

PATIENT GUIDE



ACIBADEM | SISTINA

BECAUSE LIFE MATTERS



ACIBADEM | **SISTINA**

ACIBADEM SISTINA HOSPITAL

Acibadem Sistina Hospital is the largest and most modern private hospital in the region serving as an example of successful story in the health sector, providing medical services in accordance with the up-to-date protocols in treatment of patients. The outstanding team of medical professionals, implementing advanced methods and techniques is at patients' disposal for 24 hours a day, 7 days a week.

„Acibadem Sistina”, the first eco-hospital in the country, is located in an ultramodern building of 26.700 m². The architectural design of the Hospital conforms to all international standards, while its security system is implemented at the highest level. The Hospital occupies 11 floors with a capacity of 200 hospital beds, 105 hospital rooms and 16 VIP suits. There are 62 intensive care units and 74 daycare units available to patients. Hospital comfort and conditions are adapted to those of a 5-star hotel.

Acibadem Sistina Hospital received the Gold Seal of Approval for Quality and Safety by JCI - the most prestigious hospital accreditation organization in the world. This seal is a proof of high quality resulting from the Hospital's commitment to provide safe and efficient service to its patients. JCI accreditation ensures that all patients are safe and they receive the best medical care.

The brand of Sistina appeared in the Macedonian healthcare in 2001 when the first gynecology and obstetrics hospital was opened. 10 years later, it expanded its activities with the opening of the first private clinical hospital in the country. In the following years, „Sistina” continued with its development and growth.

Since November 2010, an affiliation agreement has been signed with “Acibadem”, the largest and most modern chain of hospitals in Southeast Europe. The agreement created an opportunity for exchanging knowledge, experience and education with the medical team of the Turkish healthcare giant. In just a year, this successful cooperation evolved into a joint partnership. “Sistina Hospital” became a member of the Acibadem Health Group and the first hospital of this healthcare leader outside Turkey.

Today “Acibadem Sistina” is part of the second largest chain of hospitals in the world, the Malaysian Group Integrated Healthcare Holdings (IHH). The entry into this group put Macedonia on the world health map.

As a leading and the most modern healthcare institution in the country, Acibadem Sistina Hospital constantly invests in its staff and medical technology in order to provide the best healthcare for its patients.

Health is the greatest treasure; allow us to take care of it.

PATIENT INFORMATION GUIDE

Establishing and maintaining a good communication between the patient and the doctor are key to building trust and they positively influence the overall treatment process to a great extent.

The doctor and the patient make joint decisions on the treatment process. This approach is beneficial for both the doctor and the patient since it ensures active participation by the patient into the treatment process.

Healthcare professionals should constantly inform patients about their clinical condition, recommend diagnostic methods, and explain possible risks and complications, as well as treatment options.

Patient has the right to ask the doctor questions about the disease. It will enable the patient to be better informed about his/her disease and to participate in the treatment process.

Informed patients contribute to fewer medical malpractice

Medical malpractice most often are result of insufficient communication between the doctor and the patient, insufficient disease-related information by patients and their passive attitude towards the treatment process.

Therefore, it is very important for patients to be actively involved in the decision-making process, to assume an active role during their treatment, stay informed about their medical problems and have a good patient-doctor-nurse communication.

Preventing fall

- It is understandable that hospital environment does not resemble your home. Hence, the stay in these two environments has different characteristics.
- Medications you receive during the hospital stay, as well as some therapeutic procedures, can affect your center of gravity and cause a fall during your stay.
- So, for your own safety, please report any medication you are taking as your regular therapy, prescribed by your primary care doctor or other medical specialist, to your doctor at our Hospital.
- Please take the following precautions for the duration of your hospital stay:
 - Make sure that the nurse call system and all personal belongings necessary for your normal functioning are in their proper place. If anything of the above is missing, ask the nurse or any other available staff member for immediate assistance.
 - Do not attempt to adjust the height level of the hospital bed on your own. If you need it, ask the nurse for assistance.
 - Make sure that the lighting is adequate and that the footwear you wear when moving around the Hospital

is not slippery.

- Inform the nurse if you need help getting out of bed.
- If you feel dizzy while getting out of bed, remain seated for a few minutes. If dizziness does not subside, call the nurse for assistance.
- If there are objects that impede your movement and that could cause a fall, ask that they be removed.
- If you need assistance moving around or using medical aids, call the nurse immediately.
- Stay informed about proper handling and use of items in everyday activities (washing, eating, drinking, and dressing).
- Prior to taking a bath, consult the nurse and follow her/his instructions. If you need assistance with bathing, inform the nurse.

