



مدينة الملك فهد الطبية
King Fahad Medical City



King Salman Heart Center Patient and Family Guide

Welcome to King Salman Heart Center

Throughout this patient and family guide, we will share useful tips to help make your stay with us as comfortable, convenient and safe as possible.

Amenities



Patient Rights and Relations Administration



JAVA Cafe



Restaurant



Supermarket



Blood Bank



Mosque



Car Park



Eligibility and Registration

Tell Us

- **Tell your healthcare workers (Doctors, nurses, Dieticians, Respiratory therapist etc.) about your health concerns and issues.**
- **Educate yourself and family to understand patient and family rights and responsibilities.**
- **Learn and ask your healthcare workers about KFMC's visiting hours.**
- **Listen and pay attention to the instructions and educations provided to you by the multidisciplinary team.**
- **Use only hospital approved equipment.**
- **Share and involve yourself with decisions about your treatment plan.**

Your Room, Your Comfort

a. Illustrated Guide to your Room

- A. Toilet and Bathroom**
- B. Tissue Holder**
- C. Lavatory**
- D. Wardrobe Cabinet**
- E. Oxygen Flow meter**
- F. Ambu Bags**
- G. IV stand**
- H. Bedside Table**
- I. Nurse Call Bell**
- J. Television**
- K. Over bed Table**
- L. Telephone**
- M. Telemetry**
- N. Safety Box**
- O. Green Bin (General Waste)**
- P. Yellow Bin (Medical Waste)**



O

P

b. Visiting Hours and Guidelines

From 7:30 pm – 9:00 pm (critical care units)

From 6:00 pm – 9:00 pm (wards) except

Friday 2:00 pm – 9:00 pm

c. Meal Time

Breakfast: 7:30 am – 8:00 am

Lunch – 11:30 am – 12 noon

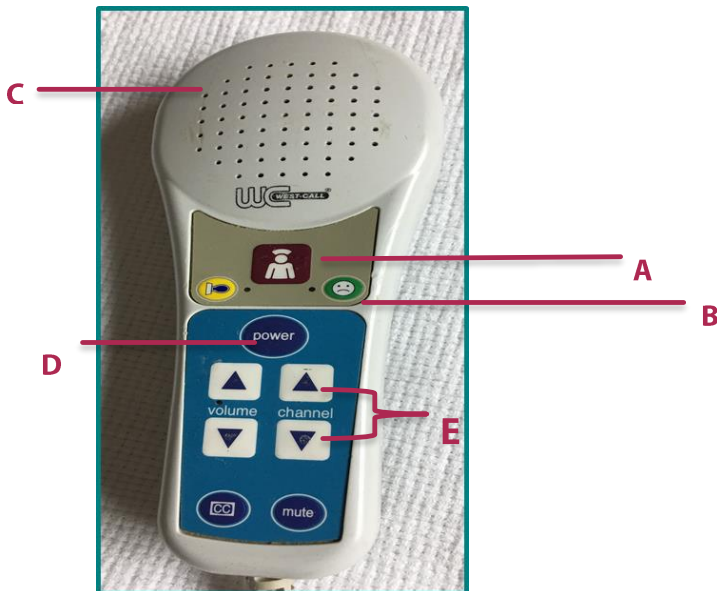
Dinner – 6:30 pm – 7:00 pm

d. Housekeeping Management and Waste Collection

Housekeepers will routinely disinfect your room and bathroom following procedures designed to keep your room clean.

e. How to Use Call Bell

- A.** Call button to request assistance from a nurse.
- B.** Call button if you have pain.
- C.** Call button if you want assistance in going to the toilet.
- D.** Power button for TV.
- E.** The arrow buttons will allow you to navigate the TV channels and volume.



f. Personal Items and Valuables

- **Do not leave your valuables unattended.**
We advise you to keep your valuables at home. If you do have any, there is a safety box available. Kindly ask for assistance.
- **Use your own toiletries or the hospital can provide them for you.**

g. Basic TV Channel Guidelines

h. If there are any alarms in your room, please refer to your nurse.

Your Health and Safety

1. If you leave your room for anything, please ask permission from the nurse.

1.1 ID Band will be placed and must be worn all throughout your hospitalization.

1.2 Be patient when your identity is verified often for your safety.

1.3 Please take extra caution when taking hot water from pantry to avoid burn.

1.4 Any food from outside that has been approved by the physician must be labelled with name, date and time before storing in the fridge.

