



# ST. AUGUSTINE PRIVATE HOSPITAL

where patients come first

WELCOME!

## WHAT YOU **NEED TO KNOW** DURING YOUR STAY



saphtt.com



## **PATIENT INFORMATION**

**This booklet is intended to help you have a comfortable stay  
at St. Augustine Private Hospital, Where Patients Come First.**

**We look forward to serving you and hope you have  
a great stay with us!**





## OUR COMMITMENT TO YOU

**Our patients' experience is critical to us. You can expect:**

- ✓ To be cared for by professional, caring, compassionate and friendly staff in a clean, safe and comfortable environment.
- ✓ To be provided with quality healthcare services with a clear explanation about your care, treatment options and medical condition.
- ✓ To be treated with respect and dignity at all times. We are committed to ensuring our patients' rights, dignity and cultural values are respected.

## PATIENT EXPERIENCE

We hope that you will be happy with the care you receive at St. Augustine Private Hospital. We continuously strive to improve the quality of our service.



Our mission statement "Where Patients Come First" forms the basis of our commitment to our valued customers. As a patient at St. Augustine Private Hospital, we would enjoy hearing your comments and suggestions.

Our friendly Customer Service Representatives are the face of our company. Our representatives are available to assist with any concerns or questions that you may have during your stay. You can contact us by phone or writing for your complaints, compliments or feedback.

### **CUSTOMER SERVICE REPRESENTATIVE St. Augustine Private Hospital**

Email: [csr@saphtt.com](mailto:csr@saphtt.com)

Tel: 285-SAPH (7274) ext 2260/2261

Our customer Survey forms are also a great way to provide us with your valuable feedback. Survey forms are provided by our Customer Survey Representatives and can be placed directly in the Survey Form boxes provided throughout the hospital. You can also complete our customer survey online by scanning the QR Code below. This information helps us continually improve the quality of the care we provide to our valued customers.















### **PATIENTS WITH A DISABILITY**

If you have any concerns regarding your stay in the hospital, please speak with our Customer Service Representative or Nurse in Charge of ward to ensure that we are aware of your needs. We are happy to make your stay with us as comfortable as possible.



## WHAT TO BRING FOR YOUR STAY

It may be useful to bring the following items for your stay in the hospital. If you are admitted as an emergency patient, you may wish to ask a relative or friend to bring items for you.

-  Admission letter (if pre-planned)
-  Contact names and numbers for 2 persons such as next of kin, relative or close friend
-  Medication that you are currently taking or have recently stopped in its original packaging
-  Loose, easy to remove night clothes and dressing gown
-  Underwear
-  Slippers (non-slip soles)
-  Personal toiletries including soap, toothbrush, comb, hairbrush
-  Bath towels and wash rags
-  Day clothes and shoes where appropriate
-  Any walking aids or splints
-  Glasses, contact lenses, hearing aids and dentures
-  Electronic devices such as iPods, Laptops, Tablets, Kindle, Mobile Phones, Games (please keep these on silent mode so as not to disturb other patients)

## ARRIVING ON THE WARD

On arrival to the ward, you will be greeted by a member of the ward team. They will check your details and explain the ward routine to you.

You will be given a wrist band with your name on it, which you must wear at all times. This is a vital part of our safety checks to ensure you are always given the correct treatments or medicines.

Our ward staff will be happy to answer any questions you may have or discuss any concerns. Our wards are managed by a Ward Manager.

You will be given the name of the nurse and nursing staff that will be responsible for your nursing care on each shift. You will see a range of other staff on the ward throughout the duration of your stay including Registered Nurses, Personal Care Assistant, Housekeepers, Kitchen Attendants and Customer Service Representatives.

### **Please tell our staff if:**

- You have an allergy
- You need a medical certificate
- Your personal details have changed
- You are taking any medication

## STAFF IDENTIFICATION

All members of staff are required to wear an ID badge to help you identify them.

