

ANSWERS FOR ALL YOUR QUESTIONS



PATIENT  
HAND  
BOOK

... ————— ...

CARING ABOUT YOU, WHEN YOU NEED IT MOST!

ADK HOSPITAL

# managing director's message

Welcome to ADK Hospital.

Since this hospital was opened over a decade ago, we have been thriving to bring to you the best of services available in the country. Due to this commitment, we believe that outstanding care involves more than the treatment you get in the hospital. We understand that making your stay in the hospital safe, pleasant and comfortable is equally important.

This booklet contains useful information about our services that emphasizes our commitment to making our hospital safe and welcoming.

Being of service to you is both an honor and privilege for all our staff. Thank you for choosing ADK hospital for your health care. We are here caring for you when you need it most.

Ahmed Afaal  
Managing Director, ADK Hospital

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# welcome

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## Vision

To be the leading healthcare provider in the country through innovation and excellence that exceeds patient expectations.

## Mission

ADK Hospital is dedicated to provide quality health care for the community, to promote wellness and restore health of our patients as swiftly, safely and humanely as it can be done consistent with the best service we can give at the highest value for all.

## Core values

People	We respect each person as a member of the hospital community
Service excellence	We strive to go beyond expectation
Communication	We promote open communication that fosters partnership and enhances timely, effective and appropriate responses.
Responsibility	We accept personal accountability for the work we do.

Integrity	We are honest, open, consistent and fair, we trust one another.
Innovation	We act creatively to continually improve our service.

## Your privacy while in our care

We at ADK Hospital are committed to protect your medical information. All healthcare professionals, trainees, students, staff are instructed by policy and contract to uphold confidentiality of all patient information.

If you have any concerns about your privacy while in our care please contact our Customer Relations Department at 3300330.

## Your rights & responsibilities

We encourage you to communicate openly with your health care team, participate in your treatment choices, and promote your own safety by being well informed and actively involved in your care.

Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you to join us as active members of your care team.

## i) Your rights

- ☑ You have the right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities.
- ☑ You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.
- ☑ You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.
- ☑ You have the right to have a family member or representative of your choice for communications while you are in hospital.
- ☑ You have the right to appoint someone to make health care decisions for you if you are unable to.
- ☑ You or the appointed person with your permission, have the right to participate in decisions about your care, your treatment and services provided, including the right to refuse treatment. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.

# 01

- ✓ You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment and the expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- ✓ You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- ✓ You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments.
- ✓ You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- ✓ You have the right to receive detailed information about your hospital and physician charges.
- ✓ You can expect that all communications and records about your care are confidential, unless law allows disclosure. You have the right to see or get a copy of your medical records and have the information explained, if needed. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed. issue with your participation. Please call a Clinical Support Services Manager at 3300246 or 3300247, 8:00 am and to 10:00 pm daily.

# 01

- ✓ If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.
- ✓ If you or a family member needs to discuss an ethical issue related to your care, we will establish a mechanism to address the issue with your participation. Please call a Clinical Support Services Manager at 3300246 or 3300247, 8:00 am and to 10:00 pm daily.

## ii) Your responsibilities

- ✓ You are expected to provide complete and accurate information for your identification, including your National Identity Card number (work permit, passport number), full name, address, home telephone number, date of birth, insurance carrier and employer, when it is required.
- ✓ You should provide the hospital or your doctor information of the relative who will communicate with the hospital and in writing a directive as to who will make medical decisions on behalf of you if you are unable to.

# 01

- ❑ You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, allergies and any other matters that pertain to your health, including perceived safety risks.
- ❑ You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and services plan.
- ❑ You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- ❑ Please leave valuables at home and only bring necessary items for your hospital stay.
- ❑ You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
- ❑ You should not exhibit violence and intimidation or actions that impede the smooth execution of their services, towards doctors and other hospital staff. The Doctors, other professionals and the hospital reserve the right to discontinue services for such patients and will not be held responsible for any outcomes thereof.

# 01

- ❑ You are expected to provide complete and accurate information about your health coverage and pay your bills in a timely manner.
- ❑ You are expected to keep appointments, be on time for appointments or call the Hospital if you must cancel an appointment.

