

THE QUEEN ELIZABETH HOSPITAL



PATIENT HANDBOOK


YOUR HANDY IN-PATIENT GUIDE

Need a Hospital PAL to answer your QEH-related queries?

Call our Patient Advice & Liaison Service - 536 4800

Now also accepting WhatsApp calls for your convenience!

Mon - Sun | 9AM - 9PM | Closed on Public Holidays

 **SORRY!** WhatsApp messaging is not supported

**Were you seen in the
Accident & Emergency Department
prior to being admitted to the ward
on this admission?**

*If you were, please tell us how we did.
This will help us to serve you better.*

www.surveymonkey.com/r/qehaed

or





This booklet belongs to:

My Consultant is:

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FOREWORD

As the lone public hospital of Barbados, we are committed to the needs of our patients, which extend well beyond medical care.

We know being in hospital is not easy for you and your loved ones, so we desire to provide you with a wealth of useful information which you may need along the way.

We have also included space for you to make your own notes on your care. We encourage you to become involved, ask questions, read about your condition(s) and keep notes pertaining to your medical history.

If you were seen in Accident & Emergency prior to being admitted to the ward, you may have completed a survey for that department. We thank you for doing so and encourage you to also *complete the following survey at the end of your stay with us on the ward.*

www.surveymonkey.com/r/qehward

or



YOUR QEH STAY

YOUR MEDICAL TEAM

A team of **Doctors** is assigned to you, headed by a Consultant. They are responsible for your overall treatment and care plans. At least one member of the team will see and assess you and your progress often.

You may hear persons refer to you as “belonging to Dr.X’s team”. This means that Dr. X is the Consultant who is a specialist in their given field of medicine. If your were previously admitted under another Consultant within the same specialty, you may be transferred to that team either during your admission or for your follow-up out-patient clinic visit.

Rounds - When the team of Doctors goes from patient to patient, this is called Rounds. This may be done a few times a week to follow up on your progress and make plans for your care. As the QEH is a teaching Hospital, from time to time, students may join the rounds. In addition to updates on your progress, there may be very detailed discussions and practice for exams on these rounds. Even seasoned Doctors will partake in these discussions to keep their knowledge base wide.

On call - each night, a team of Doctors will be on call for the admitting of new patients, as well as attend to emergencies on the wards. This team of Doctors may differ from your regular team. However, they are present to assist in any emergency overnight medical intervention you may need.

YOUR QEH STAY

YOUR WARD & NURSES

Your ward is managed by a team of trained Nurses who will be present on the ward 24 hours a day. They will be responsible for caring for you, administering your medications, teaching you about your condition and much more which they will do on a daily basis. Dependent on the needs of your condition, you may be transferred to another ward during your stay. Your ward will be made up of other patients who are also present to recover from their condition.

YOUR FRIENDS & FAMILY

We know that your loved ones will be eager to hear updates on your progress. Updates will be provided to your listed Next of Kin. This person is then encouraged to share the information with other members of the family.

YOUR BED & BEDSIDE

You will be assigned to a bed on admission to your ward. Dependent on the needs of the ward, you may be transferred to another bed. Sheets will be provided and changed by the ward staff according to hospital policy. Keep your bedside tidy and free of garbage. Garbage should be disposed of immediately in the ward bins.

YOUR QEH STAY

YOUR MEALS

Three meals per day will be provided to you by the Hospital's Food Services team. The contents of your meals will be directed by your team of Doctors and will be influenced by your current and long-term health conditions. At times, your Doctor or Nurse may place you on a liquid-only diet, or on a fast, also known as nothing to eat. This is done when required by your condition. No need to worry, your Doctors and Nurses will ensure that you still receive the nutrition and fluid your body requires, usually by way of drips.

Should your relatives wish to bring you a meal, we ask that they clear it with your Nurses first. On completion of your meal, we ask that any disposable containers be discarded in the bins on the ward immediately.



YOUR LAUNDRY

The laundering of personal items of clothing remains the responsibility of the carer/relative.

WHEN IN HOSPITAL



1 BE RESPECTFUL TO THE QEH STAFF

The staff of the QEH are here to care for you. You are required to be respectful to all categories of staff and their property. Threats, verbal abuse, physical abuse and photographing, recording or showing on video calling without consent are strictly prohibited.



