



#### **Ask for Clarity**

If anything is unclear, it's always okay to ask again. Don't hesitate to request clarification or interpretation.



#### **Involve a Trusted Person**

Keep a family member or close friend involved in your care. They can support you and help communicate your wishes.



#### **Share Your Future Wishes**

Think about and share your preferences regarding future care or health decisions.



#### **Join Bedside Handover**

When nurses change shifts, you're welcome to join the conversation and hear updates about your condition.



#### **Use the Whiteboard**

Keep the whiteboard at your bedside up to date with questions, important notes, or reminders for your care team.

### **Your Experience Matters**

Your thoughts, feelings, and feedback help us continuously improve the care we provide. We are here to listen, support, and serve you with compassion and respect.

#### **Let Us Know Your Preferred Name.**

Sharing what you like to be called helps us address you personally and respectfully.

#### **We're Here to Help.**

Our staff are always happy to assist you and are committed to meeting your needs with kindness, dignity, and respect.

#### **Speak Up at Any Time.**

Please feel welcome to share any concern or need with our team immediately. We are here for you.

#### **Share Your Feedback.**

Your opinion is valuable. We encourage you to provide honest feedback through patient surveys, especially in the open-ended questions where your voice can truly be heard.

#### **Connect with Nesma'ak.**

For any questions, compliments, concerns, or complaints about the quality of your care, please contact Nesma'ak Customer Service any time at 16060 or email [nesmaak@hamad.qa](mailto:nesmaak@hamad.qa).



Scan the QR code to access  
**Nesma'ak Customer Service.**

#### **Recognize Exceptional Staff.**

Nominate team members who showed kindness, compassion, or went above and beyond during your stay through the La'ale Al Wakra Staff Recognition Program.



Scan the QR code to access  
**La'ale Al Wakra Staff Recognition Program.**

#### **Join the PFAC at Al Wakra Hospital.**

Your voice matters. You are warmly invited to join our Patient and Family Advisory Council (PFAC) and help shape the future of care at Al Wakra Hospital. As a member, you will have the opportunity to share your experiences, insights, and ideas to improve the patient and family experience.

If you are interested in joining the PFAC, please contact us:

Email: [AWH-PCC@hamad.qa](mailto:AWH-PCC@hamad.qa)

Phone: 4011 5838

Sunday to Thursday, 7:00 AM – 3:00 PM

# Your Guide to Engaging in Your Care Experience



مستشفى الوكرة  
Al Wakra Hospital

عضو في مؤسسة حمد الطبية  
A Member of Hamad Medical Corporation



Being engaged in your care means taking an active role in decisions, expressing what matters most to you, and collaborating with your healthcare team. At Al Wakra Hospital, we are committed to partnering with you to ensure your care is personalized, respectful, and aligned with your values and preferences.

## You Know Yourself Best Let Your Voice Guide Your Care

1. Bring your **My Care Passport** with you. It is your voice in your healing journey and includes important sections about you, what matters to you, and your care support team.
2. Create an account on **MyHealth Portal** to view your health records, appointments, and test results securely and conveniently.



Scan the QR code to access  
**MyHealth Portal.**

## Stay Informed, Stay Empowered

1. Know your medications, allergies, appointments, procedures, and follow-up schedules.
2. Keep emergency contact numbers and Al Wakra Hospital's contact number easily accessible.
3. If you're unable to attend an appointment, please notify us as early as possible to reschedule.
4. Ensure your health card is valid. If you have any financial concerns, please reach out to our team—we're here to help.
5. Complete the SAHL-E tool (Short Assessment of Health Literacy) to assess your understanding of health-related terms and discuss the results with your care team.

Before you leave the hospital, **make sure all your questions are answered** and that you clearly understand the next steps in your care.

## Your Inclusion in Your Care

You are an essential member of your care team. Your voice, preferences, and involvement help us provide care that truly meets your needs.



**Communicate Comfortably**  
Speak in your preferred language.



**Be Open with Your Care Team**  
Share your health goals, concerns, and preferences during daily rounds or visits. Your input matters.



**Explore Options**  
Ask your physician about possible treatment alternatives and participate in the decision-making process.



**Share How You Best Learn**  
Let us know whether you prefer verbal explanations, written instructions, visual aids, or demonstrations, and your level of understanding of health terms.



**Talk About What Affects Your Health**  
Feel free to share anything, such as social or financial concerns, that may influence your care or recovery.