ASK YOUR DOCTOR THE FOLLOWING QUESTIONS:

Below are some of the questions you need to discuss with your doctor in order to establish a healthy relationship and cooperation:

Regarding your complaints or your health status

- What is my diagnosis?
- Do you know what could have caused this condition?
- Can my health problems / disease be cured?
- Are there any specific symptoms I should notice and inform you in case they appear?
- Is it necessary to change certain habits in my lifestyle?

Regarding the tests:

- What can be concluded based on the test results you have proposed?
- When will I get the results?
- What should I pay attention to prior the test?
- Can any of the tests be harmful to me

Regarding the treatment:

- Have you looked at the test results?
- What is the treatment procedure for this condition?
- How long will the treatment last?
- What are the chances of successful treatment outcome?
- What are the potential risks and side effects associated with this treatment?
- Are there certain foods, medications, or activities I should avoid during the treatment?
- I am currently taking other medications for other health problems. Will they interfere with my treatment if I continue to take them?
- Do smoking and alcohol consumption affect the treatment in any way?
- What will happen if I make a mistake while taking the medication you prescribed?
- Are there alternative treatment options I should be aware of?
- Are there better treatment options that are not available at your hospital but are available elsewhere?

HOSPITAL INFORMATION





WELCOME TO ACIBADEM SISTINA HOSPITAL

This Patient Guide is intended to make your hospital stay as easy as possible. It explains your rights and responsibilities during your treatment.

Our Hospital has a modern and up-to-date technology at its disposal, applied by a leading team of specialists, renowned in the country and the region. The main goal and mission are to provide services based on trust, reliability and on the highest level of quality.

The modern architectural design of our Hospital provides maximum functionality. All departments are interconnected, allowing diagnosis and treatment of patients in the shortest time possible.

Operating rooms and intensive care units have been constructed as per the world protocols. Our contemporary furnished hospital rooms and suits offer a comfort and a pleasant ambience.

With our continuous commitment to quality and modern healthcare, we have raised the level of healthcare standards in the country. We have developed into regional leaders, and patients have recognized our quality.

We have become a hospital where patients' health and life are the highest priority.

Knowledge and experience are crucial to health

BECAUSE LIFE MATTERS

Respectfully,

Acibadem Sistina Hospital

EMERGENCY CENTER	<p>Our Emergency Center operates 7 days a week, 24 hours a day and its team of medical professionals is on stand-by to address all your health needs timely.</p>
OUTPATIENT CARE	<p>Please inform your nurse if you need additional outpatient services at our Hospital.</p>
QUESTIONNAIRE	<p>Please fill in the digital Questionnaire that will be delivered to your room, giving us your recommendations and suggestions, i.e. informing us about your satisfaction with your stay at our Hospital. The Questionnaire will be delivered by our Patient Rights Adviser. The results of the Questionnaire are of special importance to us and will help in our efforts to provide the best possible services during your hospital stay.</p>
CELL PHONES	<p>During your hospital stay, please turn off your cell phones or set them to silent mode in order to undergo an undisturbed medical examination and all necessary interventions. Moreover, the quiet hospital atmosphere is of great importance for every patient.</p>
CALL CENTER	<p>Our Contact Center is at your disposal for making examination appointments and interventions at our Hospital. Furthermore, Call Center operators will respond to your emails if you choose to make an appointment by mail or provide you with pre-procedure instructions necessary for radiological or endoscopic interventions.</p>
INTERPRETER	<p>For the purposes of foreign language communication, Acibadem Sistina Hospital provides interpreting services. Employees at the Patient Relations Department will assist you with this issue.</p>

