



A unit of **FERNANDEZ FOUNDATION**

POLICIES AND GUIDELINES FOR VISITORS

FERNANDEZ HOSPITAL
Off Abid Road,
Bogulkunta,
Hyderabad – 500001

FERNANDEZ HOSPITAL
Opp. Old MLA Quarters,
Hyderguda,
Hyderabad – 500029

**FERNANDEZ
OUTPATIENT CLINIC**
Opp. Toyota Showroom,
Hyderguda, Hyderabad – 500029

**FERNANDEZ
OUTPATIENT CLINIC**
RV Plaza, Madinaguda,
Miyapur, R.R. District – 500049

Patients need a calm, peaceful and infection-free environment in which to recover. Therefore, to prevent patient rooms and wards from becoming overcrowded and noisy, **our Hospital has a VISITORS POLICY, wherein only two visitors, at a time, will be allowed to see the patient during the Visiting Hours.**

Visiting Hours:

From 5:30 pm to 7:30 pm

Security Staff / Safety Measures:

- The hospital is manned by our security staff, 24-hours a day. Please extend due courtesy and respect to them at all times, as they carry out their duties.
- Keeping in mind the safety and welfare of our patients, their attendants and visitors, and our own staff and premises, **we will not tolerate any screaming and yelling, threats, verbal abuse, and acts of physical violence, on our premises.**
- Carrying of arms and weapons in the hospital premises is strictly prohibited.
- Our security staff has been authorized to move around on the floors to ensure that all visitors leave the Hospital premises as soon as visiting hours are over. You are requested to cooperate with them.
- For the safety of all involved, we also encourage you to inform the hospital staff if any suspicious activity is observed.
- For safety reasons, our security staff have been have authorized to remove / clear all unattended bags and parcels. Therefore, please do not leave any of your personal belongings unattended.

General Guidelines:

The following are our hospital's general guidelines for visitors.

- Due to confidentiality, visitors may be asked to leave the room during tests or treatments, or when a doctor must consult with a patient.
- For safety and health reasons, visits may be limited when the patient is in isolation.
- Patients often have to be transferred around the hospital – from theatres and rooms – so please give them priority when you use the lift.

- To afford more privacy and to cut the risk of cross-infection, visitors should, where possible, use the visitor's toilets, rather than the patient's toilet.
- We would appreciate if you help us to keep clean the Hospital premises – including communal areas, entrances, lifts and stairwells. Do not litter the place with paper or garbage. Do not spit paan.
- Children should not be left unattended in the hospital premises. They must be accompanied by an adult.

"Absolutely No Tipping" Policy:

- Our Hospital has a very strict "Absolutely No Tipping" Policy. Therefore, please do not tip our employees, as this will cause them to lose their jobs.
- Please do not tip our valet drivers, as this will cause them to lose their jobs.

Flowers, Plants and Balloons:

We understand the desire to cheer a patient with flowers, plants and balloons. However, we have certain restrictions regarding these:

- No balloons will be permitted.
- We prefer that you do not bring any flowers.
- ICU patients will not be permitted any floral arrangements (fresh or artificial) or plants, due to the nature or severity of their illness.
- No decorations should be stuck on, or nailed to, the walls.

Smoking:

- The entire hospital is a "No Smoking" zone. For the general safety and health of patients, visitors and staff, absolutely **No Smoking** is allowed in the Hospital premises, including toilets.

Cell Phone / Mobiles:

- Do not speak loudly on mobile phones in corridors, cubicles and patient rooms as this disturbs patients and others present.
- Cell phones should be placed on silent mode.
- The use of mobiles is strictly prohibited in the ICU and other areas where signals can interfere with the working of medical equipment.

Personal Items and Valuables:

- You are responsible for your valuables and belongings. Therefore, please safeguard these. **The Hospital will not be responsible, in any way, for any theft or loss of your personal items.**

Cleanliness in Patient Rooms and Surroundings:

- To prevent any infection, please do not sit or lie down on the patient's bed.
- Before touching a newborn baby, please make sure you sanitize / wash your hands.
- Visitors with fever, cold sores, cough, nasal drainage, colds, diarrhoea, or any contagious disease should not visit patients.
- Surroundings should always be kept neat and clean. Food, sweets, wrappers and garbage should not be left lying around the place as this is very unhygienic.

Fire Safety:

- In case of fire, please try to remain calm. Do not use the lifts. Use the staircase, following the "Fire Exit" signages.

Passes:

- At the time of a patient's admission, the In Patient Department will issue the following passes:

One Attendant Pass and Two Visitors Pass

Necessary instructions and information are printed on the reverse of the passes.

- Children below the age of 12 years are not allowed in patient rooms as attendants.
- **It is extremely important that the patient's attendant and visitor should, at all times, when they are on the Hospital premises, wear their passes in such a manner that it is visible.** If not, the Security Staff who have been authorized by the Hospital Management to do so, will stop and question you about your pass.
- Please note that if a pass is lost or misplaced, a fee of ` 300/- (Rupees Three Hundred) will be charged for issuance of a new one. In this instance, you will need to contact the In Patient Desk.

**AT THE TIME OF THE PATIENT'S DISCHARGE, IT IS VERY IMPORTANT
THAT YOU RETURN YOUR PASSES TO THE SECURITY STAFF.**