

RHL

Patient Information Book





Earning patient trust
through patient centric
care

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Accolades & Accreditations



NABH Accredited



NABL Accredited



Kayakalp Successful Audit

NABH Standards for Nursing Excellence Accreditation in 2023
AHPI Award 2022 for Green Hospital - Pursuing Carbon Neutrality
AHPI Award 2023 for Infection control & Antibiotic Stewardship



Welcome

What makes RHL different?

Rajasthan Hospital (RHL) is a culmination of years of envisioning with the motto of creating a center that heals the society. We are an advanced multispecialty hospital with a simple yet bold Vision – “Healing for all”. We identify ourselves foremost as a healing home and then a hospital. The focus of RHL, in line with the values imparted by our founders, is solely on winning the trust of patients.

With modern infrastructure and state of the art amenities, we provide the best technical facilities with the comfort of a home. Our founders strived for excellence throughout their professional lives, and continuing this tradition, RHL has redefined the prevailing standards of technology, infrastructure and clinical care, bringing with itself a level of care that gives a massive boost to patient outcomes. The hospital is equipped with 24x7 emergency and trauma care services with ability to handle all kinds of medical emergencies.

Natural sunlight flows in all the areas of the hospital including private patient rooms, ICU, general ward, operating rooms, outpatient rooms, & emergency. The hospital has greenery in the entire campus and houses a serene *Champa Garden* in the central annex that is adorned by a life-size sculpture of *Radha-Krishna*, providing an ambit of nature and spiritual harmony. RHL is the only hospital in the Pink City which actively promotes a natural environment by ensuring that each patient bed in the hospital receive natural sunlight.

RHL is situated in the heart of Jaipur, across JLN marg close to World Trade Park & Gaurav Tower. RHL gives patients access to the best doctors and the highest quality of healthcare at an affordable cost. The hospital is designed for NABH & JCI readiness and in keeping with international benchmarking. In terms of departmental coverage, the hospital has comprehensive, clinical, medical, surgical, and critical care services and offers tertiary care health care services to the patients.

Welcome to Rajasthan Hospital – your healing home!

Reaching RHL

Location & Transport

RHL is located in the heart of Jaipur at JLN Marg across World Trade Park

Ambulance

Ambulance Service is available in the hospital. Call 01412720039 for availing the service.

Car Parking

Car Parking is available in the hospital campus. Hospital cannot accept responsibility for loss or damage to your property while in the hospital campus. Authorised parking areas are clearly marked; visitors to the RHL are asked to adhere to these for their safety and the safety of others.

Public transport links

Routes description

Every bus that crosses Tonk road via Gopalpura puliya stops at Gopalpura stop.

From here Hospital Road to JLN Marg (via Milapnagar) ends at RHL.

The fast route by own vehicle from JLN Marg Hospital Road (Opposite World Trade park, via Milap Nagar) begins with RHL.

