



WELCOME



Patient welcome booklet



WELCOME

Welcome to ElAlya clinic

Madam, Mr.,

You have decided to entrust your health to us, we thank you for your trust. This brochure is designed to facilitate your stay, it allows you to better understand the operation of our services, prepare for your acceptance, find out the conditions for the course of your stay, as well as your rights, obligations, and disposition, as well as your family circle, all practical and useful information to answer your questions.

Management, medical teams, nurses, and all staff, united in an institutional approach to continuous improvement in the quality and safety of your care, at your service.

Our goal for all of you is to provide you with quality care while making your stay comfortable, taking into account your life and care plans, while ensuring that your dignity, nationality, privacy, beliefs, and freedom are respected.

You are at the heart of our interests.

Also, do not hesitate to send your opinion to improve the service provided to you, in particular by answering the satisfaction questionnaire that will be given to you during your stay.

We welcome your suggestions

"We are committed to ensuring that all of the clinic's healthcare professionals are enlisted to provide you with the best care and respond with comprehensive care tailored to your needs. Altogether, we do everything we can to earn your trust and ensure a compliant return home."

Mr. Helmi Weli
General Manager



WELCOME

Multidisciplinary

Polyclinic El Alya practices many medical, surgical, obstetrical, and follow-up rehabilitation care areas, making it a true multidisciplinary center in Sfax.

The institution has 23 surgical, medical and obstetric specialties:

Anesthesia and resuscitation.

Doppler vascular science.

Cardiology / Interventional Cardiology / Rhythm Medicine.

Cancer surgery.

Cardiovascular and thoracic surgery.

Gastrointestinal and visceral surgery.

Orthopedics and Traumatology.

Neurosurgery.

Urology.

Oral and Maxillofacial Surgery.

Plastic and reconstructive surgery.

Endocrinology.

Gastrointestinal diseases.

Obstetrics and gynecology.

Multipurpose medicine.

Oncology.

ENT.

Ophthalmology.

Pediatrics.

Lung disease and allergy.

Radiology (standard x-ray, scanner, MRI, gerontology).

Litter crushing.

Palliative care.



WELCOME

Continuous and permanent care is provided 24 hours a day, 7 days a week, and on public holidays, by physicians specializing in various specialties.

Through this human wealth and this large number of skills, El Alya Polyclinic provides a high-quality health service that meets the requirements of modern medicine and the expectations of our patients.

The clinic is an integrated multidisciplinary center

Teams are mobilized and organized around a medical project, a care project, a human resources project, a management project, a quality risk management project, a sustainable development project, and communications project.

This includes hospitalization for treatment/surgery/obstetrics:

- 48 beds and operating rooms.
- 56 beds and a medical place.
- 6 Outdoor places
- 56 Maternity beds.
- An intensive care unit that can accommodate 8 patients.
- 6 Beds dedicated to cardiology care after catheterization
- 1 CPR unit for 2 patients
- 6 Beds designated for emergency care.
- 8 Neonatal resuscitation beds.

Emergency medicine service:

One emergency medicine service is open 24 hours a day, 7 days a week, with 4 counseling boxes, a trauma recovery room, a treatment room, and simple business.



WELCOME

1/ Your welcome

1. Get ready to arrive at the clinic

a. Reservation

If it is possible to plan your admission to the clinic, please go to the reception before the scheduled appointment for treatment in the hospital to obtain an anesthesia consultation and book a room. This will allow you to better organize your stay.

b. Understanding your illness and care

You must ask your attending physician to understand your illness and the care that will be provided to you. This will allow you to better understand and treat your disease.

c. Care

Ask your care organization about your rights.

d. Documents to bring

When you are accepted, you must submit the following documents:

- A valid ID card or passport.
- Documents related to your care (card, letter of sponsorship, etc.).
- Acceptance letter from your treating physician.
- Results of medical examinations (radiology, biology).
- Health record if your child is in the hospital.

Accurate identification of you contributes to our efficiency and your convenience.

2. Administrative Procedures

Check and verify the accuracy of the information recorded in the admission form: correct identification guarantees your rights.

The clinic's medical coordinator is there to answer any questions.



WELCOME

2. Your rights and duties

1) The charter of the resident patient

1) The patient has the freedom to choose the health institution of his choice within the limits of the possibilities of recovery.

