



# PATIENT HANDBOOK

A Guide for Patients,  
Families, and Visitors

Co-designed by Al Wakra Hospital's Staff and  
Patient and Family Advisory Council

**Dear Patients, Families, and Visitors,**

Welcome to Al Wakra Hospital, a proud member of Hamad Medical Corporation (HMC).

Since opening on 12 December 2012, Al Wakra Hospital has been serving the community with state-of-the-art facilities, thoughtfully designed to meet the evolving needs of the growing population, particularly in the southern region of Qatar. We are committed to delivering comprehensive, world-class healthcare grounded in the principles of Person-Centered Care.

At the heart of our approach is a deep respect for the values, needs, and preferences of each individual we serve. Our team strives to provide care that is not only safe and high-quality, but also compassionate and personalized. We believe that true healing happens in an environment where patients, families, staff, and the community are engaged partners in improving health, wellbeing, and the overall care experience.

We value the voices of our patients and their families in shaping the future of our care. Whether you are a current or former patient, or a family member, your insights are essential in helping us understand what truly matters.

We wish you a comfortable stay, a smooth and speedy recovery, and a pleasant hospital experience with us. Your care, safety, and well-being are our highest priorities.

Warm regards,  
**The Al Wakra Hospital Team**



If you're interested in learning more about becoming a partner in care, we invite you to watch our video by scanning the QR code.

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Al Wakra Hospital provides high-quality, comprehensive healthcare to patients of all ages, from newborns to older adults, across emergency, inpatient, outpatient, and specialized services.

Age groups served include:

- Neonates & Pediatrics: Up to 14 years old
- Adults: 14 to 60 years old
- Geriatrics: 60 years old and above

Al Wakra Hospital is Qatar's designated National Burn Center, delivering specialized emergency, surgical, inpatient, and rehabilitation care for burn patients of all ages. It is also a key provider of pediatric care, with the Al Maha Pediatric Specialized Care Center offering both inpatient and outpatient services for children with acute and chronic health conditions.



To learn more about the services, facilities, and patient resources available at **Al Wakra Hospital**, simply scan the QR code to visit our official website.

## Key Services include



### Emergency Services

Available 24/7 for all age groups.



### Inpatient Care

- Round-the-clock medical care for acute and critical cases.
- Long-term inpatient care is available for pediatric patients with complex health needs.



### Outpatient Services (Sunday to Thursday, 7 AM – 3 PM)

- General Outpatient Department (GOPD)
- Obstetrics & Gynecology Outpatient Department (Obs/Gyn OPD)
- Rehabilitation Outpatient Department
- Dental Services
- Child Development Center (Al Maha Pediatric Specialized Care Center)
- National Diabetes Center (Mesaieed General Hospital)



### Ambulatory Services

- Dialysis Unit: Sunday to Thursday, 6 AM – 10 PM and on-call
- Intravenous Therapy Unit and Admission & Discharge Lounge: Sunday to Thursday, 6:00 AM–6:00 PM and on-call



### Specialized Facilities & Support Services

Al Wakra Hospital is equipped with advanced operating theaters, including:

- Main Operating Theater
- Obstetrics & Gynecology Theater
- Day Surgery Theaters
- Burn Surgery Theater
- Bronchoscopy & Endoscopy

Al Wakra Hospital also offers a full range of clinical and allied health services, including:

- Pharmacy, Laboratory, Radiology
- Nutrition & Dietetics, Rehabilitation, and Respiratory Therapy
- Administrative and Support Services: Admitting, Finance, Customer Service, Security, and Social Services

All departments work collaboratively to ensure the **safe, compassionate, and person-centered care** that patients and families deserve.

### World-Class Services

Al Wakra Hospital is a licensed healthcare facility under the Ministry of Public Health (MoPH) and is proudly recognized for meeting the highest national and international standards of healthcare quality and safety.

#### **Joint Commission International (JCI) Accreditation**

Al Wakra Hospital has been accredited by Joint Commission International (JCI) since 2014, reflecting our dedication to maintaining and exceeding international standards in patient safety and quality of care.

