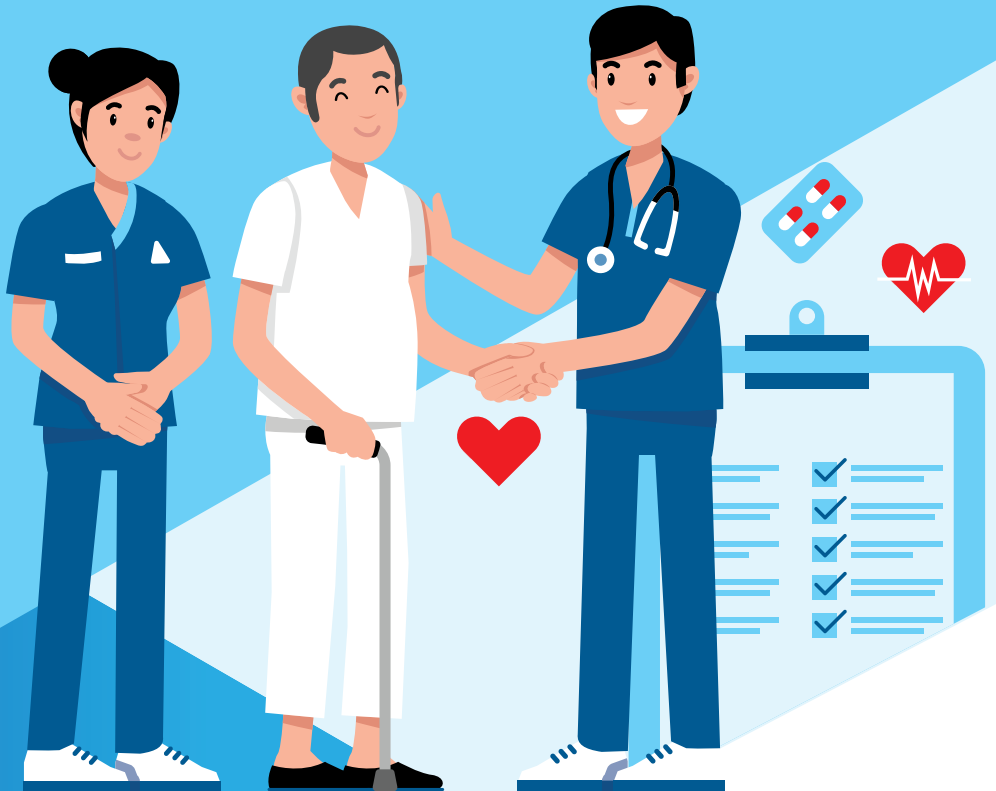




INSTITUT JANTUNG NEGARA  
National Heart Institute

# PATIENT HANDBOOK



I *TRUST*  
IJN

# WELCOME NOTE

Dear Patients,

Welcome to Institut Jantung Negara (IJN), the National Heart Institute of Malaysia. We thank you for choosing our facility for your heart care needs. We are confident that you will be well taken care of with our high-quality care and cutting-edge technology.

Since the establishment of our institute in 1992, we have grown to be one of the leading heart care centres in the Asia Pacific region and a preferred referral centre from simple to complex cardiac cases in Malaysia.

This patient handbook is designed to guide and assist you and your loved ones throughout your stay at IJN. It contains useful information about patient rights and responsibilities, safety, processes that you can expect and hospital services that we offer.

At IJN, we strongly encourage our patients to be actively involved in their health care plan to ensure the safest and highest quality of care is being provided for an exceptional experience. Please take the time to familiarise yourself with this information, and do not hesitate to speak to any of our staff should you have questions.

On behalf of our physicians, nurses and the entire hospital staff, I would like to wish you a quick recovery and may you have a pleasant stay with us.

Sincerely,

**Datuk Dr. Aizai Azan Abdul Rahim**  
**Chief Executive Officer**  
**Institut Jantung Negara**

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# VISION, MISSION & CORE VALUES

01

Our patients look to us for hope: hope that we will help them recover quickly, hope for a better quality of life and hope for a cure.

It is our duty to keep these hopes alive.

## OUR VISION

To be a **Global Centre of Excellence in Integrated Cardiovascular and Thoracic Care.**

## OUR MISSION

We are committed to provide the best patient services with the safest and highest quality care.

We are a corporate entity that is committed to provide and deliver exceptional patients' experience.

We aim to drive transformation, technology and innovation through training, research and development.

We are committed to develop and empower talents to enhance organizational growth.

Our objective is to be financially self-sustaining.

02

## CORE VALUES



### PROFESSIONALISM

We are professionals who conduct ourselves with honesty, integrity and are accountable for our actions.



### TEAMWORK

We are united in purpose, work as a team with respect and trust.



### QUALITY

We passionately pursue quality in everything we do.



### COMMITMENT

We are committed to the success of IJN and its contribution to the medical profession and the community.



### CARING

We care for our customers by anticipating and exceeding their needs.



### INNOVATION

We continuously adapt and strive to develop and pursue knowledge and innovative solutions.

# YOUR RIGHTS & RESPONSIBILITY

03

We encourage you to communicate openly with your health care team, participate in your treatment choices, and promote your safety by being well informed and actively involved in your care. Think of yourself as a partner in your care, as well as your responsibilities during your stay at our hospital.

## As a Patient of IJN, You Have the Right to:

### 1. Timely and Adequate Information

- You shall be given adequate medical information such as medical condition, diagnosis, treatment and prognosis.
- You shall be informed of the professional identity of your healthcare providers.
- You shall be entitled to a Medical Report, upon request and payment of a reasonable fee.
- You shall be entitled to an itemised bill and explanation of hospital charges upon request.
- You shall, upon request, be given advice in relation to promotive, preventive, curative medicine and rehabilitation to maintain good health and healthy lifestyle.

### 2. Medical Treatment

- You shall be given medical treatment, including treatment in emergency situations, in accordance with currently accepted standards of hospital care in Malaysia.

### 3. Choices

- You are entitled to refuse a recommended treatment and be discharged at your own risk.
- You are entitled to request for a second opinion from another external physician.
- You are entitled to request for a referral to another healthcare provider.
- You are entitled to decline participation in medical research programmes.
- You are entitled to participate in your care to the extent that you wish.

### 4. Privacy and Dignity

- Your personal and medical information shall be confidential.
- Your privacy, dignity, religious and cultural beliefs shall be respected.

04

### 5. Hospital Environment

- You shall be treated in a safe, clean and comfortable environment.

### 6. Facility for Raising Concerns

- You are entitled to raise any concern and to request for assistance from the hospital staff.
- You are entitled to have access to an appropriate grievance mechanism.