Approx distance

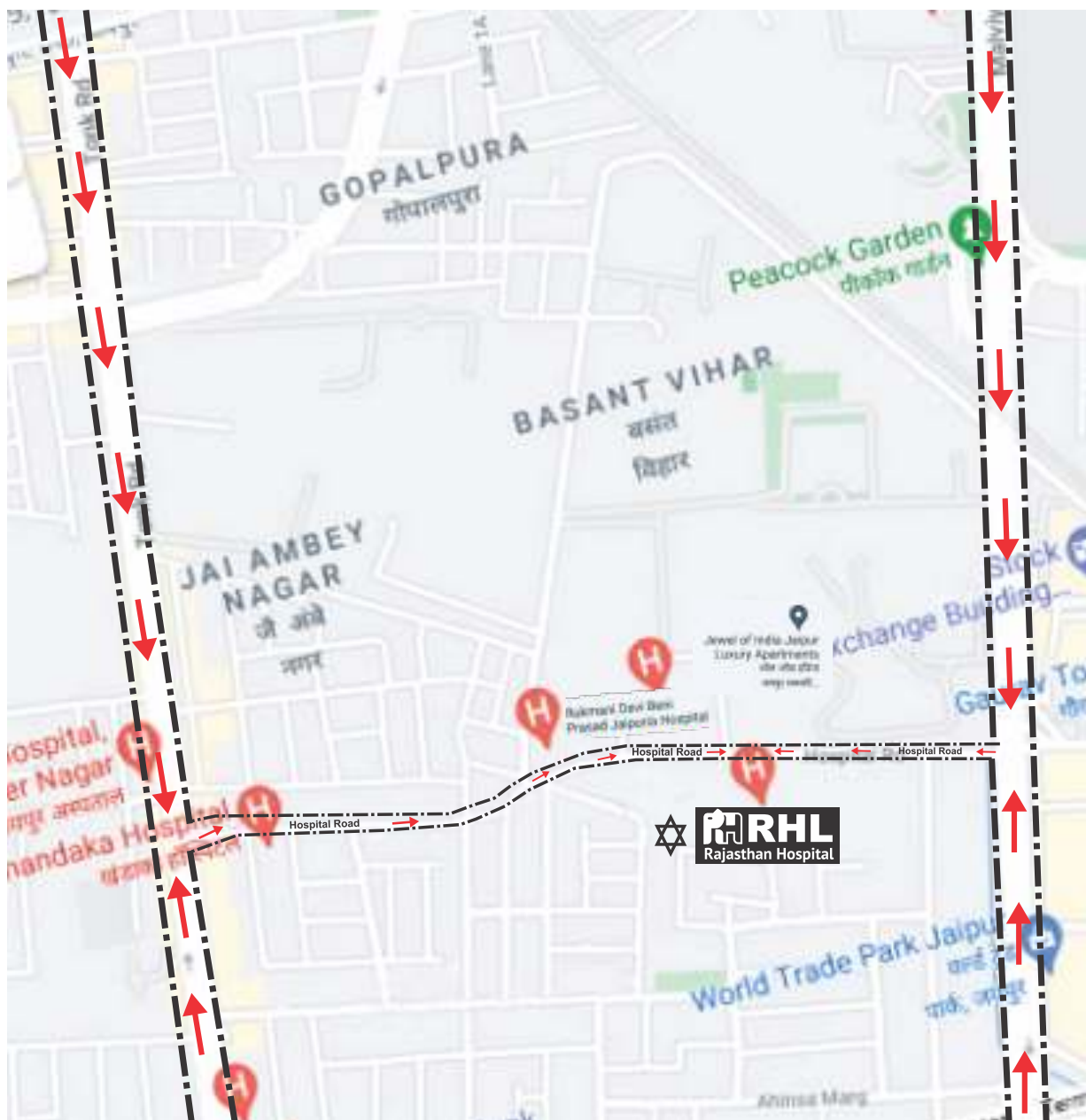
JLN marg across WTP - 0.5 Kms

Gopalpura - 1.5 Kms

Jaipur airport – 5Kms

Nearest outstation bus stand – 3 Kms



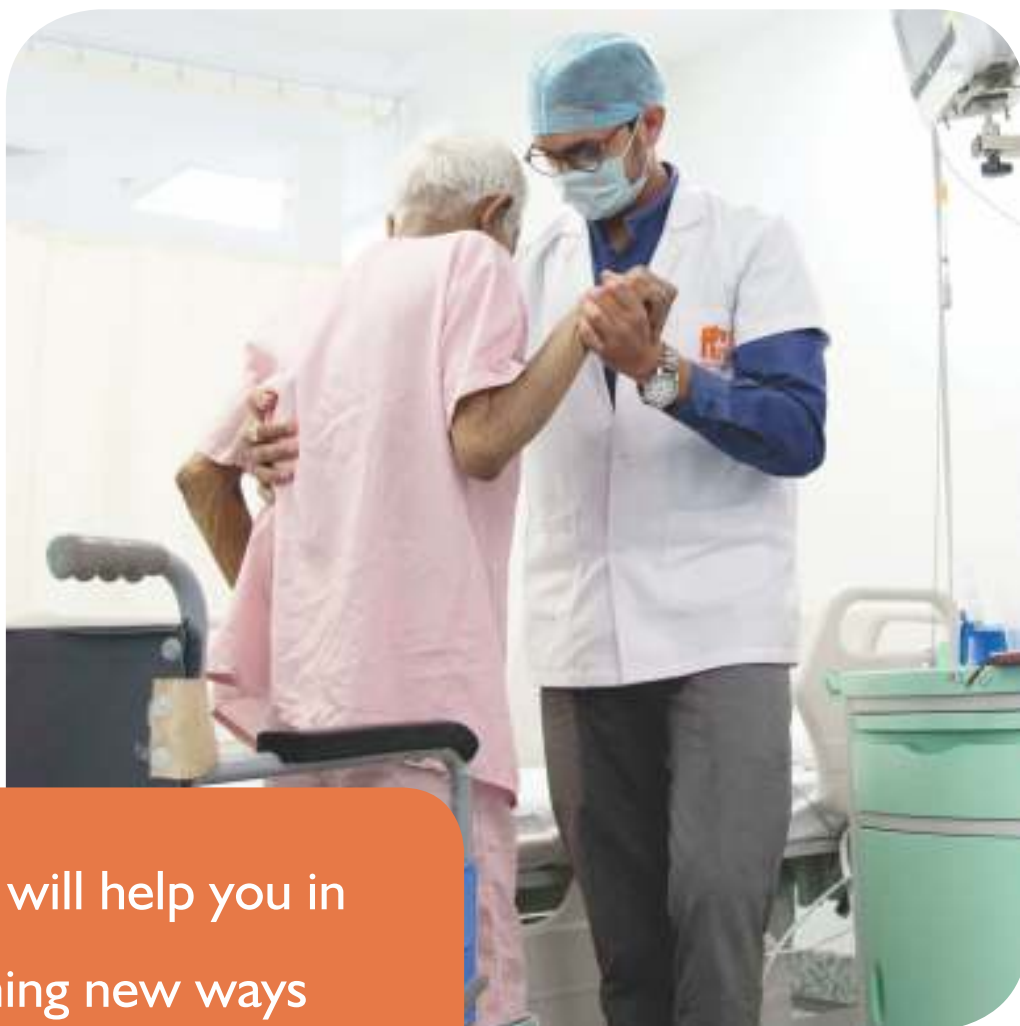


Address

Mahavir Jaipuriya Rajasthan Hospital
Opp. Government Jaipuriya Hospital, Milap Nagar, JLN Marg, Jaipur
01412720020 | www.rajasthanhospital.in

Your Stay

SECTION I



RHL will help you in learning new ways to become as independent as possible about your disease

The first part of the paper discusses the importance of understanding the local context in which a project is implemented. This involves conducting a thorough assessment of the social, cultural, and economic conditions of the community. Only by understanding these factors can a project be designed to be effective and sustainable.

The second part of the paper focuses on the role of community participation in the development process. It argues that communities should not be passive recipients of aid, but active participants in their own development. This requires building trust and capacity within the community, and ensuring that they have a say in the decisions that affect their lives.

The third part of the paper examines the challenges of implementing community-based development projects. These challenges include limited resources, lack of technical expertise, and resistance to change. However, these challenges can be overcome through careful planning, strong leadership, and a commitment to the principles of community participation.

The final part of the paper provides a conclusion and some recommendations for future research and practice. It emphasizes the need for a holistic approach to development, one that takes into account the needs and aspirations of the community as a whole.

Your admission to RHL

We will notify you if admission is required with a proposed admission date. If due to exceptional circumstances you cannot admit at given time & date, contact **0141 2720020 (Admissions Office)**

On your arrival

If you are being admitted from home please report to the hospital's main reception. From there you will be directed to the appropriate area. If you are being admitted from another hospital or in emergency, you will be taken directly to the appropriate area.

