

Caring, Safety, Excellence

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info@cmc.com.lb, www.cmc.com.lb



Welcome to Clemenceau Medical Center (CMC), affiliated with Johns Hopkins International, where your good health is our number one concern.

From the moment you arrive at CMC, you become a part of a distinguished health care community. Since our doors opened, our mission has been excellence. We strive to lead in the diagnosis and treatment of diseases. Above all, we aim to provide the highest quality health care and service to all of our patients.

CMC is the first hospital in the Middle East to have an affiliation with Johns Hopkins International, the renowned medical center in North America, where, for the 15<sup>th</sup> consecutive year, The Johns Hopkins Hospital has topped rankings of American hospitals.

Our commitment to excellence shows. We continually make news by introducing new therapies and medical discovery. We know, however, that good care involves more than good medicine. That's why our concern for you extends to every part of your stay. We want your experience at CMC to be pleasant and as comfortable as possible.

Use this guide to learn more about the services and resources that are available to you and your visitors. Allow us to recommend some essential guidelines to make the hospital safe and welcoming for all of our patients.

We thank you for choosing CMC for your health care.

**Dr Mounes Kalaawi**  
Chief Executive Officer  
Clemenceau Medical Center



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## Upon Arrival



### Your Admission

On the day you arrive at CMC, you will be greeted by an Admission and Registration officer. Please bring with you:

- 1 Your blue card (if you were issued one on a prior visit)
- 2 Personal identification card
- 3 Admission slip filled by the admitting physician
- 4 Insurance card or prior authorization form from the guarantor for non-self payers
- 5 Signed consent form (patient authorization for a service or procedure)
- 6 Living will or durable power of attorney for healthcare (optional)

The admitting officer will issue you an identification bracelet with your name and CMC history number. Please do not take the bracelet off until you have been discharged from the hospital.

### Your Room

We will make every effort to provide you with the type of room you desire. Nursing staff will orient you to the features in your room.

All rooms enjoy natural light through large windows, some with sea view.

**Nurse Call:** Your bed is equipped with a Nurse call button to communicate with your nurse. Emergency assistance call buttons and cords are also conveniently located in your bathroom and shower.



**Your bed** is designed for safety and convenience. Automatic controls for bed adjustments and Room Light are conveniently located at the side of bed. The bed's mattress provides comfort by reducing pressure on the body.

**A closet** with a built-in safe is also available for your clothes, belongings and valuables.

**The room temperature** is controlled by an in-room thermostat adjustable to your liking and comfort.

**A telephone** is located in your room for your use. Local and international calls will be charged on your bill.

**A television** is provided as a courtesy, with numerous news, sports, films, and educational channels. When using the TV, please consider your nearby patients.

**Internet** access service is available at the bedside through wired and wireless connections using your own portable PC. A wireless portable can also be provided. To use this service, please contact your nurse.

**A fax** service is available for your use through the telephone operator. Local and international faxes will be charged on your bill.

#### **Personal Items And Valuables**

It is important to us that you feel at ease. We encourage you to bring only essential personal items to the hospital such as your own toiletries and clothing. For your own peace of mind, please do not bring jewelry or large sums of cash. If you choose to secure your valuables in the hospital's safe, please call the cashier office at 1006.

## Understanding Your Bill



To ease your admission to the hospital, we will begin the paperwork as soon as your doctor informs us of your admission date. A pre-admission coordinator will call you at home to verify basic information, such as your home address, and the type of insurance you carry. If you prefer, you may call us at +961 1 372888 or Hotline 1240 to complete the process.

CMC will bill your insurance company. We recommend that you familiarize yourself with the type of coverage provided by your health insurance and that you know whether you've met all necessary terms. If you are not covered by any hospitalization insurance or if you have a policy that only partially pays the cost of your hospitalization, the estimated cost of your hospitalization or your insurance co-payment or deductible is due upon admission to the hospital. The cashier's office is located within the main admitting office, next to the entrance of the hospital and there is one also in the Emergency Room located in the first basement. For your convenience, we can accept cash and credit cards. An ATM is available near the office. Any overpayment will be refunded when you leave the hospital. A detailed bill is issued only once to the self paying patient or his/her designate after settlement of the account and at the time of discharge. Every patient should keep the receipt of all payments made.