## As a Patient of IJN, You Have the Responsibility to:

### 1. Provide Information

- You are expected to fully and truthfully provide details of your medical, medication and treatment history.
- You are expected to fully and truthfully provide your personal details including insurance and financial information.

### 2. Adhere to Treatment Plans

- You shall adhere to medical advice and instructions should you choose to accept them.
- You shall attend all appointments punctually and notify IJN if you are unable to keep the appointment.

### 3. Adhere to Rules and Regulations

- You shall adhere to all rules and regulations of IJN at all times.
- You shall observe the no smoking policy.

### 4. Timely Payment of Hospital Charges

- You shall pay your hospital bills within the stipulated time frame.

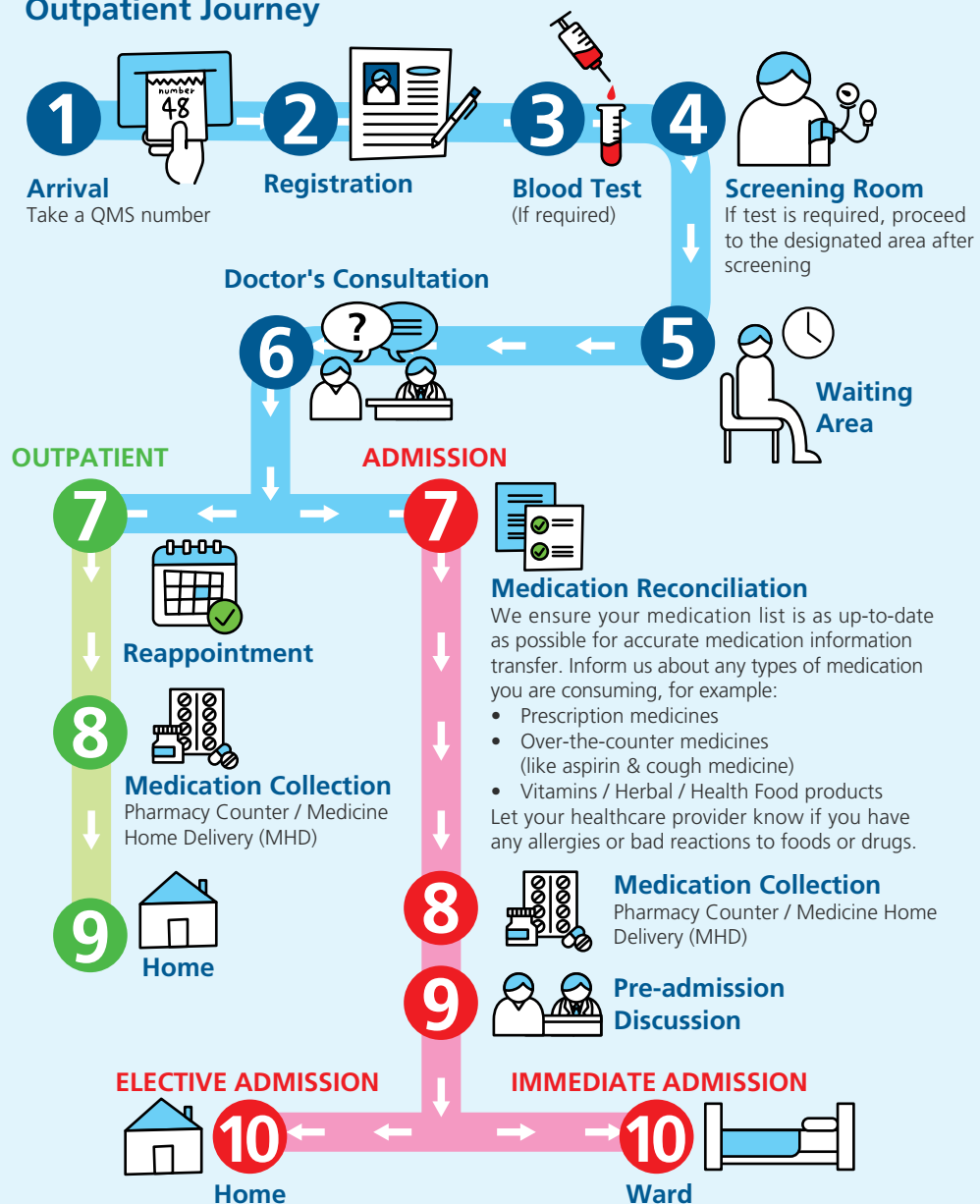
### 5. Respect One Another

- You and your visitors shall respect and be considerate to others.

# YOUR VISIT

05

## Outpatient Journey



06

## Outpatient Visit

The IJN outpatient clinic has two referral methods:

### OUTPATIENT CLINIC & PCHC

Government / Private Hospital  
(Subject to Payor) from  
General Physician / Cardiologist

### PRIVATE CLINIC

With or without referral letter

## Documents to Bring

When an outpatient appointment has been arranged, it is recommended that the patient brings:



**Latest Referral Letter from referring doctor**  
(optional for Private Clinic)



**MyKad / MyKid & Birth Certificate** (if below 12 years old) /  
**Passport** (for Foreign Patient)



**A list of current medications** (if any)



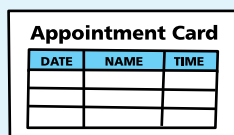
**Test Results** (if any)

**New Case:** Below is the list of documents that are required for new case registration.

Documents required	Full Self-Paying Patients / Foreigners	Company Guarantee Letter / Insurance – Only with Credit Facilities with IJN	Federal Staff / Dependent / Parents / Pensioner	State Government / Local Authority / Statutory Bodies / Pensioner	Underprivileged Malaysian
Referral Letter	✗	✗	<p>Latest from Private / Government Hospital by General Physician / Cardiologist / Emergency Specialist (stamped &amp; signed)</p> <p><b>Criteria of Valid Referral Letter:</b></p> <ul style="list-style-type: none"> <li>✓ Hospital Letter Head</li> <li>✓ Attention to <b>Institut Jantung Negara Sdn Bhd</b></li> <li>✓ Be referred by a <b>Cardiologist / Physician Specialist</b> (stamped &amp; signed) from Government Hospital (<b>refer to JPA Portal Pekeliling Perkhidmatan Bilangan 21 Tahun 2009 &amp; Bilangan 1 Tahun 2017</b>) subject to KKM approval (applicable for underprivileged)</li> </ul>	<p>Latest from Government Hospital by General Physician / Cardiologist (stamped &amp; signed) (subject to Payor)</p>	Valid from Government Hospital
MyKad / MyKid & Birth Certificate (if below 12 years old) / Passport (for Foreign Patient)	✓	✓	✓ MyKad copy of Guarantee Letter holder / Pension Card holder is <b>compulsory</b>		✓ *For Malaysian Only
Valid Guarantee Letter / Pension Card / Letter from JPA for Parents of Pensioner (for Federal Pensioner) / Surat Pengesahan Pesara / Surat Pengesahan Ibu Bapa Pesara (for Government Agencies *subject to payor) / College letter for child above 18 and below 21 yrs	✗	<p>Patients using Company Guarantee Letter or Insurance must:</p> <ul style="list-style-type: none"> <li>✓ Countercheck with your payors on medical coverage and eligibility.</li> <li>✓ Reconfirm with IJN whether VALID to be used.</li> </ul> <p>*Subject to terms and conditions by company.</p>	✓	✓	✗
Valid Visa	✓ With sufficient validity period (applicable for foreigners only)		✗	✗	✗
Test Result (if any)	✓	✓	✓	✓	✓
OKU card and Borang Laporan Pengesahan Pakar Perubatan Mengenai Anak Kurang Upaya Tanggungan Pesara (Approval from Medical Specialist from government hospital) / Surat Pengesahan daripada Ketua Jabatan	✗	✗	✓ for OKU patients (child above 21 years old) using parent's guarantee letter		✗
Surat Kelulusan Pertama daripada Jabatan	✗	✗	✗	✓	✗
Utility Bill	✗	✗	✗	✗	✓