In addition, the National Diabetes Center, which serves patients in the southern region of Qatar from its current location at Mesaieed General Hospital, was established in 2015 and is accredited under JCI's Clinical Care Program Certification (CCPC), further affirming our commitment to excellence in diabetes care.

#### **College of American Pathologists (CAP) & AABB Accreditation**

The Department of Laboratory Medicine and Pathology (DLMP) at Al Wakra Hospital has maintained College of American Pathologists (CAP) accreditation since 2014, demonstrating adherence to rigorous laboratory quality standards.

In 2023, our Transfusion Medicine Services also achieved accreditation from the Association for the Advancement of Blood & Biotherapies (AABB), reflecting our ongoing commitment to the highest standards of quality and patient safety.



## Center of Excellence

Al Wakra Hospital has been recognized with multiple designations as a Center of Excellence, including:

- Minimally Invasive Gynecology (Al Wakra Hospital's Obstetrics and Gynecology)
- Metabolic and Bariatric Surgery
- Kidney Stone Management
- Hernia Surgery

These recognitions highlight our leadership in delivering advanced, specialized care using best-practice clinical standards.

## Baby-Friendly Hospital Initiative (BFHI)

Al Wakra Hospital is currently in the process of obtaining the Baby-Friendly Hospital Initiative (BFHI).

Certification, an initiative by UNICEF and the World Health Organization. This program supports the "Ten Steps to Successful Breastfeeding," promoting a hospital culture that empowers mothers with the knowledge and support to breastfeed exclusively for the first six months and continue for two years or beyond.

### Excellence in Person-Centered Care

As of January 2025, Al Wakra Hospital is in the process of achieving the Certification for Excellence in Person-Centered Care Certification by Planetree, a globally recognized not-for-profit organization that partners with healthcare organizations around the world to transform how patient care is delivered.

With Person-Centered Care, we build partnerships between patients, families, and healthcare teams to co-design roadmaps to enhance engagement and care experiences.

In collaboration with Center for Patient Experience and Staff Engagement (CPESE), Al Wakra Hospital established a Patient and Family Advisory Council (PFAC) in 2024. This council is comprised of community members and representatives from the hospital's patient population, and it plays a vital role in shaping services and initiatives.

By working closely with PFAC members, we ensure that our healthcare delivery reflects the values, needs, and preferences of those we serve. Through co-design, patients and families help us enhance care experiences, improve communication, and build a more responsive and supportive environment for all.

At Al Wakra Hospital, Person-Centered Care is not just a philosophy. It is a promise to care with compassion, listen with respect, and engage every individual as a true partner in their health journey.



## Becoming a Partner in Care

### Join Our Patient and Family Advisory Council



Current or former patients of Al Wakra Hospital, and their family members, are warmly invited to become partners in care by joining our Patient and Family Advisory Council (PFAC).

As a PFAC member, you will have the opportunity to share your insights, experiences, and feedback to help us improve the quality, safety, and overall experience of care. Your voice will represent the needs, values, and preferences of patients and families, and help shape future services and initiatives.



If you're interested in learning more about becoming a **partner in care**, we invite you to watch our video by scanning the QR code.



To register, please fill out the **PFAC Online Application Form** by scanning the QR code.

Together, we can build a more person-centered and responsive healthcare experience for every patient, every time.

**What is PFAC?**

The Patient and Family Advisory Council (PFAC) is a collaborative working group composed of patients, family members, and healthcare professionals. PFAC aims to ensure that the patient and family perspective is integrated into the decision-making processes, policy development, and quality improvement initiatives of Hamad Medical Corporation (HMC).

Functioning as a dynamic platform, PFAC cultivates a partnership between hospital staff and patients with their family members. This collaboration aims to shape the delivery of services and to enhance the overall patient experience by promoting a person-centered approach to better address the diverse needs and preferences of patients and families.

**What do Patient and Family Advisors do?**

Patient and Family Advisors serve as the voice-of-the-patients in providing guidance to the hospital administration by sharing their valuable feedback based on the perspectives and needs of the patients and family members. Members of the PFAC meet regularly to discuss various topics related to patient experience and person-centered delivery of care. They collaborate with healthcare teams in designing program initiatives, developing strategies and suggesting improvements on existing processes and services of HMC.

