

#### - Money or Valuable Items

We advise you not to bring large sums of money and to leave any jewellery/valuable items at home. UMMC shall not be held responsible for any loss/damage or stolen items.

### B. DURING YOUR STAY IN HOSPITAL

#### Visitors

UMMC believes that family and friends have important roles in a patients' plan of care. Our visiting guidelines are designed to help with safety and promote a sense of security among patients, families and staff.

Visiting hours may differ from ward to ward. General visiting hours are as below:

#### General Wards:

Monday to Sunday : 12 p.m - 2 p.m  
: 5 p.m - 8 p.m

Public Holiday : 11 a.m – 3 p.m  
: 5 p.m – 8 p.m

#### Paediatric Ward Only:

Monday to Sunday and Public Holiday : 12 p.m - 2 p.m  
: 5 p.m - 8 p.m

#### Psychiatric Ward Only:

Monday to Sunday and Public Holiday : 3 p.m - 7 p.m

Children under the age of 12 may not be permitted to visit. Two visitors per patient may visit at one time during non visiting hours.

Your privacy is important to us. Let your nurse know if you do not want to receive any visitors. Visitors are not encouraged to visit any patient if they have cold, respiratory symptoms or other contagious illnesses.

#### Ward Routines

You may find you are woken earlier than you are used to at home for ward routines such as sponging, observations, changing tubes, drainage bottles, serving medications and changing your bed linen.

#### Ward Rounds

Doctors will visit the ward regularly to review their patients. The team of doctors visit the wards each day and is usually available to answer any questions you or your relatives/carers may have regarding your condition.

#### Research

Research is an essential part of healthcare development. We need to carry out research to develop new treatments or to decide which is the best available treatment or care. This includes new treatments, (such as medicines and operations) and tests (such as x-rays or blood tests).

As a patient, you may therefore be asked to take part in research which might involve filling in a questionnaire or letting us take extra blood samples or measurements, such as blood pressure.

Sometimes we may need to look at your health records to collect information on your previous treatment. Sometimes research involves taking a new medicine or trying a new treatment or operation.

If you are asked to take part in a research project, you will receive a full explanation of the project allowing you to make an informed consent of whether or not to take part. Whatever you decide, your decision will always be respected. If you do not wish to take part in any research project you are free to refuse. You will always continue to receive the best care we are able to offer.

#### Meals

There is a choice of meals suitable for most dietary needs, including vegetarian. We serve only **HALAL** foods. If you have special dietary requirements please inform a member of staff so that they can arrange to have this food prepared for you. Drinks and light snacks are available throughout the day. If you require a snack, please ask a staff.

Our Meal Serving Times are as follows.

Meals	Serving Time	Late Order Delivery
Breakfast	7.30 am – 8.30 am	8.30 am - 9.30 am
Lunch	1.30 pm - 2.30 pm	12.00 pm – 1.30 pm

Afternoon Tea	3.30 p.m - 4.30 p.m	
Dinner	6.00 p.m – 8.00 p.m	7.30 p.m – 8.30 p.m

Please check with your ward for the menu.

You may choose from a selection of meals on offer by completing the menu card, which is given out daily by staff from the Dietetic Department. Should you require assistance in completing the menu, please ask staff for assistance.

Bringing in meals for patients is discouraged because of food hygiene regulations.

### Comments/Suggestions

UMMC welcomes any comments/suggestions to improve our services to you.

### Privacy and Confidentiality

Our aim is to ensure that your privacy and dignity is respected. On arrival, staff will ask you how you wish to be addressed. They will do their best to respect your wishes.

You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law.

## C.YOUR HEALTH AND SAFETY

**UMMC is gazetted as a NON- SMOKING AREA.**

**UMMC** takes a team approach to your safety. We invite you and your family to be an active member of your care with our care providers.

#### Prevention and Control of Infection:

- Clean your hands after using the bathroom, before eating or after touching something that is soiled.
- Healthcare Providers are required to wash/sanitize their hands before and after attending to you. Your visitors also should wash/sanitize their hands as well.