**Follow-up****Documents to Bring:**

**MyKad / MyKid & Birth Certificate** (if below 12 years old) / **Passport** (for Foreign Patient)



**Appointment Card**



**Valid Guarantee Letter / Pension Card**

**Financial Matters**

The cashiers accept payment for hospital bills in the form of cash, credit / debit cards, bank draft and e-wallet.

**Payment Counter Operation Hours:**

BLOCK A, 6 <sup>th</sup> FLOOR		
	OPERATION DAY	OPERATION HOURS
Private Clinic	Monday - Friday	7:30am - 5:00pm
	Saturday	7:30am - 1:00pm

BLOCK A, GROUND FLOOR		
	OPERATION DAY	OPERATION HOURS
Outpatient Clinic	Monday - Friday	7:00am - 5:00pm
Outpatient Pharmacy	Monday - Thursday	7:30am - 4:00pm
	Friday	7:30am - 1:30pm
	Saturday	8:00am - 1:00pm

BLOCK B, GROUND FLOOR		
	OPERATION DAY	OPERATION HOURS
Outpatient Pharmacy	Monday - Friday	7:30am - 6:30pm
Admission Office	Monday - Friday	7:30am - 5:00pm
	Saturday	7:30am - 2:00pm
	Sunday	9:00am - 1:00pm

Should you require any other assistance pertaining to billing, payment and financial concerns, Patient Financial Services personnel are available during office hours on **Monday - Friday, 8:00am - 5:00pm** and on **Saturday, 8:00am - 2:00pm**

**Outpatient Experience Survey**

We would like to know about your experience as an outpatient in IJN. Please share your thoughts via our online survey, which helps us improve the quality of our services.



# YOUR ADMISSION

When your doctor schedules and notifies you regarding the admission date, you will be directed to the admission counter for pre-admission registration and financial discussion.

## Admission Counter Operation Hours

OPERATION DAY	OPERATION HOURS	
	Block B, Ground Floor	Block A, 6th Floor
Monday - Friday	8:00am - 5:00pm	8:00am - 5:00pm
Saturday	9:00am - 1:30pm	9:00am - 1:00pm
Sunday	9:00am - 2:00pm	Closed
Public Holiday	9:00am - 1:00pm	Closed

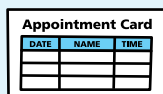
 All registration for Sunday and Public Holiday at Ground Floor.

## Documents to Bring:

During admission, please bring along the following documents:



**MyKad / MyKid & Birth Certificate** (if below 12 years old) / **Passport** (for Foreign Patient)



**Appointment Card**



**Valid Guarantee Letter / Pension Card / Medical Card**

## Payment Method

### 1. Full Self-Paying / Company Guarantee Letter (GL) / Insurance

- If you are paying on your own, you are required to place a deposit upon admission.
- We accept payment by





<b>A</b>	<b>Cash (RM) / E-wallet</b>	<b>F</b>	<b>EPF</b> (Account 2 Withdrawal)
<b>B</b>	<b>Credit / Debit Cards</b>	<b>G</b>	<b>Cheque</b> (We accept payment by cheque within 1 week before the admission date to make sure the cheque is clear upon admission)
<b>C</b>	<b>Bank draft</b>	<b>H</b>	<b>Company / Insurance Guarantee Letters</b> (From companies that have credit facilities with us based on coverage)
<b>D</b>	<b>Telegraphic Transfer</b>		
<b>E</b>	<b>Electronic Funds Transfer</b>		

If your bill exceeds your deposit placed, we will present you with an updated bill to facilitate the timely servicing of your account. However, if your bill is less than your deposit, we will refund the excess based on your mode of payment. Please proceed to Payment Counter to request for the refund.

For the company / insurance guarantee letter, the final treatment cost is based on coverage, and payment will be made directly by your insurance company or your company guarantee letter.

Please note that your insurance company will advise you of any outstanding payments. An invoice for outstanding charges will be issued directly to you if there is insufficient coverage or excess expenditure.

### 2. Federal Staff / Dependent / Parents or Pensioner

<b>Referral Letter</b> from Private / Government Hospital by General Physician / Cardiologist / Emergency Specialist (stamped and signed)	
<b>Valid Guarantee Letter / Pension Card / Letter from JPA for Parents of Pensioners</b>	
<b>Latest Student Verification Letter</b> from school or college or university (if patient's age is below 21 years old and using parent's guarantee letter)	
<b>OKU card</b> (for OKU patient using parent's guarantee letter)	

**3. State Governments / Local Authorities / Statutory Bodies or Pensioner**

<b>Referral Letter</b> from Government Hospital by General Physician / Cardiologist / Emergency Specialist (stamped and signed)	✓
<b>Valid Guarantee Letter / Pension Card</b>	✓
<b>Latest Student Verification Letter</b> from school or college or university (if patient's age is below 21 years old and using parent's guarantee letter)	✓
<b>OKU card</b> (for OKU patient using parent's guarantee letter)	✓
<b>Latest Approval Letter</b> for procedure or surgery	✓
<b>Surat Kelulusan Pertama Jabatan</b> (subject to payor)	✓







