

PREMIER CHOICE FOR COMPLETE CARE

Guest Services Guide



DOCTORS HOSPITAL
HEALTH SYSTEM

World-Class Care, Close to Home.

Internationally Recognised Quality of Care

Doctors Hospital is the only JCI-accredited private hospital in The Bahamas, with six consecutive accreditations affirming our commitment to world-class patient safety and quality. Supported by an ecosystem of services in one trusted healthcare network, this distinction sets us apart as one of the leading surgical centres in the Caribbean.

ABOUT DOCTORS HOSPITAL HEALTH SYSTEM



MISSION

Doctors Hospital Health System exists to provide a network of healthcare facilities which meet and exceed the healthcare needs and expectations of our patients, provides an enriching and rewarding professional work environment for our Associates and Physicians, makes a positive contribution to the advancement of healthcare in the Region, and provides increasing value to our shareholders.



VISION

Doctors Hospital Health System will be the best healthcare provider in the Region.



STRATEGIC PRIORITIES

Using the acronym G.L.O.W. (see below) and outlined in the G.L.O.W. Vision 2025 and beyond, Doctors Hospital has focused its strategic priorities to produce enhanced growth and development within the health system.

THE GLOW TENETS REPRESENT:

- G** - GROW
- L** - LEARNING
- O** - OUTREACH
- W** - WOW!



OUR CORE VALUES

The phrase “**We Care**” is more than just a slogan to us, it is an acronym for the behaviors we believe are essential to our business:

- W** - WELCOMING
- E** - EMPATHETIC
- C** - COMMITTED
- A** - ACCOUNTABLE
- R** - RESPECTFUL
- E** - EXCELLENT



OUR BRAND PROMISE

To provide a safe, high-touch, high-tech, high quality and upscale healthcare experience.



WORDS WE OWN

Trusted and Best Care Now, Isn't Your Health Worth It?

TABLE OF CONTENTS

WELCOME	2
YOUR ACCOMMODATIONS	3
FOOD AND NUTRITION	4
TELEPHONES, TELEVISION AND WI-FI	5
PAIN MANAGEMENT	6
FOR YOUR SAFETY	7
YOUR DOCTORS HOSPITAL TEAM	8
SPECIAL SERVICES	9
FAMILY AND FRIENDS	10
HOSPITAL BILLS AND INSURANCE	11
GOING HOME	12
PATIENT RIGHTS AND RESPONSIBILITIES	13-14
GENERAL INFORMATION	15-16

WELCOME



DR. CHARLES DIGGISS
Chief Executive Officer

On behalf of the entire team, I would like to welcome you and thank you for trusting Doctors Hospital to provide you with your medical care.

While you are here, we will do our best to make your visit with us a comfortable one.

We recognize that you want to have access to the very highest levels of health care and so here at Doctors Hospital, the first acute care hospital in the Caribbean to be awarded Joint Commission International accreditation, we are dedicated to meeting and adhering to the highest international standards.