During your stay our protocol is:

Initial Team Assessment

Treatment Programme

Family Conferences

Patient, Family and Preventive Education

Take care of your property & valuables

You are discouraged from bringing valuables, jewellery or other personal items with you. If you are unable to organise a family member or a friend to take your valuables home, they should be given to the nurse upon signing the valuable handover form. The hospital cannot accept any responsibility for loss of items not recorded by the hospital staff.

Visitor guidelines

We request patient visitors & attendants to cooperate with these guidelines.

Visiting times (timing subject to change)

11 am to 12 noon

5 pm to 6 pm

Visitors must remember that smoking & gutkha is not allowed in the hospital. To encourage healthy lifestyle and patient safety, we suggest avoiding gifts of sweets, chocolate & sugary drinks. Gifts of books & magazines are some alternative suggestions. Please notify nurse before any food is taken that is not part of dietary regimen in the hospital.

Visitors can help us in reducing the risk of infection by:

- Washing their hands or using the hand sanitizer.
- Not visiting if they are feeling unwell as they may present a risk of infection to you and to others (for example, if they have a cold, diarrhoea, vomiting, infective skin conditions or other such illnesses)
- Not sitting or lying on your bed.
- Using public toilets, as patient toilets are for patient use only.
- Not bringing-in food from outside the hospital.
- Placing garbage in the dustbins provided throughout the hospital

Visitation of children below 12 years of age is not advisable; children should always be accompanied by adults

Admission Checklist

- ☐ Everyday items you may use, for example, reading glasses or hearing aid
- ☐ Clothing (3 pair of comfortable clothing)
- ☐ Underwear
- ☐ Socks & footwear (1 pair of slippers. In case of a physiotherapy regimen, 1 pair of shoes. Ideally these should non slippery, for safety reason)
- ☐ Toiletries - toothbrush, toothpaste, soap, shampoo, comb, pin, roll on deodorant (no spray), shaving cream, razor, face Cloth
- ☐ Medication & prescriptions
- ☐ Previous medical records
- ☐ Details about any allergies you may have
- ☐ Details of special dietary requirements
- ☐ Other items you may use every day, for example, smartphone or computer tablet

Inpatient Services & Facilities

Ward routine

Each ward has a daily routine that is planned to allow the nursing, medical and therapy staff to look after you as efficiently and effectively as possible.

It is important to be considerate of other patients and hospital staff during your stay. Please follow the hospital rules and regulations – these include respecting other people's property, and keeping the noise level to a minimum (for example, by using headphones when using a mobile or TV). Your ward staff will explain the routine to you on your arrival.

Call bell

A call bell is located at your bedside. For safety, use the call bell to call the nurse or healthcare assistant if you need help.

Meals

Meals are provided on the patient bedside on specific times identified by your dietician. Food court is located on the lower ground floor for your attendants and is open 24 hours.

Laundry

During your stay, clean linen is provided by the hospital.

We request that your personal laundry such as clothes and towels be taken care of at your home by your attendants.

Mobile phones

Excessive use of mobile phones can hamper your recovery. You must keep your mobile phones on silent at all times.

Areas where mobile phones cannot be used are clearly marked. The use of cameras or recording devices (including those on mobile phones, smartphones, computer laptops, tablets or other types of technology) are not permitted within the hospital. This is in line with our Data & Privacy Protection policy.

Please consider other patients in the ward; mobile phones should be switched off at night so that other patients can sleep undisturbed. For fire safety reasons, mobile phone chargers & computer chargers must be unplugged when not in use.

The hospital cannot accept responsibility for lost or stolen mobile phones, computers or other such personal equipment.

Television

A television is available in the private rooms. If you bring a tablet or mobile for viewing with you, please ensure that you also bring headphones.

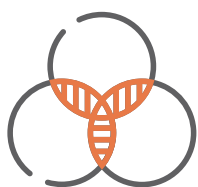
Internet access

Wifi service is available in private rooms. Please call your nurse station at 61 for help.

We have promises to keep & a long way to go



Care



Transparency



Respect



Understanding



Skill



Teamwork

Preparing to Leave RHL: Discharge Process

Understand your discharge process

Your doctor will let you know when you are ready to be discharged. The discharge process usually entails following steps (these steps may or may not be in order):

- a. Preparation of discharge card
- b. Educating patient and patient attendant about discharge information
- c. Handover of discharge card and investigations
- d. Medicine clearance
- e. Final billing
- f. Insurance clearance in case of cashless facility
- g. Final Bill clearance

Understand your discharge information

When you are ready to be discharged, do not leave your belongings in your room. As you prepare to leave RHL, you will be provided with a discharge summary. It will list your course of treatment, medicine list & instructions and your after-hospital plan of care, including when you should schedule a follow-up appointment with your doctor and warning signs you should watch for. Please discuss any questions you or your family may have with the nurse during this review.

Understand your medications

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide him or her with that information. After you get discharged, it is important to take your medicine as prescribed. If you have any questions about your medications, please be sure to ask your nurse.

Follow-up care after leaving the hospital

In case of any questions after leaving the hospital or to enquire about the availability of your doctor, please contact RHL Help Desk at 0141-2720020. A representative is available at all times to take your call.

