



معهد دسمان للسكري
Dasman Diabetes Institute



WELCOME TO DASMAN DIABETES INSTITUTE

PATIENT INTRODUCTORY BOOKLET

INTRODUCTION

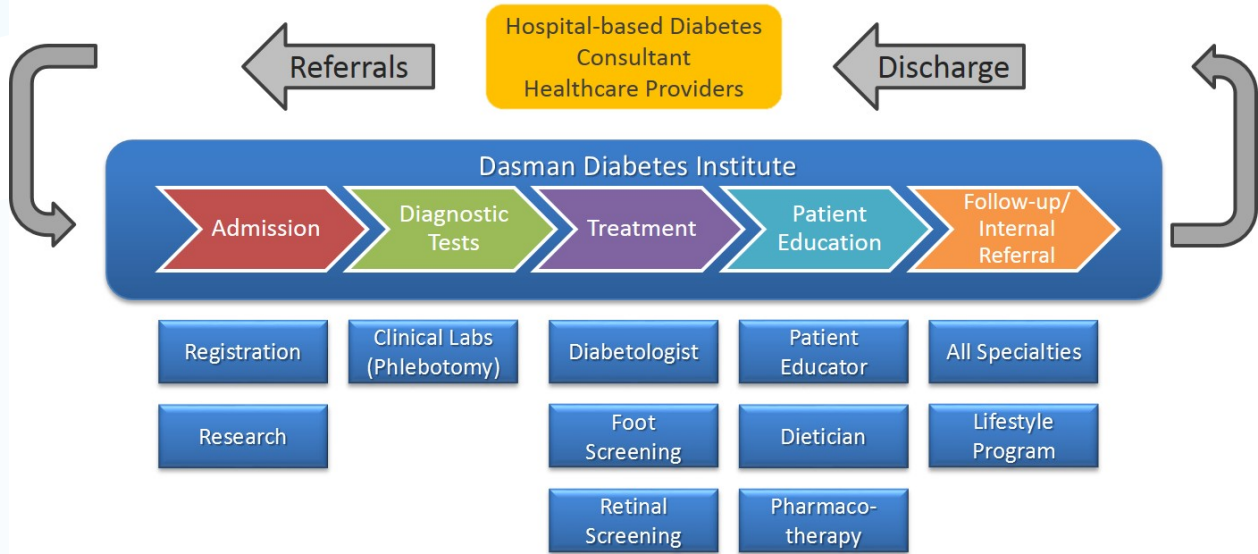
The Dasman Diabetes Institute (DDI) was established in 2006 by the Kuwait Foundation for the Advancement of Sciences (KFAS) as a private sector organization with the mission to prevent, control and mitigate the impact of diabetes and related conditions in Kuwait, through effective programs of research, training, education and health promotion and thereby improve the quality of life in the population. In order to achieve this mission, DDI has adopted a few important policies which we would like to share with you prior to you joining us on your diabetes care journey here.

PATIENT CARE AT DDI

The DDI team has a holistic approach to diabetes care management and looks at the complications of the disease as well. The team is committed to providing the best quality care available and our policy is to encourage all visiting patients to speak openly with their health care providers, take part in the management of their health issues, and enhance their own safety and wellbeing by having up-to-date, relevant information.

The healthcare providers at DDI believe that your care will not be complete without your active participation. Therefore, you are encouraged to think of yourself as an active partner in your own care. With this in mind, DDI is not the usual diabetes treatment center, but rather focuses on empowering patients to take care of themselves by helping them devise complete healthcare plans which include educational, nutritional and lifestyle modification guidance. After that, patients are referred back to their original health care provider, at the Ministry of Health, to continue their follow up there. Hence, you should expect that your journey at DDI will be a focused one that strives to optimize your diabetes health care plan. Once this is achieved, you would be discharged from our care and may be seen thereafter annually or if complications arise. The diagram below depicts your care pathway at DDI:





The research focus at DDI is also important and therefore you are expected to participate in our research initiatives while you receive your health care. Without research that is focused on our situation in Kuwait and that can help us plan for future generations, diabetes care management would not progress. Your support in this matter is vital.

You and your accompanying family members are considered part of the healthcare team at DDI, and therefore it is very important to know your due rights as well as your responsibilities as a patient here.



PATIENTS' BILL OF RIGHTS

As a patient at DDI, you are entitled to the following rights.