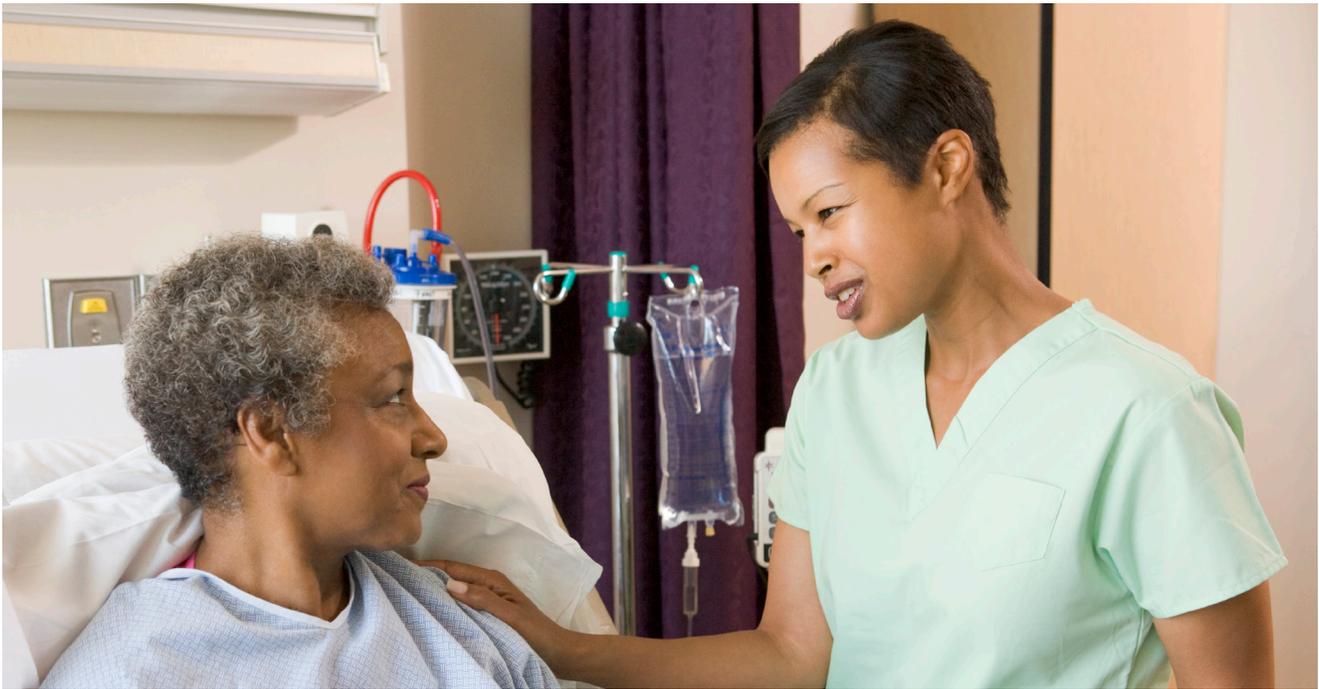
Should you have any questions, please feel free to ask your Nurse or Doctor, or call one of the numbers listed in this guide. Our Associates will be happy to assist.

Thank you for choosing Doctors Hospital.

Sincerely,

Dr. Charles Diggiss
President & Chief Executive Officer
Doctors Hospital Health System

YOUR ACCOMMODATIONS



YOUR ROOM

All patients at Doctors Hospital are registered in semi-private rooms. If you requested a private room during the registration process, every effort will be made to accommodate your request, as patient population allows.

CALLING YOUR NURSE

You may contact a Nurse by pushing the call button at your bedside. If at any time your call button is out of reach, dial “0” on your telephone and ask our Switchboard Operator to alert a Nurse.

YOUR BED

Your bed is easy to operate. Your Nurse will show you how to change its position and will advise if a certain bed position is important for your care. Side rails may also be put in place when you are settled for sleep. Ask your Nurse for assistance if you need to lower the rail.

TEMPERATURE

Patient rooms have individual air conditioning units so the temperature can be adjusted for your comfort. If you have trouble with thermostat adjustment or the temperature level, don’t hesitate to ask your Nurse to request technical assistance. Extra blankets are available from our nursing staff on request.

CLEANING

Your room was thoroughly cleaned and inspected before you arrived, and it will be cleaned daily while you are here. If you have special requirements or need additional supplies, please alert your Nurse.

PEDIATRIC PATIENTS

Parents or legal guardians are encouraged to remain in the room with a pediatric patient to help make the child feel more comfortable during his or her stay.

FOOD AND NUTRITION



FOOD SERVICE

Nutritious food is an important part of your recovery. Healthy, appetizing meals are planned and prepared under professional supervision in the hospital's Dietary Department. Daily menu selections are provided according to the diet your Doctor has selected for you.

Each afternoon you may make meal selections for the following day. Indicate your choice by circling your selections. Patients are served breakfast starting at 8am, lunch at noon, and dinner starting at 5pm.

Snacks and beverages, as allowed by your diet, are available on request. If you are going to be out of your room for tests during standard meal times, your Nurse will arrange for meal delivery upon your return.

If you have any questions or problems with your diet, please advise your Nurse who will consult with the Registered Dietitian.

CAFETERIA

Meyer's café, located on the ground floor.

HOURS:

MONDAY-FRIDAY

7:30AM to 4:30PM & 5:30PM to 8:00PM

SATURDAY/SUNDAY/HOLIDAYS

12:00PM to 6:30PM

Options for dine-in or take-out breakfast, lunch and dinner are offered daily and snacks, soft drinks and grab & go meals are also available for purchase.

For menu and pricing, please see the cashier. Or visit doctorshosp.com/meyer-s-cafe.

CLINICAL NUTRITION DEPARTMENT

EXT 3663 or 302-FOOD

clinicalnutrition@doctorshosp.com

TELEPHONES, TELEVISION AND WI-FI



TELEPHONES

Telephones are provided at each patient bed, except in the ICU. Incoming calls are put through to patient rooms between 9am and 9pm, unless you or your Doctor has requested that you not receive calls. Calls coming in outside of the set hours will be transferred to the Nurses' station on your floor.