### **Our clinical staff includes:**

- Ward Manager
- Senior Nurse in Charge
- Registered Nurses (grey uniform)
- Personal Care Assistants (teal uniform)
- Midwives (blue uniform)
- Doctors
- Patient Escorts
- Therapists





## PATIENT RESPONSIBILITIES

A patient is responsible for:

1. Providing accurate and complete information about your present condition, past illnesses, hospitalizations, medications and any other matters relating to your health.
2. Participating in treatment decisions and follow treatment recommendations and instructions.
3. Ask questions when you don't understand information or instructions about your care.
4. Follow hospital rules and regulations affecting your care.
5. Respecting the rights and property of others including patients, hospital staff and hospital property and equipment.
6. Keeping all appointments and inform the relevant office if you cannot attend the appointment.
7. Treating staff, fellow patients, carers and visitors politely and with respect. At St. Augustine Private Hospital, we have a zero tolerance policy to any form of abuse including violence, racial, sexual or verbal harassment. Employees retain the right to contact our Security Officers for any breaches.
8. Assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.

## PATIENT RIGHTS

A patient has the right to:

1. **COURTESY**  
You have the right to be treated in a courteous manner at all times by every member of the hospital staff.
2. **VISITING ARRANGEMENTS**  
You have the right to receive visits from your relatives and friends. Please refer to the Visitors Guidelines or ask a member on your ward if you require any further information.
3. **RELIGIOUS BELIEFS**  
You have the right to be treated with respect for your religious and philosophical beliefs. For your use, a pray room is located on the 3rd floor.
4. **PRIVACY**  
You have the right to have your privacy respected.
5. **INFORMATION CONCERNING YOUR TREATMENT**  
You have the right to be informed of the name of your consultant under whose care you are being placed. You have the right to be informed of the nature of your illness or condition, and to be informed concerning:
  - I. The results of your diagnostic tests such as lab, X-Ray, CT Scan, Ultrasound, MRI etc.
  - II. The purpose, method, likely duration and expected benefit of the proposed treatment.
  - III. Alternative forms of treatment, possible pain or discomfort, risks and side effects of the proposed treatment.
6. **CONFIDENTIALITY**  
You have a right to total confidentiality in respect to your medical records.
7. **DISCHARGE**  
You have a right on your discharge from the hospital to have yourself and your family doctor informed of the nature of your condition, the treatment you received while in hospital, the medication required by you and the arrangements for any further attendance to the hospital. A discharge document will be provided to you indicating that all the relevant information was provided to you.
8. **POSITIVE/NEGATIVE COMMENTS**  
Should you have any feedback, compliments or complaints regarding your stay, please chat with our friendly Customer Service Representative.



## PERSONAL ITEMS AND VALUABLES

Your comfort is important, but we ask that you leave your treasured possessions at home. St. Augustine Private Hospital cannot be held responsible for damaged or lost items. Valuables such as jewellery, cash, and credit cards should be given to family members or friends for safe keeping.

If this is not possible, these items may be deposited in the hospital safe. Please contact the Customer Service Representative on duty in this instance.

## INFECTION CONTROL

Hand washing is the single most important means of decreasing the spread of bacteria and preventing infection. Patients and visitors should wash their hands frequently while at the hospital. Sanitizers are provided throughout the hospital for your use. Your caregivers will use the **Universal Infection Control Procedures** to ensure the safety and well being of the patient, relatives and staff.

As part of our infection control measures, we have implemented the following to reduce the risk of exposure to our patients:

1. All visitors must wash hands upon entry.
2. Face masks must be worn at all times
3. The hospital is sanitized via fogging technique daily

## PATIENT PRIVACY

St. Augustine Private Hospital is committed to protecting the confidentiality of all patients' personal health information. It is the duty of all hospital staff members to make certain that each and every patient's personal health information is protected and that their privacy is maintained. Protected health information includes paper and electronic documents as well as verbal conversations. As healthcare providers, we are obligated to protect this information and to limit access and disclosures to only the providers directly involved in your care.

## SAME SEX ACCOMMODATION

When you are admitted, it is possible that there will be both men and women patients on the ward but they will not share your sleeping area. Safeguarding your privacy and dignity is a priority for all our staff. If you need any clarification or have any questions, please speak with your nurse.

## CONSENTING TO TREATMENT

You will be asked to sign a consent form before having an operation, investigation or some treatments. Prior to your operation, an Anaesthetic assessment will also be conducted and you will be required to provide you consent. Please ensure that you understand what is involved in your procedure, any risks, benefits and alternatives before you sign. You will also need to understand the pros and cons of what may happen if you do not have the treatment or investigation.