#### Prevention of Falls :

- In the hospital, people can be at a higher risk for falls. Illness, surgery, and medicine can weaken or affect your balance and judgment. We are committed to keeping you safe from injury during your stay.

## INTRODUCTION TO UMMC

Welcome to University Malaya Medical Centre.

UMMC is a teaching hospital providing service, education, and research facilities. We conduct pre-service training that includes medical students, medical laboratory technologists, radiographers and nursing students. In post graduate programs we train medical doctors, lecturers, consultants and nurses in various specialties. We also provide internship program.

Therefore, all patients here will experience being treated and visited by various medical practitioners from time to time.

### A. INFORMATION FOR YOUR STAY

This handbook has been prepared to give you information about the hospital and the services we provide. If it does not provide the answer to any of your questions, please ask a member of staff for more information.

#### Arrival on the ward

When you arrive at the ward, you will be shown to your bed. A nurse will give you an orientation in the ward and coordinate your nursing care throughout your stay.

We will ask you to wear a plastic identification wristband with your name and registration number, at all times. Please confirm that the information is correct. Do not take the bracelet off until you have been discharged from the hospital. If the bracelet comes off for any reason, notify your nurse.

#### What you need to bring with you.

If you have come into hospital for admission, you need to bring:

- Relevant documents such as Identification Card, Appointment Card, Treatment Card etc.
- Toiletries
- Hairbrush
- Towel/Tissues/Hand Towel
- Non-slippery footwear

#### What you should not bring with you.

- Mobile phones

The use of mobile phone is prohibited where critical medical equipment is in operation and within patient care area.

## 6. RIGHT TO COMPLAIN

- To complain without affecting your care and to have the complaint dealt with.

## PATIENT RESPONSIBILITIES

As patients at UMMC you and your family have the following responsibilities:

- To abide by hospital's rules and regulations whenever required.
- To show respect and consideration of others receiving or providing care.  
Verbal and physical abuse is not encouraged.
- To keep your valuable belongings at home.
- To be truthful in providing a complete medical history.
- To follow the treatment plan that has been agreed with the healthcare providers.
- To keep the follow-up appointments whenever possible.

We will:

- assess you for your risk of falling upon admission and as your condition changes;
- determine the preventive measures should be taken in preventing a fall while you are in the hospital;
- show you how to use your call bell for help.

We ask you or your family to:

- tell your nurse if you have a history of falls;
- ask your nurse what your assessed risk for a fall is and what prevention measures are to be taken;
- use the call bell to ask for help or assistance from the staff;
- make sure the call bell and other needed items are within reach before family or staff leave your bedside.

Keeping You Safe During Surgery and Procedure :

### ■ Consent to Treatment:

- Before treatment, surgery or any other procedures, you will be asked to sign a consent form.  
A doctor will explain the procedure to you before you sign the form.
- Please remember that it is important that you understand the nature and potential complications of any operation or procedure you are having, and any treatment alternatives and options. If you are unsure about any part of the treatment offered to you please ask a doctor or member of staff to explain it to you, before you sign the form.

### ■ Tissues/Organs Removed During Surgery/Procedure:

- All tissues/organs removed during surgery will be sent to and managed including tissues/organs disposal by Pathology Department until the diagnosis is made or used for the research if applicable.

Medication Safety:

- If you are taking medication that has been prescribed for you by your doctor, this will be re-prescribed for you during your stay, if this is appropriate for your condition.
- If you have brought medicines into hospital, please give them to the nurse. They will be stored safely and returned to you, on discharge.

#### Fire Safety :

Please be assured that all staff are trained in fire safety procedure.  
In the event of fire, please follow instructions given.

#### Security :

We provide 24 hour security services.

