

Home Healthcare Services

Patient and Family Handbook



خدمات الرعاية الصحية المنزلية
Home Healthcare Services

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WHAT IS HOME HEALTHCARE SERVICES?

Home Healthcare Services can be defined as the process of providing quality age-specific care as part of the continuum of care in the patient's home setting. It is offered as part of Hamad Medical Corporation's (HMC) continuing care group of healthcare services. Home Healthcare Services are provided to patients based on identified needs of the patient, family and significant other. It is individualized for each patient's specific needs and adopted to the appropriate age, language and level of care needed.

MISSION, VISION, AND VALUES OF HOME HEALTHCARE SERVICES

Vision

To be an internationally recognized center of excellence for continuum of care by providing the highest possible standard and quality of home healthcare services for the State of Qatar.

Mission

To provide services that enable patients/families and caregivers to achieve optimal levels of health, promote independence, enhance quality of life and to re-integrate into the community through a collaborative approach and health education.

Values

Home Healthcare Services is built on shared values and common purpose. We value respectfulness in dealing with patients, families, caregivers and colleagues. We believe that successful outcomes depend on working together.

- H - Holistic
- H - High Quality
- C - Compassionate
- S - Supportive

WHAT SERVICES DOES HOME HEALTH CARE OFFER/ WORKING HOURS?

- Care for the frail , elderly and pediatric (including all activities of daily living)
- Acute care not requiring 24-hour nursing care
- Oxygen administration/nebulization therapy and teaching
- Care and insertion of urine catheter and naso-gastric tubes
- Feeding and nutrition (dietician)
- Open wound care/dressing/ostomy care and teaching
- Phlebotomy (extraction of blood for investigation purposes)
- Teaching and care of mechanically ventilated patient
- Respiratory therapy
- Physical therapy
- Occupational therapy
- Social worker
- Speech therapy
- Patient/family/caregiver education
- Medical equipment services
- Diabetic educator
- Patient relation coordinator
- Clinical pharmacist

WORKING HOURS

Home Healthcare Services is provided from 7am to 3pm from Sunday to Thursday.

If you require emergency treatment beyond these hours, please call 999 for Emergency Medical Services or go to the Emergency Department at either Hamad General Hospital, Al Khor Hospital, Women's Hospital (Gynecology/Maternity), Al Wakra Hospital or a Pediatric Emergency Center for children under 17.

HOW DO I GET ACCESS TO HOME HEALTHCARE SERVICES AND OTHER RELATED RESOURCES?

A patient can request access to Home Healthcare Services and other related resources by referral from his or her attending inpatient, primary health care, or outpatient physician.

PROCESS OF ADMISSION

A Home Healthcare Services case manager and/or designated team member will perform an eligibility assessment to determine if you are eligible for admission.

If you are eligible for admission, the Home Healthcare Services interdisciplinary team will conduct an interdisciplinary assessment in your home.

Once you are admitted to our services we will provide you with a 'patient folder' at home containing all relevant details regarding your care.

You or a responsible family member will be asked to sign a general consent form, to allow Home Healthcare Services staff to give routine care to you in your home. This form includes information on home healthcare visit schedules, routine treatments, procedures and an agreement to respect the home health services staff and ensure a safe working home environment.

Home Healthcare Services are available to all patients irrespective of nationality, financial or religious status.

HOW LONG WILL HOME HEALTHCARE SERVICES BE PROVIDED?

Services will be determined and provided on an individual basis according to your health needs. When discharge is appropriate, your case manager and nurse will educate you about special information that you need to know and any follow up appointments required in an HMC outpatient department or Primary Health Care center. If you have any concerns about the discharge process, please discuss this with your case manager or nurse.

INTERDISCIPLINARY TEAM INVOLVED IN THE PROVISION OF CARE

- Assistant Chief Executive Officer
- Assistant Executive Director of Home Healthcare Services
- Home Healthcare Services Physicians
- Directors of Nursing
- Nursing Supervisors
- Case Managers
- Liaison Case Managers
- Home Healthcare Services Staff Nurses/ Midwives
- Clinical Pharmacist
- Physical Therapists
- Occupational Therapists
- Speech Therapist
- Respiratory Therapists
- Dieticians
- Social Worker
- Infection Control Reviewer
- Quality Control Reviewer
- Nurse Technicians
- Patient Care Attender
- Patient Family Educators
- Diabetic educator
- Patient Relation Coordinators
- Administration Support Staff

IS THE SERVICE FREE?

Home Healthcare Services is provided as follows:

Patient	Care	Medication	Equipment	Medical Supply
Qatari	Free	Free	Free	Free
Non- Qatari	Free	Payment with exemption	Deposit	Free

WHAT ARE MY RIGHTS AND RESPONSIBILITIES AS A PATIENT?

Patient and/or families are responsible to inform us about the following:

- If the patient has expired
- Any change of address
- Any change in medication
- Any change in caregiver
- Anyone staying at the home of the patient who was diagnosed and suspected to have communicable disease

Patients who are admitted to hospital or who have an outpatient department appointment are required to take the following documents:

- Home Healthcare Services patient folder
- Valid health card
- Referral letter if needed

Home Healthcare Services is committed to ensuring that patients and families know their rights and responsibilities. Your case manager will provide you with a copy of the Patient and Family Bill of Rights and responsibilities as soon as you are admitted to Home Healthcare Services. If, at any time, you feel that your rights have been disregarded, you can speak to your case manager.

CONFIDENTIALITY AND PRIVACY

We understand that medical information about you and your health is confidential. We are committed to protect medical information about you. We create a record of the care and services you receive at Home HealthCare Services. This record is called a "Medical Record" and is needed to provide you with quality, continued care.

Any information concerning you or your health strictly confidential. Everyone involved in your care, has a duty to keep all information confidential and secure. Your records will not be shared or released without your consent. To place any special restrictions on the use or disclosure of your medical information, please inform your physician, nurse or case manager.



HOW DO I CONTACT HOME HEALTHCARE SERVICES?

The staff at Home Healthcare Services are committed to giving quality of care and in order to do that, we value your input. You and your family can use a comment card to give us feedback on our services (See attached form). This can be dropped off in any of the locations provided in Home Healthcare Services department or Hamad General Hospital. This will help us to improve our services.

You can contact us through the following telephone numbers:

District 1.	44395159/5165/5166
District 2.	44395168/5163/5167
District 3.	44395158/5157/0331
District 4.	44395149/5153/5146
District 5 (Al Khor):	44745640, 44745641, 40241030, 40241031
Respiratory Therapists:	4439 5137
Home Healthcare Equipment Manager:	44395170, 44395139
Pediatric team:	44398495
Fax:	44395172
E-Mail:	Home Care Service Mail Group@hmc.org.qa

Please note: All Home Healthcare Services staff are required to wear a Hamad Medical Corporation ID and uniform, child-safe identification and child-safe ID badges.