## Telling us how you feel

Your ratings and comments are important and will not only help us to meet your needs, but to continually strive to exceed your expectations.

Feedback forms are available at the service counters and in your rooms and we encourage you to take a few minutes to complete and return it to us. The Management will review the forms and will take steps to accommodate your suggestions as far as possible. If you need a more personal interaction, you are welcome to personally come and meet our Customer Relations Managers. You can also express your view through our e-suggestions service by simply sending a mail to [suggesstions@adkenterprises.com](mailto:suggesstions@adkenterprises.com). After your discharge from hospital, you may receive a call asking for feedback about your experience.

We hope that based on your experience, you will continue to choose and recommend ADK Hospital for your health care.

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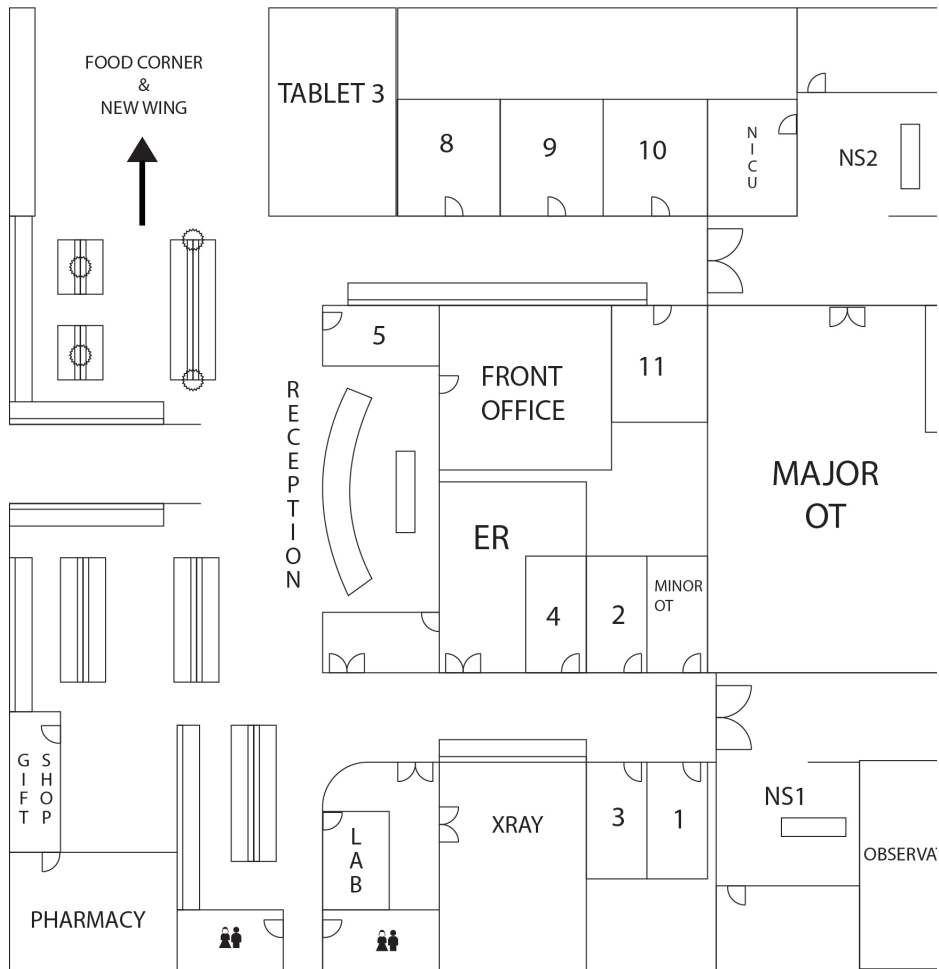
## Departments

- General Practice
- Orthopaedics
- ENT
- Surgery
- Dermatology
- Internal Medicine
- Nephrology
- Gynaecology and Obstetrics
- Paediatrics
- Dental
- Urology
- Ophthalmology with iwear shop
- Anaesthesiology
- Pathology