### Medications

Medications are often an integral part of your therapy during hospitalization. Your medications must be administered safely and accurately. You can play an active role in this process by participating as a member of your healthcare team.

When medicines are brought to you please:

- Show your identification bracelet to the nurse or therapist so that he or she can establish that the medication is meant for you.
- Inform your doctor or nurse of any allergies or reactions you have experienced in the past.
- Know what all your medicines are for and never hesitate to speak up if you sense there is a problem.
- A registered pharmacist is available for consultation regarding the proper use of medications. We are more than happy to assist you.

All medications used in the hospital must be issued by the hospital pharmacy. Please don't bring medication to the hospital, unless instructed to do so.

### In Preparation For Surgery

Once scheduled for surgery, you will be interviewed by your anesthesiologist to gather the information needed to evaluate your general health. Laboratory tests may be ordered and other medical or surgical and anesthetic records will be reviewed. If you have particular concerns, you should discuss them with the anesthesiologist.

## Your Safety



In the interest of the health and safety of all patients, visitors, and staff at CMC, smoking is prohibited in the facility. Thank you for not smoking.

Cellulars are restricted in critical areas (ICU, CCU, CSU, NICU, DS, etc.) and in patients' rooms where patients are on life supporting equipment.

Electrical appliances are not allowed since they may interfere with the hospital equipment and are potential fire and safety hazards.

It is the policy of the security department that all visitors and employees in the hospital prominently display a guest pass or staff identification badge. Passes are available at the main entrance.



Security officers are present at every entrance and exit of CMC facility to make your stay secure and comfortable. Should you need any assistance please call the security office at 1810, and an officer will assist you.

Hand hygiene is one of the most important issues to avoid nosocomial infections. Your healthcare team are very well educated and trained to wash their hands before and after examining you. Please remind them if they forget to do so.

**For your own safety, please take the following measures against falls and accidents:**

- If your doctor or nurse asked you to have an attendant, please take this into consideration
- Keep the phone, nurse caller within an easily reachable distance
- Don't hesitate to ask your nurse's help if you are going to take a shower
- If you are allowed to walk by yourself, make sure to wear rubber soled shoes to prevent slipping

## Guidelines For Visitors



CMC welcomes its visitors who are an important part of the healing process, and we encourage family and friends to spend time with you and to bring good cheer. However, to ensure the comfort and well-being of all our patients, we ask that visitors observe the following guidelines:

Visitors are welcome 24 hours a day. Special care units, including ICU,CCU,CSU,NICU may follow individual schedules, so please ask a nurse on that unit for visiting hours. We ask that your visitors limit the length of each visit so that you have the opportunity to rest.

Visitors should respect patients' privacy by stepping out of the room when care is given.

Relatives and friends should not accompany the patient to the operating area, they may wait in the patient's room.

Relatives are allowed to stay overnight after securing a written permission from the attending physician or nursing manager. They will be given a special attendant card.

Flowers for patients are welcome, except in intensive care units where they can promote infection. Gift balloons are also welcome, provided they are made of the shiny plastic known as mylar.

Friends and family may call +961 1 372888 or Hotline 1240 to learn your room location and phone number. However your privacy is important to us. Please tell the nurse if you wish this information to be withheld.

Visitors should not discuss issues related to the diagnosis and treatment of the patient in public areas.

**Coffee Shop**

The coffee shop is located in the Lobby of the Ground Floor where you can pick up a cup of coffee or sit down for a leisurely meal. It also provides breakfast, lunch, and dinner. Open everyday from 8:00 AM to 8:00 PM.

**The Gift Shop**

It is located in the hospital main lobby next to the main entrance and it sells postcards, newspapers, magazines, snacks, clothing, gifts, and toys.