2) The clinic staff ensures the quality of reception, treatment, and care. He is concerned with pain relief and does his best to ensure a good stay with special and meticulous attention.

3) The information provided to the patient must be accessible and fair. The resident patient participates in his treatment choices. He can be helped by a trusted person whom he freely chooses.

4) Medical work can only be carried out with the free and informed consent of the patient. The latter has the right to refuse any treatment specified in writing.

5) All care and examinations received by the patient are recorded in the patient's medical file. You can access your patient's medical file on the website or upon a written request addressed to the clinic administration or through the attending physician who will inform the clinic.

6) The person who is admitted to the clinic has direct access to health information related to him. His heirs enjoy the same rights.

7) The patient's file is properly maintained throughout his stay. It must be full.

8) Respect the patient. Respect his beliefs and culture. Its privacy is maintained as well as quiet.

9) Respect for privacy is guaranteed to all patients of the clinic, as well as the confidentiality of personal, administrative, medical, and social information related to them.

10) The patient can give feedback on the care and reception he received. The medical coordinator, floor manager, and medical staff are at your disposal and guarantee the quality of care and users' rights.

11) The patient's discharge is decided by the attending doctor. If a person residing in a clinic decides to leave the institution against medical advice, he is informed of the potential risks and must sign an undertaking that relieves the institution of all responsibilities.



WELCOME

2. Your rights and duties

1) The charter of the resident patient

1) The patient has the freedom to choose the health institution of his choice within the limits of the possibilities of recovery.

2) The clinic staff ensures the quality of reception, treatment, and care. He is concerned with pain relief and does his best to ensure a good stay with special and meticulous attention.

3) The information provided to the patient must be accessible and fair. The resident patient participates in his treatment choices. He can be helped by a trusted person whom he freely chooses.

4) Medical work can only be carried out with the free and informed consent of the patient. The latter has the right to refuse any treatment specified in writing.

5) All care and examinations received by the patient are recorded in the patient's medical file. You can access your patient's medical file on the website or upon a written request addressed to the clinic administration or through the attending physician who will inform the clinic.

6) The person who is admitted to the clinic has direct access to health information related to him. His heirs enjoy the same rights.

7) The patient's file is properly maintained throughout his stay. It must be full.

8) Respect the patient. Respect his beliefs and culture. Its privacy is maintained as well as quiet.

9) Respect for privacy is guaranteed to all patients of the clinic, as well as the confidentiality of personal, administrative, medical, and social information related to them.

10) The patient can give feedback on the care and reception he received. The medical coordinator, floor manager, and medical staff are at your disposal and guarantee the quality of care and users' rights.

11) The patient's discharge is decided by the attending doctor. If a person residing in a clinic decides to leave the institution against medical advice, he is informed of the potential risks and must sign an undertaking that relieves the institution of all responsibilities.



WELCOME

2. Your rights and duties

1) The charter of the resident patient

1) The patient has the freedom to choose the health institution of his choice within the limits of the possibilities of recovery.

2) The clinic staff ensures the quality of reception, treatment, and care. He is concerned with pain relief and does his best to ensure a good stay with special and meticulous attention.

3) The information provided to the patient must be accessible and fair. The resident patient participates in his treatment choices. He can be helped by a trusted person whom he freely chooses.

4) Medical work can only be carried out with the free and informed consent of the patient. The latter has the right to refuse any treatment specified in writing.

5) All care and examinations received by the patient are recorded in the patient's medical file. You can access your patient's medical file on the website or upon a written request addressed to the clinic administration or through the attending physician who will inform the clinic.

6) The person who is admitted to the clinic has direct access to health information related to him. His heirs enjoy the same rights.

7) The patient's file is properly maintained throughout his stay. It must be full.

8) Respect the patient. Respect his beliefs and culture. Its privacy is maintained as well as quiet.

9) Respect for privacy is guaranteed to all patients of the clinic, as well as the confidentiality of personal, administrative, medical, and social information related to them.

10) The patient can give feedback on the care and reception he received. The medical coordinator, floor manager, and medical staff are at your disposal and guarantee the quality of care and users' rights.

11) The patient's discharge is decided by the attending doctor. If a person residing in a clinic decides to leave the institution against medical advice, he is informed of the potential risks and must sign an undertaking that relieves the institution of all responsibilities.