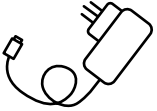

\*Subject to payor's approval

**4. Underprivileged Malaysian with Valid Referral Letter from Government Hospital**

<b>Valid Referral Letter</b> must attention to Institut Jantung Negara Sdn Bhd	✓
<b>Referral Letter</b> from Government Hospital by a Cardiologist / Physician Specialist (stamped and signed) (refer to JPA Portal Pekeliling Perkhidmatan Bilangan 21 Tahun 2009 & Bilangan 1 Tahun 2017) *subject to KKM approval	✓
<b>Latest Salary Slip</b> (if any) / <b>Income Confirmation Letter</b> from Commissioner of Oath (patient and family members)	✓
<b>Latest Employee Provident Fund (EPF) Statement</b> (patient and family members)	✓
<b>Socio-economic Report</b> from Social Welfare of the referring hospital	✓
<b>Latest Utility Bills</b>	✓
<b>Test Result</b> (if any)	✓
<b>Other Related Documents</b> (if any)	✓

**Personal Items & Valuables**

We encourage you to bring only essential items to the hospital, such as:

	Front button shirt / Pyjamas / Sarongs / Warm clothes / Socks		Non-slip slippers / Sandals
	Hair-brush / Comb		Toothbrush & Toothpaste
	Small pillow, 1 Bath towel & 2 Face towels (for patient undergoing surgery)		Toiletries
	Phone charger		Anything to occupy your time while in the ward, such as books, magazines, etc.



The items should be sufficient to use during hospitalization.

**DO NOT** bring the following items:



Firearms



Cigarettes



Pets



Radio, hairdryer /  
other electric devices



Durian



Mangosteen



Jewelry



A large sum  
of money

**i** The hospital is **NOT** responsible for lost or stolen items.

**i** These tips will help to keep your personal items secure:

## DO'S ✓



Keep eye glasses and hearing aid in a case when you are not wearing them.



Keep dentures in a denture cup on the top drawer of your bedside table.



These items should be placed on the top drawer of your bedside table, with your name on it.



Keep clothing in your room closet, bedside table or suitcase.

## ✗ DON'TS

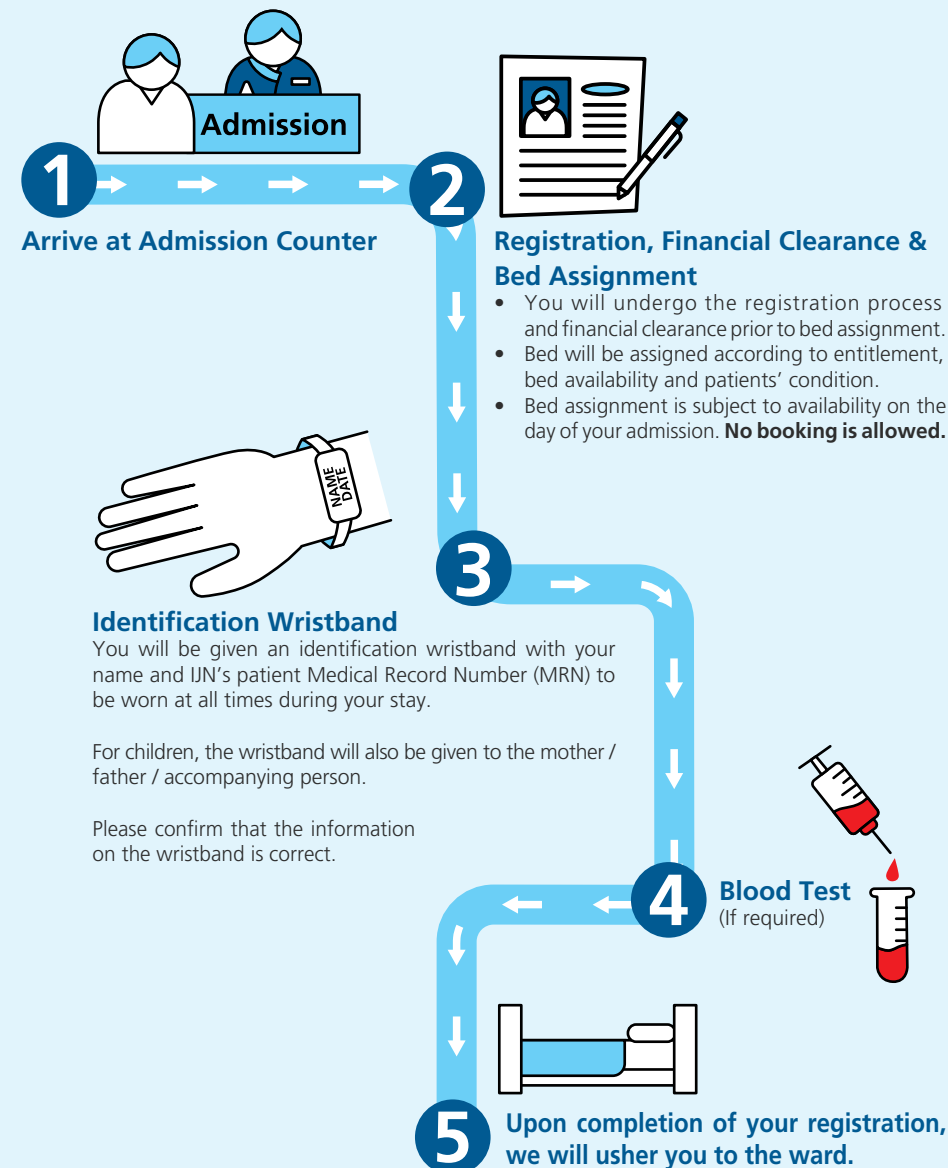


Place it on your food tray or on the bed linen.



Wrap it with tissue.

## Patient Arrival



## Bed Type & Room Details

Institut Jantung Negara (IJN) rooms are designed with modern furnishings, bright colours and features to ensure patient's comfort, convenience, and security.

2 Bedded



3 Bedded



4 Bedded



5 Bedded



6 Bedded



The images may differ from the actual room.

## General Room

### Extra Features:

- Complimentary admission gift set
- Electronically adjustable bed
- Personal nurse call system
- Bathroom with water heater
- Flat-screen cable TV with remote control (multi-lingual programs)
- Free WiFi service
- A washing and drying room is available in the ward (only at Block A)
- A comfortable day space area is available for your visitors and family members

## Single Room

### Extra Features:

- Complimentary admission gift set
- Electronically adjustable bed
- Sofa-bed for accompanying person
- Personal nurse call system
- Bathroom with water heater
- Flat-screen cable TV with remote control (multi-lingual programs)
- Free WiFi service

## Deluxe Room

### Extra Features:

- Complimentary admission gift set
- Electronically adjustable bed
- Pull down bed for accompanying person
- Personal nurse call system
- Bathroom with water heater
- Flat-screen cable TV with remote control (multi-lingual programs)
- Free WiFi service
- Mini fridge



### Suite

#### Extra Features:

- Complimentary admission gift set
- Electronically adjustable bed
- Sofa-bed for accompanying person
- Separate lounge for family and visitors
- Personal nurse call system
- Bathroom with water heater
- Flat-screen cable TV with remote control (multi-lingual programs)
- Free WiFi service
- Mini fridge & microwave oven
- Telephone. Able to make calls within the hospital, local calls (for a fee) and long-distance calls (for a fee)



### Mini-Suite

#### Extra Features:

- Complimentary admission gift set
- Electronically adjustable bed
- Sofa-bed for accompanying person
- Separate lounge for family and visitors
- Personal nurse call system
- Bathroom with water heater
- Flat-screen cable TV with remote control (multi-lingual programs)
- Free WiFi service
- Mini fridge & microwave oven



The images may differ from the actual room.