Local calls may be made at any time from the room by dialing "9" and when you hear the second tone, dial the seven-digit number you wish to reach.

If you need to place a long distance call, please dial "0" to contact our Switchboard Operator who will be happy to assist you. Any charges incurred will be added to your final bill.

CELL PHONES

You are welcome to use your cell phones in your room, but please keep the volume turned down so as not to interrupt other patients and place the phone on silent when you go to sleep.

TELEVISION

Each patient room is equipped with cable-ready television so you don't have to miss your favorite show. Please be considerate of other patients when selecting programming, keeping the audio at a suitable level and turning the television off when you go to sleep.

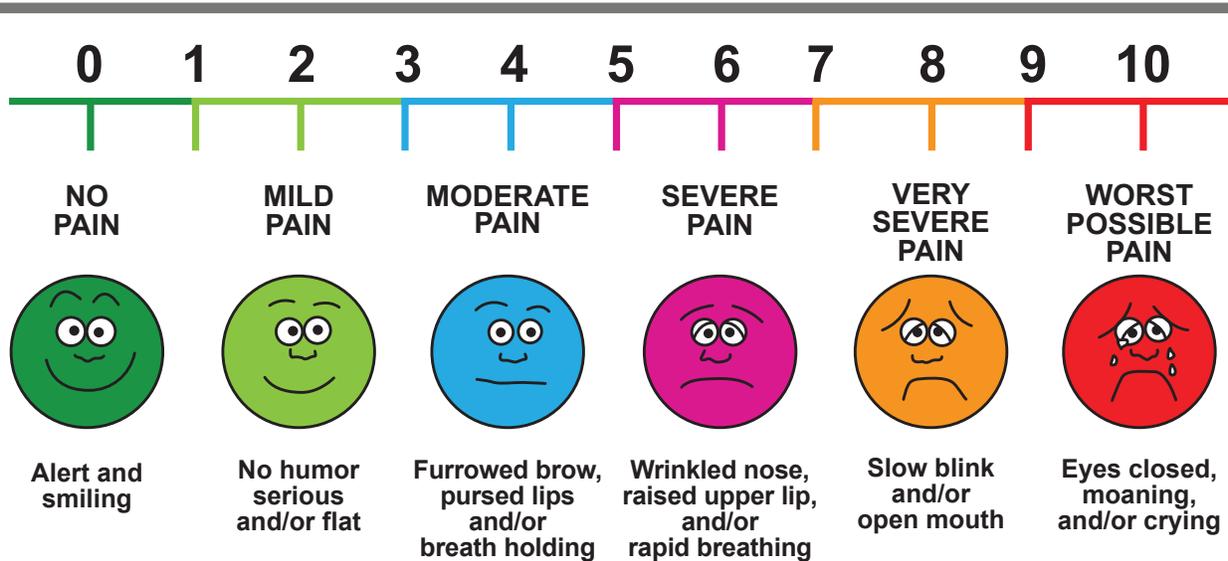
WI-FI

If you require Wi-Fi Internet access for your laptop, tablet or smart phone during your stay, please contact our Switchboard Operator by dialing "0" to receive a personal password.

PATIENTS GIFTS

Persons may want to send you flowers, a fruit basket or other gifts while you are at the hospital. Upon arrival to the Welcome Desk, Security will contact the unit nurses station for approval before allowing the items to be brought up to you.

PAIN MANAGEMENT



Using the pain assessment scale, you may be asked to rate your pain on a scale of 0-10. A rating of 0 means no pain. A rate of 10 means the worst pain imaginable.

PAIN MANAGEMENT

You have the right to appropriate assessment and management of pain. Pain can be a common part of the patient's experience, and unrelieved pain can have negative physical and psychological effects. At our facility, your right to pain management is respected and supported.

ARE YOU IN PAIN?

As a patient at this hospital, you can expect:

- Information about pain and pain relief measures
- Concerned staff committed to pain prevention and management,
- Health professionals who respond quickly to reports of pain
- Reports of pain will be taken seriously
- State-of-the-art pain management will be provided

PATIENT RESPONSIBILITIES

As a patient we encourage you to:

- Ask for pain relief when pain first begins.
- Ask your Doctor or Nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your Doctors and Nurses.
- Work with your Doctor and Nurse to develop a pain management plan.
- Help your Doctor and Nurse assess your pain.
- Tell your Doctor or Nurse if your pain is not relieved.
- Tell your Doctor or Nurse about any worries or concerns you may have about taking pain medication.

