



PATIENT INFORMATION HANDBOOK

SULTAN AHMAD SHAH MEDICAL CENTRE @IIUM

FOREWORD



Assalamualaikum Warahmatullahi Wabarakatuh

Dear All,

Greetings and welcome to the Sultan Ahmad Shah Medical Centre @IIUM (SASMEC @IIUM), a hospital committed to Shariah compliance. Our utmost priority is to ensure your stay is as comfortable as possible, aligning with the principles of Maqasid Shariah.

We are dedicated to tailoring our services to meet the needs of our patients, caretakers, and visitors. We believe that the information provided in this handbook will be beneficial to you and your relatives. Should you have any further inquiries, our staff would be glad to assist you.

On behalf of the entire hospital staff, we consider it both an honor and a privilege to be of service to you. Thank you for selecting SASMEC @IIUM for your healthcare needs; you are the driving force behind our commitment.

Warm regards,

Prof. Dato'. Dr. Mohamed Saufi Awang
Hospital Director
Sultan Ahmad Shah Medical Centre @IIUM

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INTRODUCTION

Welcome to Sultan Ahmad Shah Medical Centre @IIUM (SASMEC @IIUM).

Sultan Ahmad Shah Medical Centre @IIUM operates as a teaching hospital, that offers healthcare services, educational programs, and research opportunities. Our comprehensive pre-service training encompasses medical students, medical laboratory technologists, radiographers, and nursing students. In our postgraduate programs, we provide training for medical doctors, lecturers, consultants, and nurses across various specialties. Additionally, we also offer an internship program.

As a result, patients at our facility will encounter a rotation of diverse medical practitioners throughout their treatment and visits.

Vision

- To be a leading Centre of Excellence and innovation for healthcare education, training and research in line with providing world-class health care in a safe environment according to Shari'ah compliance.

Mission

- Islamisation in the medical centre
- Clinical Excellence
- Comprehensive Care

Core Values

- Responsibility
- Excellence
- Sincerity
- Trust
- Unity

Sultan Ahmad Shah Medical Centre @IIUM (SASMEC @IIUM) is a Shariah Compliant Hospital in which the management responsibility comprises holistic requirements on developing and improving the quality system, listening to clients, formulating quality policy and planning, defining responsibilities, authorities and communication processes to facilitate effective quality management. The aspiration as a Shariah Compliant hospital will ensure each line of the operation will follow the stipulated guidelines with the aim of executing the MS 1900: 2014 (Shariah- Based Quality Management System).

As the first teaching hospital that adopts Shariah components and is expecting to face challenges as the guidelines and policies would be different from other Divisions/Offices practices adopted by the University. This certification emphasizes the responsibility for the hospital to provide medical facilities and services such as halal healthcare products, amenities and trained staff to help patients and visitors to fulfill their religious obligations while at the hospital.

RIGHT AND RESPONSIBILITIES OF PATIENT AND FAMILY

SASMEC @IIUM welcomes you and your family to our hospital. As our patient, you will have the right as follows :

► **Right to Medical Treatment.**

- To receive treatment without discrimination based on race, religion, age, sex, or socio-economic status.
- To receive immediate care in the event of an emergency.

► **Right to Information and Health Education.**

- To receive pertinent information on services and facilities.
- To acquire information about your condition from your physician, including:
 - Procedures and treatment to be undertaken
 - Risks and benefits of treatment
 - Other available treatment options
 - Cost of care and treatment
- To seek and obtain advice on preventive, curative, and rehabilitative aspects of care.

► **Right to Choice of Care.**

- To have the choice to accept or refuse treatment.
- To seek a second opinion at any time.
- To decide whether to participate in research.

► **Right to Privacy and Confidentiality.**

- To have your privacy and dignity respected.
- To maintain the confidentiality of your medical records.

► **Right to a Healthy and Safe Environment.**

- To be treated in an environment that is conducive and safe.

