

About Us

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Contact Us

 sinahospital.com
 031-32205025
 [sina.hospital.isf](https://www.instagram.com/sina.hospital.isf)



Patient information booklet

Sina Hospital & Heart Center

**Patient information booklet
(Help us to care for you)**

**Welcome to Sina Hospital & Heart Center in the beautiful
and historical city of Isfahan, Iran**

We hope that your stay with us is comfortable.

- The care we provide to you is based on our values of connect. This book will answer any questions about your hospital stay. If you have any further questions or concerns, please talk to our staff. They will be happy to help you.
- A Responsible for formalities will guide you through your hospital stay when you arrive. They will provide you with information about your care, condition and treatment plan.
- We will always keep you informed and we encourage you to talk to us if you have any worries or concerns during your stay with us.



Please tell us if you:

- Have any allergies or reactions to medications or food
- May have been exposed to any contagious or infectious conditions
- Are in pain and/or discomfort
- Have been on a recent overseas trip
- Need help or have any special needs
- Feel your condition is getting worse
- Have any concerns about your care
- Wish to provide feedback about our service

What to bring from home?

Bring:

- Medications you are currently taking
- Medical information (such as x-rays) if requested
- Information about allergies and/or adverse medication reactions
- Letters, reports, referrals and consent forms relating to your current admission
- A copy of any completed advance care planning documents (for example, an Advanced Health Directive, Statement of Choices and Enduring Power of Attorney forms).

You might also need:

- Your identification, Medicare card, pension card, Department of Veteran Affairs (DVA) card
- Private health fund details
- A notebook and pen for writing down key pieces of information or any questions you may want to ask your care team



Belongings to consider bringing include:

- Comfortable clothes for day wear
- Comfortable sleep wear and robe (loose fitting)
- Rubber-soled slippers/non-slip footwear
- Items such as magazines, books
- music with headphones
- A small amount of money
- Toiletries (including any ointments, eye/ear drops or patches)
- Phone and charger
- Nappies, favorite toy or special items (with personal name labels attached) if you are staying with a child
- Any aids - such as glasses, hearing aids, CPAP (if you have sleep apnea), a walking stick or frame or any other mobility aid (if told to bring in).

The nursing staff caring for you will assist you with identifying what you require.

Do not bring valuables or large amounts of money with you to hospital.

What you need to know during your stay?

We will show you how to use the nurse call buzzer and your bed control. We will also show you where your bathroom and shower facilities are located.

You know yourself better than anyone. If you feel you need immediate care, please press the nurse call buzzer.

You are the most important member of the healthcare team and therefore your safety is our priority.



There are things that you can do to ensure your safety during your stay

To prevent falls:

- Wear non-slip footwear
- Use walking aides (if needed)
- Do not hesitate to ask for help
- Wear your glasses (if needed)

To prevent blood clots:

- Wear compression stockings (if needed)
- Move around as much as you can
- Do foot and ankle exercises in bed

To prevent pneumonia:

- Practice breathing exercises (as prescribed by your physio-therapist)
- Move from your bed and walk around during the day (if your condition allows).

To prevent pressure injuries:

- Get out of bed often (if your condition allows)
- Eat all of your meals and snacks (and if you are not eating as much as usual, tell your nurse).

To keep clean and healthy:

- Clean your hands often
- Ask your visitors to clean their hands when visiting
- Ask your visitors not to visit if they are sick.

P a r k i n g

There are two (2) main options for staff, patients and visitors to Sina Hospital & Heart Center, Taleghani Parking and Sheikh Bahae Parking.

Taleghani Parking

Casual parking rates are \$0.12 an hour. This car park has allocated disabled parking.

Sheikh Bahae Parking

Casual parking rates are \$0.12 an hour. This car park has allocated disabled parking.



We welcome your feedback

We encourage our patients to share their hospital experience with us.

Any concerns, suggestions or compliments can be made during or after your stay by:

- Speaking with a member of your care team or the manager of your ward
- Contacting the head of public relations via email (pr_office@sinahospital.com) or WhatsApp phone number (+98 9160818664).

Concerned about your condition?

To solve your concern, we recommend you to do the following steps:

Step 1. Discuss concerns with treating nurse or doctor.

Step 2. If not satisfied with the response, the patient, family or care can ask to speak to the Nurse in Charge or Senior Doctor. Or at night, this will be the Hospital at Night Clinical Nurse Consultant or Team Leader.