**The Flower Cart**

The flower cart is located on the entrance of the hospital and it sells fresh flowers and a variety of plants. Flowers may be delivered to the patients' rooms.

**Automatic Teller Machine**

An ATM is available in the main lobby of the hospital.

## Special Services & Programs



### Patient Services

It's important to us that you feel at home during your stay. Our patient services representative is stationed at the main entrance of the hospital and is there to help you with special needs. If you require directions, newspaper delivery, or information about hotel accommodations for your visitors, please stop by the main lobby next to the entrance of the hospital or call +961 1 372888.

### International Patient Services

Patients come to CMC from all over the Middle East, and the International Patient Services office helps schedule and coordinate their visits to the hospital. The staff of professional interpreters is available to help patients and their families navigate the hospital and the city of Beirut.

To reach the International Patient Services office from outside Lebanon:

Telephone +961 1 372888 ext 1166

Fax +961 1 364464

E-mail [international@cmc.com.lb](mailto:international@cmc.com.lb)

### If you are calling from Lebanon

Telephone 1240 / or 01 372888 ext 1166

Fax 01 364464

E-mail [international@cmc.com.lb](mailto:international@cmc.com.lb)

### Patient Education

CMC staff members are available to offer you education in specific areas such as: diabetes, obesity, pre-op teaching, asthma, exercise, etc. These services are offered to help you achieve and maintain an optimal level of wellness. Ask your physician or nurse about these and other topics that may be of interest to you.



### **Dietary Services**

The dietary department, supervised by a professional dietary manager, is here to serve you. Like any aspect of treatment, your diet is an important part of your therapy. An attractive meal is provided for you three times a day, based on your physician's direction. You will be offered a variety of selections for balanced nutrition, as well as for personal taste and enjoyment. If you are on a restricted diet, your choices may be limited. Some rooms can benefit from "A La Carte" service. A hospitality assistant will come to their rooms to take their menu order. For an additional charge, guest trays are available for visitors who wish to dine with you. Please ask your nurse for assistance.

### **Telemedicine**

Telemedicine has become a cornerstone in optimizing patient care. Because your welfare is our objective, we have made it accessible for you through our communication system to consult upon need and request with Johns Hopkins professionals, be it for a second opinion or as a direct interview. Our patient services department will be happy to assist you for more information.

### **For The Deaf And Hard Of Hearing**

Communication is essential to good health care, and we encourage you to make your particular needs known.

### **Coiffeur services**

For your comfort, you can get hair drying or hair care services. Please contact your nurse to benefit from this service.

### **Parking**

Hospital patients and visitors can park in the Hospital Parking located in the 6<sup>th</sup>, 5<sup>th</sup>, 4<sup>th</sup> and 3<sup>rd</sup> basements, and open 24 hours a day. A valet Parking is ready to take your car. Payment for Parking is accepted at the Parking exit.

## Your Health Care Team



### Physicians

While you receive treatment at CMC, you are likely to have a team of doctors involved in your care. A senior doctor, called the “attending physician” will be in charge, issue all orders for your treatment, determine the tests necessary to diagnose your condition, prescribe all medications you receive, and determine when you are ready to be discharged. She or he may request a “consultation”, which means an evaluation from a group of physicians in a particular specialty. The team of physicians caring for you may also include members of the house staff, such as residents and fellows. These are doctors-in-training who have received their degrees and are now specializing in a selected field of medicine. The attention of this well-rounded team enhances your care.

### Nurses

Registered nurses provide a critical link between you, the patient, and other members of your healthcare team. They help you communicate your needs to your providers, and they explain important information so that you understand your treatment and participate in your recovery. Nurses administer medications and intravenous fluids, perform treatments, plan your daily care, and are responsible for making sure that your personal care needs are met, maintaining personal hygiene, taking vital signs, assisting with meals and helping in other ways to make sure that you’re comfortable. Nurses also provide education about your medical condition and how to continue treatment after discharge.

