

Patient Guide



مستشفى طيبة
TAIBA HOSPITAL



1808088 
www.taibahospital.com

Index

Overview	4
Vision, Mission & Values	6
Upon Arrival	8
Your Room	10
Patient & Family Rights	12
Patient & Family Responsibilities	15
Taiba Hospital Health Care Team	16
General Information for Patients and Visitors	20
For Your Convenience	23
Discharge Process	24
Taiba Hospital Clinical Departments	26
Important Telephone Numbers	26



Overview

Success doesn't have a stop point. It all starts with an idea that grows and develops gradually with perseverance, determination and hard work. With this exact same sequence, Taiba Hospital was established and flourished over the years to become one of the top health care providers in Kuwait.

Dr. Sanad Al-Fadala had a grand vision of expanding and developing his profession from a private clinic to establishing a medical centre specialized in day-case surgery. In 2002, Taiba Clinic was officially launched as the first day-case surgery center in Kuwait as well as the first private and specialized medical center in Mubarak Al Kabeer governorate which provides comprehensive healthcare services.

Taiba Clinic was named in memory of Dr. Sanad Al Fadala's late mother Mrs. Taiba Sayed Yaseen Al Tabtabai, which was the idea of Dr. Sanad Al Fadala's late wife, Mrs. Fatima Sulaiman Al Musallam, to name the hospital after his late mother.

After four years of exceptional success and perfectly implementing the conditions and rules of the Ministry of Health, Taiba Clinic decided to expand further to become Taiba Hospital in 2006.

In December 2010, Taiba Hospital deservedly attained the Joint Commission International Accreditation (JCIA) by achieving the highest scores on the first attempt, and was reaccredited in 2013.

Taiba Hospital proudly holds two Joint Commission International Accreditations: the first internationally for the Lumbar Decompression and Fixation Program, and the first in the Middle East for the Knee Replacement Program. The success continued by receiving the Baby Friendly Hospital accreditation by the Ministry of Health, Unicef and World Health Organization, to be the first private hospital, and the second hospital in Kuwait to receive this accreditation.



Vision, Mission & Values

Vision

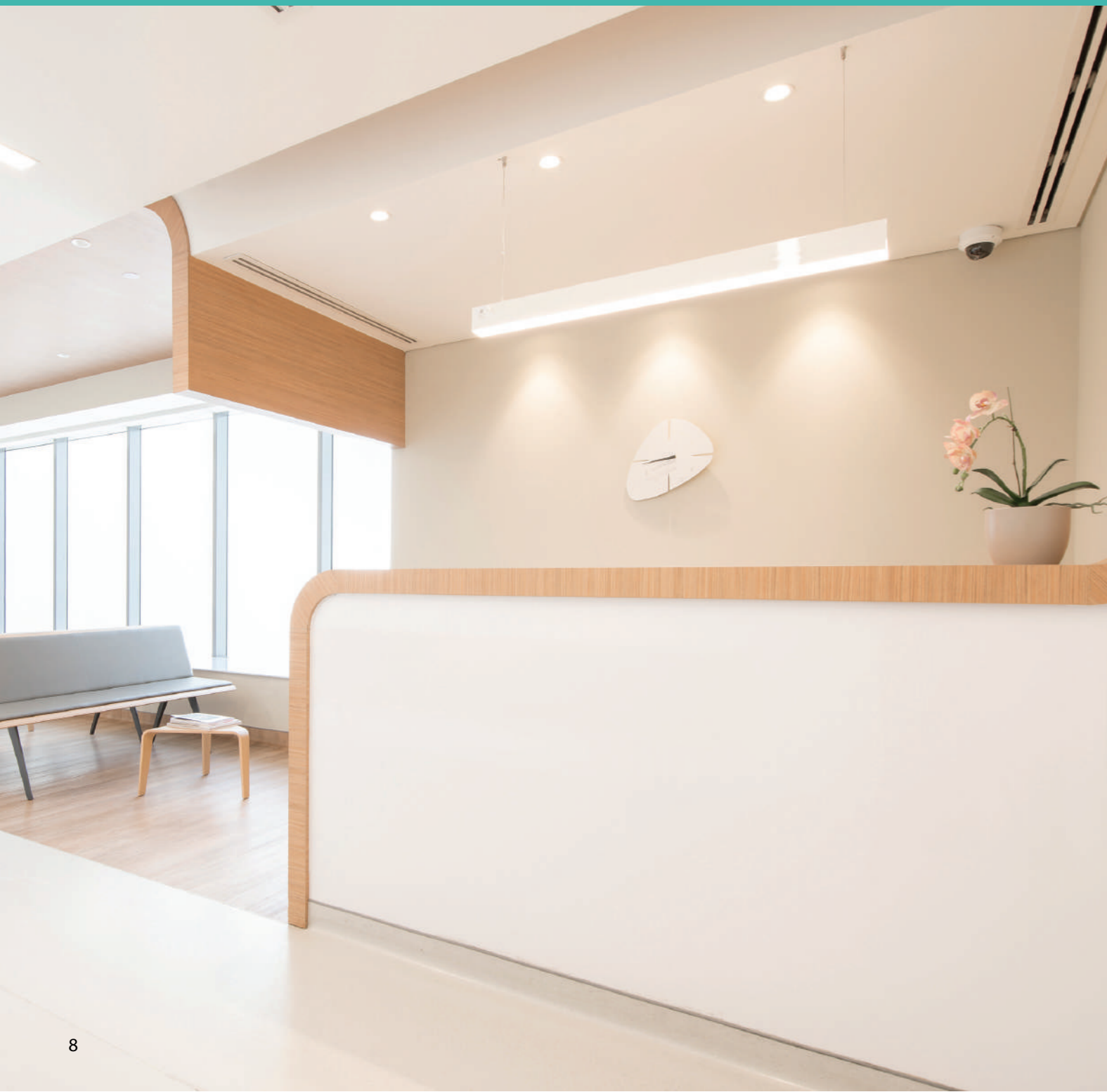
Taiba will be the innovative healthcare leader through unsurpassed compassion for patients.

