HEALTH CITY
Cayman Islands

Your Inpatient Experience



This booklet will take you through the Inpatient Experience at Health City at Camana Bay.

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**

Nurses' Station **345 640 4317**

Communication and Assistance

Check in for Your Admission

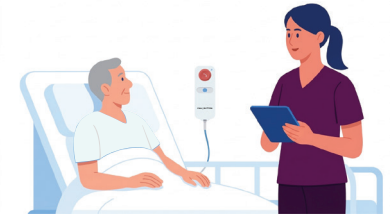
You will be asked to:

- Present a valid identification document such as your passport or driving licence. The document should clearly display the Full Name (First Name, Middle Name, and Last Name) and Date of Birth. This verification helps ensure accurate patient identification and safe medical care.

- Confirm your phone number and email address for the admission process to commence.

At admission, a QR code will be sent to your email address to grant access to the ward. Please share this code with any family members or friends you wish to visit. Our staff will assist you with instructions on how to use it.

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 press the nurse call button, the alert is received at the nurses' station, and a member of the nursing team will respond as promptly as possible.



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.

Water Fountains

We have water fountains available on each floor. Feel free to bring a reusable bottle to fill up during your visit.



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.

Café Hours

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

It is open daily from 8:00 AM to 9:00 PM and is located on the third floor.



Normal admission protocol includes the provision of three meals and two snacks for the patient, as per 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 that visiting hours are from 11:00 AM to 1:00 PM and 5:00 PM to 7:00 PM daily, with a maximum of two visitors permitted per session. These guidelines also apply to the Medical Intensive Care Unit (MICU).

For families of patients in the Neonatal Intensive Care Unit (NICU), please consult with the nurse in charge for specific visitation arrangements.



We appreciate your cooperation in helping us maintain a calm and healing environment for all patients.

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.

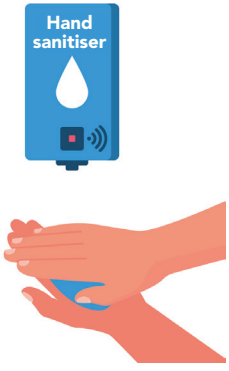
Interpreters & Language Assistance

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 the patient rooms:** general/paper waste
- **Yellow bins in the patient rooms:** masks, gowns
- **Red bins in the patient rooms:** gloves
- **White bins in the patient rooms:** unbroken glass
- **Recycling Bins:** available in the cafeteria and lobby areas
- **Medical Waste:** For any items needing safe disposal, please use the designated hazardous waste bins.



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 the well-being of all patients, please limit noise. Please avoid loud music and having the TV at a high volume.

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. Please consult with your assigned nurse if you have any questions or would like to know the exact time of the doctor's visit.

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.

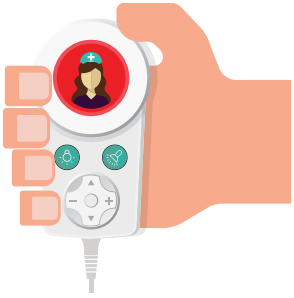
Taking Medication

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.

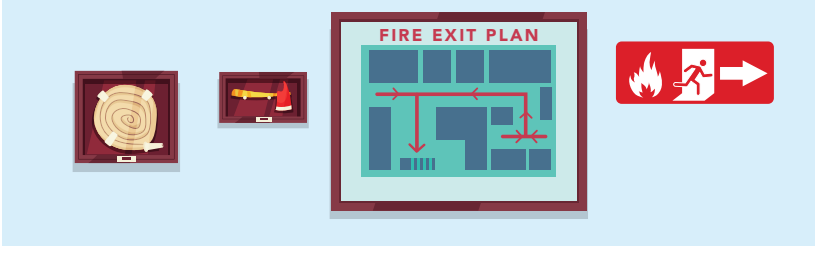


Preventing Falls & Injuries

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 above.

Preparing for Discharge

Discharge Planning & Next Steps

When your medical team determines that 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, details of any follow-up appointments, and any necessary prescriptions. Once the decision to discharge has been made by your care team, completing this process may take up to two hours.

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
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