### Pharmacists

Pharmacists are experts who work with doctors and nurses to ensure that patients get the full benefits of available medications. Although you might not meet your hospital pharmacists, they’re important and active members of the team. Meticulously preparing medications using the latest technology, they also monitor the therapy for effectiveness, opportunities to avoid side effects, allergies, and possible interactions with drugs and foods.



### **Social Workers**

Social workers work with you and your family as creative problem-solvers. Their job is to offer counseling, emotional support, and information to meet your psychological and practical needs. A social worker can help you plan for discharge, identify sources of financial assistance, arrange for appropriate home care, and help with personal adjustments to hospital and illness. If you wish to speak with a social worker, ask the nurse on your unit to make the necessary arrangements.

### **Therapists**

Respiratory, physical, speech and occupational therapists may be part of your healthcare team while you are in the hospital. Our professional therapists offer a wide range of therapies as part of your treatment and recovery program.

### **Dietitians**

The hospital's team of registered dietitians works closely with doctors and nurses to ensure that you receive proper nutrition during your stay. Our dietitians are available for dietary counseling.

### **Patient Representatives**

We want you to feel that your comments and concerns are being heard. Your head nurse or nurse manager is available to discuss any concerns you may have about your care. In addition, patient representatives are available if you need more help or have a special service request.

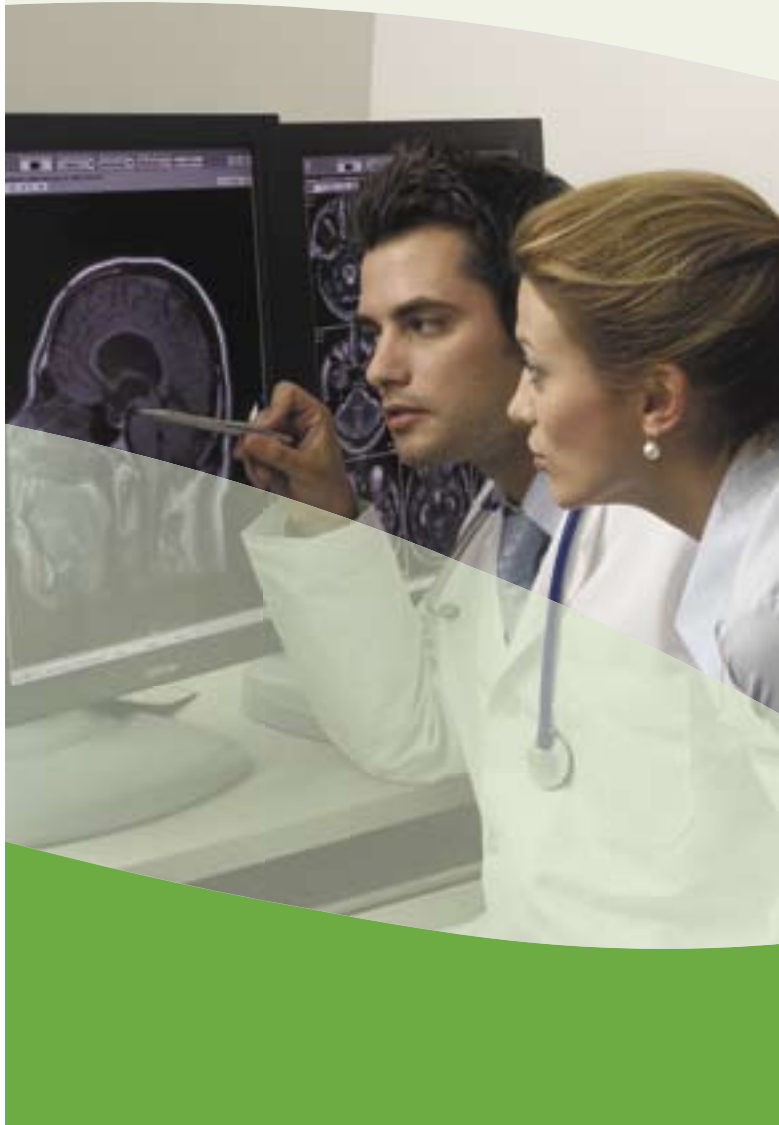
## **Your Discharge Procedures**

Your discharge procedures will take some time because a detailed review of your bill needs to be done. If you or your representatives begin financial procedures a day before the date of discharge, your waiting period for discharge will be shortened. You will be informed by your physician of the date of discharge a day before.