## DISCHARGE AGAINST MEDICAL ADVICE

This is self-discharge where a Healthcare Professional has recommended that you stay in hospital for investigation or treatment.

Should you wish to be discharged from our hospital against medical advice, you will be required to complete a Discharge against Medical Advice Form that allows you to decline proposed treatment options and declares your wish to leave our hospital. Your attending doctor will inform you of the potential medical risks of leaving without treatment in a clear, precise and comprehensive manner.

The completion of this form does not prevent you from returning if you wish. If you feel worse and need to be readmitted now or in the future because of your medical condition you will be able to return.





## ENQUIRIES

Families and friends are welcome to telephone the ward to ask about your progress. For reasons of confidentiality we cannot give medical information over the phone, but we can say how you are progressing.

## TELEPHONE USE

Direct telephone lines are not available in patient rooms. Mobile phones are allowed in the patient's room however, they must be kept on vibrate or silent during your stay with us. Mobile phones are not to be used in operating theatres or other hospital treatment areas. **Under no circumstance should a patient or visitor take a photo or film anything in the hospital for personal, social media or wider use.** This is for the protection and security of all our patients, visitors and staff.

## PHARMACY

Our pharmacy is located on the ground floor and caters to inpatients, outpatients and the general public. It is well stocked and managed by a qualified Pharmacist for all your prescription requirements and health care products. The opening times are 8:00AM to 7:00PM Mondays to Fridays, on Saturdays 8:00AM to 3:00PM and on Sundays and public holidays from 8:30AM to 12:00 Noon.

We are pleased to offer all our valued patients, a 5% discount on prescriptions at our Pharmacy.



## MEALTIMES

<b>BREAKFAST</b>	7:00AM – 8:00AM
<b>SNACK</b>	10:00AM
<b>LUNCH</b>	12:00 NOON – 1:00PM
<b>SNACK</b>	3:00PM
<b>DINNER</b>	5:00PM – 6:00PM



## DIETARY NEEDS

Eating and drinking is extremely important in enhancing recovery times. Please tell your nurse if you have any special dietary requirements. You will be asked to complete a menu card every day. Low fat and low salt diets are all catered for. Please note that all meats served in our meals are Halal certified.

## FEEDING ASSISTANCE

Because patients can find eating difficult when they are unwell, we have introduced the 'protected mealtimes' scheme. During protected mealtimes, our nursing staff will render any assistance to patients who may not be able to eat on his/her own. In some cases, we welcome relatives to assist with the patient's meal.



## VISITOR GUIDELINES

St. Augustine Private Hospital recognizes the importance of family and friends and other outside support to your recovery. Although visitors are welcome, the hospital must however, protect patients' right to privacy, minimize disruptions and maintain a safe, quiet and respectful environment.

- 1.** General **visiting hours** are **9:00AM TO 11:00AM** and **3:30PM TO 5:30PM** daily.
- 2.** Please **DO NOT** visit the hospital if you are sick yourself.
- 3.** Sanitizers are available for your use on the wards. Please ensure that you wash or sanitize your hands on entry and when leaving the ward.
- 4.** Areas with unique patient populations (nursery, maternity and intensive care) have their own visiting. Visitors will be accommodated outside of the general visiting hours following clearance from the Nurse in Charge.
- 5.** Please co-operate with our security. Visitors are required to sign in and out at our security station. Visitor identification badges must be worn at all times and should be returned to the security in the main lobby when exiting the hospital. Visitors are restricted to visiting the areas relevant to their visit.
- 6.** Patients are limited to **two visitors at a time**, unless special arrangements are made with the nursing staff.
- 7.** The Nurse in Charge may further restrict the number of visitors and/or time of visitation if either is thought to be in the patient's best interest.
- 8.** For safety reasons, children in lobby or waiting rooms must be supervised at all times.
- 9.** For safety reasons, and to protect patient privacy, no visitors are allowed in the operating theatres or recovery areas.
- 10.** In consideration of patients sharing the semi-private room, visitors are not allowed to spend the night.
- 11.** Patients in private rooms may have one family member or significant other stay overnight in the room, if the nursing staff and physician agree that it is in the best interest of the patient. Any relative who spends the night is expected to follow hospital regulations and directions from nursing staff or other hospital staff.
- 12.** If a patient is in isolation, visitors will only be permitted to enter the room after they have received instructions about precautionary measures, including hand washing.
- 13.** Our daily functions such as patient care or ward cleaning may be carried out during visitation hours. Visitors are asked to cooperate with hospital staff as required.
- 14.** Visitors whose behaviour is thought to be inappropriate (boisterous/disruptive/disregard for guidelines provided by hospital staff), will be asked to leave the ward and/or hospital.
- 15.** No eating is permitted in the lobby or in the wards by visitors. A water cooler and coffee station is available for your use. Only approved snacks and drinks should be brought for patients. Please consult with the Nurse in Charge if in doubt.
- 16.** The hospital is a non-smoking environment. The consumption of alcohol and illegal drugs and substances are not permitted in the hospital or the car park areas.

