










SAINT JAMES
HOSPITAL

PATIENT HANDBOOK



YOUR STAY AT SAINT JAMES CAPUA HOSPITAL, SLIEMA

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OUR MISSION

To consistently deliver high quality healthcare services within the community, in a safe and caring environment, backed by modern technology and skilled professional staff.

OUR VISION

To continually improve our services and facilities by investing in the latest technology, employing the highest level of medical specialists maintaining a dynamic and motivated workforce which has become the flagship of our Group.

OUR VALUES

- Passion for Excellence
- Mutual Respect
- Personal Responsibility
- Teamwork

CARE
AT OUR
CORE

WELCOME TO SAINT JAMES HOSPITAL



Visiting a hospital, whether it is for a consultation, diagnostic scan or an operation, can be an unnerving experience.

We take great care in giving you as much information as possible before arriving at the hospital and are always happy to answer any questions you may have.

If you have any queries or need further information, please contact us on:

 2329 1000

 info@stjameshospital.com

BEFORE ADMISSION

WHAT TO TELL US

The more information you are able to provide prior to arrival, the better. Once you are here, you will have peace of mind that you will be receiving the best possible care. Please let us know should you require an interpreter or have any special requirements. If you are using health insurance, you will need to provide us with the policy number and the name of the policy holder.

Please check your policy details, terms and conditions prior to booking your procedure. It is your responsibility to notify your health insurance provider about the planned procedure.

HEALTH ASSESSMENT

Depending on your procedure, you may be asked to attend our Pre operative Assessment Clinic before your scheduled procedure date. During this

visit you will be assessed by a nurse who will take your full history and prepare you for blood tests and any other investigations that may be needed before the procedure can take place. We require this information to ensure that any medical issues and preventable complications are identified and dealt with in a timely manner and prior to your procedure.

Not every procedure requires a full pre-operative assessment, so do not worry if you have not been booked for one. If you have any questions regarding the assessment please contact the In-Patient Bookings Office on **2329 2329**.

If you are asked to attend for a pre operative assessment, please bring with you any recent test results, assessment notes or medical history summaries and a list of all the medications that you are currently taking.

WHAT TO BRING ON THE DAY OF ADMISSION

- Any notes, reports or letters from your doctor;
- All relevant scans or X-rays;
- All the medicines that you are currently taking - in their original boxes or containers, including those taken irregularly, along with any creams and inhalers that you use;
- Comfortable and suitable clothes to wear after your operation;
- Wide-legged trousers if you are having a knee operation;
- A button-through shirt if your operation will affect your arm or chest;
- Toiletries;
- Nightclothes, if there is a possibility that you will stay overnight;
- Anything that you would normally take away with you to help pass the time, such as a book or a laptop/tablet;
- Your mobile phone and charger (please note that using mobile phones is prohibited in certain areas of the Hospital);
- Suitable arrangements for settling your account;
- If you use glasses, please bring them with you. Contact lenses will need to be removed prior to the procedure.

WHAT NOT TO BRING

- Valuables (jewellery and unnecessary cheque books, credit or debit cards) for which we will not assume liability;
- Large sums of cash;
- Towels (these are provided).



VALUABLES

If you find that you cannot avoid bringing valuables into the Hospital, we provide a small safe in every patient room.

ADMISSION

REGISTRATION

On the day, please report to the main Reception Desk so that we can check your details and refer you to our Liaison Officer.

Before admission, you will be asked to read and sign an admission/payment form which contains the Hospital's terms and conditions.

YOUR ROOM AMENITIES

It is essential for your well-being that you feel comfortable. All our rooms have:

- En-suite bathroom facilities (including hairdryer, hair & body shower gel)
- Fresh towels daily
- Bathrobe
- Bed side slippers
- Tea, Coffee, Milk, Water
- Kettle
- Telephone where relatives and friends can call you
- Wi-Fi
- Safe
- Television set offering a wide range of channels to choose from.

NURSING ADMISSION

When you are settled in your room a nurse will go through your details and medical history with you. Your nurse will also confirm the time of your operation. Occasionally, the time of your procedure may be changed at the last minute, due to circumstances that are beyond the Hospital's control. We will always inform you immediately and keep you updated.

This information is important to ensure your welfare throughout your procedure and to make your recovery as quick and straightforward as possible. Your nurse will once again go through any medication you are currently taking. For your



own safety, Hospital policy states that medication should not be kept in patient rooms, therefore, the nurse will store your medication in a labelled box in the Treatment Room. These will be returned to you upon discharge, or you can ask your family to take them back home. Your peace of mind depends on you having all the information you need. Please do not hesitate to ask if there is anything you wish to know or are unclear about.