FOR YOUR SAFETY



S.P.E.A.K. U.P.

At Doctors Hospital, we make it our duty to provide you with safe, quality health care. We encourage our patients to be active participants in their health care through the use of the **“Speak Up”** program.

- S**peak up if you have any questions or concerns and if you don't understand, ask again.
- P**ay attention to the care you are receiving. Ask questions when you don't understand.
- E**ducate yourself about your diagnosis, medical tests, and your plan of care.
- A**sk a trusted family member or friend to be with you if you are unable to ask questions for yourself.
- K**now what medications you take.
- U**se a health care organization that has undergone rigorous on-site evaluations.
- P**articipate in decisions about your treatment. You are the center of your health care team.

SMOKING POLICY

Doctors Hospital is smoke-free INSIDE and OUT. We care about the health of our patients, Associates, medical staff, volunteers and visitors and want to promote healthy behavior and a safe workplace environment. Smoking and exposure to second-hand smoke can be hazardous to one's health and so we have extended our No Smoking policy to include all areas of the hospital including sidewalks and parking lots as well as the interior space.

ELECTRICAL DEVICES

Radios, CD players or hair dryers should not be used in your patient room. This is for your comfort as well as that of other patients.

FIRE DRILLS

For your protection, Doctors Hospital conducts fire and disaster drills on a regular basis. If a drill occurs during your stay, please remain in your room and do not become alarmed. Staff will keep you informed and assist you in the event of an actual emergency.

MEDICATIONS

Your Doctor will prescribe the medications you need during your hospital stay. If you bring medication from home, please give it to the Nurse when you are checked into your room and she will dispense it accordingly in consultation with your Doctor. Medication administration is done at routine times, but for your comfort, medications for pain, nausea and to assist with sleep are administered on an as-needed basis.

PATIENT VALUABLES

We request that you not bring valuables with you to the hospital. Please be advised that the hospital is not responsible for money, personal items or valuables kept in your room.

YOUR DOCTORS HOSPITAL TEAM



THE MEDICAL STAFF

The Doctor who admits you will be responsible for your care while you are at Doctors Hospital. Your Doctor may bring in additional specialists to carry out certain procedures, but any questions regarding your illness and treatment should be directed to your Admitting Doctor who will continue to coordinate your care.

THE NURSING STAFF

An experienced and qualified Registered Nurse or Registered Midwife (if you are a maternity patient), as well as a trained Patient Care Technician (PCT) will be assigned to care for you during your stay. PCTs will carry out technical skills under the supervision of the Registered Nurse.

THE ALLIED HEALTH CARE TEAM

Laboratory technologists, radiology technologists, dietitians, respiratory therapists, ECG technologists and physical therapists are just a few of the skilled personnel you may encounter during your stay at Doctors Hospital. These healthcare professionals work with your nurses and doctors to provide you with high-quality care as members of our multidisciplinary care team.

HOUSEKEEPING

A member of the Environmental Services team will clean your room daily. If there is a house-keeping problem or something is not working properly, please advise your Nurse and it will be taken care of as soon as possible.

PATIENT EXPERIENCE

Doctors Hospital employs a full-time Patient Experience representative who works along with your health care team to enhance your stay and help resolve any situations that may arise. Your opinions about the care and services provided by Doctors Hospital are the priority of the Patient Experience representative. If you have a problem, question, complaint or special need or wish to commend a department or employee, we encourage you to call our Patient Experience representative at **3322**.

OTHER PERSONNEL

In addition to all of the clinical Associates you are likely to come in direct contact with during your stay, the Doctors Hospital team is more than 900+ strong, and includes many behind-the-scenes workers such as accountants, engineers, computer specialists, administrative assistants, food service workers and others who contribute greatly towards your overall well being while you are here.

SPECIAL SERVICES

LIVING WILLS AND ADVANCED DIRECTIVES

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. If you want to control decisions about your health care at a time when you are unable to make or express them yourself, you will need an Advance Directive. An Advance Directive is a set of instructions you give about the health care you want, in the event you lose the ability to make decisions for yourself. Notify your nurse if you have an Advanced Directive. This information/form will be part of your electronic Medical Record.

