



### Message from management:

While welcoming and wishing for you and your health, you and your esteemed partner will ensure that patient safety is defined as a set of personal and hospital priorities, values, attitudes, and behaviors so that providing high quality, safe healthcare is part of the goals of senior managers. And hospital staff, and management plan and monitor to achieve this goal and strive to satisfy patients and esteemed clients.

### **Thanks Rostami - Hospital Manager**

### Hospital Mission:

Tabriz General Hospital is the first private hospital in the northwest of the country, founded in 1348, with the aim of providing specialized services to heal patients with the participation of the best and most prominent physicians and professors of Tabriz University of Medical Sciences called Aria Hospital.

Adherence to ethical, scientific and charter principles of patient and staff rights, patient and staff safety, patient welfare, and hospital staff are essential elements of this organ

### Medical services offered by the hospital to:

Internal emergency cases (cardiovascular, gastrointestinal, poisoning, infectious, etc.) and general surgery, specialized midwifery gynecology, laparoscopic, orthopedic, ear, throat, nose surgery, men's general surgery, gynecological surgery, natural childbirth, physiological delivery, Hospitalized infant, CCU, General ICU, Echocardiography, Cardiology, Physiotherapy,



Pharmacy, Laboratory, Radiology (Ultrasound and Radiographic)  
Diagnostic Services, Endoscopy

### Contractor Terms and Insurances:

The hospital is under contract with health insurance, social security and most supplemental insurance.

It is important that you ask your hospital contractor when you are admitted to hospital.

Persons with Social Security, medical services, etc. When accompanying the first page of the birth certificate and the credit history page, have two copies to file.

According to the ceiling set by the health insurance, admission to non-emergency patients will be postponed to the following month if the rial ceiling expires.

Individuals with complementary insurance need to receive and submit to the Registrar for attachment to the case at the time of admission or admission.

Patients should bring their national ID card and ID card during hospitalization to see insurance representatives.

The use of Social Security is subject to receiving treatment from the Social Security Unit at the hospital

General Admission Rules - Admission:



When Receiving Admission - In addition to your physician's written admission order, you must have a valid ID card or national ID card with a valid photo identification card.

It is required for the birth certificate to be accompanied by the birth certificate of the father.

If the maternity leave is on vacation the day before the birth certificate is issued by the medical record unit.

General Admission Rules - Admission:

The bookstore above two years must have a photographer.

In order to perform surgeries that lead to amputation, such as hysterectomy, consent of the spouse is required and the couple's birth certificate must be provided at the time of admission.

Answer questions from the receptionist, including your address, phone number, and so on.

The presence of a guardian or legal guardian is required for patients under the age of 18 and for patients with mental and mental disorders and awareness when filing a national card.

If you have a hospitalization record to expedite your work, inform the admissions officer.

Keep all your medical records (photos, tests, ECGs, echoes, sonography, etc.) while you are in hospital.

For outpatient surgery, the patient must have a single patient on the day of referral.



### Special Admission Requirements - Hospitalization:

The identification band contains the name, surname, father's name, date of birth, case number, serial number, physician's name, hospitalization date, ward name, logo and hospital name and is provided by the admission unit.

If there is any drug / food allergy to the doctor, tell the receptionist to give you a red identification band.

Identification band on the non-dominant wrist of patients is essential for patient identification before treatment and preventing medical error and until identification band is discharged and if the identification band is missing the nurse / midwife will be responsible for the shift. Inform.

### Expected Costs:

The associated cost is out of insurance liability and is freely calculated.

Cosmetic surgeries are not a liability under any insurance and therefore one has to pay the full cost of the tariff freely.

All non-emergency patients will receive a deposit at the time of admission, so pay attention when referring.

Apart from hospital admission and accounting, avoid paying any cash to colleagues (as a bonus), a deposit.

Payments out of the hospital are prohibited by the order of the Department of Health and Welfare, and if you have any



complaints, call 1690 or email [www.1690.ir](http://www.1690.ir) and hospital management 32828888.

At the time of invoice clearance, all services rendered will be paid separately for your insurance and sick pay.

#### General Hospital Regulations:

Tobacco use is strictly forbidden in a confined hospital environment.

Meetings are daily from 2 to 4 pm. For the well-being of all patients and for better care, avoid having relatives in the ward during non-appointment hours.

Please refrain from bringing children and children under 12 years of age to a separate hospital to prevent the transmission of communicable and infectious diseases.

Respectful companions are required to enter and exit the relevant companionship

It is forbidden to enter men's departments outside of the office hours.

Avoid bringing audio visual aids to operating room sections and special sections separately.

#### General Hospital Regulations:

Patients are excluded from the ward without coordination with the ward authorities.

Prepare a new toiletry bag prior to admission to the reception unit.



The hospital allows the patient to accompany a trusted person (especially children) during the diagnostic stages, including examinations.