Discharge checklist

All your belongings

- ☐ Your toiletries
- ☐ Your clothing
- ☐ Discharge summary
- ☐ Understanding medicines
- ☐ Confirming follow-up date
- ☐ Nutrition advise (if applicable)
- ☐ Physiotherapy advice (if applicable)

Discharge TAT for planned discharges

Planned discharges are those wherein the attending consultant doctor will intimate the patient and the healing team about a planned discharge of the patient next day. The TAT for planned discharges is:

Patients with no cashless / TPA facility - 12 noon

Patients with cashless / TPA facility - 2 pm¹

Note¹: Cashless discharges may be delayed in case of repeated queries from the insurance company; Cashless discharge facility is not available on Sundays and specific bank holidays

Discharge TAT for unplanned discharges

Unplanned discharges are those wherein the attending consultant doctor will intimate the patient and the healing team about the discharge of the patient for the same day. The TAT for unplanned discharges is:

Patients with no cashless / TPA facility - 2 hours

Patients with cashless / TPA facility - 4 hours²

Note²: Cashless discharges are usually only available if discharge intimation is done before 1pm on a working day as insurance companies close offices at 5pm; Cashless discharge facility is not available on Sundays and specific bank holidays

The first part of the paper discusses the importance of understanding the cultural context of the research. It highlights how cultural differences can influence the interpretation of data and the design of the study. The author emphasizes the need for researchers to be sensitive to these differences and to adapt their methods accordingly.

The second part of the paper focuses on the challenges of conducting research in a multicultural environment. It discusses the difficulties of finding a common ground between different cultural perspectives and the potential for bias in the research process. The author suggests that researchers should strive for transparency and openness in their work, acknowledging the limitations of their study and the influence of their own cultural background.

The third part of the paper explores the role of the researcher in the research process. It discusses the importance of the researcher's position and the impact of their choices on the results of the study. The author argues that researchers should be aware of their own biases and should strive to minimize their influence on the research.

The fourth part of the paper discusses the importance of ethical considerations in research. It highlights the need for researchers to be aware of the potential for harm to participants and to take steps to minimize this harm. The author suggests that researchers should follow established ethical guidelines and should be open to criticism and feedback.

The fifth part of the paper discusses the importance of communication in research. It highlights the need for researchers to be able to communicate their findings effectively to a wide range of audiences. The author suggests that researchers should use clear and concise language and should avoid jargon and technical terms where possible.

The sixth part of the paper discusses the importance of reflection in research. It highlights the need for researchers to reflect on their own work and to evaluate the impact of their research. The author suggests that researchers should keep a journal and should be open to self-criticism and feedback.

The seventh part of the paper discusses the importance of collaboration in research. It highlights the need for researchers to work together and to share their knowledge and resources. The author suggests that researchers should seek out colleagues and should be open to collaboration and feedback.

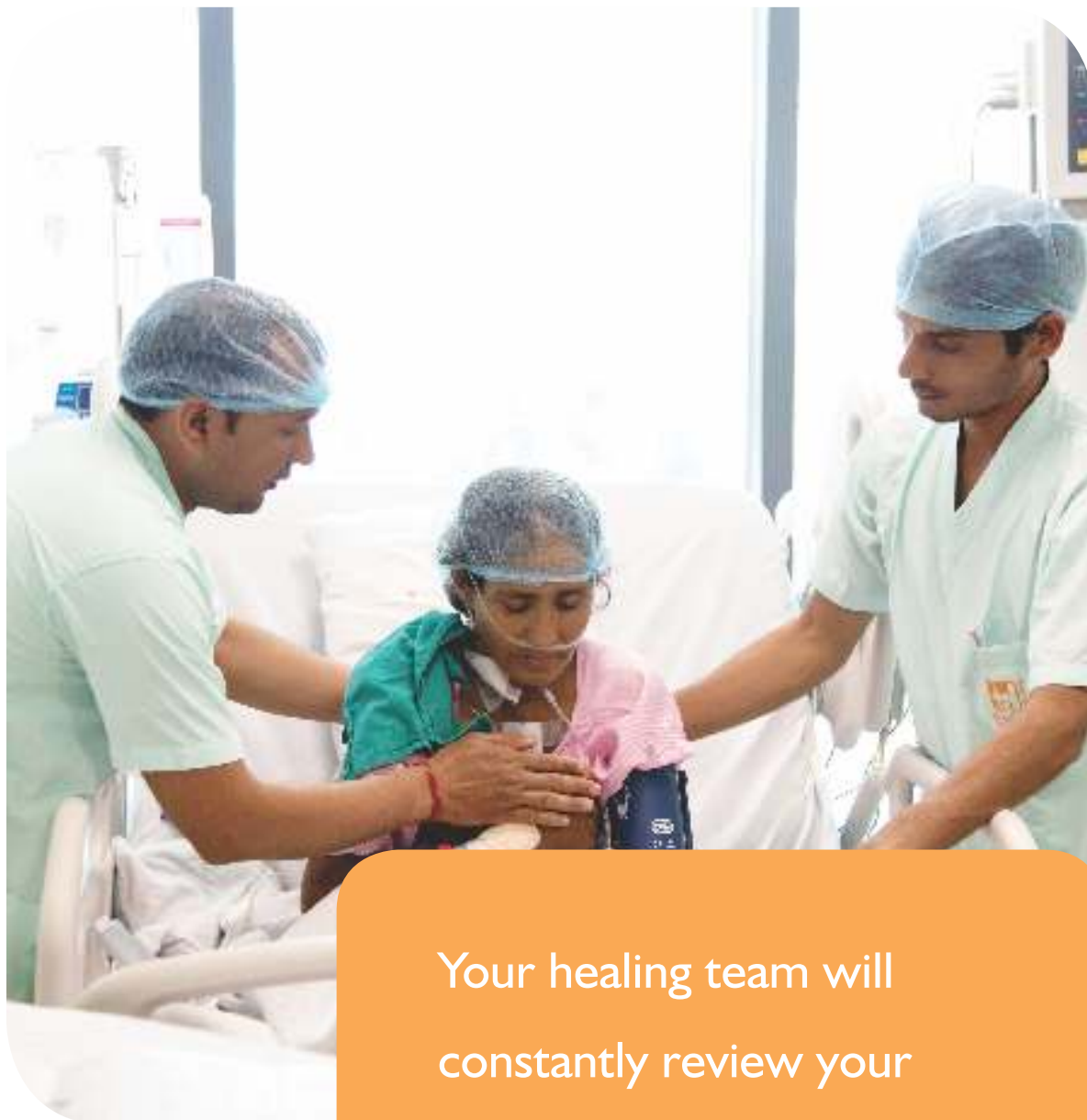
The eighth part of the paper discusses the importance of the research process. It highlights the need for researchers to be systematic and to follow a clear plan. The author suggests that researchers should define their research questions clearly and should use appropriate methods to collect and analyze data.