ETHICS COMMITTEE

There may be a time when you are called on to make a decision about health care for yourself or for a loved one. This can often be a confusing, frightening, or painful task. Increased understanding among patients, families and health care providers may lessen your fears and help relieve the burden that such difficult decision-making may cause. Doctors Hospital has an Ethics Committee to help you in such circumstances. The Ethics Committee is a group of people who are prepared to listen and respond to you. They can help get all the facts you need to make a decision, and they can offer feedback and suggestions. They will never come up with a final answer or tell you what to do; however, they have been educated in medical ethics and can bring their ideas together. To get in touch with the Ethics Committee, please ask your Nurse for assistance.

NOTARY PUBLIC

The services of a notary are available for patients free of charge. Please let your Nurse know if you require assistance.

INTERPRETERS

With more than 40 countries represented on our staff, we have a number of Associates who can be called upon to assist should a patient require translation services. In cases where an Associate is not available, ask your Nurse to inquire about calling someone to assist.

CLERGY

You can request that your personal priest or spiritual advisor visit you while you are in hospital, or feel free to contact Patient Experience (ext 3322) to request that a representative of a specific denomination come to see you.



FAMILY AND FRIENDS

VISITOR POLICY

While we realize that having visitors can be good medicine for our patients, we also believe that rest in a quiet and peaceful environment is the key to your recovery. We encourage your family and friends to visit during your stay. Here are some requirements to ensure we maintain the quality of care for you and other patients:

- Visiting hours at Doctors Hospital are from 11 am to 2pm and from 4pm to 8pm daily - however, these hours are subject to change.
- Each visitor **MUST** check in at the Welcome Desk located outside the elevators on the ground floor.
- Visitors must present a valid photo ID in order to receive a visitor's badge.
- Patients are permitted just two (2) visitors at a time to help keep noise levels at a minimum.
- In the critical care units, visitation is limited to immediate your family and significant others. Visitation time periods may vary in this environment.
- In the event a patient already has the allowed number of visitors in the room, additional visitors will be asked to wait until the other visitors have left and returned the badges for that patient.
- At any point during your stay, please feel free to provide Security with an approved list of visitors. You will be notified for approval if a person presents to the Welcome Desk to visit but is not on your list.
- For special considerations contact the Patient Experience Department at 302-3322.

CHAPEL

There is a small chapel located on the ground floor where family members and friends can go for prayer, quiet reflection time or to have private counseling or conversations.

GIFTS FOR PATIENTS

Visitors should check with the Nurse before bringing gifts of food or drink to a patient to ensure it does not compromise your Doctor's dietary instructions. On the Intensive Care Unit, please check with the Nurses' Desk regarding any gifts for a patient.

PARKING

Parking for patients and visitors is available 24 hours a day, seven days a week in the main lot immediately east of the hospital and in two additional lots across Shirley Street. Security is on duty around the clock, but please be sure to lock your car and remove or hide any valuables. Doctors Hospital is not responsible for any damage done to vehicles while parked on hospital property. Please inquire at the main Security Desk if you require security escort to your car after dark.

WAITING AREAS

Visitor waiting areas are located throughout the hospital including the ground floor for anyone accompanying a patient to the Emergency Room or for diagnostic testing or blood work. Visitors waiting to see a patient in their room can also wait on the ground floor. There are also waiting areas on the patient floors and a dedicated waiting room outside the Intensive Care Unit.



HOSPITAL BILLS AND INSURANCE

DOCTOR, SPECIALIST & ANESTHESIOLOGIST BILLING

Many doctors will submit a separate bill from the hospital for services provided to you. This is also the case with most anesthesiologist, specialists or even your primary care provider (PCP) consulting on your case during your hospital stay. You should expect to receive separate bills from those providers, unless your services allowed for package pricing or if a doctor/specialist payment arrangement was made in advance.

SELF-PAY

If you do not have medical insurance, Doctors Hospital will seek payment for scheduled procedures upfront and where possible, will work with you to create an advance payment plan. The amount you are billed for your anticipated services upfront is based on historical data. Please understand that not every case is the same and it is possible that you will receive an additional bill after the fact.

LOCAL HEALTH INSURANCE

Doctors Hospital will complete its portion of your insurance form and will bill your insurance company directly.

Any co-payments must be settled by you prior to services being rendered.

Until your bill is paid in full, you will receive monthly statements advising you of the status of your account. Should your insurance company decline payment on all or a portion of your bill, you may work out arrangements for payment with our Credit and Collections Department. You are responsible for payment if the insurance company does not pay within 45 days of a finalized bill being issued. If you have any questions regarding billing, please contact our Business Office at 302-4630.

