

PATIENT AND FAMILY EDUCATION **ADMISSION HANDBOOK**



ABOUT **FAKEEH UNIVERSITY HOSPITAL**

Fakeeh University Hospital is a hospital and medical university brought by the pioneering Saudi healthcare provider group, Fakeeh Care. With a rich legacy of over 4 decades, Fakeeh Care is committed to delivering medical excellence and championing outstanding research in the UAE.

Fakeeh University Hospital is a 350-bed state of the art facility, located in Dubai Silicon Oasis, which provides primary, secondary and tertiary care. It is equipped with cutting-edge technology and smart systems that are built to meet the unique needs of the hospital and UAE patients.

Fakeeh University Hospital uses innovative diagnostic technology, advanced data-assisted and automated medication dispensing systems, which combined with leading medical expertise, make patient diagnoses and care precise and efficient.

Operating as a teaching hospital in Dubai, Fakeeh University Hospital will provide world-class medical education to the future generations of doctors in the UAE, expand the medical horizons of practicing healthcare experts, while also bringing the latest research to its patients. The hospital is a benchmark for medical collaboration, international affiliations and will combine medical education with evidence-based medicine in a modern environment.



DEAR PATIENTS AND VISITORS, THIS PATIENT AND FAMILY EDUCATION (PFE) ADMISSION HANDBOOK IS DESIGNED TO PROVIDE YOU WITH THE BASIC AND GENERAL INFORMATION RELATED TO YOUR HEALTH UPON YOUR ADMISSION TO FAKEEH UNIVERSITY HOSPITAL.



Accommodation and Meals



Cancellation



On the Day of Admission



Inpatient Services



Personal Items



Visiting Hours



For Mothers-to-be



How to Find Your Way to
Fakeeh University Hospital?

Accommodation and Meals

Fakeeh University Hospital offers diverse grades of accommodation including VIP Suite and Private Rooms. All rooms have en-suite bathrooms and are fully furnished with an infotainment system with international direct dial telephones, mini-fridge, and multi-channel satellite television. Please indicate your choice of accommodation to the Admissions Officer who will book it, subject to availability.

A wide choice of Arabic, Asian, and continental selections are available from the meal service. Vegetarian preferences and other special diets are also catered for. Patients' meals are included in the room charge. Meals and refreshments for guests can be ordered at an extra charge.

On the Day of Admission

While most surgical patients are admitted on the morning of the planned surgery, some conditions require pre-operative preparations and anesthetic evaluation, which necessitate coming into the hospital prior to the day of surgery.

Upon arrival, on the day of admission please proceed to the Admissions Office (from 0700-2000). After 2000, please proceed to the Emergency Department.

Emergency admissions for surgery and medical management cases will be initiated based on the triage level, availability of service, acceptance form Physician and insurance approval.

Personal Items

The hospital provides hospital gowns. You may, however, wish to bring your own clothes, bedroom slippers, and toiletries. Clothing should be loose and preferably front opening. We recommend that you leave all valuables items at home. Alternatively, safe deposit box is available in the room allotted for use, free of charge.

For Mothers-to-be

It is best to pack a suitcase two weeks in advance, including two each of front-opening nightgowns, nursing bras, baby vests, baby gowns, mittens, and wrapping blankets.

You should visit Admission office with your original Emirates ID, passport/visa page (both parents),

UAE Original EID, Passport and Marriage certificate attested by the Ministry of Foreign Affairs in UAE.

All documents must be submitted to the Admission Office within 24 hours of delivery to initiate the birth notification process.

In case of NICU admissions for the baby, please contact the billing department as the standard maternity packages do not include such charges.

Cancellation

If for any reason you are unable to keep your appointment for an admission, kindly inform your doctor and the Admissions Office at least 24 hours in advance.

Your support in this regards will help us in meeting the needs of other patients.

General rules:

- All children under 18 years must be accompanied by their parents or an adult.
- Only one attendant is allowed to stay with the patient, after doctor's permission.
- Visitors should refrain from visiting patients if they feel sick to protect patients from infection transmission.

INPATIENT SERVICES



A Care Like Your Own Home, With The Best Medical Facilities

A trip to the emergency room can sometimes lead to a prolonged hospital stay. Treatment of serious illnesses can involve comprehensive diagnostic tests, blood transfusions, and surgery. After these treatments, some patients endure long periods of rehabilitation services. When a service needs you to remain in the hospital for more than a day, it is categorized as an inpatient service.