Visitors are kindly reminded that speaking softly in the wards and along corridors is preferred. Mobile phones should be kept on vibrate or silent mode when you are in the hospital. **Under no circumstance, should visitors take a photo or film anything in the hospital for personal, social media or wider use.** This is for the protection and security of all our patients, visitors and staff.





## PAYMENT POLICY

Our preferred methods of payment include cash, Linx, credit card or certified cheque.

### ACCIDENT & EMERGENCY

Upon visiting our Accident & Emergency Department, a deposit must be paid. Our attending physician will assess the medical condition and determine the course of treatment. **Upon discharge, any outstanding charges must be paid in full.**

### EMERGENCY MEDICAL ADMISSION

Following your admission into the Emergency Department, if our attending physician determines that your case requires admission into the hospital, once the patient's or relative consent is provided, patients are asked to pay a further deposit. For enquiries, please consult our Customer Service Representatives. You will be updated daily on your hospital bill for a hospital stay longer than one (1) night. **Upon discharge, any outstanding charges must be paid in full.**

### ELECTIVE / DAY CASES / MAJOR SURGICAL PROCEDURES

Prior to the scheduling of the procedure, the hospital or attending doctor will provide you with an estimated cost of the procedure being done. **Upon admission, patients must pay the estimated cost in full. If any varying charges arise during the procedure, upon discharge any outstanding charges must be paid in full.**

### MATERNITY

At least 4-6 weeks prior to your expected date of delivery, please visit our institution for a pre-booking. To register, please walk with your obstetric record. Upon registering, a deposit must be made depending on your type of delivery. At this time, you may also ask to review the delivery unit and you may indicate to our staff any special requirements such as special dietary requirements, private room etc.

**After your delivery, upon discharge any outstanding charges must be paid in full.**

Kindly be advised that in most instances, your doctor's fee and paediatrician's fee may not be included in the hospital charges. Please confirm these fees directly with your doctor.

### INSURANCE CLEARANCE

Your coverage depends on the terms and conditions of your individual or company medical insurance policy. As part of our admissions process, St. Augustine Private Hospital may have to confirm the extent of coverage provided by your insurer prior to treatment. Depending on the rules for claims of your insurer, you may either be required to pay all costs and then claim reimbursement from your insurance provider or you may just be required to cover all costs not included in your insurance coverage. In some instances, a pre-certification must be done upfront to determine your liability and that of your insurance provider.

**For more information on your insurance coverage, please contact our Billings Department at 285-7274 ext 2237/2248.**

In some instances, doctor's fees are required to be paid directly at the doctor's office for elective and major surgical cases. Kindly confirm with your attending doctor the direct payment option.

Should you have any questions or concerns regarding your hospital charges, our friendly Customer Service Representative will be happy to assist you during your stay with us.

### CALL OUT FEES

Call-out fees will apply to Lab and Radiology services outside of normal hours (Monday to Fridays 8:00am to 4:00pm and Saturdays 8:00am to 1:00pm) and on Public Holidays.



# ST. AUGUSTINE PRIVATE HOSPITAL

where patients come first

## GET IN TOUCH

Should you require additional information, please contact us today.  
Our friendly customer service representatives will be happy to assist.



**2 - 4 Austin Street,  
St. Augustine, Trinidad & Tobago**



**1 [868] 285 SAPH [7274]**



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