Al-J alil Hospital

AQ QALA
Introduction of Aq Qala

Aq Qala is a city in Golestan Province. The climate of this city is relatively moderate, with the population of 122,000. This city places in 15 km of north-east of Gorgan and next to Gorgan rood river. This historical city constructed in 1020 A.H. by Abbas king named Sepiddezh or dezh sepid which in Pahlavi government changed to pahlavidezh and today is Aqqala. The handicrafts of this region is carpet, rug, Turkmen cushion, Turkmen needlecraft, and Turkmen jewelries. Sightseeing and tourism places include Gharniagh, Naft ilche, and Inche mud volcanos, Aq Qala bridge, Thursday market of Aq Qala, Gorgan historical wall, Incheh Boroun pond, and Voshmgir dam.
This city is the neighbor of Turkmenistan country from north and includes nationalities like Turkmen, Sistani, and Balooch.
Introducing The Al-Jalil Hospital

The Aq Qala Al-Jalil hospital is a governmental and general hospital which has opened in a space of 30,000 square meters and substructure of 10,030 meters in 1385.

This hospital is the first and only hospital in city and activates under Golestan University of Medical Sciences. The assessment degree of hospital according to last validation of hygiene ministry is one positive.
VISION
Reaching to great one degree in validation is the vision of Al-J alil hospital. This hospital believes by the assistance of God, using all possibilities, skills and the most suitable available technologies, and according to plans it can be changed to an independent center with appropriate possibilities and equipments to present proper clinical services to people of city and at last the best in province.
MISSION
Al-J alil hospital is the only hospital of city which directed governmental under Golestan University of Medical Science. This hospital activates in presenting the clinical services to the people of this city and province. This center uses of expert, experienced physicians and staffs, knowledge and modern clinical methods, safe and advanced medical equipments with emphasizing on patient's security and innovation in services in order to improve the level of health of people and society. The aims of this center are validation standards, Satisfying the patients' expectations with professional principles and patients' rights.
**The beds of hospital:**

<table>
<thead>
<tr>
<th>Sections</th>
<th>Bed numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal section</td>
<td>24</td>
</tr>
<tr>
<td>General Surgery</td>
<td>16</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>10</td>
</tr>
<tr>
<td>Maternity</td>
<td>12</td>
</tr>
<tr>
<td>Post partum</td>
<td>8</td>
</tr>
<tr>
<td>Kidney and Urinary tract</td>
<td>4</td>
</tr>
<tr>
<td>Orthopedic</td>
<td>5</td>
</tr>
<tr>
<td>CCU</td>
<td>6</td>
</tr>
<tr>
<td>Post CCU</td>
<td>4</td>
</tr>
<tr>
<td>ICU</td>
<td>4</td>
</tr>
<tr>
<td>Infectious</td>
<td>10</td>
</tr>
<tr>
<td>Infants</td>
<td>10</td>
</tr>
<tr>
<td>Maternity</td>
<td>10</td>
</tr>
<tr>
<td>Operating Room</td>
<td>2</td>
</tr>
<tr>
<td>Emergency</td>
<td>12</td>
</tr>
<tr>
<td>Dialysis</td>
<td>10</td>
</tr>
</tbody>
</table>
The Types of Main Services of Hospital:

- Clinical outpatient services
- Clinical hospitalization services
- Para services in pharmacy, radiology, sonography, and laboratory
- Special services of Imam Sajjad Clinic:
  - Echo
  - Fitness Test
  - Spirometry
- Crusher section services
**INTRODUCTION OF PHYSICIANS:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Area of expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Chehre Najd Abbasi</td>
<td>Psychiatrist</td>
</tr>
<tr>
<td>Dr. Leila Kashani</td>
<td>Psychiatrist</td>
</tr>
<tr>
<td>Dr. Hakim Zadeh</td>
<td>Neurologist</td>
</tr>
<tr>
<td>Dr. Fedra Fereydooni</td>
<td>Gynecologist</td>
</tr>
<tr>
<td>Dr. Mahin Dokht bandemeh</td>
<td>Gynecologist</td>
</tr>
<tr>
<td>Dr. Maryam Zabihi</td>
<td>Gynecologist</td>
</tr>
<tr>
<td>Dr. Hagh Bin</td>
<td>Pediatrician</td>
</tr>
<tr>
<td>Dr. Nodehi</td>
<td>Pediatrician</td>
</tr>
<tr>
<td>Dr. Seyyed Rahman Khoshhal</td>
<td>Infectious Disease Specialist</td>
</tr>
<tr>
<td>Dr. Anahita Ahmadi</td>
<td>Internist</td>
</tr>
<tr>
<td>Name</td>
<td>Area of expertise</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Dr. Milad Alimi</td>
<td>Internist</td>
</tr>
<tr>
<td>Dr. Mansoor Mirza Ali</td>
<td>Cardiologist</td>
</tr>
<tr>
<td>Dr. Soheila Abedini</td>
<td>Cardiologist</td>
</tr>
<tr>
<td>Dr. Nasser Saffar</td>
<td>Cardiologist</td>
</tr>
<tr>
<td>Dr. Nora Bigdeli</td>
<td>General Surgeon</td>
</tr>
<tr>
<td>Dr. Tahereh Mohajer</td>
<td>General Surgeon</td>
</tr>
<tr>
<td>Dr. Mona Mazidi</td>
<td>Surgeon and ENT (Ear Nose Throat Specialist)</td>
</tr>
<tr>
<td>Dr. Kiyanoosh Kor</td>
<td>Surgeon and Urologist</td>
</tr>
<tr>
<td>Dr. Saeid Mohajerzadeh</td>
<td>Surgeon and Othopedic Specialist</td>
</tr>
</tbody>
</table>
ACQUAINTANCE AND COMMUNICATION WITH THE HEALTH TOURISM DEPARTMENT (IPD):

- Dr. Seyyed Mehdi Agha Pour (President of the Hospital)
- Dr. Milad Alimi (Internal Specialist and the Doctor of IPD)
- Fatemeh Kochaki (Nurse and expert of IPD)

For accessing to the members of IPD unit you can go to The IPD unit in first floor or call to 09308221211. Meanwhile you can communicate with Mrs. Kochaki through 09308221211 mobile number or in presence, if there is any compliant or criticism.
The Charter of patient's Rights:
1. The patient rights to expect on time treatment and special attention with complete respect without the attention to race, culture, and religion.
2. The patient rights to know the place of hospitalization, nurse, doctor, and the other member of his/her remedy team.
3. The patient rights to ask about his/her finding, remedy and sickness progress steps from teacher through herself/himself or one of the relatives.
4. The patient rights to receive the essential information about possible side effects and application of other methods to his/her perception limit and partners in choosing the final method of remedy before examinations or during remedy
5. The patient rights to announce his/her personal satisfactions about the end of remedy or refer to another remedy center with personal tendency and lack of health threat of society according to legal terms.

6. The patient rights to assure about the security of his/her medical files, results of examinations and medical consultants to protection of personal limits.

7. The patient rights to enjoy of the confidence of doctor and other member of medical team, so the presence of people whom do not attend directly in treatment should be possible by the permission of patient.

8. The patient rights to assure of accessing to doctor and other member of medical team during and after discharge.
Al Jalil Hospital knows itself to observe these items about the international patients:
1. Presenting services out of usual turn to present faster and more quality services to accepted patients through health tourism unit.
2. Presenting all the information related to hospital through the e-mail address of international patients department www.aljalil-hosp.goums.ac.ir
3. Forming monthly and order committee of international patients department in hospital in order to policy and compiling the aims of hospital about treatment of international patients.
4. Existing the sign and guiding marks in English in hospital.
5. Giving personal package at the time of acceptance (including toothbrush, tooth paste, glass, spoon, fork, shampoo, sandal, cloth, ...)