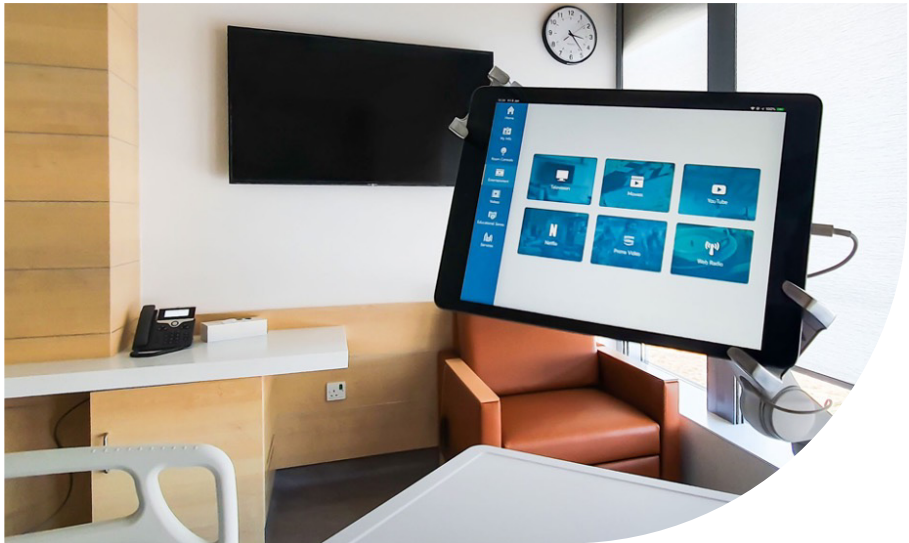
Inpatient care is for patients whose condition requires admission. Mostly, patients get into inpatient care from previous ambulatory care, such as a referral from a family physician or through emergency medicine departments. The patient becomes an inpatient after getting an admission note.

At Fakeeh University Hospital, Our Inpatient Services Include

- Up to 350 bed capacity
- VIP suite rooms
- Birthing center, which includes water birthing suites and an operating theater.

Infotainment

All patients receive a tablet in their room, so they do not have to disconnect from their day-to-day life. The tablet includes entertainment like Netflix as well as allows patients to access their medical records, information about attending doctors and nurses, change room lighting, curtains, air conditioning temperature, etc. right at their fingertips. We make your stay more comfortable by offering infotainment. So that it's a more friendly and comfortable place with easy access to doctors and nurses.



Birthing Center

At the heart of the birthing experience are the birthing centers or the labour, delivery and recovery (LDR) rooms. Each room has an evidence-based design, fully equipped for all kinds of births and manage minor medical events and procedures. It is fitted with life-saving resuscitation equipment for newborns in addition to a warmer.

What makes the birthing centers so unique is that all expecting mothers are provided with the care they need within the confines of one room; this includes labour, delivery and recovery. The advantage is that the mother does not have to leave the room for her delivery.

Once settled in the room, it will be utilized for labour and birth, including recovery.

With the help of eight water birthing pools, Fakeeh University Hospital facilitates normal delivery with non-medicated labour and less pain during the first stage. It may also decrease the need for an epidural or other spinal pain relief and lowers the chances of stress incontinence post-delivery.

Benefits of LDR rooms:

- Mother does not leave the room for delivery
 - Baby is by the mother's side from the time baby is born
 - Fully equipped for all kinds of births
 - Can manage minor medical events and procedures
 - Is much safer in the pandemic era
 - Has equipment to provide newborn care
 - Creates a more comfortable and soothing environment
 - Has an evidence-based design
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Fire Safety

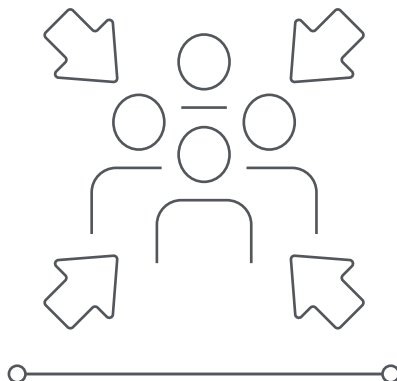
For the safety of all patients and visitors, fire testing and fire drills are regularly conducted, and all hospital staff is fully trained in the correct fire response. If you hear a fire alarm, please remain calm and wait for instructions from the nurse.

If you notice a fire:

- Notify staff members immediately
- Do not use elevators; always use the stairways

Remember, the best approach to fire safety is prevention. Please co-operate with the hospital regulations concerning the No Smoking rule and the use of personal electrical appliances.

Assembly points



Hand Hygiene

- Always wash hands after using the bathroom
 - Wash hands or use antibacterial foam after you come in contact with the hospital staff
 - Always wash hands before eating
 - Never touch dressings, wounds, or IV lines
 - Ask visitors to stay home if they are sick
 - If in doubt, ask your health care workers if they have cleaned their hands
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Lost and Found

To report any missing or found items, please contact the Nurse or Nurse Lead, who will, in turn, contact our Security Officer.

Pain Management

Enhanced recovery after surgery or ERAS is a multi-modal perioperative care pathway designed to achieve early recovery for primary surgery patients. Used by our surgical team to help ensure a patient has the best possible outcome from their surgery.

When implemented, proven results show improved quality of care, i.e. reduced number of complications, hospital stay and re-admissions, increased efficiency resulting in reduced healthcare costs while increasing patient and staff satisfaction.

Visiting Hours

Fakeeh University Hospital permits 24-hour visiting for, at a minimum, those identified by the patient as their care partner, key support persons or priority visitors.

Visiting hours for minors might be limited to observe "Quiet Time" on behalf of their patients.

The quiet time parameters are between the hours of 8:00PM – 8:00AM.

Quiet time is defined as a time in which to minimize noise and activities if possible.