**Don't hesitate to ask your doctor or nurse about your discharge procedures:**

- Precautions to be taken when you get home,
- Drugs to be used at home,
- Follow-up visits if needed.
- Any other medically related issues

## Patient Rights & Responsibilities



### Our Responsibilities

As a patient at CMC hospital you can expect. . .

- 1 Considerate, respectful, safe, and compassionate care regardless of your age, race, gender, religion, national origin, sexual orientation, or physical or mental disability.
  - Attention when you request help, with the understanding that other patients may have more urgent needs.
  - To be addressed by your proper name.
  - Care provided in a safe setting.
  - Care provided by concerned staff committed to pain prevention and management.
  - Coordination of foreign language interpretation services, if you need them.
- 2 To be told the names of the doctors, nurses, and other health team members directly involved in your care.
- 3 Information about your diagnosis, treatment, and expected result to be provided by your attending physician.
  - Information on the planned course of treatment, including an explanation about procedures.
  - Information on the risks, benefits, and alternatives of your treatment.
  - Information about pain and pain relief measures.
  - Freedom from the use of seclusion or restraints in any form unless clinically required.



- 4 To make decisions about your plan of care before and during treatment, when medically possible. To refuse a recommended treatment to the extent permitted by law, and to be informed of the medical consequences of your refusal.
- 5 That you have the right to leave the hospital against the advice of your doctor. If you choose to do so, the hospital and doctors will not be responsible for any medical consequences which may occur.
- 6 That if you are asked to participate in a research study related to your illness, you can decline to participate in or withdraw from that study at any time. Your refusal to participate will not affect your hospital care.
- 7 Within the confines of the law, all communications and records pertaining to your care will be treated as confidential. You have the right to review or obtain a copy of your medical record according to hospital policy, and to have the information explained as needed by a physician. You have the right to add additional information to your medical record by contacting medical record department.
- 8 To be able to make healthcare decisions in advance.
  - If you provide us with a copy of your advance directive, we will respect your wishes to the extent permitted by law and hospital policy.
  - If you do not have an advance directive, we will provide you with information about an advance directive, and assist you in completing one, if desired.
  - You may request evaluation for organ and tissue donation.

## Patient Rights & Responsibilities



**9** To be informed of care options when hospital care is not indicated. We will help to coordinate options, as necessary.

**10** To question the accuracy of your hospital and physician bills. You have the right to request a summarized list of charges and to obtain information about those charges. You can expect to be informed about any payments made to your bills.

**11** Assistance from a patient representative in resolving complaints or grievances regarding your treatment. You may forward complaints or grievances to the Patient Representatives office.

**12** Assistance with an ethical issue by contacting an Ethics Committee member.

**13** A home care nursing service will be available seven days a week and will ensure continuous after hospital discharge care.

