

# Your Inpatient Experience



This booklet will take you through the inpatient experience at Health City Cayman Islands.

We are committed to providing you and your loved ones with the highest standard of healthcare, ensuring that you remain informed and educated throughout every stage of your inpatient experience. Please consult with your doctor or nurse if you have any questions or concerns.

## **Important Contact Information**

**Reception:** 345 640 4040

**Ward 1/Ground Floor:** 345 324 1651

**Ward 2/Second Floor:** 345 326 3713

## **Communication and Assistance**

### **How to Call for a Nurse**

When you arrive on the ward, you will be shown how to call for a nurse. When you need to do so, press the nurse call button, as shown. Once you push the button, the alert is received at the nurses' station and a nurse should attend to you in three minutes.

### **Wi-Fi Access**

Open Wi-Fi is available for patient and guest use. Please select 'HCC\_Guest' from the list of available networks.



## Patient Advocacy

We want to ensure that your experience at Health City is positive and that we address any issues that may arise during your stay. If you have any concerns or suggestions about your care/the care of a loved one, please speak with your nurse, who will be able to put you in contact with our Patient Care Service Team.

## Facilities and Services

### Toilets

You will find accessible toilets in various areas around the hospital including:

- **the main lobby:** next to the reception desk, and
- **at ward level:** across from the nurses' station.

Do not flush wet wipes or paper towels down the toilet.

If you are a caregiver and in a semi-private room, please do not leave dirty linens in the washroom. Instead, ask the nurses to provide you with a linen bag to place them in.

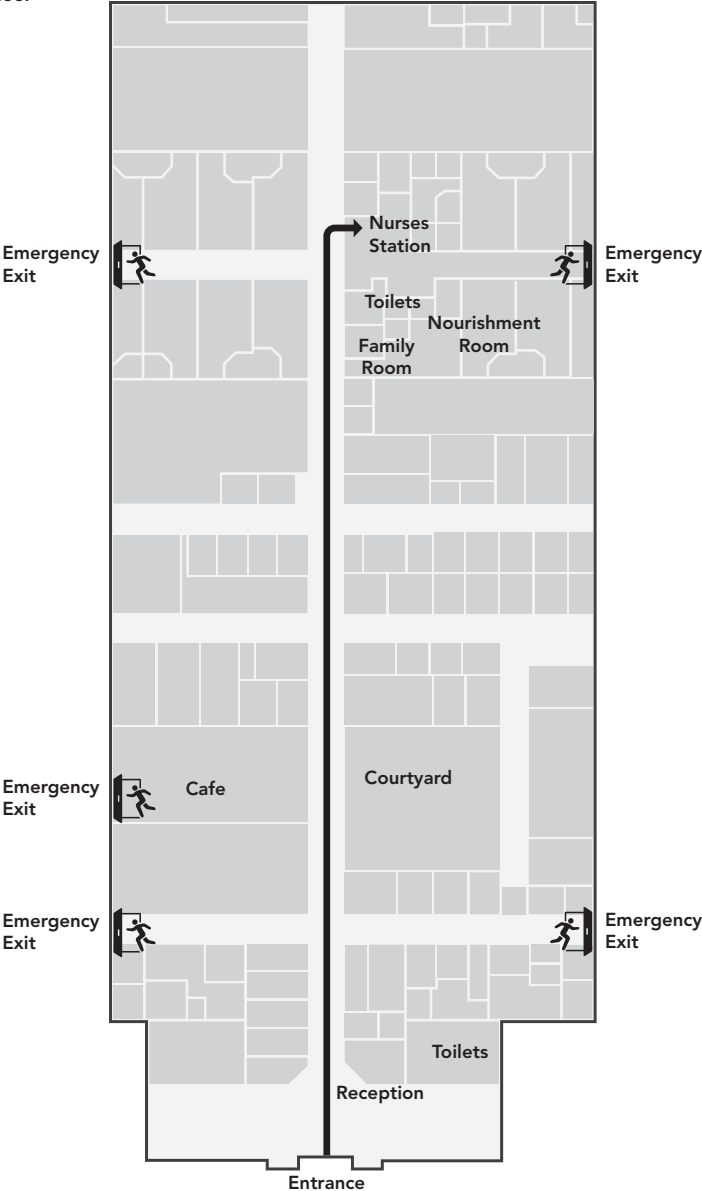
### Water Fountains

We have water fountains available on each floor, located near the nurses' station. Feel free to bring a reusable bottle to fill up during your visit.

### Nourishment Room

A microwave and a refrigerator are located by the nurses' station. Feel free to use these at any time, and ensure you clean up any mess.

Ground Floor



## Securing Your Possessions

Safes are located in the wardrobes of all inpatient rooms. Please lock away your valuables before you leave the room overnight or for a procedure. **The hospital is not liable for the loss of any valuables.**



## Cafeteria and Café Hours

Our café offers a variety of meals, snacks, and beverages for your convenience.