Mission

Taiba patients come first; our caregivers make it happen.

Values

- Integrity
- Compassion
- Accountability
- Respect
- Excellence



Upon Arrival

Taiba Hospital is offering the highest standards of clinical skills in both medical and nursing fields across a wide range of specialties. Our team is always available to make your stay more comfortable at Taiba Hospital.

Admission

On the day you arrive to Taiba Hospital, you will be greeted by an admission officer. Please bring with you:

- Civil ID
- Admission paper filled by the admitting physician

In case of GYN & OBS, marriage certificate, nationality & Civil ID of the couple are required

If you hold an insurance card, please contact our insurance office. The insurance officer will be pleased to coordinate with the insurance company and your physician, and he will help you get a pre-authorization for your admission. Please note that the approval of the admission depends on your insurance company (according to your coverage policy) and not to our insurance department. We recommend that you familiarize yourself with the type of coverage provided by your health insurance.

- The extension number for Kuwait Petroleum Company & Afyia insurance office is: 803 - 805
- The extension number for other insurance companies number is: 804

The admission officer will explain in details the cost of the operation, medication, and any service cost available in the hospital. He will help you to find answers to all your inquiries. You will be requested to sign a consent, acknowledging that all the information related to your admission are totally explained and understood .



Your Room

We will make every effort to provide you with the type of room you desire.

- All rooms are well equipped with an electronic bed, closet, telephone, mini-fridge, closet safe and TV
- Telephone service is available and free of charge. To place a call, please dial "9". For any assistance, dial "0"
- Incoming calls can be received 24/7
- Free access to the Internet is also available
- The hospital is not responsible in any case for patients' belongings and valuables. A closet safe is installed in each room for this purpose. Nursing staff will orient you on its use. We advise you to bring only necessary personal items to the hospital.
- However in case of any lost items in the hospital, you can check with the security department, extension number 666.



Patient & Family Rights

The mission of Taiba Hospital supports the patients and their families' rights and responsibilities by providing distinguished healthcare services to the community of the GCC. We believe that the involvement of patients and families is mandatory in their treatment.

1. Receive respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation, and regardless of their origin, gender, cultural, economic, educational or religious backgrounds.
2. Have his/her cultural, psychosocial, spiritual, personal values and beliefs respected.
3. Be directed to religious and spiritual services, when requested.
4. Have an appropriate assessment and management of his/her disease/pain.
5. Request information about the primary physicians and the healthcare providers who are involved in his/her treatment. Patients and families can receive adequate information about the physicians by referring to Taiba Hospital's website: www.taiba-hospital.com or by calling 1808088 and asking to speak to social worker.
6. Receive information from his/her physician about his/her illness, health status, diagnosis and plan of care (course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery).
7. Receive information in a way that he/she understands. Communications with the patients will be effective and provided in a way that facilitates understanding. Written provided information will be appropriate to the age, understanding and as appropriate, the language of the patient. Communications specific to the vision, speech, hearing cognitive and language-impaired patient will be appropriate to the impairment.
8. Raise any request/concern/complaint or/and suggestion and receive an appropriate attention and response according to the hospital policies.
9. Be involved in his/her care.

