

ssmc

مدينة الشيخ شخبوط الطبية  
Sheikh Shakhbout Medical City

# Inpatient Welcome Guide



# Table of Contents

## **03 Preparing for Your Visit**

- 03 Location
- 03 Transportation
- 04 Visitation Guidelines
- 04 Campus Amenities and Services

## **05 Your Hospital Stay**

- 06 Room Amenities
- 06 Patient Meals
- 06 Storing Your Belongings
- 06 Lost and Found
- 07 Communication

## **08 Getting to Know Your Care Team**

- 09 Your Care Team
- 10 Additional Patient Care Services

## **11 Patient and Visitor Expectations**

- 11 Patient Rights
- 12 Patient Responsibilities
- 12 Complaints, Concerns and Questions
- 12 Patient Experience

## **13 Getting Ready for Discharge**

- 14 Discharge Instructions and Medications
- 14 Questions to ask Your Care Team

## **15 After Your Stay**

- 15 Appointments and Medications Refills
- 15 Outpatient Specialty Care
- 15 Tell us About Your Stay

## **16 Your Feedback is Important to Us**

## **17 Contact Us**

## **18 Accreditations and Certifications**

# Welcome



Welcome to Sheikh Shakhbout Medical City (SSMC), where delivering exceptional patient care and maintaining the highest standards of quality are at the core of our mission. As Acting Chief Executive Officer, I am committed to ensuring that SSMC continues to meet the evolving healthcare needs of our community and the region we serve.

Our multidisciplinary teams across 46 medical specialties are not only highly skilled but also deeply dedicated to providing personalized care tailored to your unique needs. We leverage the latest advancements in medical technology, cutting-edge facilities, and evidence-based practices to achieve outstanding clinical outcomes, all while ensuring a compassionate and patient-centric approach.

On behalf of our entire team, we are delighted to welcome you to SSMC. We look forward to embarking on a journey of healing together, guided by our unwavering commitment to excellence, innovation, and a genuine human connection built on empathy and trust.

## **Dr. Marwan Al Kaabi**

Acting Chief Executive Officer



As Chief Nursing officer of Sheikh Shakhbout Medical City “SSMC”, it is my pleasure to welcome you on behalf of our dedicated Nurses and health care professionals.

Please know that your health and well-being are our top priorities. We want your experience to be as safe, comfortable and positive as possible. As a valued member of SSMC health care team, we invite you and your family to share with us your feedback or any concerns to ensure that we are sensitive to your specific needs.

This welcome guide was created by SSMC Hospital staff members—with valuable inputs from patients and family members—to anticipate your concerns. Use it to help and guide you through your hospital stay. If you have any questions about our services, policies or other information in this guide, please do not hesitate to ask one of your caregivers.

Thank you again for choosing SSMC for your clinical care.

## **Zulaikha Yousof Al Hosani**

Chief Nursing Officer

# Preparing for Your Visit

We want to make sure that you have an exceptional experience throughout your care journey. We have published this guide to help introduce you to our hospital and answer many of your questions.

## Location

Sheikh Shakhbout Medical City (SSMC) is located next to E11 and E22 with easy access to Abu Dhabi International Airport. The hospital is approximately 30 minutes away from Downtown Abu Dhabi, and 90 minutes away from Dubai's city center. Visit the following link for directions: <https://g.co/kgs/nAqSd8>.



## Transportation

Here are a few transportation options to help you and your loved ones reach the hospital.

### Bus routes

- Visit the following link for the official UAE transportation website: <https://darbi.itc.gov.ae/>
- Visit the following link for Google Maps directions: <https://g.co/kgs/nAqSd8>
- Call 800850 for further support

### Taxi

Call the below numbers to book a taxi:  
Abu Dhabi: 600 535353  
Dubai: 04 208 0808