2. Preventing Infections.

2.1 Prevent infection by washing your hands or using hand sanitizer often. Do not hesitate to remind your care team members to do the same.

2.2 Cover your mouth and nose when sneezing and coughing by using tissue or by bending of elbow.

2.3 Patients in isolation – please read signs posted on your room door. Speak to your nurse before leaving your room.

3. Preventing Injuries Resulting from Falls.

3.1 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.

3.2 If you are a moderate – high risk for falls, you will be given a red ID band. Speak to your nurse before moving out from your bed.

4. Preventing Pressure Injuries.

4.1 Skin assessment will be done by the nurses in regular basis. If you are high risk for pressure injury, you will be required to follow Hospital Pressure Injury Prevention and Management Program.

Your Care and Treatment

1. Surgery and Procedures

You and your family can make your care safer by being an active and informed member of your health care team. You/your guardian will be asked to sign an informed consent form before any surgery, procedures and blood transfusion. Read it carefully and make sure it has your correct identification information as well as the kind of surgery/procedure you will have.

2. Pain Management

We want to make you as comfortable as possible and reduce any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart (below). A rating of zero means no pain. A rating of 10 means the worst pain you have ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for reducing it with your health care team.



FLACC BEHAVIORAL Pain Assessment Scale (Newborns- 7 Years)			
CATEGORIES	0	1	2
FACE	No particular expression or smile	Occasional grimace or frown, withdrawn, disinterested	Frequent to constant frown, quivering chin, clenched jaw
LEGS	Normal position or relaxed	Uneasy, restless, tense	Kicking or legs drawn up
ACTIVITY	Lying quietly Normal position, moves easily	Squirming, shifting back and forth, tense	Arched, rigid, or jerking
CRY	No cry (awake or asleep)	Moans or whimpers; occasional complaint	Crying steadily, screams or sobs, frequent complaints
CONSOLABILITY	Content, relaxed	Reassured by occasional touching, hugging or being talked to; distractible	Difficult to console or comfort

Ref: Merkel et al., 1997

3. Shift Handover

To ensure effective communication among healthcare team, units/wards and areas are conducting bedside shift handover about important information regarding your care. Feel free to ask questions about your care during this time.

4. Understanding Your Medications

4.1 Always ask about any medication before you take it.

4.2 You will be asked by the physician regarding the medicines at home including prescription and over the counter medicines you take.

4.3 Inform HealthCare team about allergies or bad reaction to medicines, food or supplements.

5. Mobilization

To prevent the negative effects of bed rest and immobility, ask your nurse and doctor which activities you can do to maintain or Increase your level of activity.

6. Spiritual and Psychological Support

Healthcare team can assist in determining the best resources available and help make arrangements for your care, if you are feeling overwhelmed and need emotional support. Tayamum will be provided upon request. Praying direction sticker is located on the room ceiling. Any religious issues or concern please contacts 13002.

Your Care Team

- a. Don't hesitate to ask people to identify themselves and what they do.**
- b. Members of your care team wear KFMC Badges and approved uniforms.**
- c. If you have concerns and compliments kindly contact Patient's Rights and Relations Administration (Bleep Number 10188).**

Preparing to Leave the Hospital

As you prepare to leave the hospital, a discharge liaison nurse will visit you and give all discharged instructions. Please discuss any questions you or your family may have with him during this review. The discharge liaison nurse will call you three (3) days post discharge for follow up. Make sure you have a phone number to call if you have questions after you leave the hospital. Your care coordinator can help you with regards to the following:

- ✓ **Medical Summary.**
- ✓ **Sick Leave/Watcher's Leave upon request.**
- ✓ **List of Medication.**
- ✓ **Schedule of follow up Appointment through SMS.**
- ✓ **Medical equipment as per approval.**
- ✓ **Milk Supplement as per approval.**
- ✓ **Home Care Visit.**

Patient's Rights and Responsibilities




الإدارة التنفيذية للتكامل وتحقيق رضا المرضى
Executive Administration of Patient Experience

من حقك

It's your right

Patient Rights

We respect your rights:

1. You have the right to be provided with quality medical care.
2. You have the right to be informed about your diagnosis, possible prognosis, benefits and risks of treatment, possible alternatives and expected outcome of treatment, including unanticipated outcomes.
3. You have the right to make queries related to your medical condition and any issues relating to your management while being treated in the hospital.
4. You have the right to refuse any medical treatment offered to you.
5. You have the right to be treated with dignity and respect.
6. You have the right to formulate an Advance Care Planning.
7. You have the right to privacy and confidentiality of your medical records.
8. You have the right to give a compliment or make a complaint.
9. You have the right to a second opinion.
10. You have the right to seek religious and social counseling and support.

