



Your Care Journey at **HEART HOSPITAL**

مستشفى القلب
Heart Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation





Welcome to Your Care Journey at Heart Hospital

We are committed to providing you with care that extends beyond mere medical treatment, encompassing personal attention and informed support. This booklet introduces you to various practices we uphold to ensure your experience is both comforting and conducive to healing.



1. Bedside Shift Report

The Bedside Shift Report includes the incoming and outgoing nurses conducting their handover at your bedside. This approach enables you to actively engage in your care, promoting transparency and continuity throughout your treatment.

Your Role

You will stay informed about your care plan, any changes, and your progress. This is an opportunity for you to ask questions and express concerns directly to your care team. This is your chance to directly address your care team with questions and concerns. We encourage you to actively participate by listening, asking questions, and sharing any relevant information or changes you have observed in your condition.



How it works

During each shift change, the nurses will gather by your bedside. They will carefully review your medical information, discuss ongoing care plans, and promptly address any immediate needs or concerns that may arise.

Benefits

Improved communication between you and your healthcare providers leads to increased satisfaction with your care and a better understanding of your health and the measures being taken to enhance your well-being.





2. Patient's Whiteboard

A whiteboard placed in your room displays key information about your care team, treatment plan, daily goals, and any important notes or preferences you have communicated to us.

Your Role

This visual aid ensures that both you and your family are kept informed about the individuals involved in your care, the schedule for your day, and any significant aspects of your treatment. Please feel free to check this board regularly during your stay, and don't hesitate to ask your care team to update any information as required.

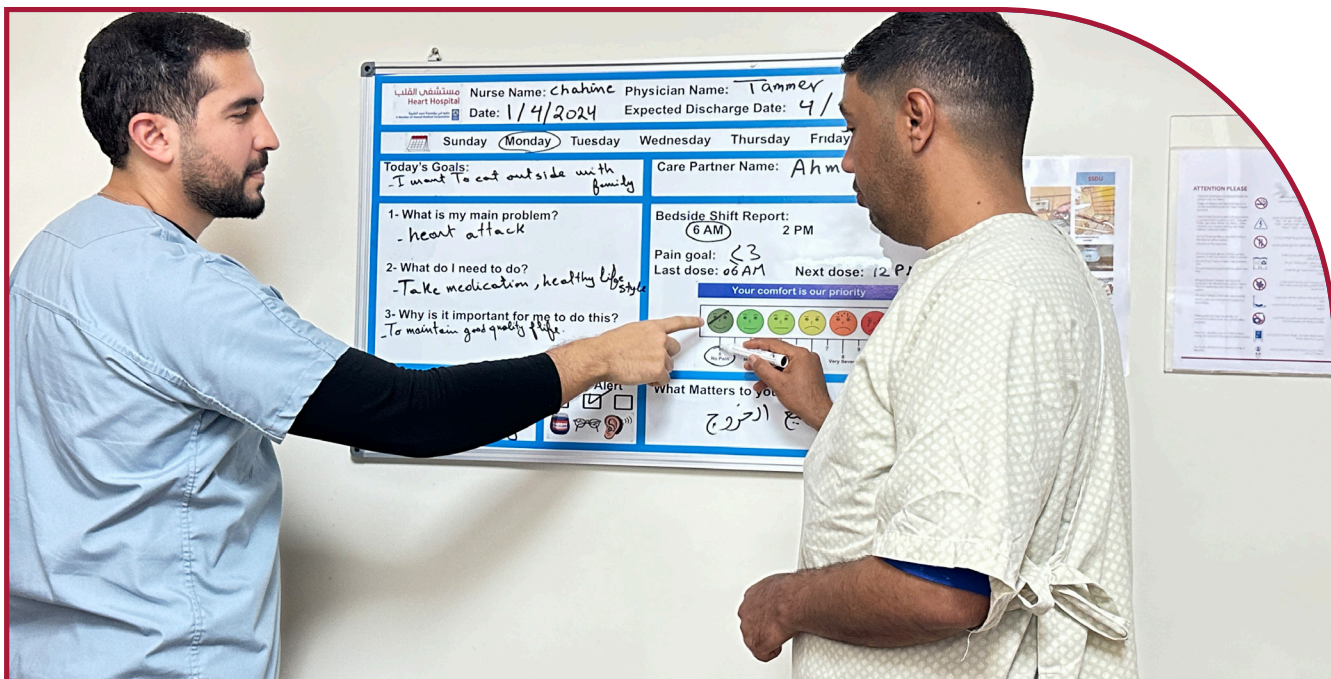


How it works

The whiteboard will be regularly updated by either you or your care team to ensure it accurately reflects the latest aspects of your care.

Benefits

Better understanding of your care plan, improved communication with your healthcare team, and a clear outline of daily goals and progress.