WELCOME

2. The patient's medical record

Content and access

In addition to the patient's right to inform the attending physician of his or her health and its development, you also have access to your medical file. Your patient file contains all the information related to your health and useful for your care (history, results and conclusions of examinations carried out in the clinic). Administrative information about you generated during admission is also attached to the patient's file. The paramedical staff is at your disposal to provide any explanation.

Information technology and security

For added security, the clinic has been digitizing your patient file since 2010 on computer software. The clinic guarantees confidentiality and protection through medical confidentiality of your personal, medical and administrative data.

3. Commitment to confidentiality

All information necessary for your care is subject to professional confidentiality and respect for privacy. Only people to whom you have given permission will be able to receive information about you for healthcare and administrative teams. Any doctor you have authorized in writing may examine all of your medical records.



WELCOME

Your duties

We are counting on you too:

- To maintain the rest of the patients, devices (radio, mobile phone, TV, MP3, iPod, etc.) should be used with caution and phone calls should be limited, especially late at night.
- The rooms are non-smoking areas (the clinic must be breathing in good health).
- You should not bring food, drink, or medications to you from outside (unless your doctor has authorized it).
- Tipping employees are not allowed.

Be careful about the information you hear at the front desk.

- Respect the signs that prohibit entry to certain areas (treatment room...).
- The clinic is not responsible for thefts that take place in the rooms. Your valuables will be deposited at the cash desk for your safety.
- Visits are allowed from 12 noon to 8 pm.
- Avoid visiting young children and children under the age of ten.
- Visits may be limited or prohibited by medical decisions.
- Do not make noise.
- Do not bring flowers and plants.
- The clinic disclaims full responsibility for something that is not entrusted to the cash register or something that the patient has forgotten in his room.

4. Complaints, Feedback and Suggestions

Your feedback and suggestions are opportunities for us to improve.

If you are not satisfied with our care, we invite you to contact the Clinic Floor Supervisor directly. If this first step does not satisfy you, you can request to meet with the Medical Coordinator.

You can submit all your comments in the patient listening log located at the front desk on each floor



WELCOME

5. Donate blood

According to Tunisian Law No. 82 issued on March 17, 1982 regarding the terms and conditions of donating blood in Tunisia and benefiting from donating blood, the doctor must complete an application form for blood or its derivatives.

There are two possible alternatives:

1) To benefit from blood donation from the national or regional center for blood transfusion, one or more relatives of the healthy donor patient (depending on the number of blood bags required) donate blood and bring a receipt to the clinic so that they can collect the blood bags. Donors must contact the regional center for blood transfusion via Al Ain 0.5 km from Sfax or other regional centers in Sousse, Jendouba, Gabes and Gafsa or the National Center in Tunisia.

2) Blood bags are also issued by the Military Center for Blood Transfusion. The patient pays a nominal amount determined by the Tunisian state.



Blood donation

Donating blood is vital. Don't wait until your loved one is sick to donate.



WELCOME

Your laundry

Make sure to bring the basic bathroom and nightly bedding during your stay as well as toiletries: toothpaste, hairbrush, toothbrush, soap, razor, etc.

The press

On request, the clinic can provide you with newspapers or magazines of your choice during your stay. Reading facilitates relaxation and recovery and allows you to stay up to date with the news.

3. Welcoming your loved ones

The authorized times for visits are

Hospital Services (Floors):

From 12:00 pm to 8:00 pm.

Resuscitation and Intensive Care Department: from 11 am to 12 pm.

From 4:00 pm to 6:00 pm.

The team of dietitians visits daily between 8:00 and 10:00 am in order to adapt your choice from the daily menu to the diet prescribed by your doctor. The meal is a special moment. A food prescription constitutes a restricted verb in the same way as a prescription drug.

These lists meet three basic requirements:

- 1. Quality of taste:** Meals are a fun moment.
- 2. Hygienic quality:** meals comply with strict hygiene rules.
- 3. Nutritional quality:** Meals meet your personal nutritional needs



WELCOME

3. Your residence

1. The team that takes care of you

You are a resident at the clinic in a care unit. The medical, hotel, administrative and technical staff do their best to ensure that you benefit from high-quality care and services.

The team that takes care of you is ready to meet all your needs and make decisions about your health or the health of your child. Through their human qualities and their profession, the doctors and all those working in the clinic are concerned with ensuring the quality and safety of your care. You can identify them by their badge and work clothes.