Patient Responsibilities

We hope you and your family will participate in the care given to you by observing these responsibilities:

1. Provide us with complete and accurate information about yourself, your contact numbers, and all your medical conditions that will assist us in giving you the appropriate treatment.
2. Inform us if you have queries regarding your medical condition and treatment or if you need any clarifications.
3. Inform us if you have any changes to your medical conditions or have problems with your treatment.
4. Participate actively in the medical team's recommended treatment plan and take responsibility if you refuse treatment or insist on being discharged against advice.
5. Respect the confidentiality and privacy of others. Be considerate to the needs of people around you.
6. Inform us if you have an Advance Care Planning.
7. Treat the hospital's property and facilities with due care and responsibility and follow hospital's policy and procedures.
8. Treat all KFMC staffs, other patients and visitors with courtesy and respect.
9. Keep your valuables at home. The necessary items can be kept at the safety box at your room.
10. Inform the in-charge nurse if you plan to leave your room/ward.

Dear Patient, Feel free to contact a Patient Relations officer for any concerns:



011 2888 9966
Internal Extension: 9966



Bravo 051 521 7363



Inpatient: 053 941 7983
Outpatient: 053 941 7984

You can ask Patient Relations Officer about patients' rights and responsibilities, or read them through KFMC application and website.



www.kfmc.med.sa



@KFMC_RIYADH



KFMC Riyadh



King Fahad Medical City



KFMC Riyadh



kfmc_riyadh






الإدارة التنفيذية للتكامل وتحقيق رضا المرضى
Executive Administration of Patient Experience

من حقك

It's your right

واجبات المريض

تأمل مدينة الملك فهد الطبية منك عزيزي المريض ومن عائلتك المساهمة في نجاح فريق الرعاية المتكاملة لك عن طريق الالتزام بمسؤولياتك التالية:

1. تقديم معلومات دقيقة وكاملة عن نفسك ووقتك للموظف المتكامل، بما في ذلك تاريخ مرضك وما سبق علاجه.
2. إخبارنا بغير تردد في المستقبل عن حالتنا إذا كان لدينا أي تغيير في حالتنا أو إذا كنا بحاجة إلى مزيد من الرعاية.
3. إخبارنا بغير تردد في حال حدوث أي تغييرات في حالتنا، بما في ذلك الأعراض التي نشعر بها.
4. المشاركة بفعالية في قراراتنا المتعلقة بعلاجنا، بما في ذلك الموافقة على العلاج أو رفضه.
5. الإجابة عن أسئلتنا المتعلقة بحالتنا الصحية أو بسلامة حالتنا خلال زيارتنا في المستشفى.
6. رفض تلقي أي خدمة غير طبية إلا بعد موافقتنا.
7. تجنب ارتداء الملابس الضيقة التي قد تعيق طبيعته أو التي قد تضره.
8. تجنب تناول الطعام أو الشراب قبل ما نطلبه من الطبيب.
9. إخبارنا عن أي مشاكل صحية سابقة أو أمراض مزمنة.
10. إخبارنا عن أي مشاكل صحية سابقة أو أمراض مزمنة.