FLOWERS	Flowers are not accepted in patient care areas due to risk of allergies. If flowers are delivered to you, they will be accepted by the administrative staff at the reception desk and will be handed over to you upon your discharge off the Hospital. Please contact the Admissions Desk regarding this issue.
NUTRITION SERVICES	If necessary, our nutritionist, in consultation with your doctor will develop a special dietary plan for you, based on your health status and the necessary medical treatment.
ELECTRICAL APPLIANCES	Please do not plug high consumption electrical appliances in your room, as it carries risk of electrical or technical hazard.
HOUSE PETS	Pets are not allowed on Hospital premises.
NEWSPAPERS AND MAGAZINES	Acibadem Sistina PLUS magazine is available at the Hospital at any time. Due to COVID security measures, all external magazines and newspapers are withdrawn.
PATIENTS RIGHTS ADVISORS	Our patient rights advisors will visit you so you can pass your comments and suggestions, and they will be informed on your requests in time. Your opinions and suggestions are valuable to us for improving the service quality at our Hospital.
HEATING AND COOLING SYSTEM	The heating and cooling system is regulated locally in your hospital room by the nurse. If you are experiencing a problem with the system, please inform the nurse. She will notify the technical service so that the problem can be resolved as soon as possible.

<p>NURSES</p>	<p>During your hospital stay, you can contact a nurse whenever necessary.</p> <p>PERSONAL NURSE</p> <p>If you want to have a nurse by your side 24/7, Acibadem Sistina Hospital will arrange this for an extra charge. Please contact the nurse-in-charge at the ward where you are accommodated regarding this issue.</p> <p>NURSE CALL SYSTEM</p> <p>Nurses are available whenever you need their services. The nurse call system is located by your bedside and you can be used it whenever you need assistance. The nurse will respond to your call as soon as possible.</p>
<p>RELIGIOUS SERVICES</p>	<p>Our Hospital includes areas for religious worship. The Hospital Church and the Prayer Room that are constantly at your disposal.</p>
<p>INTERNET</p>	<p>Free Wi-Fi is available throughout the Hospital.</p>
<p>PERSONAL ITEMS</p>	<p>Upon admission to the Hospital, please report your personal items to the admission nurse. All your personal belongings are stored in accordance with the stipulated hospital procedures. Please contact your nurse for information regarding this issue.</p>
<p>MAINTENANCE SERVICES</p>	<p>Our hygiene maintenance staff makes sure your room and surroundings are always tidy and clean.</p>

HAIRDRESSING SERVICES	The Hospital provides hairdressing services that are additionally charged, apart from the mothers at the Department of Gynecology and Obstetrics.
MASSAGE	You can enjoy a relaxing massage during your hospital stay for an extra charge. Please contact your nurse regarding this issue.
ADDITIONAL SERVICES	Acibadem Sistina Hospital is at your disposal for all your business needs, such as access to fax, telephone, Internet, computer, photocopier, etc. The administrative staff will explain the rules of availability of these services.
PAYMENT	<p>You can make any prepayments required prior your admission through the Billing & Collection Department. During your hospital stay, employees at this Department will keep you informed on your current expense status and payment methods. In case of a long-term hospitalization, you will be required to pay an advance for your treatment costs. Payment can be made by cash or credit card.</p> <p>If you are making your payment in Euros or any other foreign currency, you can convert those to Macedonian Denars at the bank within the Hospital.</p>
HOSPITAL ACCOMPANIMENT	A separate bed and a standard food menu are available for the hospital accompaniment. All visitors present at the hospital room after 22:00 are considered hospital accompaniment. Only one accompaniment per patient in the hospital room is acceptable. Hospital accompaniments are chargeable.
PLEASE KEEP QUIET	Your willingness to contribute to a quiet hospital environment will aid the patient's healing process.

SMOKING	Smoking is not allowed at our Hospital.
DRINKING WATER	Hospital staff who deliver food to your room will provide you with bottled drinking water. You can also use the water dispensers located on your floor.
DISCHARGE PROCEDURE	Your discharge procedure will be initiated by your doctor and administrative staff, who will provide information regarding the entire process.
PHONE	You can use the telephone available at the Obstetrics Ward rooms to call the nurse caring for your newborn. The telephone line is directly connected to the extension of the nurse's room at the Department of Neonatology.
TELEVISION	If you experience problems with the TV remote control, ask for assistance by a staff member available at the moment. Please set the TV volume to silent mode to avoid disturbing other patients.