2 BE RESPECTFUL TO THE FACILITY

This is our QEH. Let us all play a part in its upkeep. Here is how you can help:

- Do discard trash in designated bins
- Do treat equipment and furniture gently
- Do not steal
- Do not keep food in your bags or bedside table drawers if it is not in sealed containers or bags
- Do not deface any of the property



WHEN IN HOSPITAL

3 BE RESPECTFUL TO FELLOW PATIENTS

Your ward/clinic will be made up of other patients who are also receiving care, you are required to:

- Respect the property and personal space of other patients
- Be respectful to other patients. Threats, verbal abuse, physical abuse and photographing, recording or showing on video calls without consent are strictly prohibited.
- Respect the privacy of other patients
- Be respectful with noise. We suggest using headphones when making calls or listening to your devices/radios. Silence or turn the volume of your ringer to a minimum.



- It's important that when you use your mobile device in hospital you're careful not to take anyone's photo/video without permission, including people in the background of your video calls. It is important to remember that this could breach another patient's privacy and cause them distress.

THE QEH AND YOU

A GUIDE FOR A SAFE AND HEALTHY PARTNERSHIP

PATIENT SAFETY AT THE QEH

Patient safety is a priority at the Queen Elizabeth Hospital and we want to enhance our patient safety practices by including you in your care.



Did you know that patients who take an active role in their healthcare have better outcomes?

As such, the most important thing you can do to contribute to your safe care is to become an active member of your healthcare team!

WHAT YOU CAN DO?

Become informed and more involved in your healthcare.

- Learn as much about your illness or condition as you can.
- Your first source of information should be your doctor.

THE QEH AND YOU

PATIENT SAFETY AT THE QEH

Look for more information about your disease or condition from sources which are up-to-date and credible. Here are some good sources of information:

- Books
- Patient care pamphlets
- Websites on patient care

Ask questions

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?
- What are the benefits of this procedure?
- What are the risks of the procedure?
- What are the alternatives?

Keep track of your medical history. This is very important. Write down:

- All past illnesses, surgeries, any medical conditions that you have.
- All the medications you are taking, including over the counter medications, vitamins, herbs and other “natural” remedies.
- Any allergies that you have to medications or foods

THE QEH AND YOU

PATIENT SAFETY AT THE QEH

- Let your doctor know if you are on any alternative treatments or diet.
- It is a good idea to consider wearing a “medical alert” bracelet, pendant or charm that tells of any allergies or serious medical conditions you have such as diabetes, asthma or seizure (fits).
- Take notes when you talk to your healthcare professional. We have provided some valuable space overleaf for your notes and any other information you find important to your health.
- Take your medications exactly as prescribed and inform your doctor of any changes in your condition.
- If you have a test or x-ray, be sure that you ask about the results. Do not assume “no news is good news.”
- If you are not able to participate fully in your care, you may need an advocate who can be a relative or friend, to help and support you during the time at the hospital. Ask a family member or a friend to help you ask questions, understand instructions, and to tell your healthcare professionals of your wishes.



THE QEH AND YOU

My Notes

My medical problem(s) is(are): _____

I need to: _____

This is important for me to do because: _____

THE QEH AND YOU

My Notes

I have had the following procedures or surgeries done during this admission: _____

On discharge I need to: _____

Other notes: _____

THE QEH AND YOU

MEDICATION SAFETY

Make sure that your doctors know all the medications you are taking, including vitamins and over-the-counter drugs e.g., aspirin, antacids.

When the nurse gives you medication, he or she will tell you the name of the medication and what it is for.

When you receive a prescription from your doctor,

- **Check to see if your name and ID number are correct**
- **Check to see if you can read it**

Your doctor should tell you

- **What the medications are called**
- **What they are for**
- **How you should take them**
- **What time to take the medication**
- **How much you should take and for how long**
- **Whether it should be taken with food or not**
- **What should be avoided such as particular foods, alcohol, other medications**
- **What are the possible side effects and what to do if these occur**

THE QEH AND YOU

My Medications

Medication	Date added / stopped	Strength / Dose	How often do I take it?	Why do I take it?

I am allergic to: _____

THE QEH AND YOU

SAFETY AT HOME

If you must use medical equipment or devices at home, make sure that you know how to use them safely. Ensure that a relative or a friend also knows how to operate your equipment or device. Common equipment and devices used at home are: glucometers, (blood sugar machines), blood pressure monitors, crutches, walkers, and canes. Use a 3-prong (i.e.) grounded plug for all electrical medical equipment.

If you are using oxygen at home, keep it away from flames, sparks, and heat sources. Oxygen is a fuel for fire. Never smoke around sources of oxygen. Keep oxygen tubing straight and clear from blockages. If tubing is not clear or blockages do occur, the proper amount of oxygen will not be received.