INTERNATIONAL INSURANCE

Doctors Hospital maintains relationships with many international insurance providers. In the event your company is not within our network, please contact our Business Office within 7-10 days following discharge to request a final bill that you can submit to your insurance provider for reimbursement.

REFUND

If you have concerns regarding a Bill, to make Payments, Queries, to request a Refund or give Feedback, contact:

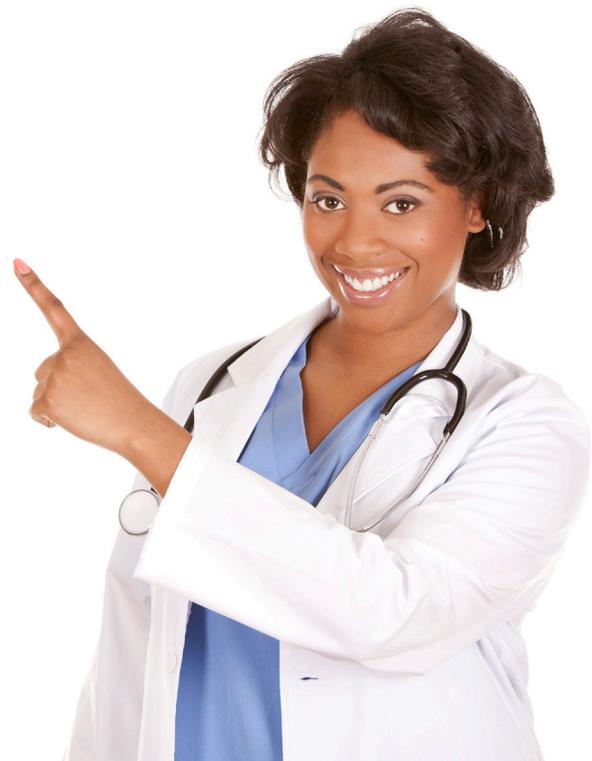
Main number: 302-4630

Call or whatsapp: 823-2448

Business office at doctorshosp.com

ATM

A Royal Bank of Canada Automated Teller Machine is located immediately outside the hospital's main entrance.



GOING HOME



When it is time for you to leave the hospital, your Doctor will write a discharge order for you. Departure arrangements should be made as soon as you are notified of your discharge. If you have any problems or concerns regarding your discharge, please speak to your Nurse immediately.

CHECKOUT

1. Check with your Nurse to ensure that everything is in order prior to your leaving the room.
2. Make sure you have all your personal belongings. Doctors Hospital assumes no responsibility for items left behind.
3. Arrange to have the person picking you up arrive at the main entrance on Collins Avenue.

DISCHARGE INSTRUCTIONS

Your Doctor and Nurse will give you instructions about post-hospital care. If you have questions about your diet, permitted activities or other matters, please be sure to ask your nurse or other member of the care team.

MEDICATIONS

Your prescriptions are filled and ready for you before you leave the hospital and a Doctors Hospital Registered Pharmacist or your Nurse will visit with you prior to your departure to make sure you are familiar with the medications and instructions.

FOLLOW-UP CARE

Be sure to make follow up appointments with your Doctor and set up a schedule for any Doctor-recommended wound care service or rehabilitation.

FEEDBACK

We encourage all patients to complete our questionnaire to let us know how you were treated during your stay with us.

If you feel you received WOW service, or if a Doctor, Nurse or other member of our staff went out of their way for you, please write us a letter or complete a "Catch Me At My Best" form. Letters of appreciation have a special way of motivating people so we always welcome your comments.

Please call the Patient Experience Department at ext 3322 or email us at feedback@doctorsosp.com

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Doctors Hospital and its Board of Directors support the following Patient Rights which include but are not limited to:-