## Know Your Wristband

Patient



Caregiver



Allergic



Fall



Do not take the wristband off until you have been discharged from the hospital. If the wristband comes off for any reason, notify your nurse to replace it.

## Ward Facilities



### Nurse Call Bell

Located next to your bed and is connected to the Nurse Counter. Please use the call bell for any assistance if needed. The nurse will show you how to use it during ward orientation.



### Telephone

Get assistance from the nurses if you need to use the phone.



### Television

All suites, single rooms and double-bedded rooms are equipped with a television. There is also a television set in the Day Space Area.



### Bathrooms

All bathrooms have water heater. Kindly sit on the stool provided in the bathroom if you are unable to stand on your own. For your safety, all bathrooms are equipped with emergency call button.



### Electrical Appliances

Personal electrical appliances such as iron, television, radio, cooker, etc, are **NOT** allowed in the room/ward.

## If You are Scheduled for a Procedure / Surgery



Your doctor will explain the risks and benefits of the procedure or surgery to you. You will be asked to sign a consent form. If you are unfit / unable to sign, your immediate family member will be required to sign on your behalf.



If you are admitted for valve surgery, it is mandatory for you to see a dentist for a dental clearance prior to admission.



Please stop antiplatelet / anticoagulants (blood thinning medication) as per doctor's advice before surgery to avoid risk of bleeding during surgery.



Remove nail polish on both hands and feet (if any).

## Participate in Your Care



Discuss your treatment plan with your doctor and nurse. Make sure that you understand and agree with the plan.



If you are in pain, inform your nurse or doctor for pain management.



Your family members will be updated on your progress of the surgery / procedure via a display screen at 1st floor waiting area.



Request for an interpreter if needed.

## Inpatient Meals

Good nutrition is an essential component, especially during the recovery process. The hospital menu has been designed to provide a nutritionally balanced and adequate diet for all patients.

All food served to patients in IJN is HALAL Certified and adhere to the safety requirements.

**i** We also offer À La Carte meals (last order for lunch at 11:00am and dinner at 4:00pm). These meals are chargeable and not covered by the patient's payor, government and insurance.

**i** Please refer to the **Dietetic Technician** who distributes your daily menu, nurse on duty or call **ext. 8248 or 3148** to place an order.

### 1. Meal Serving & Collection Time

MEAL	SERVING TIME	TRAY COLLECTION TIME
<b>Breakfast</b>	7:30am - 8:30am	8:45am - 9:00am
<b>Lunch</b>	12:30pm - 1:30pm	1:45pm - 2:00pm
<b>Tea Time</b>	3:00pm - 4:00pm	<b>NIL</b>
<b>Dinner</b>	6:00pm - 7:00pm	7:15pm - 7:30pm
<b>Supper</b>	9:00pm - 10:00pm	<b>NIL</b>

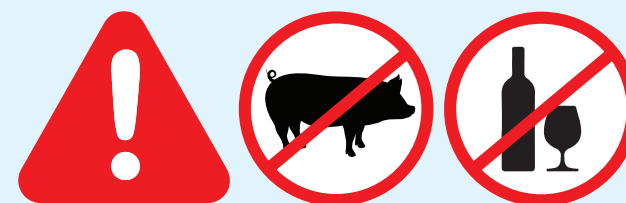
Patients will be served with a standard menu on the day of admission as well as on the next day. All food trays are not permitted to be kept beyond the stated time as above, hence will be collected by the respective ward hospital aide to be discarded. This is to comply with food safety standards.

**i** If you missed your meal due to any procedure, light snacks will be provided.

## 2. Outside food

Any additional food and drinks brought in for patients must be suitable with the patient's medical condition and safe for consumption. Please consult the nurse if you are unsure about the food's suitability.

This is important to help us prevent or reduce the risk of infection, food poisoning and unwanted interaction with prescribed medication. **Any food** brought into the hospital should **NOT be offered to other patients**. IJN will not be responsible for any harmful effects caused by food brought into the hospital by patients, visitors or relatives. Consumption of outside food is at the patient's own risk.



Pork and alcohol are strictly **PROHIBITED**.

### 3. Food Storage Safety Guideline

Each ward is equipped with a refrigerator in the patient's pantry to store the patient's food and nourishments. This is to ensure food and nutrition products are stored under proper sanitation and temperature to maintain food safety and stability.

Below are simple guidelines to be adhered:



Food must be stored in a covered container, labelled with patient's name, date and time and to be given to the ward staff.



Cooked food, and any opened ready-to-drink supplement must be labelled and sealed in zipper bag and shall not be kept in the refrigerator for more than 24 hours.



Unopened commercially prepared food can be kept till the expiry date.



Commercially prepared food (e.g. juices and yoghurt) shall be discarded within 24 hours once opened.

### 4. Health and Safety Tips if Bringing Additional Food for Patient:



#### Watch Out For The Fat

Too much fat in the diet, especially saturated fats, can raise your cholesterol, which increases the risk of heart disease.



#### Life's Sweeter With Less Sugar

Consuming too much sugar leads to weight gain and elevates blood glucose levels for individuals with diabetes or pre-diabetes.



#### Halt The Salt

A high salt intake raises blood pressure and increases the risk of heart disease as well as stroke.



#### Food Hygiene & Safety

Be cautious when buying food in view of food hygiene and safety.



#### Balance The Fluid

Avoid excess fluid in the form of beverages, soup and fruits if fluid restriction is indicated.



#### Food Allergy Alert

Be aware of food with allergen content if patient has food allergies.



## Your Healthcare Team

Our healthcare team comes from different categories: know about them.



### Consultants/Doctors

The doctor will review you in the ward.



### Nursing Staff

The Nurse Manager/Deputy Nurse Manager is the person in charge of the ward and is assisted by a team of qualified nurses. Nurses will provide nursing care and treatment according to the treatment order and care plan.