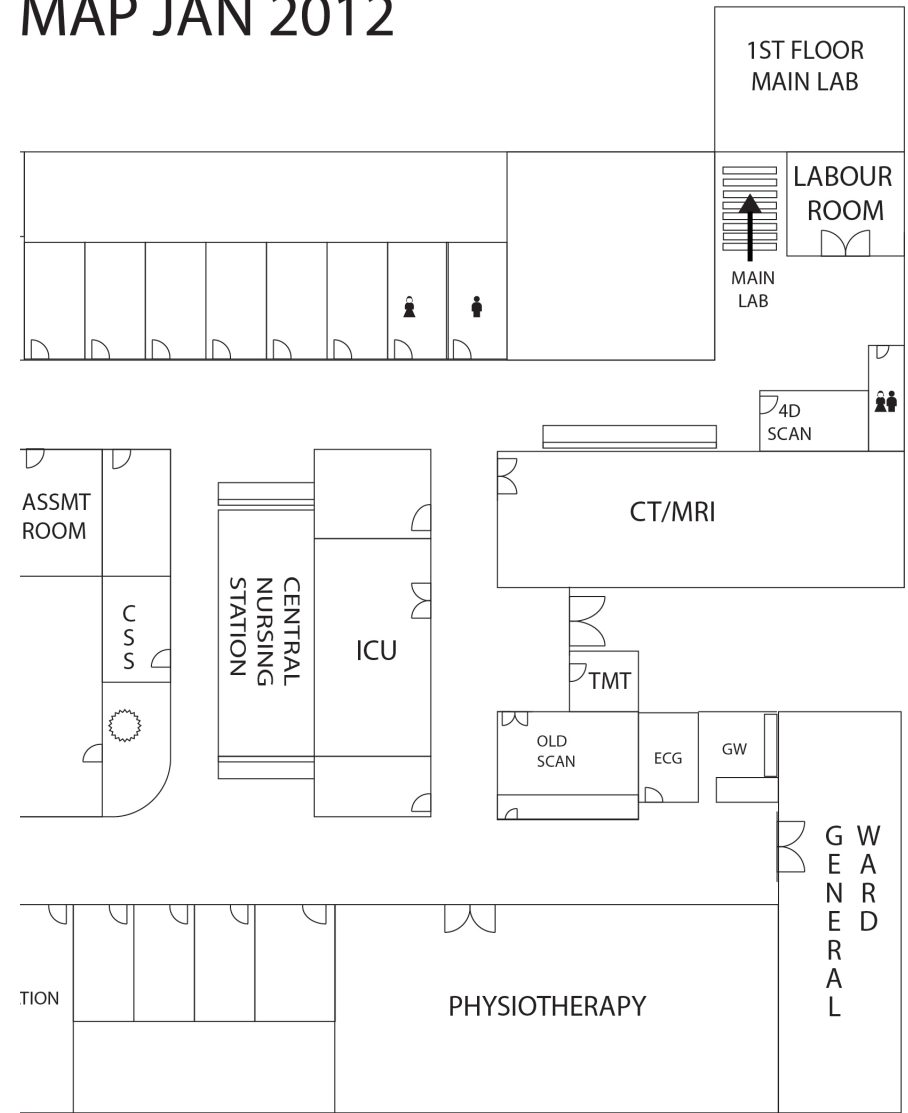




ADK HOSPITAL



MAP JAN 2012



# 02

## Facilities available

- Blood investigations
- Urine investigations
- Semen analysis
- Pregnancy tests
- X-ray
- Mammography
- Ultrasound scanning including 4D scanning
- Computerised Tomography (CT)
- Magnetic Resonance Imaging (MRI)
- Physiotherapy
- Bone densitometry
- Echocardiography
- Treadmill Test (TMT)
- Endoscopy
- Electrocardiogram
- Audiometry

Please visit the counter or call ADK Hotline 331 3553 to check the availability of specific investigations.



# 03

## out patient services

### Part three

Accidents & Emergency

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## Accidents & Emergencies

### ☺ If you require an ambulance:

Dial ADK Hospital hotline 3313553 and press 1

Provide the following information

- Nature of the emergency (illness or accident)
- Exact location and directions to the site
- Name and contact details of the caller



### ☺ Emergency services

Our emergency services operate 24 hours 7 days a week. If you are brought on our Ambulance, assessment and initial interventions begin from the spot where you are picked up. Our paramedic with the facilities available in the ambulance will care for you till you reach the ER.