Falls in the home are common. Here are a few tips to prevent falls:

- Throw out slippery throw rugs! They are a major cause of falls in the home.
- Be sure that all stairwells are well lit.
- Use handrails, walkers, and canes as necessary

THE QEH AND YOU

SAFETY AT HOME

- **If your condition affects your feet, wear enclosed shoes with rubber soles that are thick. Shoes should have a rounded front and be slightly bigger than your foot size.**
- **Keep your feet safe by wearing shoes indoors and outdoors.**
- **If it is necessary, install handrails and grab bars in the bathtub and by the toilet, and use a nonskid shower mat. An occupational therapist can assess your home and tell you what is needed.**
- **Check all your medications at home, including over-the-counter medications. Throw out medications that are outdated or expired as they may not work as well.**
- **Use daily tablet organizers (pill boxes) to help keep track of your medications to be taken**

THE QEH AND YOU

A GUIDE FOR A SAFE AND HEALTHY PARTNERSHIP

SUMMARY

·You can help make your healthcare experience a safer one for you and your family by following the simple suggestions outlined in this booklet.

- **Learn about your condition and treatment options.**
- **Ask a family member or friend to become your advocate.**
- **Tell your healthcare team everything you are taking, including over-the-counter drugs, herbal products and other natural remedies.**
- **Make sure that your healthcare team knows about any allergies you have or any adverse reactions you have had to medicines or anesthesia.**
- **Ask your doctor to explain the treatment plan that you are to follow at home.**
- **Be sure that instructions regarding all medications prescribed by your doctor are given to you in terms that you understand.**
- **Be an active member of your healthcare team!**

YOUR RIGHTS

CHARTER FOR THE RIGHTS OF PATIENTS: INTRODUCTION

Hospitals have many functions to perform, including the enhancement of health status, health promotion, and the prevention and treatment of injury and disease; the immediate and ongoing care and rehabilitation of patients; the education of



health professionals, patients, and the community; and research. All of these activities must be conducted with an overriding concern for the values and dignity of patients.

This Charter supports safe, effective and quality care by setting out the rights of patients seeking healthcare at the Queen Elizabeth Hospital (QEH).

Accordingly, in this Charter the word "Hospital" means the Queen Elizabeth Hospital and "patient" means any person attending the hospital for in-patient or out-patient care.

YOUR RIGHTS

CHARTER FOR THE RIGHTS OF PATIENTS: INTRODUCTION

The charter is based on eight (8) rights

PARTICIPATION



PROTECTION FROM ABANDONMENT

RESPECT



ACCESS TO CARE

PRIVACY & CONFIDENTIALITY



INFORMATION

COMPLAINTS



SAFETY & SECURITY



YOUR RIGHTS

1 ACCESS TO HEALTHCARE

A patient is entitled to:

- Equal and timely access to health care, staff and facilities at the Hospital regardless of their age, race, religion, gender, sexual orientation, class, political or other affiliations.
- Make decisions about the plan of care prior to and during the course of treatment, which may involve a re-classification of patient status as public or private.
- Refuse a recommended treatment or plan of care to the extent permitted by law and Hospital policy and to be informed of the medical consequence of this action.
- Other appropriate care and services that the Hospital provides or referral to another facility and should be notified of any policy that might affect choice within the institution.
- Expect reasonable continuity of care when appropriate.
- Be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.

YOUR RIGHTS



2 RESPECT, DIGNITY & CONSIDERATION

There must be mutual respect, dignity and consideration between a patient and a health care provider. This should be at all stages of care and treatment. A patient is entitled to:

- Care provided in a manner that is respectful of a person's beliefs, values and other personal characteristics including age and gender.
- Cultural and religious expression by being allowed to wear, use or have access to modes of dress and personal grooming, including symbols, provided that they are legal, not offensive to the rights of others and do not breach the codes of hygiene and safety in the health care setting of the hospital.

3 PROTECTION FROM ABANDONMENT OF CARE

A patient is entitled to:

- Care by a medical practitioner that shall not be discontinued unless clear arrangements have been put in place for continued medical management.

YOUR RIGHTS

4 PRIVACY & CONFIDENTIALITY

Ensuring personal information is secure:

- Every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy.
- Expect that all communications and records pertaining to his/her care will be treated as confidential by the Hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Expect that the Hospital will emphasize the confidentiality of patient information when it releases it to any other parties entitled to review the information in these records.

5 COMPLAINTS: ADDRESSING OF COMMENTS & CONCERNS

A patient is entitled to Information about available resources for resolving disputes, grievances and conflicts. They are entitled to ring to the Hospital's CEO, any grievances and criticisms and shall be protected from discrimination or limitation of access to healthcare as a consequence of any such complaint.