### Physiotherapist

Physiotherapists will assist you in achieving maximum physical function through cardiac and pulmonary rehabilitation. They will provide a guideline on home exercises and tips on how to perform activities of daily living safely.



### Dietitian

Dietitians provides nutrition counselling for various nutrition-related medical conditions for patients.



### Pharmacist

Pharmacists support patient care by ensuring appropriate and safe medication use to achieve the best treatment outcomes.



### Counsellor

The Patient Counseling Unit provides spiritual, psychological, emotional support and other services for patients and their family members.



### Customer Service Representative

Our Customer Service staff will be more than happy to assist you with any inquiries, questions, concerns or needs you may have during your stay or visit.

To speak to a customer service representative, please call **+603-2600 6300 / 6301** on  
**Mon-Sat: 7:30am - 8:00pm**  
**Sun: 9:00am - 8:00pm.**



### International Patient Centre (IPC)

The IPC coordinates all foreign patients' medical care and needs. Services provided:

- (i) Interpretation Service
- (ii) Hotel Reservations
- (iii) Ground Transportation
- (iv) Visa Extension Application

To reach International Patient Centre,  
**Call: +603-2600 6336 / 6337**  
**Fax: +603-2691 7278**  
**E-mail: [international@ijn.com.my](mailto:international@ijn.com.my)**



Our IPC staff is stationed at 6th floor, IJN Private Clinic.

## Caregiver Guidelines

Open to all patients except in COVID-19/PUS ward based on criteria.

### PATIENT CRITERIA

Mentally challenged /  
confused /  
disorientated patients

Bedridden / ill / do  
not resuscitate (DNR)  
patients

Patients with dementia  
based on Initial Nursing  
Assessment (INA)

Patients with high risk for  
fall based on Initial Nursing  
Assessment (INA) score.



Patients with physical  
disabilities such as  
blindness, hearing  
deficit, prosthetic limbs

Patients on CAPD (Continuous  
Ambulatory Peritoneal Dialysis)

Patients with suicidal ideation based on  
Initial Nursing Assessment (INA)

### CAREGIVER CRITERIA



Above 18 years old



Fit & Healthy

### REGISTRATION TIME

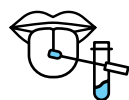
Admission Counter:

- Monday - Friday:  
**8:00am - 5:00pm**
- Saturday, Sunday & Public Holiday:  
**9:00am - 1:00pm**

### STANDARD OPERATING PROCEDURE (SOP)



- Wear face mask at all times
- Only 1 caregiver is allowed to accompany inpatient.



To do self **RTK Ag test** within  
**24 hours prior (Result must  
be NEGATIVE).**

\*Date and time of the test  
should be indicated along with  
the picture as proof.



Caregiver guidelines will be revised according to current SOP.

## Visitor Guidelines

Visitors are to observed and adhered to the following:

### ADULT WARDS



- Monday - Friday:  
**12:00pm - 2:00pm**  
**5:00pm - 7:00pm**
- Saturday, Sunday & Public Holiday:  
**12:00pm - 7:00pm**

### ADULT CRITICAL CARE UNITS



- Visiting Hours:  
**12:00pm - 1:00pm**  
**6:00pm - 7:00pm**
- 2 visitors at a time

### PAEDIATRIC WARDS



- Monday - Friday:  
**12:00pm - 2:00pm**  
**5:00pm - 7:00pm**
- Saturday, Sunday & Public Holiday:  
**12:00pm - 7:00pm**

### PAEDIATRIC CRITICAL CARE UNITS



- Visiting Hours:  
**12:00pm - 1:00pm**  
**6:00pm - 7:00pm**
- 2 visitors at a time

### STANDARD OPERATING PROCEDURE (SOP)



Children are allowed to visit wards  
according to the following:

- Monday - Friday:  
**5:00pm - 7:00pm**
- Saturday, Sunday & Public Holiday:  
**12:00pm - 7:00pm**



Wear a face mask



Wash your hands regularly



Visitor guidelines will be revised according to current SOP.

Our healthcare partnership begins with our commitment to your safety. Patients who are more involved with their care in the hospital tend to feel better and stay safer.

## Medication Safety

1. While you are in the hospital, it is important for you and your doctor to talk about your medication. Before your admission, inform your doctor, nurse or pharmacist about any medication you are consuming and bring along your medication list. For example:

- ✓ Prescription medicines including eye/ear drops, inhalers, etc.
- ✓ Over-the-counter medicines (like aspirin and cough medicine)
- ✓ Vitamins
- ✓ Herbal products
- ✓ Health food products

2. Let your doctor and nurse know if you have any allergies to food or drugs or have ever had a bad reaction to any medicines, food or latex products.

3. Ask your nurse about your medicines - what they are, what they look like, what they do, at what time they are given or what side effects may occur. Look at all your medicines before you take them. If you do not recognise the medicines, please ask your healthcare provider.






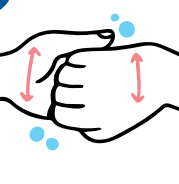


Know what medicines you take and why you take them. While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important.

## Prevent the Spread of Germs

Hand hygiene is the best way to prevent the spread of germs. You can clean your hands by performing hand wash or hand rub using sanitiser.

Each area is equipped with hand hygiene facilities and products for use by staff, patients, caregivers and visitors.

### 1. Six steps of effective hand hygiene technique

<div data-bbox="1232 526 1310 598">1</div>  <p>Rub hands palm to palm.</p>	<div data-bbox="1680 526 1758 598">2</div>  <p>Right palm over left dorsum with interlaced fingers and vice versa.</p>
<div data-bbox="1232 798 1310 869">3</div>  <p>Palm to palm with fingers interlaced.</p>	<div data-bbox="1680 798 1758 869">4</div>  <p>Back of fingers to opposing palm with finger interlocked.</p>
<div data-bbox="1232 1069 1310 1141">5</div>  <p>Rotational rubbing of left thumb clasped in right palm and vice versa.</p>	<div data-bbox="1680 1069 1758 1141">6</div>  <p>Rotational rubbing, backwards and forwards with clasped fingers of the right hand in the left palm and vice versa.</p>

## Smoking Is Prohibited in the Hospital



**SMOKING &  
E-CIGARETTE  
ARE PROHIBITED  
IN IJN**

We are committed to providing a healthy and safe environment for our patient, visitor and staff. No smoking is allowed without exception including e-cigarette.

### DO YOU WANT TO QUIT BUT ALWAYS FIND IT A STRUGGLE OR CRAVING IS TOO STRONG?

Get help from Quit Smoking Clinic (QSC)

#### Quit Smoking Clinic operation hours

OPERATION DAY	OPERATION HOURS
Monday - Friday	8:00am - 4:00pm
Weekends & Public Holidays	Closed



To make an appointment, please call **+603-2617 8386**.