Step 3. If the patient, family or care remains concerned, they can call a head of public relations by WhatsApp phone number (+98 9160818664). to request an independent clinical review, or ask staff to call on their behalf. The caller should state they are requesting a special clinical review, and provide the patient's name and date of birth; and ward hospital and bed number.



Patients' Rights Charter in Iran

Everyone who is seeking or receiving care in the Iran health system has certain rights regarding the nature of that care

The five healthcare rights are:

Principle 1

It is the patient's right to receive an optimum quality of medical care

- 1-1: Befitting the status of the patient, along with respect for values, cultural and religious beliefs.
- 1-2: Must be based on honesty, fairness, courtesy and compassion.
- 1-3: Must be free of cultural, religious, cultural, racial prejudices, with no discrimination with regards to the gender and ailment.
- 1-4: Must be based on the latest medical findings.
- 1-5: Must be founded on the interests of patients.
- 1-6: Distribution of health resources must be done in a non-discriminatory and just manner.
- 1-7: Must be based on the coordination of the principles of medical care including, prevention, diagnosis, treatment, and rehabilitation.
- 1-8: Provision of all necessary and basic welfare facilities, without causing trouble and pain.
- 1-9: Special attention to the rights of vulnerable groups such as children, expectant mothers, the elderly, mental patients, convicts, psychiatric patients, and people with no legal guardians.
- 1-10: Swift and respecting the time of patients.
- 1-11: Variables such as language, age, and gender must be taken into account.
- 1-12: In emergency cases, medical care shall be administered without considering the receipt of expenses, and in non-emergency cases it shall be treated as per the regulations.
- 1-13: In emergency cases where medical care cannot be given, after offering the necessary services, the hospital shall pave the way for the transfer of patient to a more equipped center.
- 1-14: For terminally ill patients where death is certain, measures are taken to lessen the pain and suffering of the patients, and due attention is given to the mental, social, and mental needs of the patients and their families. The patient has the right to spend time with whomever he/she wants during the last moments of his/her life

Principle 2

Any information must be communicated appropriately and adequately

- 2-1: Content of the information must include the following:
 - 2-1-1: provisions adopted in the patient rights charter.
 - 2-1-2: regulations; predictable expenses, including medical and non-medical care; insurance regulations; announcing support systems during admission.
 - 2-1-3: Names, responsibilities, ranks of the members of the medical group, including Medical Practitioners, Nurses, Students, and their interrelation.
 - 2-1-4: Methods of diagnosis, treatment, along with their strengths and weaknesses, and potential side effects, as well as all the information in decision makings in relation to the patient.
 - 2-1-5: Ways to access the medical practitioners, and principal medical group members during the course of treatment.
 - 2-1-6: All measures of research nature.
 - 2-1-7: Necessary instructions for the continuation of treatment.
- 2-2: Service Delivery Methods:
 - 2-2-1: Information must be conveyed with due regards to the patient status, including anxiety, pain, individual traits, language, and academic and comprehension proficiency of the individual.
 - Where the disclosure of information to the patient before a procedure puts his/her life in danger, such disclosure will be made after such a procedure.
 - Where the patient abstains from receiving such information, the patient's request shall be accommodated.
 - 2-2-2: The patient has the right to access and collect the copy of all the related registered information, and even request for the correction of the errors inserted therein.



Principle 3

Patient Choice and Decisions in the course of receiving medical care must be respected

- 3-1: Scope of patient choice and decisions encompass the following:
 - 3-1-1: Selection of the medical practitioner and medical services center must be in line with the regulations
 - 3-1-2: Choosing or seeking the opinion of a second medical practitioner as consultant
 - 3-1-3: Participation or non-participation in biological researches while making sure such a decision does not interfere with the medical services received.
 - 3-1-4: Accepting or rejecting proposed treatments, after knowing about the potential side effects, unless in suicide cases or cases in which avoiding treatment puts the life of another person at risk.
 - 3-1-5: The previous opinion of the patient on the upcoming medical procedures, while he/she still has the capacity to make decisions, shall be considered as instructions when the patient lacks the ability to make decisions, with due regards to the regulations.
- 3-2: Conditions of making choices and decisions include the following:
 - 3-2-1: Patient choices and decisions must be made freely, consciously based on the receiving of comprehensive and adequate information (as mentioned in part 2)
 - 3-2-2: After delivering the information, adequate time is given to the patient to make decisions.