حقوق المريض

نحن في مدينة الملك فهد الطبية نحترم حقوقك التالية:

1. الحصول على معلومات واضحة بشأن طبيعتنا، خدماتنا، وإحداثياتنا، وأمننا، وأماننا.
2. إخبارنا بغير تردد في حال حدوث أي تغييرات في حالتنا، بما في ذلك الأعراض التي نشعر بها.
3. إخبارنا بغير تردد في حال حدوث أي تغييرات في حالتنا، بما في ذلك الأعراض التي نشعر بها.
4. المشاركة بفعالية في قراراتنا المتعلقة بعلاجنا، بما في ذلك الموافقة على العلاج أو رفضه.
5. الإجابة عن أسئلتنا المتعلقة بحالتنا الصحية أو بسلامة حالتنا خلال زيارتنا في المستشفى.
6. رفض تلقي أي خدمة غير طبية إلا بعد موافقتنا.
7. تجنب ارتداء الملابس الضيقة التي قد تعيق طبيعته أو التي قد تضره.
8. تجنب تناول الطعام أو الشراب قبل ما نطلبه من الطبيب.
9. إخبارنا عن أي مشاكل صحية سابقة أو أمراض مزمنة.
10. إخبارنا عن أي مشاكل صحية سابقة أو أمراض مزمنة.

عزيزي المريض، يمكنك التواصل مع موظف حقوق وعلاقات المرضى وإيصال صوتك عبر:



البريد الإلكتروني: 9494@kfmc.med.sa



البريد الفصلي: 051 521 7363



التواصل: 053 941 7983
تكنولوجيا داخلية: 9411

كما يمكنك الاتصال بموظف حقوق وعلاقات المرضى عن طريق تطبيقنا أو الاتصال بنا عبر تطبيقنا أو بوجوهنا في مدينة الملك فهد الطبية.



www.kfmc.med.sa



@KFMC_RIYADH



KFMC Riyadh



King Fahad Medical City



KFMC Riyadh



kfmc_riyadh



DAISY Form

NOMINATION FORM—Part 2
نموذج الترشيح - الجزء 2

Please describe a situation involving the nurse you are nominating that clearly demonstrates he/she meets the criteria of a professional and compassionate nurse. The DAISY Award

تعدّد منذ مرّتماً الممرض الذي كنت بترشيحه والذي يبرهنه عليه بطرحه بالحلقة.

**Nominate A Nurse for
The DAISY Award**

ترشح ممرضاً
لتفكر بمنزلة ممرضات الشرفيين

DAISY Award honors personally King Fahad Medical City's remarkable patient experience. These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care, and they are recognized as outstanding role models in our nursing community.

يتمدح العائرين بمنزلة ممرضات مدينة الملك فهد الطبية في تقديم الرعاية المتميزة للمرضى، ويملك هؤلاء الممرضون شئراً من خلال خبرتهم وإبتكارهم ورعايتهم المشهورة بترحمهم، فهم يعتبرون نماذجاً يُحتذى به مجتمع التمريض.

The DAISY Award for Extraordinary Nurses who give Compassionate Care - تكريماً لممرضات العيّن الذين يقدمون الرعاية الشاملة

About The DAISY Foundation

The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes who died of complications of the auto-immune disease Idiopathic Thrombocytopenia Purpura (ITP) at the age of 33. (DAISY is an acronym for diseases attacking the immune system)

تم إنشاء مؤسسة ذا دايسى في سنة 2000 على يد عائلة جيمس بارنيس، مريضاً بالمرض الذي يطلق عليه اسم مرض (Disease) أو (ITP) الذي يهاجم الجهاز المناعي.

During Pat's 8 week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat but to everyone in his family. In memory of Pat, one of the goals was to create a Foundation to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do everyday.

What is The DAISY Award?

The DAISY Award is a program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses everyday. KPMC is proud to be a DAISY Award Hospital Partner, recognizing one of our nurses with this special honor every quarter of a year.

Each DAISY Award honoree will be recognized at a public ceremony in her/his unit and will receive a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitle A Healer's Touch. Additionally, every one in the unit will celebrate with Cinnamon rolls which were a favorite of Patrick's during his illness.

How to Nominate an Extraordinary Nurse

Patients, families, visitors, nurses, physicians, employees may nominate any deserving nurse by filling out this form and submitting it to the DAISY Information Box (located at each Hospital's Lobby, near the Notification Desk / Area)

نشأة الجائزة

تأسست مؤسسة دايسى (DAISY) عام 2000 على يد عائلة جيمس بارنيس والذي توفي نتيجة لمرمته الحاد أثناء فترة العلاج المتقدمة للمرض، وهو مسمى (ITP). أيضاً تأسست دايسى (DAISY) ليس لتشخيص الأمراض المناعية (Diseases) التي تهاجم الجهاز المناعي.

