WELCOME TO SIDRA

Sidra Medicine welcomes its first inpatients to the main hospital on 14 January 2018. The cutting edge medical technology and world-class clinical practice enable us to provide personalized care, focused on the needs of our patients and our families. We are here to make families healthier and happier.

This information guide is help update patients and their families as well as visitors about accessing the services at Sidra Medicine that are currently available in the first phase. For any additional inquiries, please feel free to reach out to our teams on the ground, who would be happy to help guide you.

IMPORTANT CONTACTS

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<tr>
<th>IMPORTANT CONTACTS</th>
<th>PHONE NUMBER</th>
<th>EMAIL</th>
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<tbody>
<tr>
<td>SIDRA CALL CENTER</td>
<td>40033333</td>
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<tr>
<td>FEEDBACK CALL CENTER</td>
<td>40030022</td>
<td><a href="mailto:PATIENTFEEDBACK@SIDRA.ORG">PATIENTFEEDBACK@SIDRA.ORG</a></td>
</tr>
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GETTING TO SIDRA

SIDRA MAP & PARKING SERVICES
SELF-PARKING

Patients, family members and visitors are welcome to self-park at the following locations, all of which are open 24 hours a day:

- Outpatient Clinic Underground Parking – Gate 3
- Hospital Underground Parking – Hospital campus

VALET-PARKING

Valet parking service will be available and for patients, families and visitors, at the following locations:

- Outpatient Clinics - Main Entrance
- Hospital – Women’s Entrance
- Hospital – Children Entrance

SPECIAL NEEDS PARKING

Available on all sides of the hospital and outpatient building

INFORMATION DESK

Information desks are available to welcome you, your families and visitors from: 6:30 A.M to 3:00 P.M. on the following locations:

- Women Information Desk – Tower D – Plaza Level
- Children Information Desk – Tower A – Plaza Level
- Main Information Desk – Tower B and C – Plaza Level
- Emergency Room Information Desk – Tower D – Plaza Level
- Outpatient clinics – Main Entrance – Plaza Level

MEDICAL INTERPRETER SERVICE

Medical Interpreter services for non-English speakers patients/families and sign language interpreters are available to facilitate the communication with your healthcare provider. This can be in person, over the phone or over the video. To request this service:

- Please inform the scheduler when scheduling your appointment about your language and needs for interpretation.
- If you are staying in the hospital, you may speak to your nurse to facilitate this ahead of time.
WHAT TO BRING WITH YOU

FOR ADMISSION

It’s normal to feel anxious about staying in the hospital. Please know that an entire healthcare team will be taking good care of you and/or your child. It’s our goal to focus on your safety and well-being.

WHAT TO BRING WITH YOU

You will only need essential items such as:

PAPERWORK:

- A valid Health Card
- A copy of your passport or Qatar ID
- Married women: Copy of passport plus proof of sponsorship (e.g.: husband’s passport, employer’s letter or sponsor’s letter)
- Single women and minors: copy of guardian’s or sponsor’s passport
- Copy of a marriage certificate or other proof of marriage document with exemption for single patients (for admission to Gynecology Department)

PERSONAL ITEMS:

- Slippers
- Toiletries items such as a toothbrush, toothpaste, soap, shampoo, deodorant and hairbrush,
- Any equipment used in your care (i.e., crutches, prosthetics, C-pap machine, hearing aids, eyeglasses, etc.)
- Medication: Please bring all the medication you are currently taking and show them to your nurse when you arrive on the ward. You must not take any medication which has not been prescribed by your physician, and you must not share any of your medication with other patients

WHAT NOT TO BRING WITH YOU

- Large sums of cash money
- Valuable personal belongings such as jewelries and perfumes
- Flammable items such as lighters, a flame torch, candles or coal for Bakhoor for Clinic Appointment

FOR AN APPOINTMENT
Please bring the following documents at the time of your appointment:

- Valid Health Card
- Health Insurance Card
- Copies of your passport or ID
- Married women: Copy of passport plus proof of sponsorship (e.g., husband’s passport, employer’s letter or sponsor’s letter)
- Single women and minors: copy of guardian’s or sponsor’s passport
- Copy of a marriage certificate or other proof of marriage document with exemption for single patients (for admission to Gynecology Department)

**SIDRA FACILITIES/SERVICES**

**VISITING HOURS**

During their hospital stay, families and loved ones can visit patients whenever it is convenient and as long as the visit supports the comfort, care and privacy of our patients. In some units, visiting hours and the number of visitors may be limited due to the special needs of the patient, or for the privacy of other patients. Please check with the nursing staff for unit-specific information.

For our patients’ safety, parents are provided with special hospital identification badges for entering wards after 22:00pm so staff can easily recognize them.

**WHERE TO EAT**

**DEAN AND DAVID**

Sidra Medicine has a branch of Dean & David which is located at the Outpatient Clinic building - Plaza Level and opens from 6:30 am to 3:30 pm.

**CAFETERIA**

There is a hospital Cafeteria located on the Mall level of the hospital – Tower A - and opens 24 hours.

- If you are staying with us in the hospital, expect you mean to be delivered by the following times:
  - Breakfast 6.30am-10.00am
  - Lunch: 11.00am-3.00pm
  - Dinner: 6.00pm-9.30pm
  - Main Counter overnight: 9.30pm-4.30am
  - Outside of these times, Paninis are available all day plus all grab and go items, hot and cold drinks and retail items.

- If you are visiting for an appointment, the Outpatient Clinic Cafeteria is available on the Plaza Level and on the 6th floor of the outpatient clinic building.
**VENDING MACHINES**

- Hospital Building: The corridor next to the Radiology/Ultrasound – Plaza Level /Tower B
- Hospital Building: Emergency waiting area – Plaza Level
- Outpatient Clinics: Next the cash point – Plaza Level

**ATM**

- Hospital Building: Tower A – Plaza Level
- Hospital Building: Tower C – Plaza Level
- Hospital Building: Emergency area
- Hospital Building: Next to the Cafeteria, Mall Level
- Outpatient Clinics: Next to the Elevator, Plaza Level

**WHERE TO PRAY**

- The Mosque is located between the Hospital Building and the Outpatient Clinics. You may access the mosque through:
  - Outpatient Clinic: Next to the main Entrance – Plaza Level
  - Hospital Building: Tower A – Plaza Level
- There are praying rooms available to you in each level in the hospital as well.

**YOUR MEDICATION**

- If you are staying with us in the hospital, your clinical team will be delivering your medications to the room before discharge.
- If you are coming for a medical appointments, you can receive your medications directly from the pharmacy as we have different locations for our medication collections points: Plaza Level, Level1, Level 3 or Level4).

**SPA**

*Biologique Recherché* SPA is a unique and visionary page in the history of skin care services offered to you in Sidra Medicine offering different facial and body treatments and body rituals as a French brand. The SPA will be available on the Mall Level of the Hospital for In-Room Services and is open from 10:00 am to 9:00 pm. For reservation, 00974-70314943

**OUR SMOKING POLICY**

To support a healthy environment for patients, visitors and staff, Sidra Medicine campus is smoke-free, including sidewalks and parking areas. We are a nonsmoking facility.