TELEVISION CHANNELS

Channel No.	TV Channel	Channel No.	TV Channel	Channel No.	TV Channel
1	MTV	15	ERA-SK (D1-SK)	29	SK HD
2	Sitel	16	N1 SD	30	Lov i ribolov (Hunting and Fishing)
3	Kanal 5	17	Vizion Plus	31	Arena 4
4	Telma	18	News 7	32	Sport Klub 1 HD 3
5	Alfa TV	19	RTV 21	33	FOX HD 3
6	Arena 1	20	Viasat History HD 3	34	TV 1000 upscaled HD 3
7	Sport Klub 2	21	RTS	35	M1 Gold
8	RTV 21 M	22	Arena 3	36	Brainz HD 3
9	KLAN Macedonia	23	National Geographic HD 3	37	Fashion TV
10	TV 24	24	BBC Earth	38	CNN
11	Al Jazeera	25	Viasat Nature HD 3	39	Sport Klub 3 HD 3
12	MTV 2	26	Arena 2	40	Deutsche Welle
13	Alsat M	27	Vavoom HD 3	41	Acibadem Sistina Info Channel
14	MRT Assembly Channel	28	Boomerang		

TECHNICAL SERVICE	Our Technical Service is available 24 hours a day to take care of any equipment failure.
TRANSPORT	Our administrative staff will assist you to call a taxi if you need one.
MEDICAL TRANSPORT	Medical transport can be arranged at your request in consultation with a doctor. Our ambulances are equipped for all kinds of medical transport (critically ill patients and babies).
MEALS	<p>Nutrition assessment of patient needs at Acibadem Sestina Hospital is made by the attending doctor. Depending on your diagnosis and current health status, you will be prescribed one of the three fixed diets: standard, cardiac or diabetic. There is a vegetarian meal option for each of these three diets.</p> <p>If the attending doctor is of opinion that the hospitalized patient needs a special diet, he/she shall prepared it completely in accordance with the daily nutritional needs of the patient.</p> <p>MEALS ARE SERVED DURING THE FOLLOWING HOURS:</p> <ul style="list-style-type: none"> • Breakfast (8:00 - 8:30) • Lunch (12:30 - 13:00) • Dinner (18:00 - 18:30) <p>FRUIT SNACKS ARE SERVED DURING THE FOLLOWING HOURS:</p> <ul style="list-style-type: none"> • I snack (10:00 - 10:30) • II snack (14:30 - 15:00) • III snack (19:30 - 20:00)

PATIENTS & FAMILY RIGHTS AND OBLIGATIONS



PATIENTS & FAMILY RIGHTS AND OBLIGATIONS

- All patients are entitled to a high quality medical care and treatment, regardless of race, skin color, language, religion, disability, sexual orientation, and socio-economic status;
- Patients have the right to be informed about their health status, the recommended medical interventions, the course of treatment, the procedure and associated risks when performing them;
- Patients always have the right to seek professional opinion;
- Patients are entitled to timely and suitable medical care when they have / feel pain;
- Patients have the obligation to follow the advices by healthcare professionals concerning their treatment, care and rehabilitation and to take care of their own health;
- Patients are obliged to accept any engagement if it is part of their rehabilitation and social reintegration intended to reactivate their social skills, as well as to actively cooperate with healthcare professionals;
- Patients should respect the professional and human dignity of healthcare professionals and of the hospital staff in general, as well as the dignity of other patients;
- Medical staff at the Hospital is ready to provide special care to terminal patients in their last moments of life;
- Patients have the right to know the names of the staff assigned to their care, including their medical training and professional title at the Hospital;
- Patients are required to provide complete and accurate information regarding their identity, place of residence and health status, and to report any changes in personal data;
- Patients are legally entitled to confidentiality of their personal data. All medical interventions are performed in the presence of necessary personnel;
- Patients have the right to access the information contained in their medical records and to ask for a copy of the information / documents contained therein;
- Patients have the right to leave the Hospital at their own request and with their written consent, except when it poses a threat to their health and safety or to the health and safety of others;
- Patients and their families have the right to accept / refuse certain medical services, except when it would endanger their health or the health of others;
- Patients can not be included in medical teachings or scientific clinical researches without their written consent;

- Acibadem Sistina Hospital respects the spiritual and religious beliefs of the patients;
- All patients have the right to be billed for the medical services they receive as well as the responsibility to settle their financial obligations prior to their leaving from the Hospital;
- Patients are entitled to protection from physical assault during their hospital stay;
- Patients at Acibadem Sistina Hospital have the right to consult patient rights advisors and to obtain legal advice and assistance in exercising and protecting their patient rights;
- During their stay at Acibadem Sistina Hospital patients are obliged to abide by the House Rules that are presented for their information and signature upon admission at our Hospital.

call center
((02 3099 500))

www.acibademsistina.mk