- Patients have the right to be treated with respect and dignity, regardless of race, gender, and creed or cultural, economic, educational or religious background
- Patients have the right to expect privacy and confidentiality of information
- Patients have the right to care that is provided in a safe environment
- Patients have the right to know what rules and regulations apply to their conduct
- Patients have the right to be given information concerning the diagnosis, prognosis, planned course of treatment, benefits, risks, and alternatives
- Patients have the right to participate in all aspects of care, including the right to refuse care and to discontinue treatment
- Patients have the right to seek a second opinion without fear of compromise to their care
- Patients have the right to appropriate assessment and management of pain and to be involved in decisions about managing pain
- Patients have the right to participate in decisions about care at the end of life with competent attention to their physical, psychosocial, spiritual, and cultural needs
- Patients have the right to know if medical treatment is for a clinical trial and give informed consent or refusal to participate in experimental research
- Patients have the right to information about accessing protective services if they feel they are in physical danger
- Patients have the right to receive upon request, prior to treatment, a reasonable estimate of charges for medical care
- Patients have the right to receive upon request, a copy of a reasonably clear and understandable itemized bill and to have the charges explained
- Patients have the right to receive a complete explanation about the need for transfer to another facility (transfer must be acceptable to the other facility)
- Patients have the right to be informed by a healthcare provider of continuing healthcare requirements after discharge
- Patients have the right to information regarding organ and tissue donation
- Patients have the right to express a complaint or grievance regarding the quality of care or any violation of their rights. Contact the Hospital's Patient Experience Department and/or Nursing Supervisor through the hospital's operator by dialing "0"
- Patients have the right to have their possessions protected from theft or loss and safeguarded once the organization assumes responsibility
- Patients have the right to protection from physical assault
- Patients have the right to access information contained in their medical record within a reasonable time frame (usually within 3-4 working days with consideration given to emergencies)
- Children/adolescents have the right to provision for normal physical and physiological needs of a growing child to include nutrition, rest, sleep, warmth, activity and freedom to move and explore
- Children/adolescents have the right to minimizations of hospital stay duration, by recognizing discharge planning needs
- Children/adolescents have the right to provision for self esteem needs, which will be met by attempts to give the child:-
 - The reassuring presence of a caring person, especially a parent
 - Freedom to express feelings or fears with appropriate reactions
 - As much control as possible, over both self and situation
 - Opportunities to work through experience before and after they occur, verbally, in play or in other appropriate ways

PATIENT RIGHTS AND RESPONSIBILITIES

- Recognition and reward for coping well during difficult situations

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient. Therefore, in addition to rights, a patient has certain responsibilities as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

- The patient is responsible for providing accurate and complete information about present physical complaints, past illnesses, hospitalizations, medications and other matters relating to their health
- The patient is responsible for following through on the agreed plan of care
- The patient is responsible for reporting unexpected changes in their condition to their doctors and nurses
- The patient is responsible for showing Associates, other patients and visitors respect while on property. Abusive, threatening, or inappropriate behavior will not be tolerated
- The patient is responsible for reporting their pain and working with the staff to manage pain
- The patient is responsible for seeking clarification when necessary to fully understand their health problems and the proposed plan of care
- The patient is responsible for their actions and outcome if they refuse treatment or do not follow the healthcare provider's instructions
- The patient is responsible for being considerate of the rights of other patients and Hospital Associates and for assisting in the control of noise and the number of visitors
- The patient is responsible for being respectful of the property of other people and the Hospital
- The patient is responsible for keeping an appointment and, when unable to do so for any reason, notifying their healthcare provider or doctor's office

- The patient is responsible for safeguarding their belongings (valuables should be sent home or to the Security Office for safe-keeping)
- The patient is responsible for providing information for insurance claims, and working with the Hospital to make payment arrangements when necessary
- The parents/family* of minor Patients are responsible for:-
 - Continuing their parenting role to the extent of their ability
 - Being available to participate in decision-making and providing staff with knowledge of parents/family whereabouts

* *The family consists of those individuals responsible for physical and emotional care of the child on a continuous basis, regardless of whether they are related.*

POLICY

Doctors Hospital supports the Patient Rights and Responsibilities which is recognized as applying to all adult and pediatric patients, their parents and/or guardians. A patient has the right to prompt and reasonable response to questions and requests. Any patient, parent or guardian who feels the patient is not being treated properly has the right, without recrimination, to voice complaints regarding the care received and to have those complaints reviewed and resolved. A patient complaint will in no way affect the quality of care given the patient.

GENERAL INFORMATION

SECURITY INFORMATION

At Doctors Hospital, the safety of our patients, Associates and visitors is paramount. Our trusted security personnel are on duty 24 hours a day/7 days a week to patrol our campus buildings and parking lots. Furthermore, to ensure your safety at all times, our security staff will escort you or your visitors to the parking lot upon request.

Contact 302-4712 for Security assistance.

VISITING HOURS

Doctors Hospital realizes that friends and family play an important role in the recovery process. However, to ensure that our patients get the rest they need, our posted visiting hours are 11am to 2pm and from 4pm to 8pm daily.