أثناء إقامة والده في المستشفى، كان عائلته مذهلة من الرعاية والرحمة التي تلقاها من الممرضات والذين لم يكن يقتصدوا عليه فحسب وإنما كلفوا أفراد أسرته، وقد ولد لهم الأمل الذي وضعناه لإنشاء مؤسسة ذا دايسى لتكريم الممرضات الشريفة في كل أنحاء العالم، والشكر الذي يقدم بخير حال في حياة الممرض من الناس من خلال العمل الإنساني الذي الذي يقوم به يومياً.

ما هي جائزة دايسى؟

هو برنامج من برنامج تكافؤ من خلاله الممرضات الإكتفائية للعيّن الرعاية الشاملة الحسنة من قبل التمريض يومياً. ويكافئ الجائزة العنيفة ألبها ألبها ألبها في تلك الفترة التي تقوم من خلالها بخير العمل معوجاً على نوع نوع نوع.

يتم تكريم الممرض في كل مطبخ في وحدة ويتبعها شهادة تكريم ونقوش (لوح) خاتمة عبارة ورث معوجاً بديداً من الحجر مخلوب عليه (إنشاء جميل) ويتم تكريم خلال الفترات القصيرة، حيث كانت خلال لفترات من شهر التمريض من خلال العنيفة الذي النديه بخرقك خلال فترة مرضه.

كيف يتم ترشيح الممرض المميز؟

يمكن الممرضون أو أهليهم أو الزائرين أو الأشقاء أو الموظفين ترشيح أي ممرض يستحق الجائزة من قبل لجنة ترشيح الترشيح ويودعها في صندوق ترشيح خارجي والذي يطلق عليه ترشيح من قبل كل مستشفى بالقرب من مكتب الإكتفائية.

What is The DAISY Award?

The DAISY Award is a program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses everyday. KPMC is proud to be a DAISY Award Hospital Partner, recognizing one of our nurses with this special honor every quarter of a year.

Each DAISY Award honoree will be recognized at a public ceremony in her/his unit and will receive a beautiful certificate, a DAISY Award pin, and a hand-carved stone sculpture entitle A Healer's Touch. Additionally, every one in the unit will celebrate with Cinnamon rolls which were a favorite of Patrick's during his illness.

How to Nominate an Extraordinary Nurse

Patients, families, visitors, nurses, physicians, employees may nominate any deserving nurse by filling out this form and submitting it to the DAISY Information Box (located at each Hospital's Lobby, near the Notification Desk / Area)

NOMINATION FORM—Part 1
نموذج الترشيح - الجزء الأول

I would like to nominate
أود ترضح
a deserving recipient of The DAISY Award.
والذي يستحق الفخر معكافاً عنده.

Name _____ اسم الممرضات
Unit _____ الوحدة
Employee No. _____ الرقم الوظيفي

Thank you for taking the time to nominate an extraordinary nurse for this award. Please tell us about yourself. (Not compulsory but needed to invite to ceremony)

تفكرنا شكراً لوقتكم في ترشيح الممرض المميز، الرجاء أن نعرفك بنفسك.

(اختياري)
Name _____ الاسم
Phone _____ الهاتف
Email _____ البريد الإلكتروني
I am _____
Staff موظف
Patient مريض
Family/Visitor عائلة/مريض/زائر
MD طبيب
Other أخرى
Date of nomination _____ تاريخ الترشيح

Please check any of the qualities below presented by the Nurse you nominate:
الرجاء التحقق من أي من الصفات التالية التي يمتلكها الممرض الذي ترضحه:

Approachable / سهل التحدث معه / متاح
 Wlling to listen / واثق من نفسه / واثق
 Knowledgeable / شبيهة بالعلماء
 Smiles / Friendly / واثق / متعاون
 Professional / محترف / مهني
 Good appearance / ذو مظهر حسن
 Assist in patient needs / يساعد في احتياجات المرضى / House / أمين
 Always Caring / دائمًا الاهتمام بالمرضى / Always Caring / يهتم على مئة مئة
 Keeps safe environment / يحافظ على بيئة عمل آمنة

لأن الوعي وقاية ..

إدارة التثقيف الصحي

King Salman Heart Center



@Kfmc_Riyadh



King-fahad-medical-city

You
Tube

KfmcRiyadh



8001277000

HEM1.18.000593

