represents your obligation for payment. In most cases, the patient is required to pay a co-pay or deductible for all services rendered. Your health insurance is a contract between you and your insurance company. We will cooperate to the fullest in expediting your claim. However, you are responsible for your account. You may address any questions or concerns regarding your claim to your insurance company by contacting Credit Authorization Department representatives at Extension 1140 or 1141. CAD Office opens @ 9:00 a.m. to 9:00 p.m. Saturdays to Thursdays.

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**(Visitor Parking)**

Parking at The Specialized Medical Center Hospital is available in the main lot adjacent to the front entrance of the Hospital or in the parking lot next to the Out Patient Clinics Building.

**(Gift and Flower Shops)**

There are gift and flower shops located on the Ground Floor of Tower 1. The hours are 9:00 a.m. to 9:00 p.m.

**Contact No.:**

- Flower Shop: 01-4164000 ext.1010
- Chocolate Shop: 01-4161280
Patient & Visitor Safety/Security

Patient Safety
Your personal safety is our priority at SMCH. One of the most important ways you can help us is by talking. Talk to your doctor, nurse, and other health care workers. Tell them important things about your health.

Ask questions
Make decisions about your health by talking with your health care team at The SMCH. For your convenience, a brochure entitled “Speak Up—Help Prevent Errors in Your Care” has been included in your admission packet.

Security
The Security Department is available 24 hours a day and provides protection for all patients, visitors, and employees.

Personal Electronic/Electric Belongings not Allowed
All electrical devices including radios, electric razors, blow dryers, and curling irons must be checked by the Hospital’s Biomedical Department before use. Please notify the nursing staff so that the necessary arrangements can be made.
If needed, please seek Engineering Department approval.

Internet/Laptop Usage
The hospital provides internet access to those patients/families, who brought their laptop with them. Please notify the
the Nursing staff of your laptop and necessary arrangements can be made by the IT Department from 9:00 am to 12:00 pm and 5:00 pm to 9:00 pm only.

This is done to insure the safety and well being of everyone in the hospital. Use of fans, portable heaters, and extension cords are prohibited. The Hospital reserves the right to request that the patient’s family to remove any electrical device deemed unsafe by design, condition. Cell phones and devices that use the cell phone network may not be turned on or used in ICU/CCU areas. Cell phones and laptop computers are permitted in non-patient care areas.

**Fire Drills**

In accordance with kingdom regulations, fire drills are routinely held within the Hospital. When the announcement “Code Red Drill” is made, you and your visitors are requested to remain inside your room until “All Clear for the Fire Drill” is announced. This training exercise is done for your protection and safety. In the event of an actual fire, please remain in your room and follow instructions provided to you by hospital staff.

**Advance Directives**

If you have an advance directive, durable power of attorney for health care, mental health care or a living will, please bring a copy of it with you to the Hospital for placement on your medical record. If you would like information regarding any of these documents, please request that Social Services/Patient Relations comes to see you.

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**Discharge/Financial Information**

**Your Financial Commitment**

All patients are required by law to pay for any charges related to services rendered, which have not been covered by the insurance company or other third party guarantor.

- Telephone
- Private Rooms/Suites/Upgrades
- Catering
- Co-payment (Deductible)
- Any other services not approved by their insurance provider
- Services or supplies which are not included in the package

Payment in full is required prior to admission for any services, which is not covered by your insurance provider or other third party guarantor.

The SMCH makes every effort to keep costs down and the quality of care high. Your account must be current at the time of discharge and the balance paid in full. Any payment due to the hospital should be made only at the Inpatient Billing Counter in the 1st floor of Tower 1 and Receipt obtained. At the time of discharge, the bill clearance receipts must be shown to the charge nurse.