In most areas, only two visitors are allowed at a time. In adult critical care units, visitation is limited to immediate family and significant others, and visitation time periods may vary.

PARKING

Parking is available for our patients and guests in the Main Hospital Parking Lot located on Shirley Street, on the East side of the hospital, as well as across the street. Several spaces are designated for persons with disabilities at the main entrance.

For further assistant contact:
Security (242) 302-4712.

CAFETERIA HOURS

The Cafeteria, Meyer's Cafe and vending machine are located on the first floor of the hospital. Meyer's Cafe staff prepares fresh, healthy meals daily and is open for patients and guests from 7:30am to 8:00pm Monday-Friday, serving breakfast until 9:30am, lunch from 12:00pm to 4:30pm and dinner from 5:30pm to 8:00pm. Saturday/Sunday/Holiday hours are 12:00pm to 6:30pm.

CHAPEL

A small, yet peaceful non-denominational Chapel is located on the ground floor. This space is provided for you, your family members and friends to go for prayer, quiet reflection time or to have private counseling or conversations.

COMMUNICATION WITH PATIENTS

If you are calling from outside the hospital, you can reach a patient by calling the private number printed on the phone in the patient's room. This number can be called directly between 9:00am and 9:00pm or you can call the main telephone number (242) 302-4600 and ask for the patient by name.

PATIENT EXPERIENCE DEPARTMENT

At At Doctors Hospital, every patient has a concierge agent that works to enhance their stay. The Patient Experience Department is primarily concerned with continually improving the standard of care provided at Doctors Hospital and as such, feedback from patients and their relatives is of the utmost importance. Patients are encouraged to discuss issues related to their medical care or support services directly with their care providers.

If you have any concerns during your stay, please contact our Patient Experience department at (242) 302-3322.

CUSTOMER SERVICE/ REGISTRATION

For your convenience, you may either register in advance with the Registration Department or register upon arrival at the hospital. Pre-registered patients will be taken to their assigned room or sent for prescribed tests as soon as possible.

Those who have not pre-registered will be required to provide relevant information about themselves and their insurance coverage upon arrival at the hospital if applicable.

All information submitted in registering will be kept strictly confidential. A deposit will be

GENERAL INFORMATION

required in advance of service, and may vary depending on the procedure required and the coverage of the associated insurance plan. For additional assistance, our Business Office may be contacted by calling (242) 302-4630 or Whatsapp (242) 823-2448.

For information regarding your bill, you may contact one of our billings representatives at (242) 302-4600 ext. 5143, 5144, or 5145, or you may email any questions to queries@doctorshosp.com

RESTROOMS

Visitor restrooms are located in the Main Hospital, opposite the Pharmacy, as well as various locations throughout the facility. Please ask one of our Associates who will be happy to direct you.

WAITING AREAS

Our waiting areas are located in the Main Hospital Lobby or Registration Department. Friends and family of patients should check in at the Main Lobby Information Desk to find out where they should wait to be updated, as needed. Doctors Hospital Associates are in touch with the operating room, recovery room and with physicians who will keep you posted on the status of your loved one.

TAXI SERVICES

Located in the Main Lobby of the hospital at the Information Desk, our Concierge Services will be happy to assist with arranging taxi services. You will be supplied with the number of the expected vehicle and organize for collection at the main entrance of the hospital.

LOST AND FOUND

Contact the Security Department at (242) 302-4712 regarding lost or found items.

LECTURES

Doctors Hospitals offers free health lectures to the public as part of our commitment to the community. Hosted by respected physicians and healthcare providers, the lectures include

important health topics relevant to today's society. See our social media pages for any upcoming lectures or health fairs.

CPR CLASSES

For more information or to register for one of our Basic Life Support (BLS), First Aid, or CPR (Infant & Child and Adult) classes, call our Community Training Center Representative at (242) 302-4722 or email cprtraining@doctorshosp.com

ONLINES ERVICES

For additional information about Doctors Hospital, visit our website at www.doctorshosp.com. Should you have any questions, please email us at Info@doctorshosp.com. Comments or questions can also be mailed directly to Doctors Hospital, P.O. Box N3018, Nassau, Bahamas.

We encourage you to take advantage of all our services and facilities. Thank you for choosing Doctors Hospital

CLINICAL UNITS CONTACTS

- **MED/SURG** - ext. 5400
- **IMCU** - ext. 4660
- **ICU** - ext. 4729
- **MATERNITY** - ext. 4728