QUESTIONS OF SAFETY

The nursing staff will ask you a series of questions to check that you are safe during surgery. Our Hospital follows the international patient safety goals which require a series of verification checks throughout your stay. Safety checks are also done during a medical admission.

This means that you may be asked to state your name, your procedure, the side and site of operation and any allergies you may have a number of times. We do this for your safety.

YOUR SPECIALIST

All aspects of your care and treatment are carefully planned by your specialist, who will also answer any queries you may have about your recovery.

NURSING AND MULTI-DISCIPLINARY STAFF

Whatever you need during your stay, whether it is medical assistance or help using any of our facilities, our nursing and multi-disciplinary staff will be your first point of contact. They will do their best to help you, so please do not hesitate to ask them for anything. If, following your procedure, you have any wounds, the nursing staff will advise on how to look after them once you leave the hospital. We will also arrange a follow-up appointment, if you need one, to ensure that you are healing and recuperating as well as possible.

We can also arrange for you to speak with:

- Pharmacists who can provide you with advice regarding your medications;
- Physiotherapists who can advise you on your recovery stages;
- Speech Therapists who can guide you if you have any speech or swallowing difficulties after the procedure.

GOING FOR YOUR PROCEDURE

When you go for your surgery, a nurse will typically escort you to the operating room. There, you will meet your surgeon where he/she will confirm

once more the details of the procedure. You will also meet the anaesthetist and other members of the nursing team who will be involved in your care.

Before the procedure begins, you will be asked to sign a consent form that outlines the risks and benefits of the surgery and confirms that you understand the procedure. It is important to read this form carefully and ask any questions you may have before signing. The team will do their best to make you feel as comfortable as possible and will provide any necessary information or support before, during, and after your surgery.

PAIN MANAGEMENT

In the first 24 hours, you should anticipate encountering mild discomfort. You may also experience a sore throat as a result of the anaesthetic procedure or a headache and general aches and pains. Please take the pain relief recommended by your doctor. We advise avoiding the use of aspirin for pain relief after an operation as this increases the risk of bleeding. Before you leave, we will advise on the type and amount of pain killers to use and we will guide you as to the level of discomfort you may expect to experience in the first 48 hours.

To increase your chances of a full and speedy

recovery, give yourself plenty of time to recover from a general anaesthetic and try to increase your activity levels gradually. Your consultant will be able to give you the best advice on the timescales of your recuperation and when it is best to return to work. If you are suffering excessive pain, unexpected bleeding, swelling or headache please contact your doctor immediately.

Please note these instructions are a general guide and not a substitute for an individual medical or nursing plan. If you have any concerns once you have returned home, please make sure that you call us. Your specialist or the ward staff will be happy to help you with any questions.

MEDICINES, X-RAYS AND SCANS

If you need to take medication following your procedure, we can prescribe this for you before you leave so that you can take it home with you. Our inpatient pharmacy has extended opening hours. Please note that such medication falls outside medical insurance arrangements.

Any X-rays or scans you may have had during your treatment are your property and are important for any follow-up visits you may have, so please remember to take them home with you.

OVERNIGHT STAY

We aim to make your experience in our Hospital as smooth and comfortable as possible.

We understand that this can be an anxious time for you and your family, and during your stay you will have access to all the amenities and information you need to feel reassured.

RELATIVES

If your relatives are coming to visit you from abroad, we can also help them to find accommodation close by. One family member may stay in your room with you overnight if requested. We have reclining couches / foldable beds available for your convenience. We can also organise for your visitor to eat with you, although there is a supplementary charge for these meals.

VISITING HOURS

Our visiting hours are from 10:00 to 19:00hrs.

Visitors are welcome 7 days per week, however, children under the age of 5 should not visit you in Hospital except in exceptional circumstances. If a family member requires access outside of these hours, this can be arranged with the senior nurse in charge. Please speak to your nurse about this to arrange in advance.

There may be occasions when visiting hours may be restricted by ward staff for reasons deemed necessary by the medical team. We ask patients and visitors to comply with this. It is in the best interests of patient safety.

We suggest that:

- You limit visitors to 2 at a time;
- You are mindful of noise levels;
- Young children should be with an adult at all times;
- You ask those with cold or flu symptoms not to visit you other infections not to visit.

GOING HOME

Discharge time at our hospital is 10am, unless you are told otherwise by our team.

Your specialist will decide when you are well enough to go home. It is important to ensure that any queries are addressed with our medical team before you leave the Hospital.