### Valet Parking

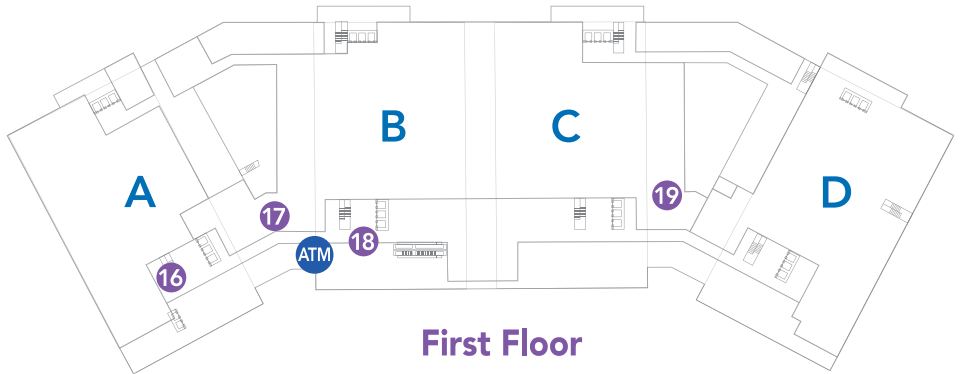
We offer valet parking service, which is located in front of SSMC's inpatient building main entrance.

## Visitation Guidelines

We appreciate the important role your family and loved ones play during your healing process. Please adhere to our visitation guidelines for the safety of our patients and their caregivers. [Click the link](#) for SSMC's latest visitation guidelines.

## Campus Amenities and Services

### SSMC Hospital Facility



ATM



Coffee Shop



Food Court B1



Medical Records



Pharmacy



Prayer Room



Radiology



# Your Hospital Stay



We want to make your stay at SSMC as comfortable as possible and we hope the following information helps you during your stay.

## Room Amenities

- Adjustable bed
- Adjustable room temperature
- 24 hours housekeeping
- Wi-Fi access upon request
- Hygiene kit

## Patient Meals

We will create a tailored menu to meet your nutritional needs and your health conditions with the support of our expert dieticians.

The menu will be given to you at the beginning of each day for lunch, afternoon snack and dinner.

The meal time can be changed to match your treatment plan or your preferences.

- Lunch service starts at 12 p.m.
- Dinner service starts at 5 p.m.

If you miss a meal due to a procedure or due to other reasons, please reach out to your nurse to get another meal delivered to your room.

You may also [click this link](#) to know more about the other available restaurants and coffee shops at SSMC.

## Storing Your Belongings

- Keep your belongings, such as eyeglasses, hearing aids and dentures, in their proper containers in your bedside drawer.
- We recommend to keep your valuable items, such as jewellery, watches, money and credit cards, at home. If you have any valuable item with you, make sure to keep it in the safety locker available in most rooms.
- Laptops, tablets, cell phones and other electronics are allowed to bring with you to the hospital.
- The hospital is not responsible for any lost or stolen items.

## Lost and Found

If you lose a personal item, the nursing team will work with the security team to help you find it.

You may be asked to provide your full name, contact information and a detailed description of the items you lost.

## Communication

Below are different ways we will communicate and share information with you during your hospital stay:

- **In-room whiteboard:** We use it to list the names of the team members that will assist you, your goals and treatment plan.
- **Nurse rounding and bedside shift reports:** We will check on you regularly to update you and your care team on your progression, and the next steps of your treatment plan.

Be a partner in your care journey. To ensure a healthy recovery, we recommend you:

- Ask questions and speak up if you have any concerns with your treatment plan.
- Let the team know if you feel any pain or worsening of your symptoms.
- Know your medications and ask questions if you need further clarification.
- Practice good hygiene, wash your hands and sanitize to prevent infections.
- Ask for help to get out of bed if you are at risk of falling, or if you feel weakness and dizziness or unable to balance.
- Stay active such as getting out of bed, walking in the unit, sitting in your chair etc., as per your care team recommendations depending on your case.

## Respectful and healing environment

We strive to create a comfortable healing environment for all our patients and it takes everyone to work together to make this happen:

- Please use a respectful and appropriate tone. Verbal abuse, including screaming at others, is not permitted.
- Physical aggression or abuse towards anyone is not allowed.
- Make sure to respect privacy and ask permission, especially when taking photos or videos of the clinical team or other patients without a written consent.
- Remember that we are a smoke-free campus.

## Requesting your medical report

There are several ways to obtain a medical record depending on the record needed:

1. Reach out to your care team to support you.
2. Access the SEHA portal [www.seha.ae](http://www.seha.ae)
3. Reach out to the Health Information Management (HIM) team in SSMC's clinic building.