► **Right to Complain.**

- To voice complaints without it impacting your care and to have those complaints addressed.

Patient Responsibilities.

► As patients at SASMEC @IIUM, you and your family have the following responsibilities:

- To comply with the hospital's rules and regulations when necessary.
- To exhibit respect and consideration for others involved in providing or receiving care, discouraging verbal and physical abuse.
- To be responsible for all valuable belongings.
- To provide a truthful and comprehensive medical history.
- To adhere to the agreed-upon treatment plan with healthcare providers.
- To attend follow-up appointments whenever possible.

INFORMATION FOR ADMISSION

Arrival on the ward

Upon your arrival at the ward, you will be directed to your designated bed. A nurse will provide you with an orientation to the ward and oversee your nursing care throughout your stay.

For identification purposes, we request that you wear a plastic wristband displaying your name and registration number at all times. Kindly verify the accuracy of the information, and refrain from removing the bracelet until your discharge. If, for any reason, the bracelet comes off, please promptly inform your nurse.

You will be then explained on risk of fall by your medical staff on duty for assistance. Should you are identified with fall risk, you will be given a colour coded plastic wristband according to your fall risk category.

What do you need to bring for admission:

- Relevant documents such as identification card, appointment book, or any other related documents to your treatment.
- Toiletries.
- Hairbrush (if needed).
- Bath Towel.
- Non-slippery footwear.

Items that you should not bring

- ▶ Mobile phones
 - The use of mobile phone is prohibited where critical medical equipment is in operation and within patient care area.
- ▶ Money or valuable items
 - We recommend refraining from carrying significant amounts of cash and to leave any valuable items or jewellery at home. SASMEC @IUM will not be held responsible for any loss, damage, or theft of personal belongings.

This handbook is designed to offer general information about the hospital and the services we offer. If it doesn't address any of your queries, kindly approach a staff member for further assistance.

INPATIENT INFORMATION

Visitors

Our visiting guidelines are established to enhance safety and foster a sense of security for patients, their families, and our staff.

The general visiting hour for wards are as below :

Monday to Sunday (Including Public Holiday).

- 12.00pm – 2.00pm
- 5.00pm – 7.00pm

Children under the age of 12 are not allowed to visit. During visiting hours, two visitors per patient are permitted simultaneously. Only 1 assigned caretaker is permitted to stay with the patient. Assigned caretaker must fill up the caretaker form before being allowed to stay with the patient.

We respect your privacy; please inform your nurse if you prefer not to receive visitors. Additionally, visitors with cold, respiratory symptoms, or contagious illnesses are strongly discouraged from visiting any patient.

Ward Routines

You may experience earlier wake-up times than you are accustomed to at home due to ward routines, including sponging, observations, changing tubes, attending to drainage bottles, administering medications, and changing bed linens.

Ward Rounds

Doctors will make regular visits to the ward to assess their patients. The team of doctors conducts daily visits to the wards and is typically available to address any questions that you, your relatives, or caretakers may have regarding your condition.

Research

Research plays a crucial role in advancing healthcare. It is necessary to conduct research to develop innovative treatments, determine the most effective available treatments, and improve care. This encompasses various interventions, including medications, surgical procedures, as well as diagnostic tests like x-rays or blood tests.

As a patient, you may be invited to participate in research, which could involve activities such as completing a questionnaire or providing additional blood samples or measurements, such as blood pressure readings. Occasionally, accessing your health records may be necessary to gather information about your previous treatments. Some research initiatives may also involve the introduction of a new medicine or the exploration of a novel treatment or surgical procedure.

If you are approached to join a research project, you will receive a comprehensive explanation of the project, enabling you to make an informed decision about whether or not to participate. Your decision will always be respected, and if you choose not to take part in any research project, you are free to decline. Rest assured, you will continue to receive the best care available by our medical team at SASMEC @IIUM.

