

## Charter of Patient Rights

Your rights as a patient in the hospital:

- It is the patient's right to receive optimal health services.
- Information should be provided to the patient in a good and sufficient way.
- The patient's right to choose and make a free decision in receiving health services should be respected.
- The provision of health services should be based on respecting the patient's privacy and respecting the principle of confidentiality.
- Access to an efficient complaint handling system is a patient's right.
- If you have any criticism, suggestion or complaint refer to the head of the ward and if you want to raise it at higher levels, please refer to the management office in the morning shift and to the nursing office in the evening and night shifts.

- The main prayer room of the hospital is inside the courtyard; you can also use the prayer room inside the hospital next to the pediatric ward.
- All matters related to files from admission to discharge are done in the ward itself.
- Food is ordered from the Green Leaf menu and the time of food distribution is breakfast 07:00-08:00 a.m., lunch 12-1:00 p.m., and dinner 06:00 p.m.-07:00 p.m.
- If you need to heat the food, refer to the ward pantry.
- Use the tea maker in each room to make tea.
- The call bell for the nurse is installed above your bed, use it if you need a nurse.
- The emergency exit door is at the end of the ward and facing the hospital yard.
- Public education can be accessed on the hospital website at <https://enamirhos.semums.ac.ir> in the special section for patients - public education.

## General Information

The VIP ward of Amir-al-Momenin Hospital with 8 active beds is ready to admit all patients who have agreed with their doctor to be admitted to the VIP ward.

The executive responsibility of the VIP ward is with the head of the ward, who is characterized by a dark blue uniform with a row of golden stripes on the sleeves, and a dark blue scarf with a golden stripe.

- Specialist doctor visit is done daily.
- In each shift, a nurse is fully responsible for the patient, who is characterized by a dark blue uniform and a dark blue scarf with a dark purple stripe.
- An assistant nurse will accompany the patient in all matters, wearing a white uniform and pants, a white scarf with a lilac stripe.
- A secretary in a gray uniform, pants and scarf is responsible for the admission and discharge of patients.
- In every room, there are a prayer mat and a prayer cover inside the drawer. If you need the Quran, Mufatih, and Tayyam stone, refer to the nursing station.



Amir-al-Momenin Medical-Educational & Research Center

## Getting to know with VIP

### Patient Training



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- Be sure to use a cover when using a folding bed.
- Smoking is prohibited in the ward.
- Any photography and filming is prohibited.



### Ward Rules:

- Do not leave the ward without informing the nurse.
- It is forbidden to carry gold and jewelry in the ward.
- If the jewelry is not removed, it will be cut by the facility personnel when necessary.
- The first and most important way to prevent hospital infections is to wash your hands. Wash your hands according to the standard method installed next to the sinks.
- Avoid keeping expensive items in the ward.
- Carry all your medical documents with you until the end of your hospitalization.
- It is forbidden to bring any kind of natural flowers and vases into the ward.