Principle 4

Medical services must be based on a respect to patient privacy and with due regards to the principle of confidentiality.

- 4-1: Confidentiality regarding all the information about the patient is necessary, unless in cases excepted by the law.
- 4-2: During all stages of medical care, including diagnosis and treatment, the privacy of the patient must be protected, and all measures for guaranteeing the privacy of the patient must be taken.
- 4-3: Only the patient, medical group, and authorized individuals are allowed to access information on a particular patient.
- 4-4: Patients have the right to be accompanied by another person unless in cases excepted by the regulations and medical emergencies.

Principle 5

Access to an efficient system on the complaints is the right of patient.

- 5-1: Any patient has the right to make complaints to competent authorities in case his/her rights are violated.
- 5-2: Patient have the right to be aware of the process and results of their complaints.
- 5-3: Damages caused through the fault of service providers, must be remedied in the earliest possible date after adjudication and proving the case.



Your responsibilities

We ask people seeking or receiving care, their families, cares and visitors to:

- Treat health workers and other patients courteously and with respect, dignity and consideration
- Not harass, abuse, threaten or put any person at risk of physical or psychological harm
- Respect the confidentiality and privacy of staff and other patients
- Give staff as much information as you can about your health and any beliefs that may affect your treatment
- Tell staff if you are taking any medicine, recreational drugs or natural remedies
- Tell staff if someone else is treating you for the same condition
- Ask questions and talk to your family before making any decisions about your healthcare (if needed)
- Follow staff instructions regarding your treatment and care.

Sina Hospital & Heart Center has a zero-tolerance approach to threatening, abusive or violent behavior by any person. We will take appropriate action to protect people and property.



H a n d o v e r

Clinical handover or patient handover is when your care is 'handed over' to another staff member. This usually occurs when one shift ends and another begins. Staff may gather around your bed and share information about your care and medical condition. We encourage you to be involved in handover.

We are committed to keeping your information private and confidential and we only share general information about your care at your bedside. If you have any concerns about your privacy, please feel free to speak to your care team.

Patient identification

When you are admitted to hospital, an identification band will be put on your wrist. Please check that details on the band are correct and wear it while you are in hospital. It is important to tell our staff if there is any wrong information. During your stay you will regularly be asked your name and date of birth to confirm your identity.

When it is time to go home

We want to ensure your discharge home is planned in advance. Your care team will discuss discharge plans with you early in your hospital stay, including:

- What goals you need to meet to be discharged
- When you are likely to go home
- What preparations will need to be made

The day before discharge, you are required to make arrangements for your transportation home and ensure that you are happy with the plan for your ongoing care. If you need assistance with arranging transport, please let your care team know.

Before you leave hospital, the nurse looking after you will ensure you have:

- Any follow-up appointments
- Medical certificates (if required)
- Discharge medications or a script to give to your usual pharmacy
- Education information to assist with your ongoing care information for any community support services you may require.

A text message requesting feedback will be sent after discharge.

M e d i c a t i o n s

Patients are encouraged to bring their own medications to hospital, including any herbal or vitamin supplements, over-the-counter medications, as well as those prescribed by your usual doctor. Please give this medication to your nurse. Your doctor will prescribe the appropriate medications for you while in hospital and when it is time to go home.

When leaving hospital, you will be given a list of all your medications. Please share this list with your GP and community care providers, where appropriate.

It is important that you understand your medications, including what they are called, what they are used for, when and how long to take them and any possible side effects.

Ask your care team if you need further information.



Laundry

We cannot wash your clothes during your hospital stay. Please make sure you have all of your clothing and personal belongings before going home.

Meals

A choice of meals from the hospital menu is available for most patients. If your doctor requires you to have a therapeutic diet, your menu card will be adjusted accordingly. Please advise nursing staff if you have any special dietary requirements such as food allergies or food intolerances.

Visitors

Your family, friends and cares are welcome to visit you during your hospital stay. We have a flexible approach to visitor hours in During the day (at 02:00 to 03:00 pm). We ask that all visitors are respectful

No smoking policy

Smoking is prohibited in hospital. If you are a smoker, please talk to nursing staff about accessing help with nicotine replacement during your stay in hospital. We also ask for your assistance in informing your visitors that this is a non-smoking facility

Other points

Please note that patients do not have permission to relocate or move hospital property outside of hospital grounds. This includes medical devices, such as intravenous pumps and fluid stands/poles.