10. Have a family member or representative of his/her choice to have access to his/her information in his/her medical record after signing the release of medical information form.
11. Leave the hospital even against the advice of his/her physician after signing the “discharge against the medical advice form”.
12. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
13. Respect his/her privacy & confidentiality according to hospital policies, local laws and regulations. Any patient information data, will be only used for hospital clinical care quality programs for tracking and improvement purposes.
14. Choose his/her physician and seek a second opinion without fear of compromise to his/her care within or outside the organization.
15. Receive an explanation of his/her bill.

Patient & Family Responsibilities

1. The patient has the responsibility to provide accurate and complete information concerning his/her personal information (including patient’s full name, address, telephone number and employer when it is necessary) and present complaints and past matters relating to his/her health.
2. The patient is responsible for reporting perceived risks in his/her care, unexpected changes, any concerns or errors he/she may observe in his/her condition to the responsible practitioner.

3. The patient and family are responsible for asking questions when they do not understand what they have been told about the patient’s care or what they are expected to do.
4. The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician’s orders and work with them to develop a pain management plan. The patient is responsible for his/her actions should he/she refuses treatment or not follows his/her physician’s orders.
5. The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
6. The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
7. The patient is responsible for following hospital policies and procedures such as non – smoking policy.
8. The patient is responsible for being considerate towards the rights of other patients and hospital personnel.
9. The patient is responsible for leaving valuables at home and bring only necessary items during his/her hospital stay. The hospital is not responsible in any case for patients’ belongings and valuables according to the protection of Patients’ Property Policy.

At the time of admission to the hospital, patients are provided with a copy of patient rights and responsibilities. In case of minors and adults patients with legal guardians, their parents and /or legal guardians will receive the document. Clarification of patient and family understanding of their rights and responsibilities will be conducted during the initial assessment. Patient rights and responsibilities brochures are available throughout the hospital.



Taiba Hospital Health Care Team

Physicians

Taiba Hospital was one of the first hospitals in Kuwait to be accredited by the “Joint Commission International Accreditation” (JCIA) which ensures our continued commitment to applying and complying with the highest quality of American standards of healthcare in the region. All of the physicians who are credentialed at the hospital are highly qualified. We have ensured that we have the expertise to fulfill our patients’ medical requirements in comfortable and reassuring surroundings.

Patients and families can receive adequate information about the physicians by referring to Taiba Hospital’s website: www.taibahospital.com

Nurses

Nurses at Taiba Hospital shall provide quality nursing care and a safe, therapeutic patient environment to all patients. Taiba Hospital is the place where a team of highly-skilled professionals work together to provide comprehensive care to all patients from infants to the elderly. Our focus is patient and family-centered care, and our mission is to provide the highest quality of care.

Our multidisciplinary team works with each patient and family to develop and carry out a treatment plan that meets the individual’s needs. We are aware that spending any amount of time in a hospital is stressful and disruptive, and the aim of our nursing services is to ease that distress while contributing to the successful recovery of our patients.

Clinical Pharmacist

The role of the clinical pharmacist in the hospital is to oversee the medication use in the hospital to monitor the process of prescribing, transcribing, dispensing and administering medication. The clinical pharmacist is responsible for educating and counseling patients for the safe use of medications. The clinical pharmacist is also responsible for the education of the healthcare professionals for the safe usage of medicine practice, explaining about drug-related interactions and adverse effects of certain drugs.

The key purpose of ensuring that the staff will implement the six rights (Right Drug, Right Patient, Right Dose, Right Time, Right Route, and Right Documentation).

Customer Service

We are committed to delivering superior customer service. Our staff are always available to answer your special needs and coordinate with all departments if you do have any suggestions and/or complaints.

- Daily rounds are done to:
 - Greet and welcome our patients.
 - Ensure a rapid and efficient response to patients complaints if any.
 - Monitor the patients' needs expectations and level of satisfaction.
 - Identify gaps and opportunities to improve patients satisfaction.
- Surveys will be distributed during your stay to track satisfaction level.
- In order to provide a comprehensive patient care service that meets and exceeds your expectations, suggestions and complaints boxes are available on each floor; the complaints and suggestions form is available at the reception. Please feel free to give us any suggestions that make your stay and others more comfortable!