The opening hours are:

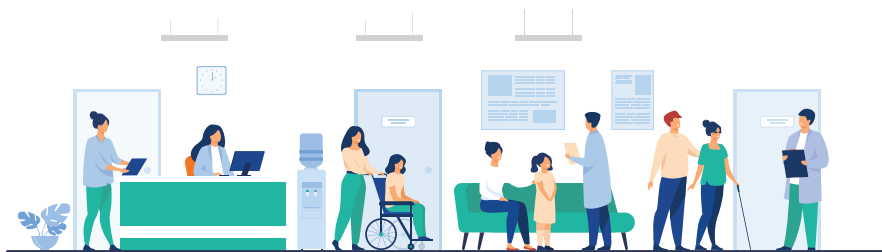
- **Monday to Sunday 7:00 am - 9:00 pm.**

Normal admission protocol includes the provision of three meals and two snacks for the patient per day, as the diet advised by the doctor. **If any additional food or drinks are required, this will be at a cost to the patient.**

Please consult with the medical team before bringing in outside food.

# Visitors and Support System

Please note our standard visiting hours. We ask for your cooperation in maintaining a peaceful environment for all patients.



## General Visiting Hours

Weekdays: 11:00 am - 1:00 pm and 5:00 pm - 7:00 pm

Caregivers may stay with a patient throughout the patient's stay. Please discuss this with the nurse in charge.

## Quiet Hours

We encourage visitors to be mindful of patients' rest, especially after 6:00 pm.

Please check with the lead nurse regarding Intensive Care visiting hours as these may differ.

## Interpreters & Language Assistance

If you need language assistance, please notify the reception staff, and we will arrange an interpreter for you.

# Infection Control and Hygiene Guidelines



Please follow the hospital's infection control procedures and dispose of waste properly to ensure a safe and healthy environment.

- Black bins in patient rooms: general/paper waste
- Yellow bins in the patient rooms: masks, gowns
- Red bins in the patient rooms: gloves
- Recycling Bins: available in the cafeteria and lobby areas

Wash your hands regularly, use the hand sanitisers provided, and adhere to any additional guidelines given by your care team.

## Patient Rest and Privacy

For your well-being and that of fellow patients, please keep noise to a minimum and avoid group visits during rest periods. If you need to speak to the medical staff, please be mindful of patient privacy and try to wait for a private moment.



Please avoid loud music and having the TV at a high volume.



Please avoid using speaker phone in a semi-private room.

Rest is crucial to your recovery. Here are a few tips to improve your sleep quality:

- Adjust the lighting to your comfort.
- Use earplugs if needed to block out noise.
- Let the staff know if you need extra pillows or blankets.

## Medical Team and Assistance

You will encounter a variety of medical professionals during your stay, including doctors, nurses, and specialists. Each will be there to guide you through your care process. Your doctor typically conducts medical rounds in the morning. However, this may vary depending on their schedule. If you have any questions or would like to know the exact time of the doctor's visit, please consult with your assigned nurse, as the doctor can be reached by phone if necessary.



## Pain Management and Communicating Discomfort

While we will make every effort to ensure you are comfortable, we understand that there may be instances when you experience pain or discomfort. In such cases, please notify the medical staff immediately so they can provide appropriate pain management.

## Taking Medication

It's important to ensure that all medications are taken as prescribed. Please keep track of your medications and speak with your nurse or doctor if you have any concerns or questions regarding your prescriptions.



## Preventing Falls & Injuries

Please use the call button if you need assistance when moving around. Keep the bed at a safe height and ask for help if you feel unsteady.

## Emergency Procedures & Fire Safety

In the event of an emergency, please remain calm and follow the instructions provided by the staff. Fire exits are clearly marked in the hospital and on the map on page 4.

# Preparing for Discharge

## Discharge Planning & Next Steps

When your medical team determines you are ready to leave the hospital, we will work with you to prepare for discharge. Your discharge plan will include instructions for home care, follow-up appointments, and any necessary prescriptions.

## Medications & Prescriptions

Before you leave, you will receive all medications and prescriptions for your continued care at home.

## Follow-Up Appointments & Continuing Care

You will be provided with follow-up appointment details to ensure your ongoing recovery.

## Thank You for Your Cooperation

Our goal is to create a comfortable and supportive environment for you and your loved ones. This guide is designed to help you navigate our facilities, offering essential information about amenities, visiting hours, and other resources to enhance your experience. If you have any further questions, please don't hesitate to ask the reception or nursing team. Thank you for supporting our efforts to create a safe and comfortable environment for everyone.

**HEALTH CITY**  
*Cayman Islands* 

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Health City Connect App  
 [healthcity.ky](https://healthcity.ky)



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