6. Putting at least on nurse dominated on international language in the ward of presenting service to international patients in hospital
7. The ability to putting private nurse according to the request of patient
8. The ability to have a special room for international patients in every ward and equipped to alarming system of nurse
9. Making available praying possibilities according to religion
10. Special menu according to regime and taste of patient
11. Following and doing all the services from the start of acceptance to discharge by IPD unit
12. Taking satisfaction of patient by satisfaction questionnaire
13. Preparing the summary of patient file in English and copying of all the pages to presenting to patient
14. Posting the requested documentary after discharge if needed to medical documents
15. The patients can communicate to hospital through e-mail address www.aljalil-hosp.goums.ac.ir or 09308221211, 01734526767 with internal No. of 271.
The Rules and Regulations of Hospital:

1. Avoiding of using cell phone in special wards (CCU-ICU)
2. Using of handrail for beds in order to preventing of patient collapsing
3. Blue garbage can for no infection trashes (including: dish, food, tissues and paper)
4. Yellow garbage can for infection trashes (including: dress of wound, bleeding materials, patient's secretions, ...)
5. The time of visiting in all wards is 15-16 (for one hour) every day.
6. The time of visiting in CCU is 15:30 - 15 (for half an hour) on Monday, Wednesday, and Friday.
7. CCU ward does not have visiting.
8. Every patient can have one attendant (except special wards)
9. No smoking in the wards of hospital.
10. Supervisor, Matron, and nurse are responsible to answer your care process which their name and job is clarified through their uniform and label.
11. Your bed number ..... placed in ..... ward in ..... floor is possible.
12. Your friends and relatives can communicate with patient or his/her attendant through 01734526767 telephone number.
13. The times of serving food and preparing hot water in wards in morning is 6:00 to 7:00 a.m., at noon is 12 to 13, and at nights is 17:30 to 18:30.
14. There is emergency exit at the end of corridor of each floor to use in critical situations.
15. Strictly emphasized wash your hands by warm water and handwashing liquid several times specially before food or
after visiting the patients to prevent of spreading and transferring the infections of hospital.

16. Bathroom is enough in every ward.

17. Smoking is harmful for health and patient, so strictly avoid of smoking in public places and indoors such as hospitals and clinics.

18. Reflect your suggestions to the responsibilities through criticism and suggestion box or refer to IPD unit located in first floor and administrative corridor to present economical issues, please.

19. Health care quality and preventing unit is ready to answer your healthcare questions and presenting instruction.

20. If your patient uses spacial drugs, please inform his/her doctor or nurse.

21. Pay attention to inform the exact name of patient according to his/her certificated card.
22. All the money will pay through receipt box and computer, so avoid of paying money to the staffs.
**Tariff of Hospitalization:**

<table>
<thead>
<tr>
<th>No.</th>
<th>Kind of Service</th>
<th>Cost (Rial)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The cost of staying (bed)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The cost of ICU bed</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The cost of usual bed</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The cost of attendant bed</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Specialist</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Psychologist</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>General Physician</td>
<td></td>
</tr>
</tbody>
</table>
Presented service flowchart for international patients in Aljalil hospital:

Acceptance

Existing in clinic

Acceptance

Documenting (to present in discharge time)

Receiving remedy services

Satisfaction Survey

Determining the returning plan

Determining the following plan

The return of patient

Following the patient and record the result
Medical costs for international patients:
Medical costs of international patients is according to law and based on presented services and approved tariffs.

Required Documents for acceptance:
The acceptance of the patients does 24 hours every day with the order of related physician.

1. Identification
2. Passport
3. Hospitalize order from related physician
Honours of Hospital:

1. Receiving the superior title in second country clinical governance fair in 1391

2. Receiving one positive degree of validation in the first assessment of validation

3. Receiving the tablet of superior executive in improvement of hotel service quality in 1394
4. Receiving the appreciation as superior research core in province in 1392, 1394
5. Receiving the appreciation as superior presenting service center from Golestan Social Security
6. Holder of Baby friendly tablet
7. The only hospital with healthcare unit in province
8. Receiving the certification of hemovigilance system
THE HOSPITAL POSSIBILITIES

Parking
Pax system
Conference Hall
Coffee net
Skill lab
ATM
Waste Sterilizer
Greenbelt
Hygiene, Quality, Health

Aq Qala, The first kilometer of Bandar Turkmen road

Postal code: 49318-13946

Telephone No: 01734526765-7

Fax No: 01734526768