## Patient Rights & Responsibilities

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### Your Responsibilities

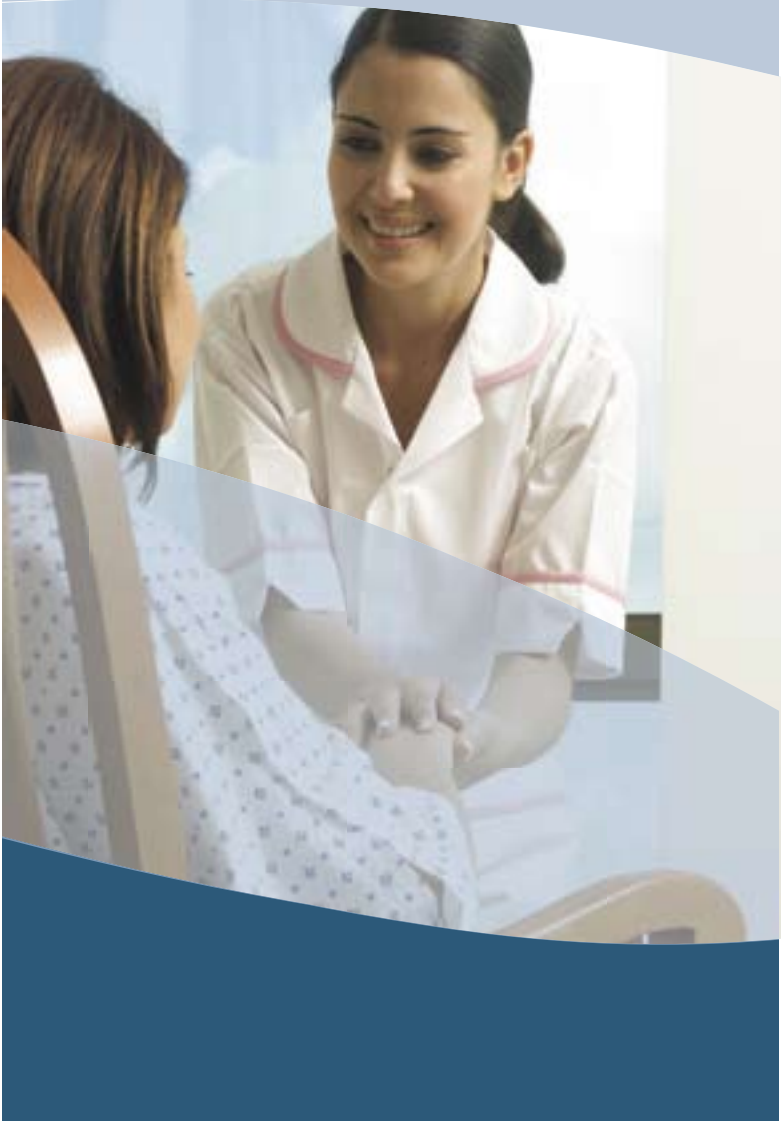
As a patient, you and/or your representative are expected to:

- 1 Provide complete and accurate information about your health, including present condition, past illnesses, hospitalizations, medications, natural products and vitamins, and any other matter that pertain to your health.
- 2 Provide complete and accurate information including your full name, address, home telephone number, date of birth, insurance carrier, and employer when it is necessary.
- 3 Provide your doctor or the hospital with a copy of your advance directive, if you have one and want it to apply during your admission. (Optional)
- 4 Ask questions when you do not understand what your doctor or other member of your healthcare team tells you about your diagnosis or treatment. You should inform your doctor if you anticipate problems in following prescribed treatment. Inform your doctor if you are considering alternative therapies.
- 5 Ask your doctor or nurse what to expect regarding pain and pain management, and work with them to develop a pain management plan. You should tell your doctor or nurse about any worries you have about taking pain medication.

## Patient Rights & Responsibilities



- 6 Keep appointments, be on time for your appointments, and call as soon as possible if you cannot keep your appointments.
- 7 Leave valuables at home and bring only those items necessary during your hospital stay.
- 8 Abide by all hospital rules and regulations.
  - Comply with NO SMOKING policy.
  - Comply with the visitors policies to ensure the rights and comfort of all patients.
  - Be considerate of noise levels, privacy, and safety. Weapons are prohibited on the premises.
  - Treat hospital staff, other patients, and visitors with courtesy and respect.
- 9 Provide complete and accurate information for insurance claims and work with the hospital billing office to make payment arrangements.
  - Know your health insurance coverage and related policies concerning required pre-approvals, co-pays, covered services, admissions, and the hospital and doctors covered by your insurance provider.
  - Pay your hospital and physician bills in a timely manner.
  - Ask questions of your insurance company or hospital billing department if there is a financial issue that you do not understand.



