

Policies and Guidelines at Fernandez Hospital



fernandez

Built for Birthing

Patients need a calm, peaceful and infection-free environment 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

Visiting hours are from 5PM – 7PM



Security staff and 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 arms and weapons in the hospital premises is strictly prohibited.
- Our security staff has been authorised to move around on the floors to ensure that all visitors leave the Hospital premises as soon as the visiting hours are over. Please 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 authorized to remove/clear all unattended bags and parcels. 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 the hospital premises clean, including communal areas, entrances, lifts and stairwells.
- Children should not be left unattended in the hospital premises.



"Absolutely no tipping" policy

- Our hospital has a very strict No Tipping Policy. Please DO NOT tip any of our employees under any circumstances.



Flowers, plants & 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.



Mobile phones

- 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.

Smoking

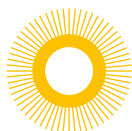
The hospital has a strict no smoking policy, anywhere inside or within its periphery.

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 its 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 sanitise or 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.



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 IP Desk will issue the following passes:

- **1 attendant pass and 2 visitor passes**

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 .
- It is extremely important that the patient's attendant should, at all times, Inside the hospital premises, carry their passes.
- Please note that if a pass is lost or misplaced, a fee of ₹ 330/- (Rupees Three Hundred and thirty only) will be charged for issuance of a new one. In this instance, you will need to contact the IP Desk.
- At the time of the patient's discharge, it is very important that you return your passes to the security staff.