Once you are in the ER, our emergency team will assess and start initial interventions and investigations. Concerned specialists will be notified and the specialists will attend if required. You may also be referred to a specialist OPD for the next day. If an admission is required, the admission protocols will follow.

### ☺ Requests while seeking emergency care

Please make sure that only one person accompanies the patient. Do participate in care by providing accurate patient information and medical history.

Please be considerate and do not act in a way that would interfere with the treatment, use foul language or intimidate the care team.

## Appointments

### Making an appointment

Always remember to present your National Identity Card when making an appointment. If you are a foreigner working in the Maldives, present your Work Permit Card and if not, your Passport.

If any Insurance Scheme covers you, you are required to present your Insurance Card along with the identification documents mentioned above. It is a requirement of the Insurer and the Hospital will not be able to provide service through the scheme without this documentation.

You can make an appointment either by walking in, by phone or by email.

The token machine at the front entrance puts you in a queue to get a memo to the doctor you want to consult. Tokens are issued an hour prior to the consultation time

If you want to make an appointment by phone, please call our hotline 3313553 and press 2.

If you want to request an appointment via email please mail to [appointments@adkenterprises.com](mailto:appointments@adkenterprises.com). Our Customer Relations team will get back to you with an appointment.

For all follow up patients, an appointment is guaranteed and you will be reminded of your appointment a day prior to the consultation. You may even adjust the appointment date for your convenience. Please check your memo number frequently using the queue checking mechanisms outlined below.

### Being on time

It is important to come on time for the appointment in order to avoid any inconveniences, both for you and for the Hospital. If you fail to attend to your token on time, a new token shall be obtained from the Reception. In consideration for the waiting patients, the renewed token will take you to the back of the waiting queue. In such cases there is a possibility that you may not be able to see the doctor on the same day depending on the number of patients waiting.

### Waiting time

Although you arrived on time for the appointment you may have to wait a short while. Waiting to consult the doctor depends on the number of waiting patients. Usually a consultation takes about 10 to 15 minutes per patient, but may be longer depending on the condition of the patient.

Doctors take two breaks for meals and ward rounds during their consultation time. This will be about 20 to 25 minutes long.

## 03

All waiting patients are informed of such breaks through the public announcement system and the doctors' display board will be updated accordingly. We encourage you to always check the display while waiting.

In some instances the waiting time may be prolonged due to emergency commitments of the doctor. These include attending to surgeries, deliveries, and emergency room and intensive care unit. If the doctor is not able to provide your consultation due to such a commitment, you will be guaranteed an appointment for the following day or offered an alternative doctor of your choice.

### Queue checking

If you are waiting in the hospital, the queue will be displayed on the black screens around the lobby.

You can also check the queue yourself by simple sending an SMS to ADK (235) and following the instructions of the returned SMS.



### Before you leave the consultation room

Please ask the doctor if you have any queries and ensure that you are well informed about your condition before you leave the consultation.

## 03

Check whether you have all the prescription and requisitions. Make sure you have an appointment for a follow up visit if necessary.

### Some requests

Please knock and wait for an answer before you enter the consultation room even if your token number is displayed.

Ensure that your mobile phones are either switched off or in silent mode while in the consultation room.

Finally, please ensure that you don't leave any personal belongings in the consultation room when you leave.

## Laboratory investigations

### Queue

You are requested to take an investigation token from the token machine at the entrance and present your token to the reception once called.

Follow the same procedure even if your test requisitions are from another institution or if you want to do a routine investigation by yourself. Please note that for some tests, you may be asked to see a doctor and we will not be able to provide such investigations without a doctor's requisition.

### Collecting results

The Laboratory has standard time guides for collecting results displayed inside. Please be aware of these times and get advice from the Laboratory at the time of investigation on the results collection time.

You will be notified via SMS once your results are ready for collection.

Investigation reports are released from the Laboratory counter. Please present the investigation memo when you come to collect the reports.

### Sample collection

Collection services for all standard laboratory testing are done at the sample collection point located on the right side of the hospital, next to the X-ray counter. Some tests need preparation before sample collection, like fasting for several hours, collection of mid stream urine or a 24 hrs timed urine collection. And for some tests, multiple samples have to be obtained at hourly basis.