If you have had a procedure involving local anaesthetic, you might not feel well enough to drive or take public transport. We recommend that you arrange for someone to come and collect you. If this is not possible, we will organise a taxi for you. If you have had a procedure under sedation or general anaesthetic may we remind you that, at least for the first 24 hours following your procedure you should:

- Be driven by somebody else, even if you feel fine;
- Arrange for someone to stay with you;
- Avoid alcohol;

- Refrain from using machinery or tools;
- Avoid making important decisions or signing legal documents.

YOUR BELONGINGS

Before you go home, do not forget to collect any medicines or valuables that you brought with you.

Following surgery it is crucial not to overdo things. You might not feel up to carrying what you arrived with, so we will help you with your luggage and accompany you on your way out of the Hospital.

YOUR FEEDBACK

You may be given a questionnaire to rate your experience whilst a patient in our hospital. We value your opinion, which plays a key role in helping us maintain / improve our services, hence we



would greatly appreciate if you can dedicate a few minutes to fill in this questionnaire.

APPOINTMENTS AND DISCHARGE DOCUMENTATION

Before going home, the nurse will arrange any follow-up appointments you may need after your procedure. Please ensure that you are clear about these and that you have the necessary documentation.

Your nurse will also provide you with a written discharge summary signed by your consultant and if necessary, a prescription for post-procedure medication and other written discharge advice.

SETTLING YOUR BILL

There are two ways to pay for your treatment, consultation or test, and these require you to follow slightly different processes.

IF YOU HAVE HEALTH INSURANCE

Saint James Hospital Group is recognised by every major insurer which provides health insurance cover. If you have a valid health insurance policy, you will be asked to provide your health plan cover details to our Bookings Office prior to your admission.

Normally, the insurance company will settle your account directly with us, though sometimes, they may ask you to pre-pay, and then reimburse you.

Your insurance company will advise you accordingly. Some insurers do not pay for personal costs such as guest meals, or cover the cost of implants or mobility aids such as crutches, splints, neck or knee braces. Please do make sure you

check the level of your policy cover in advance.

Please do not hesitate to ask us should you need any help with this. Kindly note that in the event that your insurer declines or delays part or full payment, the invoice will be redirected to you for prompt payment.

INTERNATIONAL PATIENT INSURANCE

Saint James Hospital Group is recognised by the most renowned international health insurance companies. Depending on your health insurance plan and level of cover, your in-patient and treatment costs should be covered by your insurer. If you do have health insurance you will be asked to give full insurance details to our Bookings Office prior to your admission. Normally, the insurance company will settle your account directly with us, though sometimes, they may ask you to pre-pay, and then reimburse you. Your insurance company will advise you accordingly. Some insurers do not

pay for personal costs such as guest meals, or cover the cost of implants or mobility aids such as crutches, splints, neck or knee braces. Please do make sure that you check the level of your policy cover prior to admission. Please do not hesitate to ask us if you need any help with this. Kindly note that should your insurer decline or delay part or full payment, you will be required to pay the invoice directly with the hospital.

IF YOU DO NOT HAVE HEALTH INSURANCE

Whether it is for a scan, a full diagnostic investigation or surgery, many people self-pay their Hospital treatment and payment for any service provided must be made before leaving the hospital. Some services are required to be paid prior to admission at the Liaison's office.

WHAT TO DO?

Various payment options are available and our members of staff will be more than happy to discuss these with you. You will be asked to place a deposit prior to your admission and to settle the

outstanding balance when you are discharged. Alternatively, you may settle the entire sum before admission. The type of payment arrangement will depend on the type of procedure and length of stay you require. We will keep you updated throughout your admission of any accumulating costs. Overpayments will be refunded.

WHAT ABOUT SPECIALISTS' FEES?

Specialists' fees are separate from the Hospital charges. Your specialist may require you to settle these directly.



PATIENT CHARTER

You have the right to...

- Be treated with respect and courtesy;
- Have your privacy, confidentiality and dignity respected;
- Receive clear, understandable information about your treatment and care;
- Ask questions if you are in doubt;
- Know the name of the person treating you and their professional capacity;
- Be kept informed on waiting times, delays and cancellations;
- Be accompanied by a friend or relative during your consultation and/or examination;
- Refuse treatment at any stage;
- Access your personal medical record in accordance with Hospital policy;
- Be respected for your cultural and spiritual practices.

You have the responsibility to...

- Be respectful and considerate of the rights of other patients, relatives, friends and staff;
- Provide, to the best of your knowledge, accurate information about all matters relating to your health;
- Follow your care plan, or tell your doctor when you are not following it and the reason why;
- Abide by Hospital policies including non-smoking policies, control of noise and number of visitors at any one time;
- Be accountable for refusing treatment.

The hospital has a zero tolerance policy towards aggressive behaviour and abusive language to our staff.



SAINT JAMES
HOSPITAL

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