



GIFT SHOP

A gift shop is located on the ground floor beneath the ramp. It stocks all basic items such as tooth paste, baby pampers, note books, pens, flowers and a variety of other items. Should you require this service, please contact reception or information desk for assistance.



PARKING

As part of our security and safety policy, we kindly request you to follow rules and instructions given by our security staff in charge of the car park. This is to ensure safety of our patients, clients and staff and also to decongest the front parking and allow space for emergency vehicles and ambulances. Vehicles found parked in the ambulance area will be fined. Please note that vehicles are parked at owner's risk and the hospital will not be liable for any damage to your vehicle parked inside or outside the hospital.



SECURITY POLICY

Security of our patients and their property is of paramount importance to us. There are internal security guards on each floor in addition to external security at the main gate manning the facility 24 hours a day, 7 days a week. Please do not feel offended if you are asked to be searched.



SMOKING POLICY

The hospital is a NO smoking facility.



CHILD WELFARE CLINIC (IMMUNIZATION AND WELL BABY)

Immunization is carried out at the Paediatric Clinic 2nd Floor West Wing, every Wednesday and Friday. For immunization on any other day apart from these two days, immunization is done at an extra administrative cost.

Members of our staff are here to give you all the necessary help. Please call on them for assistance at any time.

If during the course of your stay you encounter any problems, please contact our Customer Care.



ADDITIONAL POLICIES

Patients are strictly prohibited from bringing bed linen and other house ware as the hospital provides necessary items for your needs.

No cooked food or drinks are allowed in from outside the hospital. The hospital cafeteria provides hot meals to all patients. Only dry food, fruits and packed drinks are allowed.

Please do not bring any electrical appliances into the hospital.

Children under 12 years of age are not allowed in the ward as visitors.

Only 2 visitors are allowed in a room at a time and only one is permitted to spend the night.

You are advised not to bring valuables such as jewelry, cameras, etc.

The hospital management will not be liable for any loss or damage to personal property.

If you need a haircut please contact the nurses at the nurses' station so that they can get you a barber.

Patients who choose to occupy a semi-private room should only occupy the bed they are assigned to. In cases

where both beds are occupied (i.e. the other by the attendant), the patient will be billed for the second bed.

Patients are bound to be moved in the event of worsened health condition, creation of more space or infection control

All patients with infectious diseases will be transferred to a private isolation room and charged as private patients.

Incase insurance company does not guarantee payment within 3 days, the patient will be expected to pay cash.



DISCLAIMER:

Hospital management shall not be liable for any loss or damage to patients' property. Please take care of your personal property which is in your custody.



DISCHARGE AND CHECK OUT

Stay after discharge is limited to **2 hours** after which a surcharge shall apply.



THANK YOU

We wish you a comfortable stay and a speedy recovery to good health.

Thank you for choosing us for your health care needs.



0312 531 400, 0392 346 150



NakaseroHospital



@NakaseroHosp

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IN-PATIENT INFORMATION



USEFUL NUMBERS

Customer Care: **0776970220** Available 24hrs.

Our Toll Free Number: 0800 200035

Paediatric Clinic Number: 0312 531 416

Cafeteria: 520

Admission desk: 585

Discharge desk: 143

Nursing station 1st floor Labor ward: 191 & 556

Nursing station 2nd floor (Maternity): 116

Nursing station 3rd floor Station A: 184

Nursing station 3rd floor Station B: 150

Nursing station 3rd floor Station C: 580



FEEDBACK

We value your feedback to assist us monitor and improve our service standards. While compliments are much appreciated, suggestions for improvements are highly welcome. **Please scan QR code below to share a feedback.**



ROOM FACILITIES

Each room has been carefully fitted with facilities for your safety and comfort. This includes a phone and television set (a fridge as well for Executive Rooms).

We have a facilities team on the premises available 24hrs.

If there is a problem with any of the facilities in your room, such as water supply, doors, phone or TV that need fixing, please report the problem to our nursing or customer care team.



SAFE KEEPING OF VALUABLES

- We strongly recommend that any valuables such as:
- Passports and any sensitive personal documents
- Large sums of money (*i.e. local and foreign currencies*)
- Laptops, ipads, phones and any other gadgets
- Expensive jewelry and Insurance as well as ATM cards.

are deposited with the nurse in charge for safe keeping. Please ask for more details on how to do this. Should you need to leave your room, please ask the nurses at your nearest station to lock the room until you return. It is in your own interest that you deposit your valuables as the hospital will not be liable for any loss or damage to personal property in the patient's custody.

Please note that the following items (from outside the hospital) are strictly restricted / prohibited in the rooms;

Weapons (such as: fire arms, military knives, club and bombs)

Mattresses

Linen *i.e.* bed sheets, duvets, pillows

Mats

Kettles

Buckets/Basins

This list is not exhaustive and management reserves the right to add additional items to this list, for safety and /or operational reasons without notice to you.



VISITING HOURS

We do welcome visitors but only during the designated hours.

Visiting hours are as follows:

Morning: 6am – 8am

Lunch time: 12pm – 2pm

Evening: 6pm – 8pm



CAFETERIA (EXT. 520)

Located on the Ground floor of the West Wing, our cafeteria serves hot meals to all patients at the following service hours:

Breakfast	6:00 – 8:00am
Break tea	10:00 – 11:00am
Lunch	12:30 – 3:00pm
Afternoon Tea	4:30 – 5:30pm
Dinner	6:30 – 7:30pm

Please note that any extra meals ordered outside these service hours after your day's order has been taken shall be paid for in cash by the patient. Please note that your accommodation. Meals served to patients are complimentary and available only during the meal scheduled time.

Complimentary meals are strictly non-refundable, non-transferable, non-reimbursable, and non-redeemable for cash or credit, and cannot be carried forward or exchanged. Attendant meals are available at a fee from the cafeteria.

We shall endeavor to accommodate any reasonable requests where we can. We ask for your understanding in case we are unable to serve dishes that are not on our standard menu.



HOUSEKEEPING

Cleaners are on the facility 24/7. Should you require a cleaner at any time, please contact our housekeeping team via the nurses' station nearest to your room.



LAUNDRY (EXT. 194)

A 24/7 laundry service is available but limited only to hospital linen. We strongly recommend that you only bring in very minimal personal items of clothing. This is to minimize the possibility of cross contamination. Please DO NOT utilize the laundry service for your personal items.

For More Info Call Toll-free: 0800 200035



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