Please be confident that Taiba Hospital will respond quickly, constructively and sensitively to complaints. Our aim is to provide a fair satisfactory resolution to the person complaining and to the person(s) subject to the complaint

Social Workers

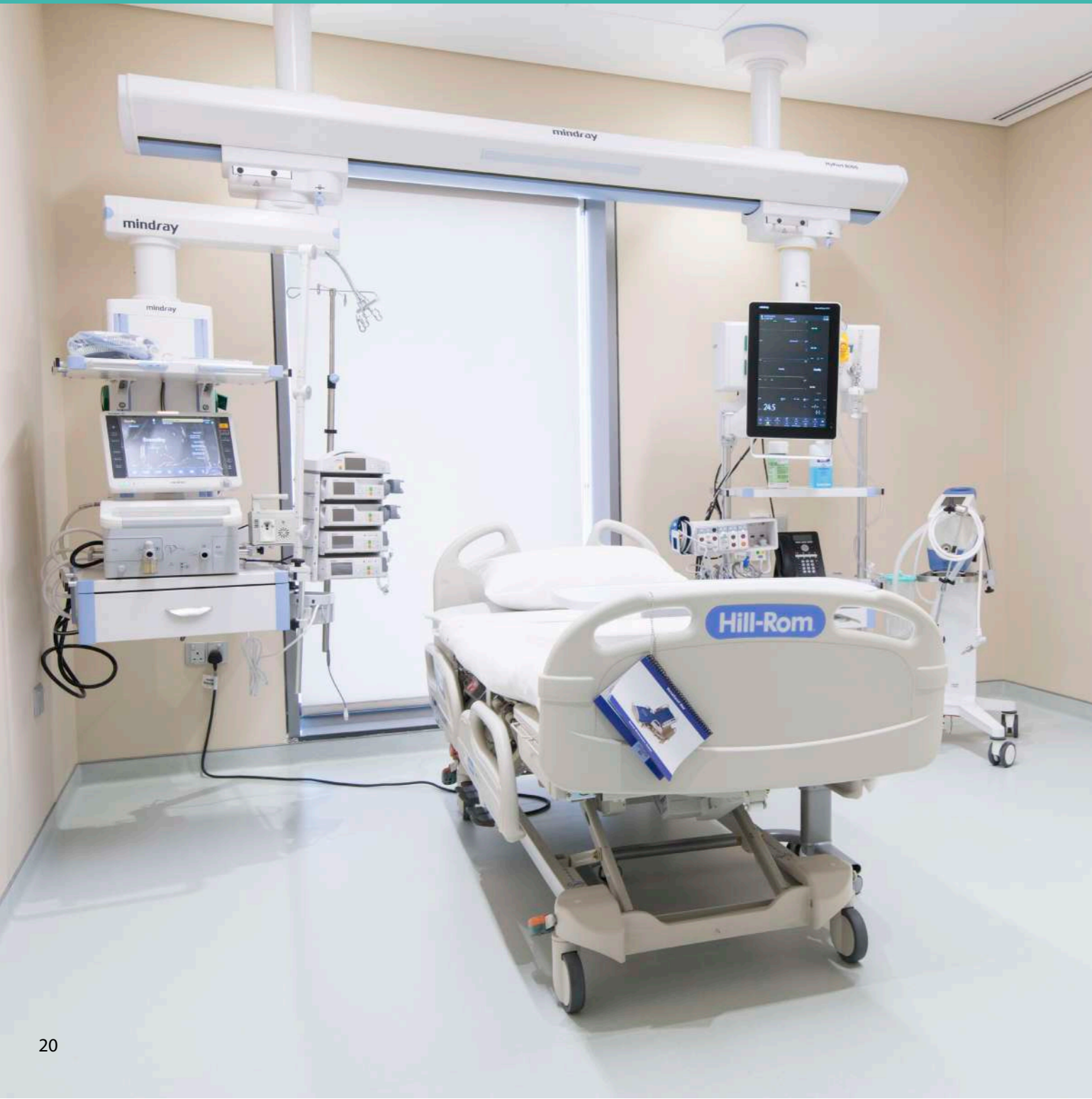
Taiba Hospital will deliver social services for patients in a safe and effective way and in the proper time. We will try to help you resolve your problems. Our social worker will provide you with the needed support and necessary help, information and practices that will make you feel more comfortable.

Translations / Sign Language

Most of Taiba Hospital staff are bilingual. Staff volunteers are available for translation when needed (French, English, Arabic, Taglog, Hindi, Spanish, Turkish and German). Additional to that, Taiba Hospital's team has been trained on sign language. Do not hesitate to ask for assistance if needed!