The laboratory staff will explain all procedures regarding the preparation and further collection instructions / or information on the resulting process depending on the type of test required.

For special tests like biopsies, an appointment is needed and should be discussed with the pathologist prior testing.

### Testing

Testing is done at the main laboratory. Most laboratory testing is processed through out the day, so the results are available on the same day itself except for few tests.

### Reporting

The laboratory has standard time frames for issuing of test results. These timings are given at the end of each sample collection to each individual patient. Please be aware of these timings and get advice from the laboratory at the time of investigation on the result collection time.

### Issuing of reports

Reports will be issued from the laboratory.

All your laboratory results are confidential. You have to provide the laboratory memo slip / collection slip at the time of collection.

The reports will be issued to the bearer of the memo/collection slip as he/she will be deemed authorization to accept the reports on behalf of the patient.

### Inpatient reports

During the period of admission, test samples and reports will be collected by the respective nurse's station.

Even in case of any emergencies, some tests may take some time to process depending on the type of investigation.

If any tests are not available in the hospital at the time of admission, the sample will be collected and sent to another centre for processing.

### Enquiries

For information or for any laboratory related issue, please call 3300240.

## Ultrasound services

ADK hospital provides 2D and 4D ultrasound scanning facility. Appointments can be made from 0800 hrs to 2200 hrs in hospital working days from the appointment counter allocated in physiotherapy department. During holidays, you can make appointment from the main counter.

Appointments can be made via phone, as well as at the counter. Please ensure that you mention exactly the same type of scan as in the requisition when you are fixing the appointment via phone.

In case the appointment slots are full for the week, you may be asked to call back on a particular day to fix the appointment for the upcoming week.

Please make sure that you bring the doctor's requisition and any other relevant documents or prescriptions when you are coming for the scan.

## Physiotherapy

Physiotherapy department is open 0800 hrs to 2200 hrs in hospital working days. You will be able to make appointments over the counter as well as by phone.



## Imaging services

### Appointments.

General x ray service is given 24 hours a day, and requires no appointments.

Please take an investigation token from the token machine at the entrance, and make a memo for the requested x-ray investigation. If you have requisition slip from another institution, please show it to the x-ray counter and change it to ADK X-ray investigation slip by a radiographer, before making the payments.

## 03

X ray investigations cannot be done without a requisition slip from a doctor.

Pregnant people are not allowed inside the x ray room at any time.

Only one attendant is allowed to go inside with the patient.

For special x ray investigations, such as fistulogram, IVP and HSG appointments are required.

For fistulogram, and IVP appointment please go to the physiotherapy counter.

HSG appointment will be given by the gynecologist. Please inform the x ray counter of the appointment time and date as soon as you can.

After the appointment is given to you, please ensure to show the appointment time and date to a radiographer at the x ray counter.

On the day of the appointment please report to the x ray counter with the investigation memo and requisition slip for the investigation, 15 minutes prior to the appointment time.

Appointment for mammography will be given at the x ray counter.

For CT, MRI appointments please go to the physiotherapy counter. Make sure you receive the instructions required for the investigation and follow it properly before coming to the appointment.

Make sure to come to the appointment 15 minutes early.

## 03

You may have to pay extra if contrast is required for the investigation.

When coming for MRI appointments please inform, the MRI technologists, if you have undergone any surgery, done any joint replacement surgeries, have a pacemaker or have any metal implant in your body.



### Collecting Results

X ray films will be given immediately after the X ray has been taken unless the referring doctor has requested it to be reported. Reporting films will be kept at the x ray counter and the investigation memo will be returned to the patient. It will contain the time and date by which the reports will be issued.

Reporting x ray films that was taken before 4PM of each day will be issued after 8PM of the same day from the x ray counter. Reporting X ray films taken after 4PM will be issued the next day after 8PM (night). Please bring the investigation memo when you come to collect the reports.

Mammography reports will also be given on the same day of the appointment, after 8PM. If you have not done the Ultrasound scanning, the report will be issued after you have finished the screening ultrasound scan.