2. Hygiene and the fight against nosocomial infections

Hygiene inside the clinic is part of your care. The care team and patients directly contribute to the quality of care through hygiene.

We all carry bacteria on our skin and in our digestive system. Hand hygiene is essential in transmitting these bacteria that can cause infection.

In each unit, there are hydro-alcoholic solution dispensers.

Recommendations

1. Wash your hands several times a day, especially:

- After going to the toilet.
- Before eating.
- Before leaving your room.

2. Take a shower and practice good oral hygiene

Personal hygiene should be promoted prior to any surgery. Bathing with an antiseptic soap can significantly reduce the number of microbes on the skin and reduce the risk of infection.

- First of all, remove jewelry, make-up, nail polish...
- Wash from top to bottom.
- Insisting on hair, armpits, navel, genitals, feet and toes.
- Do not forget to brush your teeth well before the operation.

Our clinic is part of the quality approach. Your diet is different from that of your partner



WELCOME

> Daily meal times

- Breakfast from 6:30 am to 7:00 am
- Lunch from 12:30 pm to 2:00 pm
- Dinner from 7:00 pm to 8:00 pm

> Times to take out the pots

- Breakfast from 9 am to 10 am.
- Lunch from 2:00 pm to 3:00 pm.
- Dinner from 9 pm to 10 pm.

Meals must be consumed as soon as they are delivered. A meal that stays in your room for more than an hour can be dangerous to your health. If you cannot eat, we can offer you a snack upon your request. Each floor also has a microwave, do not hesitate to ask the maid to warm up your dishes.

5. The phone

Each room has a telephone. Simply contact the front desk by dialing 9 to inform you of your contact.

Phone calls made are counted.

6. TV

Each room has a TV with a range of free channels: Tunisian, Libyan, French and news channels.

7. Website:

Website: www.cliniqueelalya.com



WELCOME

4. Your exit

1. Exit procedures

a. Medical decision

The doctor who took care of you will decide your discharge date and conditions. You can:

- Go straight to your home if your condition allows it.
Benefit from convalescence in a specialized institution with a prescription or referral to a university hospital, at your request. In all cases, a report of your stay in the clinic containing all the information necessary for the continuation of your care will be sent to the treating physician along with a letter of referral to an institution.

A patient can, under very specific circumstances, leave the clinic "against medical advice" by directly signing a discharge in the patient's medical file. This release certifies that you have been warned of the risks incurred and releases the clinic from all liability.

Billing and Payment

At any time during the stay, the patient or the authorized person can request an advance invoice from the billing department of the clinic for verification. When the patient leaves, the medical assistant team is responsible for delivering the patient's complete medical file to the billing department. The billing department is at your disposal for any request for clarification. Once the invoice is validated, all you have to do is go to the cash desk to pay and receive the 'Exit Voucher' which you send to the Floor Supervisor.

Valuables recovery when checkout

Please also collect your valuables from the cash desk by presenting the receipt. The clinic disclaims full responsibility for something not entrusted in the cash register or something that the patient has forgotten in his room.

Patient listening

A 'patient listening' record is available to you on each reception floor and at the front desk for your notes.

Practical services and transport



WELCOME

Our supervisors and managers take care every day to take all your feedback into consideration to improve our service level.

Satisfaction surveys are conducted regularly with our patients.

Practical services and transport

Parking

Free parking is available. It is monitored 24 hours a day by security agents.

Transport

Hosts are there to direct you to:

- A private ambulance company that allows the transportation of patients with limited mobility and patients lying down, healthy patients who need support ...
- You are free to choose your carrier.
- Several taxis are available near the clinic.

5. Quality Management System

1. Quality Certificate

Due to our concern for the quality of our services provided to our patients, the Quality and Patient Safety Management System is accredited by an international accreditation organization "Accreditation France".

Our Quality Objectives:

1. Satisfying and retaining our patients by listening to them, exceeding their expectations and constantly improving the quality of our services.
2. Welcoming, reassuring and responding quickly to the expectations of our patients.
3. Ensure strict hospital hygiene within the institution.
4. Ensuring the sustainability of our skills and knowledge by utilizing information, supervision and training of clinic staff.
5. Maintaining the infrastructure in good condition and ensuring availability of equipment, computer applications and various consumables.
6. Ensure compliance with applicable regulations.
7. Implement, maintain and constantly improve our quality management system.

<Patient satisfaction> Surveys are conducted regularly.