The ninth part of the paper discusses the importance of the research results. It highlights the need for researchers to be able to interpret their results correctly and to communicate them effectively. The author suggests that researchers should be open to the possibility of unexpected findings and should be able to explain their results in a clear and concise manner.

The tenth part of the paper discusses the importance of the research impact. It highlights the need for researchers to be aware of the potential impact of their research and to take steps to maximize this impact. The author suggests that researchers should be open to the possibility of their research being used in a way that they did not intend and should be able to explain the impact of their research.

About Healing

SECTION 2



Your healing team will constantly review your medical condition with you and help to identify realistic goals for its management

What is healing

Managing your disease is a learning process. A range of specialists (your healing team) will work together with you & your family to help you adjust to your disease and learn the skills needed to help you become as independent as possible.

We help you achieve your personal healing goals

What is meant by healing goals?

Setting goals is considered to be the best way to achieve a successful treatment outcome. When starting your treatment, we guide you to learn what will be the outcome at the end of disease journey. These goals should be important to you, as without your active participation they cannot be achieved. Examples of a long term goal might be:

- to live a healthy life
- to return to work, driving, study
- to improve your mobility
- to improve your attention, memory, or communication

Please write your healing goals here:

Programmes of Care

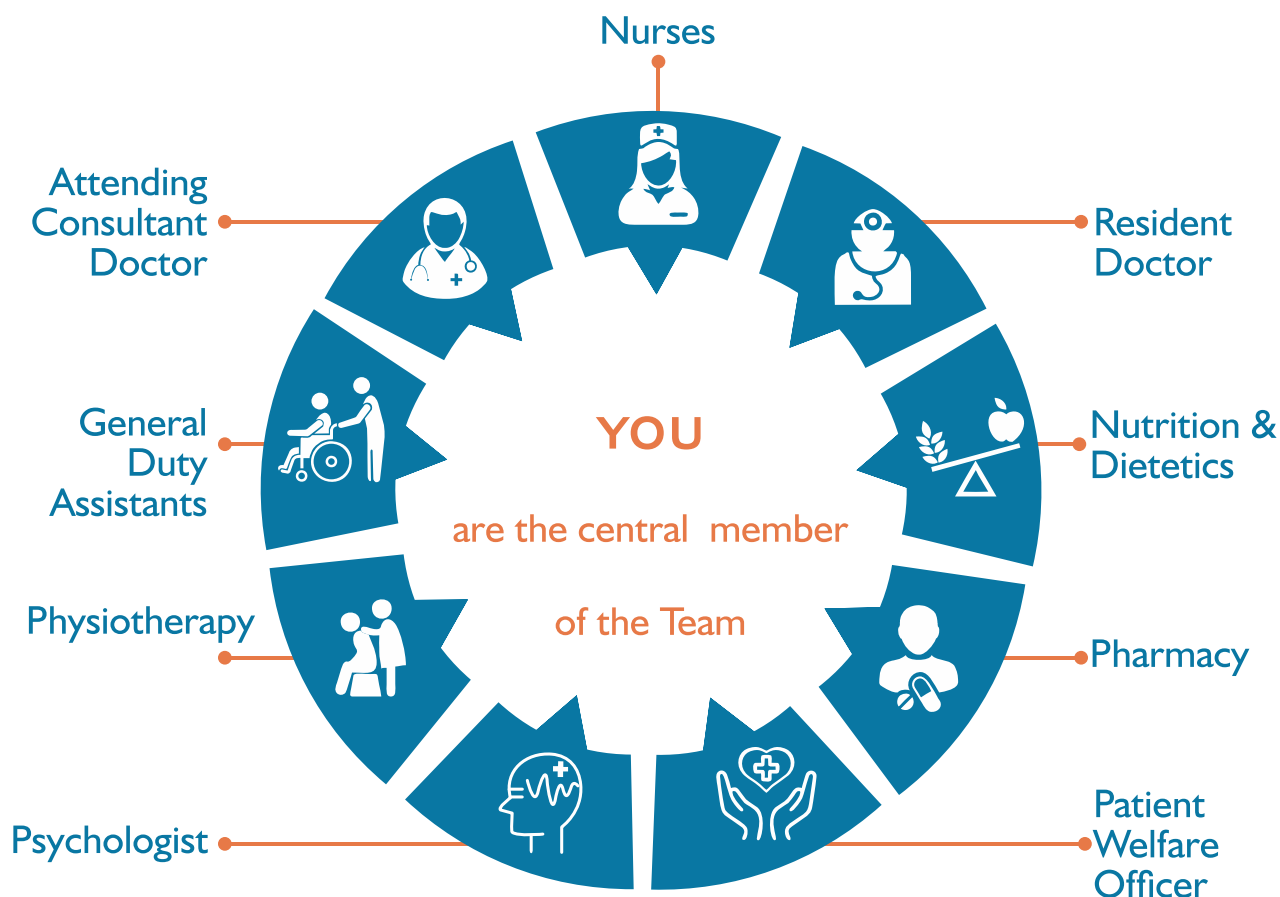
You & your family members are central to the healing process. Together with healing team, you will make informed decisions about your personalised treatment plan, follow-up care, home modifications and other individual needs.

Patients can be admitted with a treatment and education plan

In addition, assessments, reviews and healing treatment programmes may also be offered through our out patient service or Daycare patient service as appropriate.