**Who Can Become a Patient and Family Advisor?**

Members of the community – current or former HMC patients and their families – are encouraged to join the PFAC at HMC. If you embody qualities of commitment, positivity, and the belief that your contributions can have a meaningful impact, then you are precisely the individual we are seeking. Help us power our mission towards person-centered care.

**What's in it for me?**

With your unique insights, you have the privilege to enhance the patient experience and drive significant changes in the healthcare system. PFAC offers you the opportunity to collaborate with a diverse group, utilizing various professional skills, to cultivate a positive atmosphere within the healthcare community.

As a token of appreciation for their contributions, PFAC members receive special access to exclusive corporate discounts, typically available only to HMC employees.

## La'ale Al Wakra Staff Rewards and Recognition Program

You are invited to recognize outstanding care by nominating a staff member at Al Wakra Hospital for the La'ale Al Wakra Staff Rewards and Recognition Program.

This program celebrates individuals who demonstrate exceptional compassion, professionalism, and dedication to patient and family care.

Inspired by the Arabic word “La’ale”, meaning “pearls”, this program symbolizes the exceptional value of our staff, the people who shine through their dedication, kindness, and service to patients, families, and colleagues.

Through this program, patients, family members, and fellow staff are encouraged to nominate a staff member—whether it’s a nurse who offered comfort during a difficult moment, a technician who went the extra mile, or a housekeeping staff who made your visit smoother, your nomination helps us recognize and honor those who make a real difference every day.



Scan the QR code to nominate an Al Wakra Hospital staff

## Community Partnerships

Our commitment to care goes beyond the walls of Al Wakra Hospital. We actively engage with the community through outreach programs and support services that reflect our mission to deliver holistic, compassionate care that reaches and uplifts the wider community..

### School Outreach Program

As part of our health promotion and prevention efforts, Al Wakra Hospital partners with schools in the surrounding area to deliver educational sessions on a variety of important health topics, including:

- Nutrition and dietetics
- Female health
- Personal hygiene
- Obesity prevention
- Tobacco use awareness
- Self-injury prevention
- Basic life support and cardiac resuscitation

These sessions are designed to equip young people with knowledge and tools for healthier lifestyles.

### Qatar Charity

Our Medical Social Work team is available to assess and support patients experiencing financial or social hardship. When needed, patients may be guided to Qatar Charity or other available financial support services.

### Protection and Social Rehabilitation Center (AMAN)

In collaboration with the Protection and Social Rehabilitation Center (AMAN), Al Wakra Hospital offers support to women and children who are victims of violence or at risk of abuse. Patients can be referred to the AMAN officer through the Emergency Department.

Please scan the QR code for more information about AMAN services:

If you need assistance or would like to speak with someone, please feel comfortable reaching out to our staff or call 4011 4444 and we will be happy to assist you.



## Visitor Information

At Al Wakra Hospital, we warmly welcome family members and visitors, whose presence play an important role in the healing journey of our patients. We are committed to ensuring that each patient and their legal guardian, when applicable, feels supported, respected, and cared for in a way that reflects their individual preferences, comfort, and privacy.

Patients or their legal guardians have the right to:

- Decide who may visit during their stay
- Set preferred visiting hours
- Establish “Do Not Disturb” and sleep times

## Your Support Matters

To help us maintain a healing and respectful environment for everyone, we kindly ask that visitors:

- Respect each patient’s privacy and dignity
- Keep noise to a minimum to allow patients to rest
- Show courtesy and kindness to staff and fellow visitors
- Refrain from taking photos or videos of patients or staff
- Closely supervise children and ensure they do not climb on beds
- Avoid visiting if feeling unwell or showing symptoms of illness
- Use hand sanitizer upon entering the ward
- Avoid sitting on patient beds to help maintain hygiene

## Staying Connected

Family and friends may contact patients by calling our 24/7 communication line: 4011 4444

Or dial 40115 + room number for direct connection to inpatient rooms.

Patients are also welcome to stay in touch with loved ones using the hospital’s free Wi-Fi on their personal devices.

## General Information

### Your Voice Matters in Your Care

We are deeply committed to providing care that respects your comfort, privacy, and individual preferences. At Al Wakra Hospital, we believe that care is most effective when patients are informed, involved, and empowered.