# Getting to Know Your Care Team



## Your Care Team

You can identify the different members of your multidisciplinary care team members by the color of their uniforms below:



**Physicians**  
Blue, White Scrub



**Allied Health**  
Gray



**OR Nurses**  
Light Blue



**Nursing Registered Nurse**  
Royal Blue



**Practical Nurse**  
Caribbean Blue



**Nursing Support Roles**  
Teal



**Nursing Unit Clerk**  
Submarine



**Aid and Receptionist**  
Maroon



**Pharmacist**  
Purple

## Additional Patient Care Services

### **Palliative care**

Available to support you and your loved ones in case of a life-threatening disease.

### **Spiritual care**

Available for patients who need spiritual preparation during the diagnosis or prognosis of their health condition.

### **Wound care**

Our wound care experts provide specialized care for complex wounds, and they will educate you on how to continue taking care of your wound at home.

### **Pain management**

The Pain Clinic team creates a customized pain management plan to treat your acute and long-term pain.

### **Physiotherapy services**

The team will work with you post procedure and treatment to improve your mobility.

### **Rapid response team**

Clinical staff members who are highly specialized and trained to respond quickly to any respiratory or cardiac arrest, and ensure the best outcome post the event.

### **Case coordinator**

Each case coordinator assists in assessing, planning, coordinating and facilitating patient care plans. Their goal is to achieve quality care and financial appropriateness.

### **Clinical social workers**

Our clinical social workers support patients and their families during their medical care and treatment through providing coping support and connecting them to community resources.

### **Clinical psychologists**

Psychologists provide a variety of therapeutic interventions to support people with mental health illness and emotional difficulties.

### **Dietician**

Together with our physicians, nurses, pharmacists, psychologists and food service staff, our dieticians ensure that patients are getting the best evidence-based nutritional support and nutritional education needed to recover.

# Patient and Visitor Expectations

## Patient Rights

You have the right to:

1. Be informed of your rights in a comprehensive manner.
2. Be informed about the care and services we provide and how to access them.
3. Have considerate and respectful care at all times that is consistent with your personal values and beliefs, in addition to having access to your spiritual and religious needs.
4. Have care that is respectful towards your privacy.
5. Safeguard your personal belongings during an emergency as per the Safety and Security Policy.
6. Be protected against any kind of assault during your stay.
7. Receive the appropriate protection and services, if you are a vulnerable child, disabled and elderly.
8. Have all your information kept confidential and protected from loss or misuse.
9. Receive respectful and compassionate care.
10. Be informed of the hospitals policies pertaining to complaints, conflicts and difference of opinions about the patient care, and your right to participate in these processes.
11. Receive a detailed explanation of your condition, plan of care during your stay and any changes in your care plan.
12. Seek a second opinion without fear of compromising your care within or outside the organization.
13. Give general consent before treatment and have the scope and limits of this consent explained.
14. Give consent before surgery, anaesthesia, use of blood or blood products, high-risk treatment and procedures, and before inclusion into clinical research, investigation and trial.
15. Expect information on how you and your family will be told about your medical conditions, treatment and how to participate in care related decisions.
16. Refuse or discontinue treatment.
17. Assess and manage your pain.
18. Be notified in case of any delay in service.

## Patient Responsibilities

We encourage you to:

1. Provide accurate and complete information concerning your full name, address, contact number, date of birth, insurance card and ID.
2. Provide accurate information on your health, medical history, your current condition, past illnesses, previous hospital stays, medicines, vitamins, herbal products that you are currently taking, other health-related issues, and the safety risks that you are cautious about.
3. Participate to the best of your ability in making decisions about your medical treatment, and follow instructions and comply with the agreed upon plan of care.
4. Acknowledge the consequences of not accepting the care recommended from the provider or not following the plan of care.
5. Ask your physician questions when you do not understand the information or instructions.
6. Participate in the pain management plan and keep your physicians and nurses informed of the effectiveness of your treatment.
7. Leave valuable items at home and bring the necessary ones during your stay at the hospital.
8. Show respect and consideration to others receiving and providing care.
9. Adhere to appointments and be on time, and contact the appropriate clinic if you are not able to come your appointment.
10. Observe the facility policies and procedures related to smoking, noise and visitation guidelines.

## Complaints, Concerns and Questions

If you have concerns about the quality and safety of your care, please talk about this with your doctor. If you are still concerned, please talk with:

- Your nurse
- The nurse manager
- The nursing supervisor

## Patient Experience

The Patient Experience team is available to assist if you need anything to ensure your stay is more comfortable.

Feel free to contact the patient experience office at any time to help you whenever you have questions or concerns that you cannot resolve with your doctor or nurse.