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CT reports will be issued after 8PM of the same day as the appointment.

MRI reports will be issued after 8Pm of the next day after the appointment.

If the reports are not available for collection, at the time and date you were asked to, please inform the radiographer and leave your contact number at the x ray counter.



## 04

# in patient services

### Part four

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## Getting admitted

Admission will be done at the main reception.

To get admitted, patient needs to be present at the reception with the medical documents along with the admission form on the date given by the treating doctor.

It's absolutely necessary that someone stays with the patient throughout their hospital stay.

## Choice of rooms

We will make every effort to provide you with the type of room you desire, but we cannot guarantee the availability of a particular room on the day of your admission. If there is no room available at the time of admission, you can request for the desired room at that time. Patients will be allocated according to the waiting list.

You will be called and informed once a bed is available.



Types of rooms available :

Type of room	Price/per day
General ward	380
Shared room	300
Private room	800
Private room	980
Private room (new wing)	980
Executive room (ground floor)	980

## Personal items & valuables

We encourage you to bring only essential items to the hospital. Hospital will not be able to take responsibility for any lost item.

## Your health care team

Your doctor will visit you twice a day while you are admitted. The nurses allocated in your nurse station will be checking upon you at regular intervals. You can always contact them through the caller aid inside the room, or via the extension number if you need any assistance.

Once you recover, your doctor will then advise to discharge you. Please note that the discharge process might take a while even if your doctor has discharged you. The billing and payments along with other documenting may require some time to be processed. Your patience through out the procedure will be highly appreciated.



## Communication services

Our telephone and television services are available to you 24 hours a day. Charges for the outside calls will be invoiced to your hospital bill.

If you have any complaints or queries, please feel free to contact a Customer Support Service manager at 3300246 / 3300247.

## Extension numbers

Department	Extension
Operator	0
General ward	203
Central Nursing Station	
Nursing Station 4	341
Nursing Station 5	342
Nursing Station 6	343
Nursing Station 7	344
Clinical Support Service	246 / 247
Customer Relations	330 / 331
Food Corner	320
Pharmacy	384
Laboratory	206
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House keeping / maintainance	346
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# your health & safety

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## Participating in your care

As a patient or family member of a patient, you also have a role to play in making sure you receive the best quality care possible. Inform any allergies, medicine taking, pregnancy status, family history and past history to the treating doctor.

Prior to the surgery or delivery, hospital staff will do the local preparations (shaving) for the area, if you are unhappy about it, do the local preparations yourself, prior to your admission.

After delivery, make sure you learn how to take care of your newborn. Your nurse will give bath to the baby after 24 hours of delivery. If you have no one to help in the baby diaper changing, you can always contact your nurses' station.

## Help prevent spread of germs

Make sure you wash hands frequently before and after touching the patient and after each hospital visit. Ask the hospital staff to do the same before and after they provide care. Tell your friends and family members to avoid hospital visits if they have a cold or if they are not feeling well. Ask and remind them to cover nose and mouth while coughing and sneezing, and to be isolated if required.

## Immunization

Within 24 to 48 hours time, your newborn will get the first vaccine (BCG, Hepatitis B and Oral Polio), your nurse will guide you to the vaccine room. You need to take the maternity booklet to the vaccine room to mark the vaccine.

After the first shot of vaccine, the vaccine room staff will explain about the future vaccines. You have all the rights to clear your doubts before leaving the vaccine room.



## Medicine safety

You can play a vital role in making your health care safe by becoming an active, involved and informed member of your health care team. Get enough information about the medicine, keep the medicines always in a safe place, and take medicine on regular timings.



## Preventing falls

Most falls are preventable if you stay alert, use proper footwear, and keep the lights on to prevent night falls. If you get dizzy, change your position slowly, or carefully lay/sit down on the bed.

## Preparing for discharge

When the doctor plans to discharge you, nurses will help you to get the discharge medicines, will explain how to continue your medications, will teach you how to perform any necessary exercises, explain to you about how your diet should be, and arrange follow up visit to the treating doctor on the advised date.

## Discharge tips

After discharge from the hospital, follow up the discharge advice properly. You will be given a discharge summary, which includes the course given to you in the hospital with the doctor's advice at the time of discharge.