- ✦ To receive considerate, respectful, and compassionate care in a safe environment that is free from all forms of abuse, neglect, and misconduct.
- ✦ To be called by your proper name and be treated in a highly dignified and culturally acceptable manner.
- ✦ To be attended by qualified and experienced healthcare professionals and receive treatment on the basis of your clinical need.
- ✦ To maintain confidentiality of all kinds of care-related records and communications, unless disclosure is required by law. You also have the right to know persons who may have access to your personal health information.
- ✦ To be told the names of the attending doctors, nurses, and other health care team members involved in your care.
- ✦ To be accompanied by a family member or person of your choice during your visit to DDI.
- ✦ To be told by the treating physician about the diagnosis, disease prospects, required investigations, the benefits and risks of various treatments, the expected outcome of various treatment plans, and available alternatives. To be fully informed for any special procedure or treatment.
- ✦ To be involved in care-related decisions and that you may refuse a treatment plan to the extent permitted by law. You have the right to ask questions about your health-related issues and to receive clear information in a language that you understand.
- ✦ To expect full respect and consideration for the protection of your privacy and confidentiality in care-related discussions, examinations, and treatment plans. You may opt to have your accompanying family member present during any type of medical examinations or procedures.



- ✦ To be informed if you are eligible for enrolment in a research study. You have the right to be fully informed and make an informed decision for participation in research studies. Participation in specific research studies is completely voluntary and you may refuse to participate or withdraw from a study in which you agreed to participate at any time you wish without affecting your standard medical care.
- ✦ To give or refuse consent for photographs and audiovisual recordings to be produced and used for purposes other than identification, diagnosis, or treatment.



PATIENTS' RESPONSIBILITIES

While patients are entitled to their due rights, they also have certain responsibilities. As a patient you are expected to:

1. Provide complete and accurate information about your health and medical history. This information includes present condition, past illnesses, history of allergies or sensitivities to medications, hospital admissions, medicines, herbal products, and any other matters that are of importance for your care as a patient at DDI.
2. You are also responsible for providing accurate personal information such as full name, date of birth, Civil ID number, telephone number, and mailing address, when it is required.
3. To request clarification when you do not understand information or instructions provided by your healthcare providers. If you cannot follow or do not understand some aspect of your treatment plan, it is your responsibility to inform your healthcare providers.
4. You are expected to comply with medical advice given by the healthcare providers. In case of non-compliance or acting against medical advice, you are responsible for outcomes and consequences of non-compliance.
5. It is highly recommended that you do not bring valuable items to the patient care areas and only possess necessary items that are required for your care.
6. You and the person accompanying you are expected to treat all DDI staff and other patients and visitors with courtesy and respect.
7. You and the person accompanying you are also expected to respect the privacy of other patients and visitors.
8. To abide by all safety rules and regulations and cooperate with the DDI staff in maintaining a clean, safe, and friendly environment.



9. To be aware of the DDI “Appointments Policy”. The policy requires you to remember your follow up appointments, be on time for the scheduled appointments, and to inform the appointment desk if you are unable to show at a particular appointment. No shows or constant late shows without prior notice may result in the closure of your medical record at DDI.
10. To cooperate with healthcare staff and realize that there are enormous amount of demands and limitations of resources on the healthcare service at DDI.

• Provider rights

The Dasman Diabetes Institute (DDI) has long been an internationally recognized leader in the field of diabetes. The diabetology clinics at DDI provide state of the art care for adult clients with diabetes. With emphasis on education, outreach, and the use of advanced technologies, as well as a commitment to advancing research to help generate new treatments, the quality of life of our clients is a priority.

Apart from treating diabetes, DDI’s main concern is a long-term process of educating both the clients and their relatives regarding the adjustment of blood glucose levels. This way, families learn to live with diabetes and have the specific condition under control. For this reason, a multidisciplinary team with expertise in various matters concerning diabetes treatment are an integral part of DDI

The service provides an individualized, flexible and friendly approach to meet the unique needs of the client with diabetes and their family. The team believes the key to achieving optimal outcomes is to support, engage and empower the client and their family within a proactive, organized system that results in positive interactions and outcomes.

Our goals

- The overall goal of managing diabetes in clients is to enable the client to lead a life as free as possible from the clinical and psychosocial complications of the disease.
- To provide a specialist service to clients and their families working as part of a multidisciplinary diabetes care team offering ongoing integrated services of care.



- To prevent hospital admission, where possible.
- To provide support, education and act as a resource for all concerned with the care of clients with diabetes.