During Quiet Time hours, visitors will be limited to those defined by the patient as essential.

Important note:

- Maintain a list of medications you are taking, including dosages and times. Take the list and medication bottles with you on doctor's visit or emergency department's visits.
 - Tell your doctor of all medications you are taking, including herbal remedies, prescribed and non-prescribed medications so your doctor may advise you of their safe and proper use.
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Safe visiting guidelines, includes:

- Visitors with cold, flu or other communicable disease should not visit the hospital
 - The importance of proper hand hygiene and appropriate infectious disease precautions before entering and after leaving the patient's room.
 - Avoid bringing plants, food from home, etc. to the patient.
 - Only two visitors are permitted to visit at any one time in general wards.
 - All visitors should continue to always wear masks and strictly comply with physical distancing guidelines.
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Upon discharge from the hospital:

- Take your medication as it is labeled and instructed by your doctor or pharmacist.
- Be sure you understand how to use your medication. Do not guess. Ask your doctor, pharmacist or nurse.
- Check the label of your medications for expiration dates.
- Always keep the medication in the bottle labeled for it. Do not mix different medications in one bottle.
- Always close the lids of your medication bottles after use, or return them into plastic packets.
- Store your medications according to the instructions provided by the pharmacy or package insert.
- Keep all medications out of children's reach.
- Do not share your medications with friends or family members.
- Do not stop a prescribed medication (or restart an old prescription) without your doctor's knowledge.
- Herbal remedies should NOT be taken without a doctor's approval. Moreover, they should not be used as a substitute for a balanced diet and proper rest.



How to Find Your Way to Fakeeh University Hospital?

At Fakeeh University, our emphasis is on health services measured by quality and satisfaction. Whether you're a patient in our hospital, visiting a friend or family member, or have an outpatient appointment scheduled with a specialist, we want you to feel comfortable and welcomed. An important part of getting this experience is on how to get to the hospital, hence we have given the fastest and easiest routes for you to come to our hospital.

• From Sharjah Central

When coming from Sharjah Central, the fastest route is through Sheikh Mohammed Bin Zayed Rd/E311. You can reach here by driving from Sheikh Mohammed Bin Zayed Rd/E311 to Dubai. Exit from Sheikh Zayed Bin Hamdan Al Nahyan Street/D54. Our hospital would be on the right. This trip would take up to 37 mins.

• From Mirdif

When coming from Mirdif, the fastest route would be through Sheikh Mohammed Bin Zayed Rd/E311. You and your family can come to us by driving from Sheikh Mohammed Bin Zayed Rd/E311 from Tripoli St/D83. Continue on Sheikh Mohammed Bin Zayed Rd/E311 to Sheikh Zayed Bin Hamdan Al Nahyan Street/D54. Exit from Al Ain – Dubai Rd/E66. Continue on Sheikh Zayed Bin Hamdan Al Nahyan Street/D54 to our hospital. Our hospital would be located on the right. This trip would take up to 20 mins.

- **From Downtown Dubai**

When coming from Downtown Dubai, the fastest route would be through Al Ain – Dubai Rd/E66. You and your family can come to us by driving from Financial Center Rd/D71 and Al Ain – Dubai Rd/E66. Take exit 14 from Al Ain – Dubai Rd/E66 and you will reach our hospital which would be on your right. This trip would take up to 18 mins.

- **From Sheikh Zayed Road**

When coming from Sheikh Zayed Road, the fastest route is through Sheikh Zayed Rd/E11. You and your family can come to us by driving from Sheikh Zayed Rd/E11 to Al Meydan Rd/D69. Then you can take exit 47 from Sheikh Zayed Rd/E1. Get on Al Khail Rd/E44. Drive along Exit 30 and Al Ain – Dubai Rd/Dubai – Al Ain Rd/E66. Take exit 14 from Al Ain – Dubai Rd/Dubai – Al Ain Rd/E66. From there, you will be able to drive to or hospital which would be located on the right. This trip would take up to 25 mins.

- **From Dubai Academic City**

When coming from Dubai Academic City, the fastest route is through the Dubai Academic City road, you can first head southwest, where you will pass by Al Ghurair University, you will find a roundabout where you will take the first exit, then you would be headed to one more roundabout where you will take the 2nd exit, and you will finally reach the last roundabout where you will again take the 2nd exit. From this 2nd exit, you will find GEMS Wellington Academy, where you will turn right. While driving straight, you will come across another roundabout, where you can take the 4th exit. With that, you would find Fakeeh University Hospital on your right. This trip would take up to 6 mins.

- **Once You Reach the Hospital, We are here to welcome you once you reach our hospital. We have different parking facilities, where you can park your car in a timely fashion, we have emergency parking which is used for those who need it as an emergency, we have self – parking facility where you will find lots of space to park your car. The parking is located in the garage, where we have up to 428 parking spaces for you. We also have a valet parking facility in front of the hospital where you can leave your car while the valet will take your car and park it for you. Once you park the car, we are here to welcome you and the receptionist will be able to assist you.**

فقيه.

مستشفى فقيه الجامعي
Fakeeh University Hospital