Meals

We offer a variety of meals that cater to diverse dietary needs, including vegetarian options. It's important to note that we exclusively provide HALAL food. If you have specific dietary requirements, kindly inform a staff member, and they will arrange for suitable meals to be prepared for you. Drinks and light snacks are available throughout the day, so if you desire a snack, please feel free to request one from the staff.

Our meals serving time are as follows:

Breakfast	: 7.00 am – 8.00 am
Lunch	: 12.00 pm – 1.00 pm
Afternoon Tea	: 3.00 pm – 4.00 pm
Dinner	: 6.30 pm – 7.30 pm

To access the menu options, kindly consult with your ward. You can make your meal selections by completing the daily menu card provided by the Department of Dietetics and Food Services. If you need help filling out the menu, feel free to ask our staff for assistance.

Please be aware that bringing in outside meals for patients is discouraged due to food hygiene regulations.

Comments / Suggestions

SASMEC @IIUM welcomes any comments / suggestions to improve our services to you. For any comments and suggestion, please fill up the form by scanning the QR code.



Privacy and Confidentiality

Our goal is to uphold your privacy and respect. Upon arrival, our staff will inquire about your preferred form of address.

You can anticipate that all communications and records related to your care will be treated as confidential, with disclosure only permitted by law.

SAFETY & HEALTH CONCERNS

SASMEC @IIUM is gazetted as a **NON-SMOKING AREA**.

SASMEC @IIUM adopts a team-based approach to prioritize your safety. We encourage both you and your family to actively participate as integral members of your care alongside our healthcare providers.

Prevention and Control of Infection :

- Make sure to clean your hands after using the bathroom, before eating, or following contact with anything soiled.
- Healthcare providers are obligated to wash or sanitize their hands both before and after attending patients. It is also recommended that your visitors practice hand hygiene by washing or sanitizing their hands regularly.

Prevention of Falls :

- Upon receiving treatment, individuals may face an increased risk of falls. Illness, surgical procedures, and medications can potentially weaken or impact balance and judgment. Our commitment is to ensure your safety and prevent any injuries during your stay.

In keeping your safety from fall, we will:

- Evaluate your risk of falling upon admission and monitor changes in your condition.
- Identify preventive measures to be implemented for fall prevention during your hospital stay.
- Instruct you on the proper use of your call bell to request assistance when needed.

We will need your family to :

- Inform your nurse about any history of falls you may have experienced.
- Inquire with your nurse about your assessed risk for falls and the corresponding preventive measures.
- Utilize the call bell to request help or assistance from the staff.
- Ensure that the call bell and other necessary items are within reach.





Surgery and Procedure Safety.

► **Consent to Treatment:**

- Prior to any treatment, surgery, or procedures, you will be required to sign a consent form.
- A doctor will provide a detailed explanation of the procedure before you sign the form.
- It is crucial that you comprehend the nature, potential complications of the operation or procedure, as well as any available treatment alternatives and options. If you have uncertainties about any aspect of the treatment presented to you, kindly seek clarification from our doctor or medical specialists before signing the form.

► **Tissues/ Organs Removed During Surgery/ Procedure:**

- All tissues/organs extracted during surgery will be forwarded to our laboratory. The Department of Pathology and Laboratory Medicine will handle the management and disposal of tissues/organs until a diagnosis is established or, if applicable, utilized for research purposes.
- All disposal of remaining tissues/organs will be conducted according to Shariah requirements.

► **Medication Safety.**

- If you are currently on medication prescribed by your doctor, it will be re-prescribed for you during your stay if deemed suitable for your condition.
- If you have brought any medicines to the hospital, kindly hand them over to the nurse for safekeeping. Upon discharge, you will have them returned.

► **Fire Safety.**

- Rest assured that all staff members are trained in fire safety procedures. In the event of a fire, please adhere to the provided instructions for your safety.

► **Security.**

- SASMEC @IIUM provides 24-hour security services.