3. Access to Medical Records

Throughout your hospital stay, you can review your medical records in the presence of a nurse or an attending physician who is responsible for your treatment. Additionally, you can access your medical records online via MyHealth Patient Portal. This access enables you to view essential health information, such as lab results, medication lists, and upcoming appointments.

Your Role

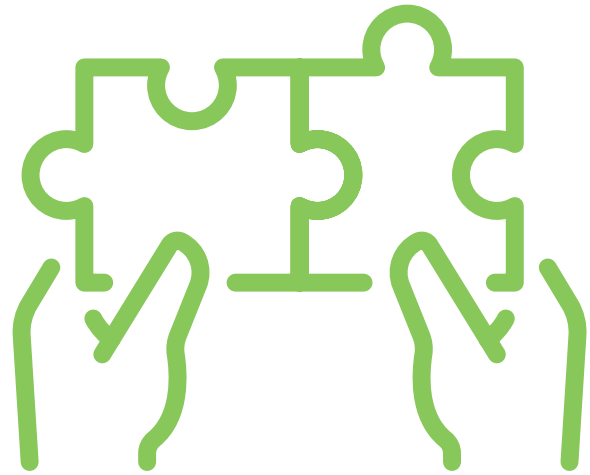
Empowerment to actively engage in your healthcare decisions is vital. Accessing your records allows you to stay well-informed and involved in your treatment plan. To ensure responsible use of this tool, keep your log-in information secure, and address any questions or concerns about your records with your healthcare provider.

How it works

You can request assistance from your attending nurse/physician to access your medical records online through the MyHealth Patient Portal. They can also help you understand the information provided..

Benefits

Increased participation in your healthcare, enhanced understanding of your health status, and real-time access to your medical records facilitate informed and timely decision-making.



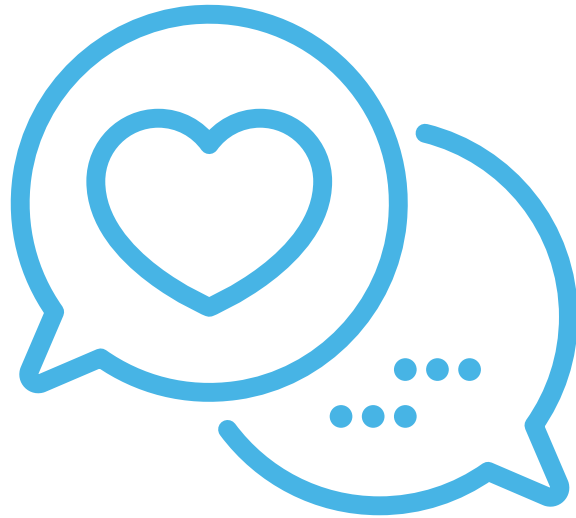


4. Health Information in Preferred Language/Learning Style

Translators and translated materials are available to ensure you understand your care and treatment options. Comprehensive understanding is facilitated through methods such as teach-back and demonstrations.

Your Role

Regardless of your spoken language, you will receive information in a manner that is clear and understandable, ensuring that you are fully informed and comfortable with your care decisions. Please inform us of your preferred language and learning style for health information as soon as possible.



How it works

Upon notification of your preference, we will arrange for interpreter services or provide materials in your preferred language and learning style.

Benefits

Effective communication, increased satisfaction with your care experience, and a better understanding of your health and treatment plans are among the benefits of receiving health information in your preferred language and learning style.



5. Holistic Treatment Plan Addressing Social Needs

Your treatment plan will encompass not only your medical requirements but also consider your social, emotional, and environmental factors. This comprehensive approach ensures personalized care that considers all aspects of your well-being.