My healing team?

Your healing team is made up of specialists from a range of disciplines. They may also be referred to as your interdisciplinary team. They will work with you to help you achieve your healing goals.



Communication between you & the healing team is very important. It means working together, sharing ideas, suggestions & constructive feedback. We all work towards the same goal: that is, to help you to become as healthy as possible.

You are the central member of the team. During your treatment you will

- Develop your healing goals with the team
- Participate in treatment activities & education sessions
- Work with your team to achieve your personal healing goals

Your healing team

Your **healing team** may include the following people. You may want to write their names next to their roles (listed in alphabetical order)

Attending Consultant Doctor

- Your Consultant Doctor is responsible for the overall treatment & coordination of your medical care while you are at RHL.
- Resident doctors & nurses support the Attending Consultant Doctor, to provide day to day medical care during your stay.
- Your Attending Consultant may refer you to other Specialist Consultants, for example Cardiology, Neurology, Orthopaedics, Nephrology, Urology, Ophthalmology, Surgeon, Radiology or Psychiatry.
- Your healing team will liaise with your GP, the referring doctor or any other treating doctors outside RHL regarding your care.

Resident Doctor

- Your resident doctor is present round the clock to ensure effective communication with your Attending Consultant Doctor & to ensure quick attention & resolution if you develop any unpleasant and sudden complaints.
- Your resident doctor also ensures timely & regular reassessment and progress of your medical condition so early warning signs can be identified and attended.

Nurse

- Nurses provide care, support and encouragement throughout your stay and provide an important communication link with the other members of the team.
- Nursing staff help you practice what you are learning in therapies and teaches you and your family how to manage your personal care.

Nutrition & dietetics

- The Dietitian assesses your nutrition & helps you manage your dietary needs
- They promote healthy eating habits & provide education on how to stay healthy
- Provides individual assessments and diet plans as required

Pharmacist

- The Pharmacist reviews your medications & reconciles your prescriptions on admission & discharge
- Helps you to understand your medications and how to take them
- Dispenses medication for patients going home
- Pharmacists participate in interdisciplinary education session

Physiotherapist

Your physiotherapist will develop a specific programme with you which will aim to:

- Improve your strength
- Teach and help you to practise skills and techniques to maximise your functional ability and independence
- Optimise your mobility and assess for and prescribe appropriate mobility equipment
- Treat and manage pain
- Lead healthy life

Psychologist

If a Clinical Psychologist is involved in your care, this may involve:

- Assess how your disease or condition may have affected your mood & behaviour
- Assess mood & coping, providing psychotherapy for emotional well-being
- Undertaking assessments and interventions to assist you to benefit from your healing programme and to learn how changes in behaviour & personality may affect your adjustment following your disease
- Liaising with you and your family or carers regarding the psychological support you may require following discharge, which may require outpatient service

Patient welfare officer

- They provide a link between the hospital and you
- They act as your advocate and work with RHL to assess your needs and queries during your involvement with the hospital and beyond
- Following discharge from the RHL, the patient welfare officer may continue to be available for advice and support for you, your family and your referring doctor

Hospital Facilities & Patient Safety

SECTION 3



At RHL, patients have important rights relating to treatment, privacy and personal dignity

Inpatient Facilities

A comprehensive list of RHL services and facilities is outlined in Section 3 of this booklet. Our inpatient facilities mainly include

- Over 22 patient areas located across 13 floors
- Separate treatment areas for patients suffering from different diseases
- Specialized auxiliary patient services such as physiotherapy, dietetics, nutrition, lifestyle management, psychological support.
- Patient recreation areas
- A 24 hour food court
- A garden area



Departments

- ▶ Brain Center
- ▶ Cancer Center
- ▶ Critical Care Medicine
- ▶ Dental
- ▶ Diabetes Center
- ▶ ENT
- ▶ General & Laparoscopic Surgery
- ▶ General Medicine
- ▶ Interventional Radiology
- ▶ Mother & Child
- ▶ Orthopedics & Joint Replacement
- ▶ Physiotherapy
- ▶ Psychiatry & Deaddiction
- ▶ Renal Center-Nephrology & Urology
- ▶ Retina & Eye Center
- ▶ RHL Heart Center
- ▶ RHL Lung Center
- ▶ Skin

Facilities

- ▶ 1.5 Tesla MRI
- ▶ 128 slice CT Scan
- ▶ 32 slice PET CT
- ▶ 4D Echo Cardiography & TMT
- ▶ Bronchoscopy
- ▶ Chemotherapy
- ▶ Dialysis
- ▶ Fully Automated Laboratory
- ▶ Linear accelerator & Radiotherapy
- ▶ Modular Hybrid Cath Lab
- ▶ Modular OT
- ▶ Negative Pressure Ward & Rooms
- ▶ Pharmacy
- ▶ Robotic Cath Lab
- ▶ Smart Intensive Care
- ▶ Surgical Microscope
- ▶ Thermoplasty
- ▶ Ultrasonography & Digital X-Ray

Your Rights

Your wellbeing is important to us and we will do everything we can to help you feel as comfortable as possible during your stay at the RHL. To help lessen any anxiety you may be feeling as you begin your healing programme, and to give you a greater level of confidence, it is important to know your rights and responsibilities.

1. Right to receive treatment irrespective of their type of primary & associated illnesses, socio-economic status, age, gender, sexual orientation, religion, caste, cultural preferences, linguistic & geographical origins or political affiliations.
2. Right to voice a complaint and to be heard his/her satisfaction by narrating their entire problem and concerns.
3. Right to expect from the doctors to write the prescription legibly and explain to the patient all the details of dosage, dos and don'ts, adverse effects and generic options for the medicines.
4. Right to be provided with information & access on whom to contact in case of an emergency.
5. Right to personal dignity and to receive care without any form of stigma and discrimination.
6. Right to privacy during examination and treatment.
7. Right to protection from physical abuse and neglect.
8. Right to confidentiality about medical condition.
9. Right to be provided information in a language of the patient's preference and in a manner that is easy for the patient to understand.
10. Right to receive complete information on the medical problem, name of treating doctor prescription, treatment & procedure details, progress & medical records. Doctor provides the patient & / or patient's attendant with treatment options, so that they can select what works best for him/her.