#### A. DISCHARGE FROM HOSPITAL

On Discharge, you will be given:

- Appointment Card
- Treatment Card
- Discharge Summary
- Medication Prescription (if applicable)
- Medical Certificate (if needed)
- Hospital Bill (to be settled during stipulated time frame)
- Any other instruction (if necessary)
- Arrange your transport home - If you require ambulance services to take you home, please contact the ward nurse to make the necessary arrangements.

#### B. HOSPITAL FACILITIES

##### Car Parking

There are several parking lots/bays available to patients and visitors and also for disabled people. The locations are as follows:

- Trauma and Emergency Building
- Basement of East Tower Building
- Multistorey Car Park
- Women and Children Health Complex

##### Bank Service

The UMMC has ATM banking service for staff, patients, and visitors.

The ATM machines are situated at 2 main areas i.e. near the Primary Care Medicine (RUKA), Main Tower and at the 2nd floor East Tower near the Bingkisan Hati shop.

##### SURAU AD-DEENIAH (MUSSOLAH)

Surau Ad-Deeniah is located opposite of main road towards to the main entrance of East Tower Building.

## ***PATIENT AND FAMILYS' RIGHT AND RESPONSIBILITIES***

UMMC welcomes you and your family to our hospital. As a patient in UMMC, you have the:

#### 1. RIGHT TO MEDICAL TREATMENT

- To receive treatment regardless of race, religion, age, sex and socio-economic status.
- To receive immediate care in case of emergency.

#### 2. RIGHT TO INFORMATION & HEALTH EDUCATION

- To receive relevant information on services and facilities.
- To obtain information about your condition from your physician, including:
  - Procedures and treatment to be done
  - Risks and benefits of treatment
  - Other treatment options available
  - Cost of care and treatment
- To seek and obtain advice on preventive, curative and rehabilitative aspects of care.

#### 3. RIGHT TO CHOICE OF CARE

- To choose whether to accept or refuse treatment.
- To have a second opinion at any time.
- To choose whether to participate in research.

#### 4. RIGHT TO PRIVACY AND CONFIDENTIALITY

- To have your privacy and dignity respected.
- To keep your medical records confidential.

#### 5. RIGHT TO A HEALTHY AND SAFE ENVIRONMENT

- To be treated in a conducive and safe environment.

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## UMMC Eatery Outlets

There are many eatery outlets located in UMMC, open Monday through Sunday.

Trauma and Emergency Food Court There are 6 eatery outlets located in the food court. They sell cakes, snacks, breakfast, lunch and dinner.	24 hours*
Main Lobby, Main Tower There is 1 cafe' located at the Main Lobby. The café sell cakes, desserts, pastries, Asian and western food	7.00 am – 12.00 pm
East Tower – near to the entrance There are 2 cafes' located in the area. They sell cakes, snack, breakfast, lunch and dinner.	7.00 am – 10.00 pm
Women and Children's Health Complex There is 1 cafe' located in the complex. The cafe' sell cakes, snack, breakfast, lunch and dinner.	8.00 am – 8.00 pm
Anjung Penyayang – near to UMMC hostel There is 1 cafe' located near to the hostel. The cafe' sell cakes, snacks, breakfast and lunch	7.00 am - 3.00 pm (Monday–Friday)
Engineering Building There is 1 cafe' located near to the workshop of Engineering Department. The cafe' sell cakes, snacks, breakfast, lunch and dinner.	7.00am – 8.00pm

Note: 24 hours\* - subject to change

## Shops

Shops are located at the Trauma Building and at the corridor near to the entrance of Main Tower Building, Women and Children's Health Complex and East Tower Building. Open daily from 8.00am-9.00pm. The shop sells sweets, sandwiches, soft drinks, cards, fresh flowers, newspapers, magazines, toiletries, snacks, pastries etc.

## Pharmacy (PharmUMMC)

A pharmacy is located near to the main entrance of UMMC. It opens Monday to Friday from 8.30am-5.15pm.

## Anjung Penyayang

The Anjung Penyayang Office is located on the first floor next to the Nurses Hostel. Anjung Penyayang is an accommodation for patients or patient's family who are on long term treatment. There are 17 standard rooms available. For reservation, please call 79494611 or 7949 2047.