There are about 7,000 chemicals in a cigarette. 200 of them are poisonous to your body. The nicotine in the cigarette makes you dependent on the cigarette and keeps you smoking even if you want to stop.

## Fall Prevention

In the hospital, patients can be at a higher risk of falls. Illness, surgery and medications can make you weaker than usual or can affect your balance or judgement. In addition, medical equipment and the unfamiliar environment can make it hard to move about easily.

### 1. Why are falls dangerous?

Falls can cause serious injuries such as cuts, fractures, or head injury.

### 2. What increases my risk for falls?

- ✓ Use of medicines such as sedatives or antidepressant
- ✓ Frail elderly
- ✓ Poor vision problems
- ✓ Have lower body weakness
- ✓ Difficulties with walking and balance
- ✓ Recent falls

### 3. Implications of Fall

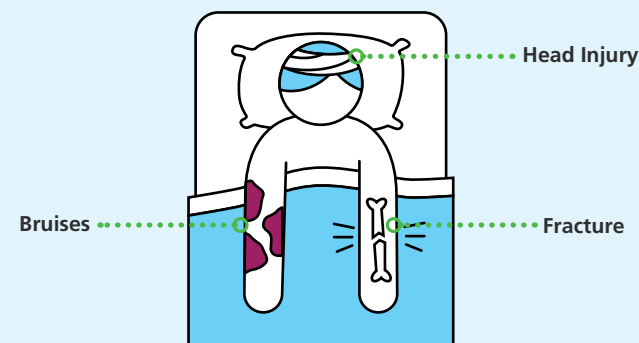
These may happen:

**A**

**Long stay in hospital**

**B**

**Increase in hospital bill**



#### 4. Fall Prevention Measures

**DO'S** ✓

**Call** for assistance if you are at risk for fall



Wear **footwear** with grip



**Report** spills / obstructed path to staff



Get up **slowly**:

1. Sit up
2. Move to side of the bed
3. Stand up



Use recommended **walking aid**



If you do fall, **keep calm** and **call** for help



**DON'TS** ✗

Don't go to the toilet alone if you are at risk for fall



Don't wear worn-out footwear



Don't walk over spills / obstructed path



- Don't rush when getting up
- Don't get out of bed if you are feeling unwell



Don't walk without support



Don't hide falls from staff





#### 5. What happens if you DO fall?



Do NOT PANIC



Do NOT GET UP immediately



MINIMISE / RESTRICT movement



SHOUT for help / attention



WAIT for assistance

**i FALLS ARE PREVENTABLE**  
Allow us to keep you **SAFE** while we care for your **HEART**



## 1) Car park

Ample parking space is available.

- Multi-storey parking lot at Block C.
- Open space parking next to the Emergency Department is open 24 hours a day, seven days a week.
- Valet parking service is also available at the Main Lobby.

Kindly ensure that you lock your vehicle and take all safety measures. Ensure you have sufficient balance on your Touch 'n Go card, before returning to your vehicle.



## 2) Wheelchair

Wheelchairs are available at the information counter, upon request. Wheelchair-bound patients are advised to use the special entrance at the drop off area located at Block A.

For patients using their wheelchair and wish to park at the multi-storey car park located at Block C, please park your vehicle at Level G to access our Main Lobby.



## 3) Lockers

Lockers for day use are available for rent. Please enquire from our customer service staff.



## 4) Buggy Service

The special service is for patients who have difficulty walking the distance.



## 5) Laundry

Self-service laundry is available at Level LG of Block B. The washer and dryer accept tokens only. Tokens can be exchanged using the available token exchange machine.



## 6) Surau/Prayer Rooms

Prayer Rooms for Muslim patients and visitors complete with ablution facilities are available on various floors at Block A and Block B. The Surau Jumaat is located at the Roof Top of Block C.



## 7) Food Outlets

Operational Hours:

**Food Court : 7:00am - 7:00pm daily**

**Food Outlet: 8:00am - 7:00pm daily**



## 8) Vending Machine

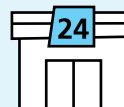
Vending machine service for drinks and snacks is available at various location.



## 9) Automated Teller Machine (ATM)

Ground Floor, Block A – **Maybank** & **RHB**

Ground Floor, Block B – **CIMB BANK**



## 10) Convenience Shop

The convenience shop is located at Lower Ground Floor, Block B and Ground Floor, Block A.



## 11) Luggage Room

A luggage room is available in the ward. Do not keep food, beverage and valuables in the room. Any loss or damage of belongings will be at your own risk.



## 12) Quiet Room

For non-Muslims, Quiet Room is located on the First Floor, Block B, beside the HDU Cardiology ward.



### 13) Pharmacy

#### (a) IJN First Pharmacy

Provides a wide range of services and products, including:

- Dispensing of prescription medicines
- Advice and counselling on the treatment of minor ailments as well as the supply of pharmacy-only and over-the-counter medicines
- Diagnostic devices and consumables
- Nutritional supplements and products
- Toiletries and skincare products
- Dressings and wound care products

#### (b) Outpatient Pharmacy

Located at both Block A and Block B:

- Open daily from **Monday to Friday, 7:30am – 6:00pm**
- Dispensing and counselling of medications for outpatients

We offer the below services for your medicine refill:



#### Medicine Home Delivery (MHD)

Delivers your medicines to your doorstep without you worrying about transportation or overcrowding in the hospital (terms and conditions apply).



#### Drive-Thru Medicine Collection

Caters for medicines that unsuitable for postage (e.g. cold-chain medicines and inhalers) so you can collect them from IJN without leaving your cars nor crowding at the Hospital Pharmacy.



#### MEDiLoC (Medicine Locker Collection)

A locker service that allows you to collect your medicine throughout the day.



#### Pharmacy Counter

Please check our current medication refill collection times prior to collection.

#### (c) Medication / Devices Counseling

We empower patients to take charge of their own health through detailed counselling and equipping them with knowledge of selected medicines and medication devices.

#### (d) Heart Failure and Anticoagulation Clinic

These multi-disciplinary clinics run by pharmacists, physicians and nurses aim to deliver coordinated and comprehensive care to patients with heart failure or warfarin therapy to enhance efficacy and minimise patient harm. Clinic services include patient assessment, monitoring of laboratory parameters, medication dosage adjustment, patient education and feedback to referring physicians.