The hospital has no responsibility for protecting the patient's property, so avoid keeping your valuables such as money, watches, jewelry, and so on during your stay. If necessary, inform the admission officer if necessary so that necessary arrangements can be made.

Providing health services to the patient with respect for their human dignity, respect for the values, cultural and religious beliefs of the patient, and on the basis of honesty, fairness, courtesy, compassionate and free from any ethnic, cultural, religious discrimination The type of illness and gender is handled by hospital staff.

Only the recipient (the patient), the treatment group, the person authorized by the recipient (the patient), and those deemed to be authorized by law may have access to the patient's information (the patient's file.)

Observing the order and health of the environment is a sign of your supreme personality, thanks in advance for your sincere cooperation.



## Floors Guide:

The different sections / units are marked with colored lines (the sections are green strips).

<b>SHAF A PRIVATE HOSPITAL FLOORS GUIDE</b>	
<b>ICU- CCU</b>	<b>Fifth floor</b>
<b>Operation room- Childbirth block- LDR - CSR</b>	<b>Fourth floor</b>
<b>Ward3( Maternity Ward)- Infants ward- Odstetrical Emergency</b>	<b>Third floor</b>
<b>Ward2 ( Women's Surgery)</b>	<b>Second floor</b>
<b>Ward1 ( Men's Surgery) – Laboratory- Blood bank- Conference room- Administrative affairs- Accreditation office</b>	<b>First floor</b>
<b>Administration ( HCC) –Informatics- Nursing office- Accountancy- Medical documents- Discharges- Telephone exchange- Sonography</b>	<b>Mezzanine floor</b>
<b>Emergency – Radiology – Bank – Reception- Fund- Pharmacy- Waiting room</b>	<b>Ground floor</b>
<b>Physiotherapy – Medaical gases room- Archives – Warehouse- Morgue – Powerhouse – Laundry room- Kitchen</b>	<b>Basement</b>



## **Hospital Inpatient Room Facilities & Services:**

Each room has a hotline for contacting the internal parts of the hospital.

To get in touch with the patient, you will be contacted from outside the hospital after receiving the hospital number if you contact the operator by dialing your patient's room number.

Patient bells are placed on top of your bed when necessary to call the nurse.

Bathrooms are available in most ward rooms, and shared bathrooms are available at the bottom of the inpatient ward.

## **Hospital Inpatient Room Facilities & Services:**

All rooms are equipped with air conditioning, a comfy bed, a comfy bed, a seating area, a common fridge.

Each room has one or two private rooms with a private room tariff, which will be reserved for you and your companion with the above mentioned facilities upon request.

For ease of access for patients and their companions to Samovar Beer available in each ward, please observe safety tips.

In every room for household waste such as composting paper and cans there is a trash bin with a black bag and in the nursing section a trash bin with yellow bags for infectious and bloody garbage or infected with a patient's body discharge like Bloodthirsty clothes are thrown in. Please put the trash in the trash can.





Each section has a water dispenser for the comfort of patients and companions.

Breakfast is served in the two menus of your choice if you are not recommended or allowed to eat.

### **Expectations from the patient and companions:**

Completely complete admission and discharge forms and provide complete and complete information such as: ID details, address, phone number, occupation, type of insurance, etc., as well as information on current medical history and complete medical and pharmaceutical records such as a history of illness. Previous, hospitalization, type of medication, smoking and allergies, etc ... Required by your treating physician and staff.

Necessary training for you on medication and treatment, nutrition and lifestyle modification is one of the most important services provided orally by a physician, nurse,

### **Expectations from the patient and companions:**

Nutritionists and educational brochures are tailored to the type of illness you need to learn and practice.

It is imperative to respect the hospital rules, such as respecting the sanctity of the sacred law, keeping silence in the inpatient departments, observing the hours of visitation by your guests.

Your polite and respectful treatment of hospital staff and other patients and their companions is a sign of your high personality.



Carefully follow your doctor's instructions and the recommendations of the Nursing / Midwifery, Physiotherapy, Nutritionists, all of whom are your care team, during hospitalization and after discharge.

If you have any problems during hospitalization, referral matters, hospital oversight or oversight.

### **The following tips will help you to experience a good and safe stay in the hospital:**

If you do not know the cause of the tests and procedures, be sure to ask for clarification and make sure that the diagnostic and therapeutic procedures performed on you are specific to you.

Talk to your doctor or nurse about any concerns you may have and concerns, and ask for guidance if you cannot access them for some reason to ask when appropriate.

### **Keeping track of things helps you to experience a safe and well-stayed stay in the hospital**

Hand washing has been proven to be the best way of preventing the transmission of nosocomial germs, so wash your hands with soap and water for at least 25 seconds, and recommend this to other companions and to visits and so on.

Find out about the form, the effect, how and when to use and the side effects of your medicines.



Medications that you have always taken and brought home should consult a physician or nurse before using them in the hospital.

Know what treatment is and why and when it is going to be done to you and in the event of any contradiction or change in treatment, be sure to ask why this is the case.