## Public Toilets

Public toilets with facilities for the disabled are situated in all main clinic areas and wards.

## VISION

UMMC aims to be a world renowned medical centre providing highest quality healthcare, medical training and research according to International Standards.

## MISSION

UMMC is committed to providing the highest quality healthcare, training and research in tertiary medical services, community and patient welfare services.

## CORE VALUES

### *Excellence:*

- A talent or quality which is unusually good and so surpasses ordinary standard.

### *Efficiency:*

- The usage of time or effort for a task with minimum wastage, expense or unnecessary effort.

### *Empathy:*

- The capacity to recognize feelings that are being experienced by another.

### *Ethics:*

- Behaviour characterized by honesty, fairness, justice, respecting the dignity and rights of individuals and groups of people.

### *Patient-Centredness:*

- Healthcare that ensures respect for patients' wants, needs and preferences with emphasis on whole-person care, communication, patient empowerment, and access to care.

### *Friendliness:*

- A quality of healthcare delivery which is warm, comforting and likeable.

# University Malaya Medical Centre Kuala Lumpur

Dear Patient,

Welcome to the University Malaya Medical Centre (UMMC).

We will do our best to make your stay here as pleasant and comfortable as possible.

We will ensure that the services we provide reflect the needs of our patients, carers, and visitors to our hospital.

We hope that you and your relatives will find the information in this handbook useful. If you have any further queries, our staff will be happy to help you.

On behalf of the entire staff of our hospital, it is both an honour and a privilege to be of service to you. Thank you for choosing University Malaya Medical Centre for your health care. You are the reason we are all here.

**Management of UMMC  
Kuala Lumpur  
October, 2012**

Thank you for visiting our hospital. We appreciate your cooperation and feedback. Please do not hesitate to contact our Public Relation Office at **03-79492097** or fill in our feedback form and hand it to the nurse before you leave.

## FREQUENTLY USED TELEPHONE NUMBERS

GENERAL LINES	603-79494422
ADMISSION & DISCHARGE AREA	603-79492701 603-79492627
ANJUNG PENYAYANG (ACCOMODATION)	603-79492047
BILLING OFFICE	603-79492096
PHARMACY	
Outpatient Pharmacy Monday – Friday 7.30am – 7.15pm	603-79492377
PharmCARE Monday – Friday 7.30 – 4.45 pm Saturday 9am – 1pm	603-79493174
Inpatient Pharmacy Monday – Friday 7.30am – 5.15pm Saturday – Sunday 8am – 4pm	603-79492384
Maternity & Paediatric Pharmacy Monday – Friday 8.30am - 5.15pm	603-79496406 603-79496774
PharmUMMC Monday – Friday 8.30am – 5pm	603-79492174
Trauma & Emergency Pharmacy Monday – Sunday 24 hours	603-79492502

UMSC Pharmacy (Ward)	.....	603-79494710
SECURITY	.....	603-79492403
Security – Main Tower	.....	603-79492403
Security – East Tower	.....	603-79493055
Security – Trauma and Emergency	.....	603-79494000
MEDICAL TRANSFUSION ( Blood Bank)	.....	603-79492705
MEDICAL RECORDS	.....	603-79492228
PUBLIC RELATION DIVISION	.....	603-79492097



**UM MEDICAL CENTRE**

# PATIENT INFORMATION HANDBOOK



Bahagian Pengurusan Risiko, Jabatan Kualiti  
Tingkat 1, Kompleks Pendidikan Sains Kejururawatan  
Pusat Perubatan Universiti Malaya,  
Universiti Malaya, Lembah Pantai,  
50603 Kuala Lumpur.

The Patient Information Handbook prepared by:

Maznah Mat Isa

Mariashabiradalia Mohd Hashim

Nurhayati Mohd Nur

Mariam Mohd Nasir

Rafiah Mohd Salleh



# PATIENT INFORMATION HANDBOOK