# Getting Ready for Discharge





## Discharge Instructions and Medications

Your care team will start planning for your discharge from the beginning of your stay, so please make sure you give them all the information needed to make the most accurate and safe discharge plan for you. At the time of discharge, your care team will take you over your plan on how to care for yourself after discharge, in addition to details about your medications and your follow-up visits.

## Questions to ask Your Care Team

It is very important that you and your loved ones talk to the care team and have all your questions answered. However, sometimes it can be hard to know what to ask your care team. The following are some questions that you want to make sure you cover with the clinical team before your discharge:

- How shall I expect to feel in the coming days?
- What side effects should I watch for? How often will they occur?
- Inform your care team if you feel any pain or discomfort.
- Do I need to follow a special diet at home? What should I avoid to eat or drink?
- What activities should I avoid after leaving the hospital?
- When can I return to work, school etc.?
- Is it okay for me to climb stairs?
- I have been instructed not to use the stairs at home, what shall I do?
- How should I care for my incision?
- Ask staff to show you how to perform any important task, like changing your dressing or taking a shot.
- Will I need to use any medical equipment when I leave the hospital? Who will arrange it for me?
- When should I return for a follow-up appointment or test? With whom will it be?
- If I have any question during my recovery, after I leave the hospital, whom should I call?
- Should I continue taking the medications I am currently taking?
- Will I need to take any other drugs? What is the purpose of taking each medication?

# After Your Stay

## Appointments and Medication Refills

It is important to comply with your scheduled appointment post discharge. It is also important to take your medications as prescribed and to refill them within the appropriate timeframe.

Talk with your care team about any changes you may have to your medications to make sure that you are taking the right medication with the right dose at the right time.

## Outpatient Specialty Care

Visit our website [ssmc.ae](https://www.ssmc.ae) to know about our outpatient specialities and services we offer.

## Tell us About Your Stay

We value your feedback. Please share your experience with us through any of the below platforms:

- **Patient satisfaction survey**  
Post discharge, you may receive a call to share your experience with us at SSMC. We use your feedback and insights to improve the experience for our patients and visitors.
- **DAISY Award Program**  
This is a nursing recognition program based on a message from a patient or a family member expressing the compassionate care they received at SSMC, which is very meaningful to our nurses. [Click this link](#) to share your experience and nominate an exceptional nurse for a "DAISY Award".

# Your Feedback is Important to Us

Please share with us your compliments, comments or concerns about your health care experience at Sheikh Shakhboub Medical City (SSMC). We take all feedback constructively to continuously enhance your experience.

You can share your feedback with us by:

- **Scanning the QR Code:**



- **Calling us:** 02-3145005
- **Emailing us:** [ssmccontact@ssmc.ae](mailto:ssmccontact@ssmc.ae)
- **In person:** Visit us at the Patient Experience Office, located on the ground floor main entrance of the hospital.
- **Comment Box:** Writing your feedback and placing it in one of the designated blue comment boxes on our campus.

**If your feedback is a complaint, please note:**

We will be contacting you within three business days. Depending on your concern(s), the resolution time may vary.

Our goal is to fully assist you, however if you are not satisfied with the resolution, you may contact:

- Abu Dhabi Health Services (SEHA):  
Tel: 80050 - Email: [care@seha.ae](mailto:care@seha.ae)
- The Department of Health (DOH):  
Tel: 800555 - Email: [contact@abudhabi.ae](mailto:contact@abudhabi.ae)

**Thank you for your valuable feedback!**

# Contact Us

Kindly find the below phone numbers for further support:

Appointment Booking	800 7762
Finance	02 314 6264
Medical Records	02 314 5015
Pharmacy	02 314 5550 or 02 314 5560
Medical Equipment	02 314 8742
Patient Experience	02 314 5005

# Accreditations and certifications



Joint Commission International Accreditation (JCIA)



SSMC License



ISO17025 Certification for TLD Services



ISO15189-2021 Certification for Laboratory Services



National Institute for Health Specialites



College of American Pathologist (CAP) Accreditation



Association for the Advancement of Blood & Biotherapies (AABB) Accreditation



Baby Friendly Accreditation



Lab Sustainability



American Heart Association International Training Center



# SSMC

مدينة الشيخ شخبوط الطبية  
Sheikh Shakhbout Medical City

800 SSMC | ssmc.ae  
7762