Housekeepers

The housekeeping staff will clean your room on a daily basis. They are available 24/7 to maintain a clean environment. Taiba Hospital is committed to maintaining a clean and healthy environment to international and health standards.



General Information for Patients and Visitors

Visiting Hours

Taiba hospital welcomes its visitors who are an important part of patient health promotion and the healing process. Since visitors are helping in providing a quiet, restful, healing environment for our patients, we are kindly asking them to follow the below guidelines:

- Visiting hours are from 7 am to 11 pm except in critical care areas.
- The critical care areas (surgical Intensive Care, Coronary Care Unit, and Neonatal Intensive Care) have designated visit times. Visit schedule has been decided as follows: 11:00 am 1:00 pm & 7:00 pm 9:00 pm.
- Kindly note that for the critical care areas, patient's visit will be limited to one. Doctors' approval is mandatory in case the treating physician has given instructions that visits are not allowed for the sake and benefit of the patient according to his/her health condition.
- Visitors requesting to stay after 11:00 p.m. will be required to obtain authorization and an overnight visitor badge from the admission/discharge office.
- There is a limit of one badge per patient for overnight visitors. Exceptions may be made for extenuating circumstances by the supervisor on duty or designee.

- Visitors should respect in all cases hospital patients and family rights and responsibilities, including:
 - Visitors should be respectful of hospital's "No Smoking" policy and smoke only in appropriately marked smoking areas.
 - Do not discuss related diagnosis and treatment of the patient in public areas.
 - Respecting patients' privacy by stepping out of the room when care is given
 - Visitors who are disruptive or disturb patients, staff, or other visitors will be asked to stop the disruptive behavior or be escorted from the premises of hospital.
- For the patient's safety, admitted patients are not allowed to bring medications to the hospital unless instructed to. All medications used in the hospital must be issued by the hospital's pharmacy.
- Your health is very important to us. Before surgery, an evaluation will be done concerning your health. The evaluation will include:
 - a. A consultation with our anesthesiologist
 - b. Laboratory tests and/or radiology
 - c. Review of patient history.Once the evaluation is performed, the patient will be scheduled for surgery.

For Your Convenience

- An ATM is available for your convenience in the Emergency entrance.
- Security officers are present and available 24/7 to make your stay more secure and comfortable. Their extension number is: 666

Cafeteria

The cafeteria is located in the lobby – Ground floor, supplying snacks, sandwiches, salads, coffee and drinks .

Pharmacy

Located in the lobby – ground floor and is open 24 /7

During your stay at Taiba Hospital, all the staff in the hospital will be glad to assist you and answer any questions you have, and to provide you with the appropriate consultation you need with regards to your health condition. Rest assured that everyone in the team is willing to help you understand what you need every step of the way.



Discharge Process

Health care providers at Taiba Hospital will provide you with the necessary information related to your health. Upon discharge, the patient receives a discharge summary. It is a form which includes the reason for admission, significant findings, the final diagnosis and the procedure performed.

Discharge summary will also include:

- Inpatient condition at discharge
- Precautions/instructions to be taken at home if any
- Medications to be taken at home if any
- Date of follow-up

Please do not hesitate to ask your doctor or the nurse in charge if you still have any other concerns.

Proper financial settlement should be done before you leave the hospital. In all cases, (self payment or insurance), a detailed bill is issued to the patient or his/her designee at the time of discharge regarding surgery, various services and medications fees. The admission officer in charge of the discharge procedure will be pleased to answer all your inquiries regarding your bill 24/7.



Taiba Hospital Clinical Departments

- Anesthesia
- Cardiology
- Dental
- Dermatology, Venereology & Laser
- Ear, Nose & Throat
- Emergency
- Endocrinology, Diabetes & Metabolism
- Gastroenterology
- General Surgery
- Internal Medicine
- Interventional Radiology & Pain Management
- Laboratory & Pathology
- Neurology
- Neurosurgery
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedic Surgery
- Pediatrics
- Plastic & Reconstructive Surgery
- Radiology & Medical Imaging
- Rehabilitation & Physiotherapy
- Urology & Andrology

Important Telephone Numbers

Taiba Hospital: (00965) 1808088

Call Center: Dial 0

Admission Office - Billing Office: Ext. 807

Insurance (KPC) & Afyia Insurance: Ext. 803 - 805

Taiba Hospital Fax: (00965) 25529012

Main Reception: Ext. 899

Security Office: Ext 666

Insurance Office for Other Companies: Ext. 804

The following link is provided to report a patient safety or quality-of-care concern to JCI:

<https://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue>



مستشفى طيبة
TAIBA HOSPITAL