- I 1. Right to be educated on risks, benefits, expected treatment outcomes & possible complications to be able to make informed decisions, & involve in the care planning & delivery process.
- I 2. Right to seek a second opinion on his/her medical condition.
- I 3. Right to complete information on the expected cost of treatment. The information is to be presented as an itemized structure of the various expenses and charges.
- I 4. Right to information on organ donation.

Your Responsibilities

Your responsibilities

1. Honesty in Disclosure

Patients must be honest with his/her doctor and disclose full family/medical/personal history that may be required for treatment

2. Treatment compliance

Patients should be punctual for their appointments.

Patients must comply with doctor's treatment plan.

Patients should have realistic expectations from the doctor and his/her treatment.

Patients should inform and bring to the doctor's notice if it has been difficult to understand any part of the treatment or of the existences of challenges in complying with the treatment

3. Intent for health promotion

Patients should do everything in his/her capacity to maintain healthy habits and routines that contributes to good health, and take responsibility for his/her health

4. Transparency and honesty

Patients should make a sincere effort to understand therapies which include the medicines prescribed and their associated adverse effects and other compliance for effective treatment outcomes

Patients will not ask for surreptitious bills and false certificates, and/or advocate forcefully by unlawful means to provide with one

If patient is not happy, patient will inform and discuss with his/her doctor

5. Conduct

Patients should respect the doctors and medical staff

Patients should abide by the hospital/facility rules and relatives must adhere to visitor's timings.

Patients must bear the agreed expenses of the treatment that is explained to him/her and pay bills on time as and when presented.

Patients and relatives must not make noise or create unruly scene or fight with hospital staff or other patient/relatives in hospital premises

Any damage to hospital property is punishable by law

Your Health and Wellbeing

Rajasthan Hospital RHL aims to promote the health and wellbeing of patients by encouraging a healthy lifestyle.

Diet and physiotherapy

Having a healthy diet involves making choices about what to eat to improve or maintain good health. This is especially important during healing from an illness. Information and education on healthy eating is available from the dietician. Healthy options meals are offered on the menu each day.

Physical activity improves health and well-being. It reduces stress, strengthens the heart and lungs, increases energy levels, helps you maintain and achieve a healthy body weight, and can help to improve your outlook on life. Your physiotherapists in consultation with your attending consultant doctor will help you around your physiotherapy schedule.

Smoking policy

We are a no-smoking hospital and campus.

We offer support to people to help them give up smoking through a trained deaddiction specialist, this includes:

- Nicotine Replacement Therapy (patches)
- A 'Smoking Cessation Officer' is available to offer you advice and counselling on how to give up smoking – please ask your nurse or attending consultant doctor for information.

Alcohol policy

Drinking alcohol is not permitted in the hospital or its campus.

Please be aware that alcohol may have associated risks either due to your illness or because of prescribed medications.

The hospital is committed to supporting patients with a dependency problem through referral to the specialized deaddiction services in the hospital.

Illegal drug use policy

Please be aware that illegal drugs may have associated risks either due to your illness or because of prescribed medications.

The hospital is committed to supporting patients with a dependency problem through referral to the specialized deaddiction services in the hospital.

Anti-social behaviour policy

In the interest of the safety and wellbeing of other patients and staff, anti-social or aggressive behaviour cannot be tolerated. Any such incidence will result in a review by your Attending Consultant Doctor and hospital management which may lead to expulsion from the hospital.

Your Safety

RHL aims to provide a safe, healthy, risk free, comfortable environment for you during your time with us. In order to achieve the best possible standard of care and for your own safety, it is your responsibility to comply with all guidelines and regulations as set out by the hospital.

Fire safety

If you discover or suspect a fire:

1. Raise the alarm by operating the nearest break glass unit.
2. Inform a member of staff, who will advise of the proper safety procedure including evacuation of the room, ward or hospital.
3. Always obey the instructions of hospital staff if you discover or suspect a fire.

If you hear the fire alarm:

1. Always obey the instructions of hospital staff who will advise of the proper safety procedure including evacuation of the room, ward or hospital.
2. Do not use the lifts
3. Do not re-enter the building

Keep your attention to the fire notices and fire exit signs displayed in each area.

A fire alarm bell test is carried out periodically and all hospital staff receive fire safety training on an ongoing basis.

Electrical appliances

If you bring any electrical appliance into the hospital, please inform your nursing staff as electrical equipment must be approved by our maintenance team before use.

Hospital hygiene / infection prevention and control

At RHL, we consistently strive towards best hygiene practices as a vital part of the hospital's quality systems to ensure the safety and wellbeing of patients, staff and visitors. It is our goal is to contribute to the reduction of healthcare-associated infections by ensuring the hospital is clean, and although it will never be possible to prevent all infections, there are ways in which you can help towards maintaining a clean and healthy environment for all. It is part of the hospital policy to carry out admission screening (such as Covid, HIV & Hepatitis B screening) of patients, and if necessary, repeat screening during their stay in the hospital. Please let the Infection Control Nurse know if you have been an inpatient in another hospital in the past twelve months.

You can help us in reducing the risk of infection by:

- Cleaning your hands from time to time.
- Not touching your wound, your dressing or any of your devices such as drips or catheters.
- Before you are treated by a staff member, please feel free to ask them if they have washed their hands.

