

ACUTE MEDICAL ASSESSMENT UNIT (AMAU)

What are the charges?

For common rooms

- For the first 2 days, bed stay is free if from Emergency Department.
- A payment of QR100 per day after 2 days if with a health card.
- A payment of QR400 per day after 2 days if with no health card.

For health cards

- Make sure your health card is not expired.
- If expired, please inform your nurse or case manager right away.
- Prepare QR 100 and copy of QID to get a health card.

HMC Customer Service

Dial 16060

nesmaak@hamad.qa - www.hamad.qa - customer desk

Visiting Hours

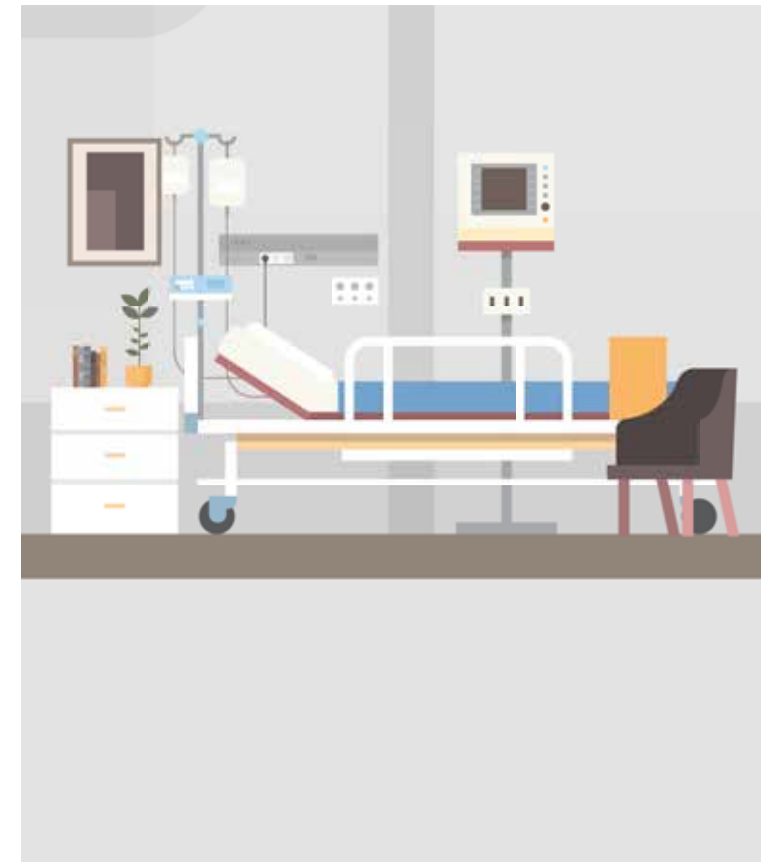
7am to 1pm

3pm to 10pm

- Only 2 visitors at a time
- Children < 14 years old are not allowed.

Location:

6th Floor, North side of
Hamad General Hospital
6N1 and 6N3



20_0037

ACUTE MEDICAL ASSESSMENT UNIT (AMAU)

You will be cared for by a multidisciplinary team comprising of doctors, nurses, pharmacists, and therapists who will review you daily and provide the highest quality of care 24/7.

AMAU is a short stay unit - expected length is up to 3 days maximum.

We expect to send you home or relocate you to a ward within 3 days.

Services Provided

- Hand hygiene kits will be provided for you. We encourage you to comply with hand hygiene.
- Housekeeping service is available most of the time. Linens are changed daily in the morning.
- Some patients are admitted with specific problems or those requiring procedures and may need NPO. This means that they'll be unable to eat nor drink until further orders.
- Catering service will be from 6.30am to 9pm.

To ensure the safety of all our patients, do not bring:

- Large amounts of money
- Electronic appliances
- Expensive items such as jewelry
- Carpet and bed linens
- Large flowers or decorations

During AMAU Stay:

- You will be seen by multidisciplinary team which may visit you at different times during the day.
- During your stay you might need investigations requiring blood extraction or imaging or a procedure.
- Your team might arrange doctors from other disciplines to see you depending upon your condition.

Frequently Asked Questions:

Q: Why am I inside a room with doors closed?

A: Some patients are potentially infectious or at increased risk of picking up infections from others.

Q: How can my family know about my condition?

A: We request you to nominate one family member or friend to communicate with the staff.

Q: Why is AMAU noisy at times?

A: Admissions can occur at any time in AMAU. You may hear staff talking or patients moving in and out of the unit.

We try to keep this to a minimum and be as quiet as possible.

Your active participation in your healthcare is very important.

AMAU Reminders

- All non-Qataris must visit the cashier to settle the financial obligations before leaving the hospital.
- If you require a Medical Report, please inform your nurse or doctor looking after you. You need to pay to claim your medical report.
- We encourage you to ask for feedback form. We use suggestions to improve our care.

Upon discharge, ask your doctor about:

- Discharge medicines.
- Your final diagnosis.
- Follow-up plans.

**Please listen carefully to make sure you understand the instructions.
Do not hesitate to ask questions again.**

**Please Press
CALL BELL
FOR ASSISTANCE.**