If you have pain, be sure to tell your doctor and nurse (most pain can be controlled easily).

One of the things that threatens your health in the hospital is the risk of falling out of bed or falling in the hospital environment and in hospitalized wards. For a variety of reasons, including medications, illness, physical impairment and balance disorder, unfamiliar environments, smooth and hard surfaces, etc., the likelihood of injury, as well as the severity of injury resulting from hospitalization, increases over the home and other out-of-hospital settings. So it is recommended that you go down to bed, go to the toilet, go to the bathtub and ... Be sure to ask for help and take your medical team's advice seriously and make sure to lift the fence to bed at night. And if you can't tell the ward nurse.

It is important to keep in mind that until the last minute you are in the ward, you must have an IV line, so you will not have to take the branol or the injection site per capita before discharge. By providing the discharge sheet to your responsible nurse, he or she will personally remove the branol.

Inpatient discharge process:

Immediately after your physician has granted you permission to discharge, steps can be taken to prepare you for hospitalization, inspections, billing, etc. It may take up to two hours for you to be



discharged, during which time you will be discharged. You will have the opportunity to obtain information on how to follow up and continue your treatment while on medication at home and on how and when to go to the clinic or office and the contact number provided in the inpatient training plan.

If you wish to be discharged with personal consent, to facilitate the discharge process, please proceed before the end of the office hours (3 pm.)

Patients are discharged from 11am onwards.

### **Survey and Satisfaction Survey:**

Dear Customers, Please let us know any suggestions and criticisms in one of the following ways: (You can help us by completing our form on better bug fixes.)

The Complaint Complaint Inquiry Form is available in the Complaints Handbook, which you can then fill out inside the box.

Call 264 (manager) in the morning shift and call 250 in the evening shift (Supervisory Board.)

Call 32828888 24-hour caller to voice message or fax to 32808888.

For suggestions, criticisms and complaints you can visit the hospital's website and register in the appropriate icon.  
[www.Tabriz-shafahospital.ir](http://www.Tabriz-shafahospital.ir)

### **Survey and Satisfaction Survey:**

After you are discharged from the hospital, you will also be randomly contacted by some of you who have been hospitalized, and will be asked about your quality of service, hospitalization facilities and possible complaints, which will give you feedback



on your hospital experience and information. As much as possible.

### **Optional Medical Error Reporting Form:**

This form is designed to report medical and hospital errors from your point of view, dear patient and respected companions, and will only be evaluated and reviewed by a patient safety expert and you can be confident that filling out this form will not cause any harm to you and your patient. Be. It is not mandatory to mention your name and your personalities.

The error report form at the end of this booklet is intended to report possible errors in feedback and to prevent repetition. If you see an error and fill out the form, please remove it from the booklet in the Complaints Division Wait halls.

We sincerely appreciate your cooperation and a sense of responsibility while wishing you well and good health.



## Error Report Form::

Name the part where the error occurred:

.....

Name of the error reporter, patient, or companion (not required):.....

Position of the person who made the mistake:

Doctor ☐ Consulting physician ☐ Emergency physician ☐  
CCU physician ☐ ICU physician ☐ Nurse ☐  
Midwife ☐ Operating room personnel ☐ practical nurse ☐  
Service personnel ☐ staff ☐ Supervisor ☐  
Metron ☐ Laboratory personnel ☐ Ultrasound personnel ☐  
Radiology personnel ☐ Physiotherapy personnel ☐  
Infertility Personnel ☐ Pharmacy personnel ☐ Guard  
☐ receptionist ☐  
And so on

.....

Has the error caused your patient to be harmed?

.....

Explain how the error occurred

.....

.....

List any suggestions you have for preventing similar occurrences or preventing potential errors that have not yet occurred .

.....

Please fill out this form from the hospital's manual and place it in the Complaints and Disposal Room.



## Comments, Suggestions, Criticisms and Complaints Form:

Dear Client To gauge your satisfaction with the services provided, please write down your comments, suggestions, criticisms or complaints in the box below, then remove it from the hospital manual and place it in the Complaints Handbook at the ward or waiting room. To help hospital management improve the quality of service provided to clients.

Comments, Suggestions, Criticisms or Complaints:



Required phone numbers:

Internal contact number	Unit / Section Name	Internal contact number	Unit / Section Name
9	Operator	264	Hospital Manager
115	Emergency	250	Nursing Services Manager
121	laboratory	212	Office of Accreditation and Quality Improvement
227	pharmacy	111	Section One (Men's Surgery)
255	Bank	222	Section Two (Women's Surgery)
242	Radiology	333	Section Three (Maternity Women)
249	sonography	236 –434	Operation rooms
241	Physiotherapy	302	Neonatal ward
246	reception	503	CCU
225	Clearance	502	ICU
264–250	Complaints handling	212	installation
32828888	Complaints handling	256	kitchen
223	Accounting	244	Security

**With thanks - Rostami (Hospital Manager)**