You can also help us to reduce the risk of infection by asking your relatives and visitors:

- To wash their hands or use the hand sanitizer.
- Not to visit if they are feeling unwell as they may present a risk of infection to you and to others (for example, if they have a cold, diarrhoea, vomiting, infective skin condition or other such illnesses) - they should not come to the hospital until at least 3 days after they feel better.
- Not to bring children to the hospital
- Not to sit or lie on your bed.
- To use public toilets, as patient toilets are for patient use only.
- Not to bring in food from outside the hospital

Help us maintain best hygiene standards

At RHL, we are committed to maintaining the highest possible standard of hygiene throughout the hospital.

You can help us to keep our hospital clean and help prevent the risk of infection by:

- Informing a member of staff if you see any dirt or dust, or if you are concerned

about any aspect of cleanliness in the hospital

- Keeping the space around you and your bed tidy and uncluttered so that cleaning staff can access all the surfaces easily.
- Placing garbage in the dustbins provided throughout the hospital.
- Please also keep the corridors, public areas and paths outside the hospital clean by using the bins provided.

Storage of personal items

Storage in the hospital is limited and we recommend that personal items are kept to a minimum. In addition, please:

- Do not store any belongings on the floor; please use the locker or wardrobe provided – some belongings must be sent home if there is not enough space available to store them.
- Always remove your toiletries from the toilet after use.
- Do not place any wet piece of clothing or towels to dry.
- Patients' laundry will need to be taken home by family members or Attendants to be cleaned.
- Do not store snack food in lockers

If you require any further information or advice about Hygiene and Infection Control, please ask a member of your team to arrange for the Infection Control Nurse to meet with you.

Safe disposal of needles

If you are a diabetic and self administer insulin injections, please use the “Sharps Bin” to dispose of your needles safely.

Mobility

Each patient's disability is different, and each patient has a different mobility level. Some patients may be able to walk while others may need the use of a wheelchair or a mobility aid. You are asked to strictly follow the guidance of your attending consultant doctor at all times.

If you are able to walk, wear footwear that have good non-slip soles.

If you have weakness or poor balance, please follow the advice of staff regarding mobility aids, for example, the use of a walking stick or assistance from another person.

If the floor is wet or if you notice any spillages, please inform a member of staff.

Protection and safety of patients

Your name and age are your unique identifiers while in hospital and staff are required to check and re-check this with you prior to any procedures or treatment.

A unique hospital identification number will also be issued to you on your admission to the Hospital.

For your personal safety:

- If you think you have been confused with another patient, inform a staff member.
- Make sure staff members confirm your identity by either checking your wrist band or asking your name and age before administering any medication or carrying out any treatment.
- Inform staff of any allergies you may have.
- Expect staff to introduce themselves when they enter your room and look for their identification badges.

A range of policies, procedures and guidelines have been developed to standardise practices within the hospital.

Security

The Hospital Management cannot accept responsibility for the loss or damage of any personal items, including cars parked on the campus. Please take care of your personal belongings and send valuables home. A 24 hour security monitoring system is in place consisting of CCTV and security personnel.

TPA

All Major Cashless Insurance

National Insurance Company
Oriental Insurance Company
New India Assurance Company
United India Insurance Company
HDFC Ergo
Aditya Birla
Max Bupa
ICICI Lombard
Star Health
Care Health Insurance
Manipal Cigna

Chola MS
Universal Sompo
Future Generali
Bharti Axa
SBI General Insurance
Tata AIG
Kotak Mahindra
Magma HDI
DHFL General Insurance
ACKO General Insurance
Edelweiss General Insurance

Cashless TPA

Health India TPA
Heritage Health TPA
Ericsson TPA
Mediassist TPA
Ericsson TPA
United Healthcare India
Vipul Medcorp TPA
Raksha TPA
East West Assist TPA
And all major TPAs

Government Panels

RGHS - Rajasthan State Government Pensioners

ECHS - Ex-Servicemen Contributory Health Scheme

CGHS - Central Government Health Scheme

NWR - North Western Railways

ESIC for Super Speciality Diagnostics

Self Registration Facility



Have your say

Rajasthan Hospital is committed to providing the best possible standard of care to our patients. To make sure that we are doing our job well, we need to hear from you about the services you have received from us.

Comments and suggestions

Your comments and suggestions are welcomed and valued; they allow us to continually improve our services. You can pass on your comments, suggestions or compliments in the following ways:

- **Verbally** - by talking to a member of your team or any member of staff.
- **In Writing** - you can post your comments and suggestions in any of the suggestion boxes placed around the hospital.
- **By e-mail** - please e-mail general comments or suggestions to info@rajasthanhospital.in

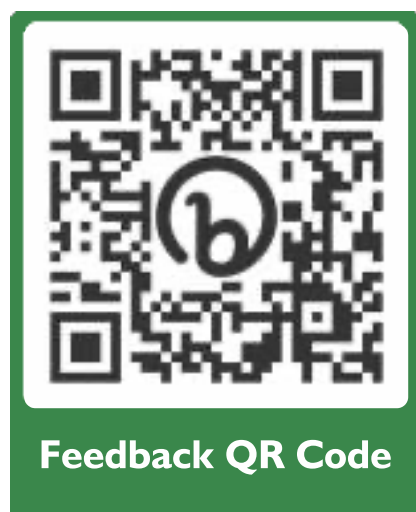
We will pass on any praise and act on any comments where possible. If however, you are unhappy about any aspect of our service, please let us know immediately so that we can address any issues that have given cause for dissatisfaction.

Complaints

You have the right to complain about any aspect of the hospital services you are unhappy with. You can make a complaint if the service we have provided has not met your expectations.

We promise to handle your complaint and personal details in confidence. Information from your health record may need to be disclosed to relevant hospital staff for the purpose of investigating your complaint.

Complaints can be made verbally or in writing.





RHL



24 hours Helpline: 0141-2720020  **0141-2720020**

 Rajasthan Hospital, Opp. Jaipuria Hospital, JLN Marg, Jaipur  www.rajasthanhospital.in