To protect your privacy and uphold safety standards, only the patient, or a legal guardian if the patient is unable to make decisions, is authorized to discuss medical information with the healthcare team.

To help us understand your needs and support your care in the most compassionate way possible, we kindly ask that you fill out and keep the following documents with you to your outpatient clinic appointment, emergency visit, or hospital stay:

- **My Care Passport**

A personalized guide that captures what matters most to you: your values, preferences, and care needs. It helps your healthcare team understand you better and provide care that aligns with your unique goals. Bring it with you to every hospital visit.

- **Engaging in Your Care Experience**

A simple guide that helps you take an active role in your healthcare. It explains how to communicate with your care team, make informed decisions, and participate meaningfully throughout your care journey.

- **SAHL-E Tool (Short Assessment of Health Literacy – English)**

A quick screening tool used to assess your familiarity with common health terms. This helps your care team provide information in a way that's clear and easy for you to understand.

- **Health Card**

Your key to accessing healthcare services. Please keep your health card valid at all times. A small annual fee is required for renewal.



For more information about obtaining and renewing your health card, please scan the QR code.

## Visiting from Abroad?

If you are a visitor to Qatar and require medical treatment, you may be subject to payment for services.



Scan the QR code for more information.

## Services at Al Wakra Hospital

To support your comfort and convenience during your stay or visit, Al Wakra Hospital offers a comprehensive range of patient- and visitor-friendly facilities and services designed to support your needs and enhance your overall experience.

- **Billing and Insurance**

For inquiries related to patient billing, you may:

- Visit the main cashier (open daily from 7:00 AM to 5:00 PM) or
- Call 4011 4025

For health insurance-related queries, please visit the Insurance Coordinator located at Al Wakra Hospital's Emergency Department.

- **MyHealth Patient Portal**

Get free, secure online access to your health records through the MyHealth Patient Portal. Create a MyHealth account to view your appointments, test results, and other important health information. For assistance, contact Nesma'ak at 16060 or Hayyak at 107.



Scan the QR code to access and to learn more about  
**MyHealth Patient Portal.**

- **Release of Medical Information**

This is a paid service and can be requested online. For further assistance about medical reports, please call: 4025 1563 | 4025 1564 | 4025 1566.



If you need a medical report, submit your request by  
scanning the QR code.

- **Patient and Family Rights**

Understanding your rights and responsibilities as a patient or family member is key to receiving respectful, safe, and person-centered care.



To learn more about the **Patient and Family Bill of Rights and Responsibilities**, scan the QR code.

- **Interpreter Services**

We are committed to providing care in the preferred spoken language of our patients and families whenever possible. If you require a free interpreter, please notify our staff as early as possible so we can arrange the necessary support.



To learn more about requesting for interpreter services, scan the QR code.

- **Home Medications**

For your safety, please bring all current medications you are taking at home when coming to the hospital. This includes prescription drugs, over-the-counter medications, herbal supplements, and vitamins.



**Bringing Your Medications Before Hospital Admission**  
Access full instructions by scanning the QR codes.



**Knowing Your Medicines**  
Access full instructions by scanning the QR codes.



**Taking Your Medication during Ramadan**  
Access full instructions by scanning the QR codes.



**Safe Handling of Medications**  
Access full instructions by scanning the QR codes.



- **Your Care Team**

Knowing who is involved in your care helps build trust and confidence. Our staff will introduce themselves by name and role and wear visible ID badges for easy identification.

If at any time you're unsure who someone is or would like more information about your care, please don't hesitate to ask for their name, profession, or an explanation of any aspect of the care being provided to you or your family member.

Your comfort, understanding, and peace of mind are important to us.

- **Security Services**

Our Security Team is available 24/7 to ensure the safety of our patients, families, and staff. If you have any concerns about your personal safety or the security of your belongings, please speak with a staff member or visit the Security Office located at the main hospital entrance.

- **Social Services**

Our Social Services Team is available to support patients and families facing emotional, social, or financial challenges that may affect health or recovery. To connect with a medical social worker, please speak with any staff member or call 4011 4444 for assistance.