YOUR RIGHTS

6 INFORMATION: BEING INFORMED ABOUT SERVICES, TREATMENT & CARE

A patient is entitled to information:

- About the Hospital's policies and practices that relate to patient care, treatment, and responsibilities.
- Explaining the difference between accessing the Hospital's services as a public or a private patient and the charges for services and available payment methods.
- Regarding their medical condition, and have that information provided in a form that they or their authorized agent or representatives can understand.
- About themselves provided their use, whether it is to be used for medical or legal purposes. The information should include the opinion of the physician in charge in relation to the diagnosis, prognosis and the advised treatment. This information should be made available in an appropriate time.
- Relating to the specific procedures and/or proposed treatments, the risks, the possible length of recuperation, and the medically reasonable alternatives and their risks and benefits.

YOUR RIGHTS

7 PARTICIPATION

A patient is entitled to:

- **Being informed about and participating in decisions about their care.**
- **Express verbally, non-verbally or in writing their consent prior to all invasive procedures, investigation, or treatments, after receiving the appropriate information.**
- **Consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to participation.**
- **Withdraw consent or decline to participate in research or experimentation and still receive the most effective care that the Hospital can otherwise provide.**
- **Refuse medical treatment and medication and be informed of the potential medical consequences of such refusal.**
- **Make alternative arrangements to be seen by a practitioner within the specialty in accordance with Hospital policy. A patient should not be referred to someone they do not wish to see.**

YOUR RIGHTS

8 SAFETY & SECURITY

A patient is entitled to:

- Being protected at the Hospital from physical, verbal and mental abuse.
- Have their information kept secure so that unauthorized persons cannot have access to the records of patients.
- Know the identity and roles of any healthcare staff at the Hospital, and all who are involved directly or indirectly in their care.
- Convalesce in as safe and clean environment as possible and have personal hygiene and grooming needs met to maintain and enhance a feeling of dignity and self-esteem.

FUN WORD SEARCH

O N W R B S U I E T H K S X E U R G E P V P C L
M U C T N Z J Q P H A R M A C Y K J P Y B Z C X
M U E D P O M A W P O R U O I B Y F D Q D J O S
X S M R R S H M J J H G S T T Y D K F I F I G T
B R A K U J F V E Z D Z Z H K S H H H S Y O F U
Y M W O P X V U G D B I V K I E M P L O Y E E S
D N B X X Z L J B F I C Z X N R T D Y V L G P N
X P X X H V F L S O Y C X T Z J A S B O T R F E
K P W J R N C Z N R Y A A J R A L B W R R T R O
W S T O X I X H E E H F Q T E E L P P Q V D T I
S R N K R N S T R O N E X W I S T M L A S J T H
B E F J D S E R A J E T R H U O A O D V E C M J
T Q S A K N S T C W A E A Z O Q N S F U D T L C
R Z J R J G R Q H O Q R R I G F R R D C P T B I
F O R M U V O P T D U I H Q I E X I M D B X L J
S E T X J N T T L Z E A H V V Q P L V U U L P B
Z K U I P T C A A F B Z T I H Z A C Y L K W R J
E P I T L Y O A E W P H G W H V L M R T G S Z T
P H E H Y C D O H I J E J V J T K Q D L Y E R E
P Y A H P Y U N L O R S B G U Y Q F E W G U B F
J Z Y H Z T B V L A D T Z O G C Y K M L X L A M
I V Q W E M I W C N Z Z A F M E N Y J M W A J M
L G H O S P I T A L R Z X J X Y U R Y W L V O O
S C I H T E G L Z X B O G S P A T I E N T G H I

caregivers
cafeteria
medication
patient

doctors
ethics
healthcare
pharmacy

nurses
values
employees
hospital

VALUABLE RESOURCES



QEH ONLINE The official website of the QEH is www.qehconnect.com. Here you will find lots of valuable information about your hospital.

QEH ON SOCIAL MEDIA Join us on our socials and stay connected. Search for **QEHConnect** on Facebook, Instagram and Twitter.   

YOUR HOSPITAL PAL The Patient Advice & Liaison (PAL) Service is made up of a team of medical professionals who are here to assist and answer your every query.
Mon - Sun | 9:00 AM - 9:00 PM | +1 246 536 4800

MEDICATION DELIVERY SERVICE The QEH Pharmacy is proud to offer delivery of medications for QEH out-patients. Save yourself the trip! Call us for more details.
Mon - Fri | 9:00 AM - 3:00 PM | +1 246 536 4804

COMPLAINTS & GRIEVANCES Should you need to make a complaint you are encouraged to visit, call or leave a typed message for the Clinical Risk Management Unit.
Mon - Fri | 9:00 AM - 4:30 PM +1 246 436 6450
Ext. 6334, 6818, 5234, 5248, 5249
After hours | Weekends | Public Holidays
+1 246 436 6450 Ext. 6282, 6283
www.qehconnect.com/contact-us/
Select Complaint, then leave your message



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