

### Discharge procedures:

١. Please stay in your room until the nurse will lead you to cashier to be discharged.
٢. Submit the discharge sheet to ward nurse.
٣. Do not forget to have your patient's summary sheet with you before leaving hospital.

If you have any questions regarding payment, please refer to the of accounting manager.

### If you have any complaints about the services provided at the hospital ?

First step: Please refer to the administrator department or shift.

#### If the problem persists:

Second step:

١. Write the complaint form and put into the complaint boxes.
٢. Email the URL below:  
**Email: [med@dr-soulatihosp.ir](mailto:med@dr-soulatihosp.ir)**

٣. If you want to presence act:

- The supportive unites complaints to be handled by the hospital management.
- The clinical unites complaints to be handled by the nursing care management.

Dr.Soulati Hospital

Tell: ۳۲۲۲۲۵۲۵ (A line)

Fax: ۰۴۴ ۳۲۲۲۲۰۶۸



Hakim Najaf Medical Group  
Dr.soulati hospital



## Patients Guide

For patients and families

## **Our dear patients:**

Thank you for choosing Dr.Soulati hospital for your health care .We will do everything to ease your pains during your stay, our staffs will provide you the best possible care and cure.

With best wishes and healthy life for you

**Lower floor:** OB & GYN- Radiology

**Ground floor:** Emergency Room-

Dr.Vaezzadeh ward

Dr.Soulati Office

Head nurse Office

**First floor:** Reception & Admission

Cashier – Operating Rooms

Laboratory – Endoscopy & Colonoscopy

Echocardiography & Exercise Test

**Second floor:** ICU – CCU

EENT ward – Dr.Kadivar private ward -

**Third floor:** Medical Records - IUI

## **Documents needed for admission:**

- ID- card & passport
- Admission order of physician

## **🌀 Patients Right 🌀**

**١.The best possible care.**

**٢.we will let you know all information you need.**

**٣.we respect your right for your care.**

**٤. we recognize your right and secrecy.**

**٥.we accept your complains.**

## **Rules of the hospital**

Please

let us take care of your patient

SO

- **Do not get out of bed without informing ward nurse.**
- **Do not feed your patient unless authorized.**
- **Led the nurse know about medication you were taking before admission.**
- **We are providing all your patient's needs, so do not provide with extra goods unless authorized.**
- **Not more to visitors at a given time.**
- **Please obey IROI Laws.**
- **No smoking in the hospital.**