- **Parking**

Designated parking is available throughout the hospital grounds. Reserved parking spaces are clearly marked for individuals with disabilities.

- **Valet Parking**

Valet services are offered for a minimal fee:

- Main Entrance & Outpatient Department (A & B): 6 AM – 3 PM
- Adult & Pediatric Emergency Departments: 6 AM – 11 PM

- **Taxi Services**

Taxis are accessible at the main hospital entrance.

- **Wheelchair Assistance**

Wheelchairs are available at the main entrance, emergency departments, and outpatient clinic entrances. Staff are available to assist when needed.

- **Elderly and Special Needs Support**

Patients aged 60 years and above, as well as individuals with special needs, are given priority assistance by our staff.

- **Banking Services**

A bank branch with ATM machine is available at the main hospital lobby.

- **Free Wi-Fi Access**

Free Wi-Fi is available throughout the hospital. Simply connect using any Wi-Fi-enabled device.

- **Telephone Services**

To make a free local landline call from your room, dial “9” to get an outside line, then enter the number you wish to call.

- **Prayer Rooms**

A mosque is located in the main lobby, with separate prayer rooms available throughout the hospital for men and women.

- **Cafeteria and Chocolate Shop**

The cafeteria and a chocolate shop are located in the main lobbies of Al Wakra Hospital and Al Maha Pediatric Specialized Care Center. Food and coffee vending machines are also available.

- **Smoking Policy**

In accordance with Qatar law, smoking is strictly prohibited in all public areas, including all Hamad Medical Corporation (HMC) facilities and grounds.

- **Laundry Services**

Laundry services are provided exclusively for hospital linens and towels, ensuring hygiene and patient comfort.

- **Mobile Device Charging**

Please bring your personal charger with you. For guidance on safe usage, feel free to speak with a staff member.

## Patient and Family Resources

At Al Wakra Hospital, we are committed to ensuring that every patient and family member has access to clear, useful, and supportive resources throughout their care journey. Whether you're here for a consultation, an emergency visit, or a longer stay, these materials are designed to help you stay informed, actively involved, and supported every step of the way.

These valuable resources and materials can be easily accessed online through the Al Wakra Hospital website.

### General Information & Support:

- Nesma'ak Flyer – Your first point of contact for information, guidance, and assistance
- MyHealth Patient Portal – Secure, free online access to your health records
- HMC Outpatient Handbook – General outpatient visit guide across HMC
- HMC Visitor Charter – Guidelines for respectful and safe visitation
- Release of Medical Information
- Visitors to Qatar who need medical treatment

### Al Wakra Hospital Patient Materials:

- Handbook for Patients, Families, and Visitors
- Person-Centered Care Quick Guides and Pamphlets
- Learn About Al Wakra Hospital – Video
- Joining the Patient and Family Advisory Council at Al Wakra Hospital – Video
- My Care Passport – Share your preferences, values, and what matters most to you
- Engaging in Your Care Experience – A guide to becoming an active role in your care
- SAHL-E Tool – Self-assess your understanding of common health terms
- Join Al Wakra Hospital's Patient and Family Advisory Council – Become a voice for patients and families in shaping care
- La'ale Al Wakra Staff Rewards and Recognition Program – Recognize our staff members for their exceptional service and compassionate care
- Antenatal Education Booklet – For expectant mothers and families

We encourage you to explore these online resources and speak with any staff member if you need support accessing them. Your experience, voice, and involvement truly matter to us.

## Need Assistance? We're Here to Help

You are warmly welcome to contact us for any support or information you may need during your visit or stay at Al Wakra Hospital.

- To connect with any department or inpatient room, please call our main communication line at 4011 4444.
- For in-person assistance, you may speak with a service representative from Nesma'ak Customer Service located on the reception desk at the ground floor or call 4011 4422 between 7 AM to 3 PM from Sunday to Thursday.
- For appointment bookings or to share feedback, please call Nesma'ak at 16060.
- If you are calling from outside Qatar, dial +974 4406 6460 or email us at [nesmaak@hamad.qa](mailto:nesmaak@hamad.qa).

Your comfort and satisfaction are important to us. Please don't hesitate to reach out. We're here to support you.