According to the doctor's orders, you can come to the hospital for the IV antibiotics, cleaning and dressings/ suture removal, which needs to be paid to the reception prior to the procedure.

At the time of the discharge, your nurse will explain about any pending reports and you will be asked to come to the laboratory to get it with the invoiced memo; the report has to be shown to your treating doctor in the follow up visit.

You will be given instruction on how to follow up with your doctor. You will have to pay the consultation fee and take the service memo atleast 24 hours prior to your appointment date, or else your appointment will be automatically cancelled.

## Some tips for safe practices at home

Follow discharge instructions carefully; specially remember to take your medicine and meals at the correct time. Always seek help from friends and family members when there is a need. Schedule your time and take rest. If there is any health related problem feel free to visit the hospital at any time.



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## Telephone

All rooms are equipped with telephone service except those located in special care areas like ICU and Labour Room.

## Mobile phones

The use of mobile phone is highly discouraged in high technology areas such as the Emergency Room, CT scan, MRI and Critical Care area. Patients as well as visitors are recommended not to attend personal calls while doctor is attending the patient.

## Gifts to patients

ADK gift shop is located in the Out patient service lobby, near the pharmacy. Gift Shop is open from 8am to 12am on hospital working days. Gift corner offers a range of gift packages & other necessary items to patients as well as those who comes to visit the patient.



## ATM

State Bank of India ATM is located next to right entrance of the hospital.

Bank of Maldives ATM is located just two minutes walk away from the hospital, in Majeedhee Magu.

## Food corner

Food corner offers a great service round the clock for all in- patients, requiring food service. There is a variety of food to choose from the menu provided in the rooms. To order for services, contact extension no. 320 from your room phone line or 3300320 from other lines. If your order is prolonging, feel free to contact our customer relations or clinical support service department.



## No smoking

For your good health and personal safety, ADK is a smoke-free Hospital.

We appreciate your cooperation on this issue, as we seek to provide a safe and smoke-free environment for our patients, visitors, and staff.



## Visitors

Visitors are not limited/restricted to per patient unless advised otherwise, by the treating doctor.

The following times apply to those visitors who comes to see patients admitted in the Intensive Care Unit (ICU).

Times:	12:00 - 14:00
	18:00 - 20:00



## 06

One visitor is allowed at a time.

However, waiting seats are arranged in front of the ICU where family and friends can wait.

For labour room patients, visitors are limited to patient's mother, mother in law and husband.

### Complaints / Problems

ADK is committed to providing quality health care. If there is any query or want know about the patient condition you have right to ask treating Doctor or Nurses. If your complaint is not handled to your satisfaction you have the right to call clinical support service or customer service. For assistance please call ext. 246, 247 or 330.

### Lost and Found

In order to avoid possible loss of valuables, please do not leave them unattended. In case of any loss of valuables or documents, or if you have left something in the hospital following the discharge, please contact CSS / CRM.

## 07

### Part seven

## billing and payments

Out patient billing & payments

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In patient billing & payments

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Understaing your insurance and / or cooperate schemes

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## Out patient billing & payments

Main cash counter is located at the entrance of the hospital where you can pay for your consultations, investigations and other emergency services. Payments for consultations and investigations by specific departments can be done at the counters in the floor where the respective department is situated. Cashiers for ultrasound and physiotherapy payments are usually handled from the counter 4 of the main reception. We accept payments in the form of cash, cash card, most types of credit cards and debit cards.

## In patient billing & payments

On admission you will be asked to decide whether you prefer to buy your medicines on your own or leave it to the hospital. If you prefer us to provide medicines, it will be charged to your hospital bill. If your bill exceeds Mrf 5000.00 you will have to pay an advance payment.

## Understanding your insurance and/or cooperate schemes

Before getting the service you should present your insurance card with national identity card. We encourage you to understand your insurance policy so that you will have an idea about the service you can get under insurance.

## Special Thanks | Credits

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Dr. Abdulla Jamsheed (COO)  
Haneefa Abdul Gadir (IPD Coordinator)  
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**ADK Hospital**

caring about you. when you need it most!

**SOSUN MAGU | MALE'**

**T : 331 3553**