

You may also contact us in many ways:

Your assigned educator will provide you with contact number

1. Patient and Family Education unit HGH – 44391495
2. Patient and Family Education unit WWRC – 402 63846.
3. Patient and Family Education unit AWH – 40114319 –40115838
4. Patient and Family Education unit in AKH two contact number
  - a. Maternity services patient educator – 40241116.
  - b. Diabetic patient educator – 44745060.

There are still many things that you might want to talk about. the educator can give you another appointment for this. they are available from 7am to 3pm, Sunday to Thursday.



# Hi, I Am Your Patient Educator



**Patient and Family Education**  
@ patienteducation@hamad.qa  
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# Hi, I Am Your Patient Educator

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There are many reasons why you want to visit the hospital. This experience may be stressful enough for you. You may feel confused, rushed, or concerned.

Many feel the same. Some patients lack knowledge about healthcare. Or simply clouded by worry.

To ease your feelings, we are here especially for you.

## What is Patient and Family Education or PFE?

This is part of your healthcare service. It is free of charge for patients and family members. Better knowledge of your health will avoid frequent trips to the hospital. Our goal is your safest hospital experience.

## Who are the patient educators?

They are trained in the field of teaching focused on health, wellness, and prevention. Some refer to them as health educators. They work with your doctors and other health teams. They also help arrange your treatment plans. They can guide you in making sound and healthy decisions for your health.

## They are responsible in helping you understand (not limited to):

- Your health and disease.
- Procedures you need to do.
- Treatment you need to complete.
- Your journey to recovery.
- Other things that concern you.

## How can you get an appointment with patient educator?

You may approach them. Ask your doctor to refer you. Other healthcare worker may also refer you once they see the need to.

## You may talk to them through:

- Face-to-face session
- Via phone session
- Virtual session (depending on which hospital)

## How can you enhance your time with the patient educator?

- Prepare yourself and your questions.
- Listen and clarify unclear statements.
- Write down what you learned on a notebook or journal.
- Ask for a written material (if available)
- Repeat what you learned to the educator. Its normal to miss some points. He will explain again to you.

## You may wonder what specific topics you can discuss with the patient educator. Here are some common examples:

- Review of your medications
- Preparation for surgery
- Going home instructions
- Prevention instructions
- Vaccines

## What patient educators can provide you during and after session?

- Reading or written material
- Video to watch
- Audio clip to listen
- Emotional support
- Health facts.
- Demonstration and re-demonstration of some skills
- Link / QR code of the PFE website for online resource

You may find that the patient educator is not the expert to your specific concern. Don't worry. He can also guide you on who to approach. It could be:

- Nurse
- Dietician
- Therapist
- Pharmacist
- Social worker
- Another patient educator
- Back to your doctor

We hope you have a good experience in our hospitals. We want you to know that we are happy to serve you.