Your Role

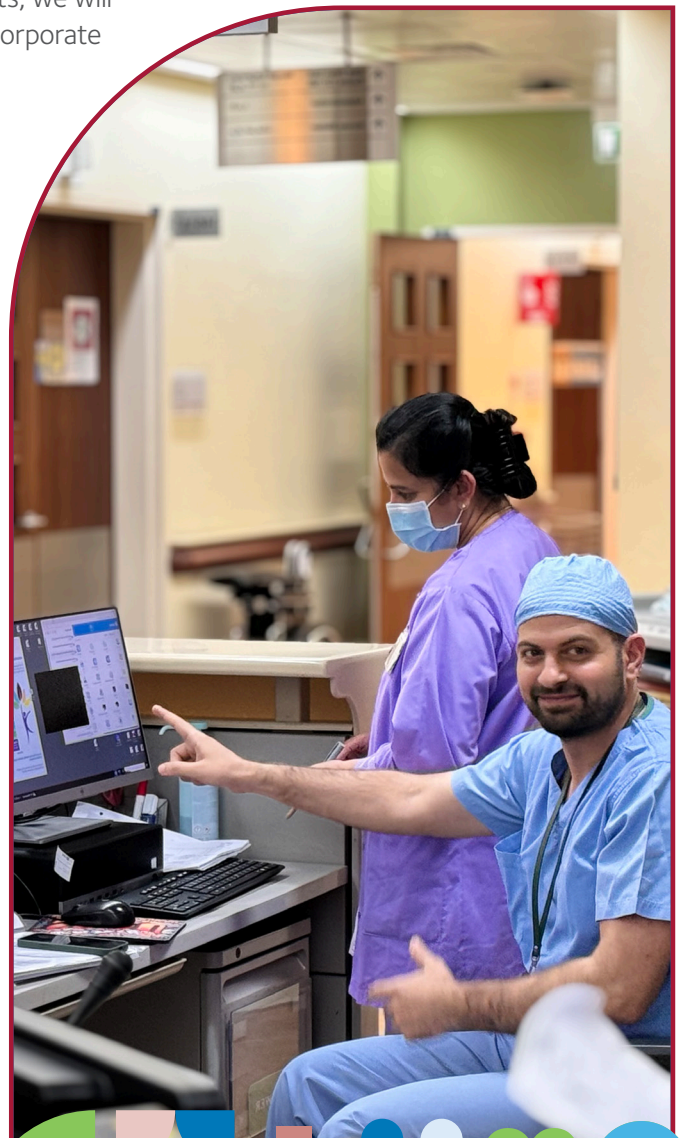
Your healthcare team will consider all aspects of your life and health, tailoring a care plan specifically to address your individual needs and circumstances. It's important to openly communicate any personal, social, or environmental concerns with your care team to ensure a thorough understanding of your overall situation.

How it works

Through discussions with you and thorough assessments, we will identify any factors that may affect your health and incorporate appropriate interventions into your care plan.

Benefits

By addressing all aspects of your needs, this care plan will lead to enhanced health outcomes and a more satisfying healthcare experience.





6. Visitation Hours

Recognizing the importance of support from loved ones during your hospital stay, we offer 24-hour visitation to accommodate meaningful visits according to your preferences while ensuring sufficient time for rest and recovery.

Your Role

You have the opportunity to welcome visitors, receiving the support and comfort derived from being surrounded by loved ones. We aim to cultivate a welcoming environment for both you and your visitors. We kindly request that you and your visitors adhere to the guidelines regarding the number of visitors and noise levels to maintain a healing atmosphere for all patients.

How it works

Visitation guidelines will be clearly communicated upon your admission and prominently displayed throughout the facility. Staff members will be available to assist visitors and ensure compliance with visitation policies.

Benefits

Balancing emotional support from loved ones with the rest necessary for recovery, this approach positively impacts patient well-being and satisfaction.



7. Care Partner Program

Our Care Partner Program allows a designated family member or friend to play a more active role in your care, acting as an extension of the care team and receiving information and support to participate in your care activities.

Your Role

The presence of a care partner offers you additional support, comfort, and advocacy throughout your healthcare journey. It ensures that decisions are made with your best interests in mind and provides you with a trusted individual involved in your care. If you choose to participate in this program, you'll be asked to nominate a care partner—a person you trust and feel comfortable having actively engaged in your healthcare decisions and daily care.



How it works

Once designated, your care partner will receive orientation and resources to understand their role, including how to assist with your care, communicate effectively with healthcare providers, and provide emotional support.

Benefits

The involvement of a care partner enhances communication among you, your care team, and your designated supporter. This leads to improved patient satisfaction, increased feelings of safety and support, and potentially better health outcomes due to the involvement of someone who knows you well.





Discover the Impact of Patient Engagement!

Your voice matters in shaping the way we deliver our healthcare practices. Joining our Patient and Family Advisory Council (PFAC) at Heart Hospital offers you the chance to actively contribute to the continuous improvement of our services, ensuring that we remain responsive to the needs of our patients and their families.

What is PFAC?

The Patient and Family Advisory Council (PFAC) serves as a collaborative platform where patients and their family members partner with hospital staff and administrators. This council serves as a conduit for sharing insights, providing feedback, and offering suggestions directly aimed at enhancing patient care and experience.

What's in it for me?

- **Make a Difference:** Your experiences can help improve the quality of care for all patients.
- **Amplify Your Voice:** Share your perspectives and feedback on hospital policies, programs, and practices.
- **Work Together on Finding Solutions:** Collaborate with healthcare professionals to create meaningful changes.

How to Get Involved and Learn More

If you're interested in learning more about the PFAC or wish to become a member, please reach out to us. Your insights and experiences are invaluable in our journey toward excellence in patient care.

- Email: PersonCenteredCare@hamad.qa
- Call: 4439-5589
- Operating Hours: Sunday to Thursday, 7 AM to 3 PM

Scan this QR code to access our Welcome Booklet for patients and families