**Striving to serve you better**

CMC is committed to continuous development of quality in its services. Would you like to be part of our quality improvement team? If you have any ideas or suggestions that can help us improve our administration, treatment, or care, we would like you to tell us. Please either speak directly to any member of our staff or complete the attached form and leave it at one of the reception desks.

Thank you for choosing CMC to meet your healthcare needs.

## Directory of Frequently Used Telephone Numbers

### دليل أرقام الهواتف الداخلية المستعملة غالباً



Service/Department	Extension/Phone number	رقم الهاتف/ التحويل	الخدمة/ القسم
CMC	961 1 372888 or Hotline 1240	أو ٩٦١ ١ ٣٧٢٨٨٨ الخط الساخن ١٢٤٠	مركز كليمنصو الطبي
CMC Fax	961 1 364464	٩٦١ ١ ٣٦٤٤٦٤	فاكس
Telephone Operator	ext 1090 or 0	١٠٩٠ أو (صفر)	خدمة الهاتف
Information Desk	ext 1010	١٠١٠	مكتب الاستعلامات
Appointments	ext 1111	١١١١	المواعيد
Admitting Office	ext 1000	١٠٠٠	مكتب الدخول
Cashier's Office	ext 1006	١٠٠٦	مكتب الصندوق
Billing Office	ext 1007	١٠٠٧	مكتب الفواتير
Blood Bank	ext 1208 or 1217	١٢٠٨ أو ١٢١٧	بنك الدم
Medical Records	ext 1011	١٠١١	حفظ المعلومات الطبية
Patient Services	ext 1001	١٠٠١	خدمة المرضى
International Patient Services	ext 1166	١١٦٦	مكتب الخدمات الدولية
Gift Shop	ext 1039	١٠٣٩	محل الهدايا
Security Office	ext 1810	١٨١٠	مكتب الأمن

البحر الأبيض المتوسط  
MEDITERRANEAN SEA

عين المريسة  
AIN EL MREISSE

ميناء الحصن  
MINET AL HOSN

الاسواق القديمة  
TRADITIONAL  
OLD SOUQS

القنطاري  
KANTARI

باب ادريس  
BAB IDRIS

السراي الكبير  
GRAND SERAIL

السراي  
SERAIL

IBN SINA STREET شارع ابن سينا

AHMAD CHAOUQI STREET شارع احمد شوقي

JOHN KENNEDY STREET شارع جون كينيدي

OMAR DAOUK STREET شارع عمر الداعوق

OMAR ED DAOUK STREET شارع عمر الداعوق

BLISS STREET شارع بليس

المعهد العالي للأعمال  
ECOLE SUPERIEURE DES AFFAIRES

TALAAT JUMBLAT شارع طلعة جنبلاط

جفینور سنتر  
GEFINOR CENTER

BBAC

CLEMENCEAU STREET شارع كليمنصو

السفارة البولندية  
POLISH EMBASSY

مستديرة الوردية  
WARDIYE SQUARE

AL MADINA THEATRE مسرح المدينة

القنطاري  
KANTARI

باب ادريس  
BAB IDRIS

AMERICAN STREET الشارع الاميركاني

فندق لو كافالي  
LE CAVALIER HOTEL

مصرف لبنان  
CENTRAL BANK

جامعة هاغازيان  
HAIGAZIAN UNIVERSITY

السراي الكبير  
GRAND SERAIL

HAMRA STREET شارع الحمرا

BANK OF LEBANON STREET شارع مصرف لبنان

MICHEL CHIHA STREET شارع ميشال شحيا

برج الممر  
MURR TOWER

ناحية فردان  
TOWARDS VERDUN

اميل اده  
EMILE EDDEH

الجامعة الاميركية في بيروت  
AUB

PHOENICIA فينيسيا  
معرض بيروت  
EXPO BEIRUT

ستاركو  
STARCO

شارع رياض الصلح  
RIAD ES SOLH STREET

فاخر الدين  
FAKHREDDINE STREET

شارع فخر الدين