DISCHARGING FROM HOSPITAL

Upon discharge, you will receive:

- Appointment Book
- Discharge Summary
- Medication Prescription (if applicable)
- Medical Certificate (if applicable)
- Hospital Bill (to be settled within the stipulated timeframe)
- Any other instructions (if necessary)
- Arrange your transport home: If you need ambulance services to take you home, please get in touch with the ward nurse to facilitate the necessary arrangements. (Additional charges may apply)



HOSPITAL FACILITIES

MUSOLLA / SURAU

The main musolla/surau which is the Musolla Baitussuyfa' is located at the Ground Floor. We also provide musolla at each respective floor.



CAFETERIA

The main cafeteria is located just outside the hospital building next to the main entrance. This cafeteria is open from 7.15am – 8.00pm on Monday till Friday and from 7.15am – 6.00pm on Saturday. The main cafeteria is closed on Sunday and public holiday.



FOOD COURT / KIOSK

There is also a food court/kiosk located at the Ground Floor. The Food Kiosk is operating from 7.00am – 5.00pm daily except for weekends and public holiday. There is also a coffee shop located at Level 2.



HOSPITAL FACILITIES

CONVENIENCE SHOP



A convenience shop located near the Level 2 lobby entrance. This shop operates from 8.00am to 8.00 pm.

7 ELEVEN CAFE



24 hours convenience shop located near the Emergency Department and Trauma.

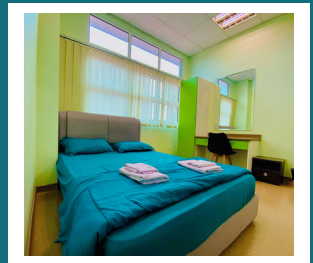
PUSH CART KIOSK



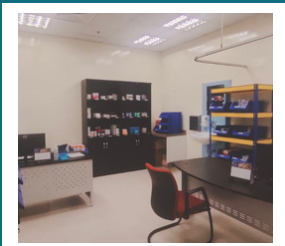
Push Cart Kiosks sell various items from clothes to religious material at the Ground Floor.

SASMEC @IIUM LODGE

SASMEC @IIUM provides single room for rent for patient's family. This lodge is located at Level 3. Each room is provided with single or twin bed and dedicated bathroom. The room is fully air-conditioned and equipped with television. For room reservation and inquiry, please contact : 09 – 591 2618



NON FORMULARY PHARMACY



SASMEC @IIUM have a pharmacy where you purchase your medication. This pharmacy is located inside the Outpatient Pharmacy, Level G. Operating hour is from 8.00am – 4.30pm (Weekdays only). For any inquiry, please contact 09 – 591 2597.

THANK YOU

We extend our gratitude for choosing our hospital as your healthcare destination. Your cooperation and feedback are highly valued. Feel free to reach out to our Public Relations Office at 09 – 591 2516, or complete our feedback form and submit it to the nurse before your departure to help us in improving our services. Thank you.

Frequently used telephone numbers:

Offices	Telephone No.
General Line	09 – 591 2500
Admission, Billing & Discharge	09 – 591 2606 Ext 1836
Pharmacy	09 – 591 2577 / 2591
Department of Emergency & Trauma	09 – 591 2500
Department of Rehabilitation	09 – 591 2578
Security Office	09 – 591 2657
Department of Medical Records	09 – 591 2581
Department of Public Relations	09 – 591 2516

Operating Hours:

Department	Time
Emergency and Trauma	24 hours/ day
Pregnancy Assessment Centre	24 hours/ day
Outpatient Pharmacy	8.00am – 5.00pm (Weekdays)
Specialist Clinics	8.00am – 5.00pm (Weekdays)



Department of Quality, Safety & Risk
Sultan Ahmad Shah Medical Centre @IIUM
Jalan Sultan Ahmad Shah
Bandar Indera Mahkota
25200 Kuantan, Pahang.