### 14) WiFi Service

All public areas and wards within the hospital are provided with **FREE WiFi access**. Visitors with mobile devices can browse the internet via [heartspot@guest.ijn](mailto:heartspot@guest.ijn)

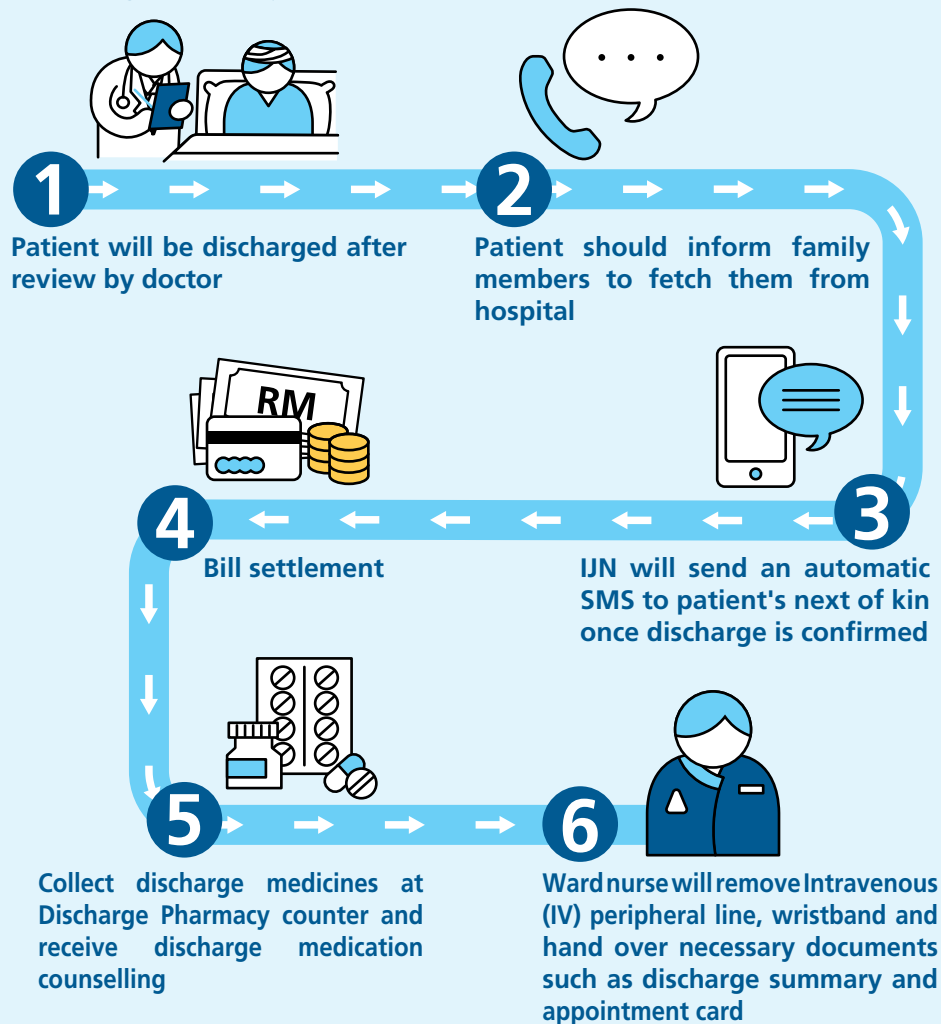


### 15) Dormitory

The Dormitory service is located at Level 2 of Block C. Affordable and comfortable accommodation is available for accompanying family members and caregivers of patients at the Critical Care wards, with priority given to family members of patients in CCU / ICU / PICU / PCICU / HDU and the Emergency Department. Terms and conditions apply.

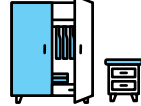

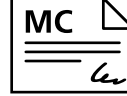



Application forms for those eligible to apply are available at the respective Critical Care wards. Completed forms must be submitted at the dormitory reception, and accommodation is subjected to availability.

## Discharge Journey



You will be notified at least a day before your planned discharge, after 3 days of interventional procedure or 5-7 days after surgery subject to your condition.

## Before You Leave

- ☐  Check your bedside locker and wardrobe to ensure you do not leave anything behind (clothes, toiletries, eye glasses & etc).
- ☐  Understand instructions about your continued care.
- ☐  You may request a sick leave certificate or medical report from ward staff (if required).
- ☐  Make sure you receive discharge summary from ward nurse.
- ☐  Check any follow-up visits that you may need.
- ☐  Remember to collect your prescribed medicines upon discharge.

If you require any assistance with transportation arrangements, don't hesitate to contact our **Customer Service Counter** or inform your nurse.

## Inpatient Experience Survey



We would like to know about your experience as an inpatient in IJN. Please share your thoughts via our online survey, which helps us improve the quality of our services.





Dear Guests,  
As much as we would like to serve your health, we are also excited to know how you feel about our service and hospitality. Feel free to speak from your heart and help us improve ourselves.



**Drop your feedback by  
scanning here or visit us at**

[heart2heart.ijn.com.my](http://heart2heart.ijn.com.my)



With immediate effect, only online feedback is accepted to ensure no feedback is left unattended.

Emergency	+603-2617 8407 / 8408
Hospital General Line	+603-2617 8200
Customer Experience Department	+603-2617 8844
Customer Service Information Counter	+603-2600 6300 / 6301
International Patient Centre	+603-2600 6336 / 6337
Corporate Patient Centre (for GL & Insurance)	+603-2617 8200 / 3653 / 3654
Outpatient Services	+603-2600 6355 / +603-2617 8627
Admission Office Private Clinic	+603-2600 6323 / 6324
Admission Office Block B	+603-2600 6326 / 6396 / 6397 / 6399
Outpatient Billing	+603-2600 6496 / +603-2617 8454 / 8431 / 8437
Inpatient Billing	+603-2617 8418 / 8424 / 8432 / 8356
Fax	+603-2691 7278
Pharmacy Department	+603-2617 8200 / 3611 / 3613 +603-2617 8200 / 3312 / 3315
Diet Counseling Clinic	+603-2600 6596 / 6942
Quit Smoking Clinic	+603-2617 8386
Diabetes Lifestyle Clinic	+603-2617 8396
INR Clinic	+603-2617 8483
PCHC Clinic	+603-2617 8994 / 8995
Physiotherapy Department	+603-2617 8339
Hospital Information Management Services (Medical Records)	+603-2617 8217 / 8219
Lost & Found (Security Office)	+603-2617 8258 (CCTV) +603-2600 6300
Patient Counselors	+603-2617 8585
Marketing Department	+603-2600 6314
Wellness Centre	+603-2600 6421 / 6423
IJN Foundation	+603-2617 8312
Dormitory	+603-2600 6738
Yayasan Jantung Malaysia	+603-2693 4709

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For general enquiry:

+603 2617 8200

To make an appointment:

+603 2617 8844

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