With the increasing number of potential clients with diabetes in Kuwait, it has been necessary to regulate the admission process into DDI and also to clarify the discharge criteria for clients who have received optimal care and are progressing well. The intent is to offer our medical services to as many clients that fit our admission criteria as possible and to offer them the best quality of care available in Kuwait for their diabetes and any complications they may suffer from.

• Members of the multidisciplinary team

- Adult clients are admitted from an external source of referral into DDI if they have a completed external referral form (Appendix A) from any consultant diabetologist (or head of department/unit) at the Ministry of Health hospitals. (Refer to Appendix B for the updated list of endocrinology/diabetology consultants at the Ministry of Health).
- The adult client is admitted from an external source of referral into DDI for care and is seen by the adult diabetologist first if one of the following criteria is met:
 - Clients with an HbA1c greater than or equal to 10%.
 - Clients with diabetes who require insulin pump expertise that is not available at their Ministry of Health hospital, provided that the pump initiation has not yet taken place.
 - Clients with an active Diabetic Foot Complication. The adult client is admitted from an external source of referral into DDI for care and can be seen by the podiatrist directly if the client suffers from an active Diabetic Foot Complication.
 - Client who agree to take part in and enroll in a research project at DDI
 - Difficult and complicated cases which are not being managed well at the Ministry of Health facilities, despite serious attempts to do so.

The adult client is admitted from an internal source of referral for any specialty care that is required at the discretion of referring physician/podiatrist.



The adult client will be considered for discharge from DDI care and provided with a discharge summary. If one of the following criteria is met:

- Two consecutive reading of an HbA1c of 7% or less
- Successful completion of episodes of care /management plan
- Moves out of country
- Podiatry patients who have classified as low or MEDIUM risk.
- Self discharge.
- Aggressive/violent patient
- Long term noncompliance (6to 12 months period) or an absence of 12 months or longer
- Three consecutive DNA (Did Not Attend) for scheduled appointments at DDI

Client should be made aware of what information to bring and what to expect at each consultation by their respective health care provider.



APPOINTMENTS POLICY

(Scheduling, Attendance, No Show, and Cancellation of Appointments)

In order to provide the required medical care in a timely manner to all patients attending Clinics at Dasman Diabetes Institute, patients need to be aware of the “Appointment Policy”. Implementation of this policy will help to better utilize the available resources and serve the needs of our patients.

1. All new and follow up appointments are scheduled at the Registration Desk. Follow up appointments are arranged as per the direction of the attending physicians.
2. Patients are responsible for remembering their appointments; they may or may not receive a call from the Registration Desk.
3. In order to attend all scheduled appointments in a timely manner and make necessary preparations, patients need to present themselves on time (preferably 15 minutes prior to the actual appointment time) at the Registration Desk of that particular clinic.
4. The appointment will get automatically cancelled if a patient does not show within the first 10 minutes earlier of the appointment time and a new appointment needs to be arranged.
5. If patients are not able to attend an appointment, they need to inform the Registration Desk (at least 24 hours before the appointment) to cancel the scheduled appointment. As the demand for appointments is high, informing the Registration Desk about the cancellation, well in advance of the appointment date, will help health care providers at DDI to arrange for the nearest possible new appointment and assign the time of the cancelled appointment for another patient who is in urgent need of medical care. In this way, we can best serve the needs of all patients.
6. “NO SHOW” is a situation where patients miss their appointment without informing the Registration Desk of cancellation. Late shows and late cancellations are considered as if patients have not kept their appointments and will be recorded as “NO SHOW” in their medical record.



7. Cancellation and rescheduling of the appointments must not be very frequent; for more than two consecutive cancellations, a proof of the genuine compelling reason is required.
8. Three “NO SHOWS” without prior notice and more than two consecutive cancellations without proof of genuine compelling reason may result in temporary suspension of medical care and closure of medical file at Dasman Diabetes Institute.
9. In order to reinstate suspended medical care, patients need to contact the Director of Clinical Services. Upon thorough evaluation of the situation, the patient’s medical care at DDI will either be resumed or might be referred back to the Ministry of Health.
10. All appointment-related matters should be communicated to the Registration Desk in person, via telephone, or via email.
11. Patients are responsible to inform the registration staff about updates or any changes in their contact information.

PATIENT COMPLAINTS POLICY



(Patients, Caregivers, Visitors or Guest Complaints)

We are committed to providing quality patient care, promoting (patient, caregiver, visitor, guest) satisfaction and managing any complaint or grievance in an efficient and timely manner. We also aim to implement all the necessary changes and improvements through the Quality and Patient Safety Office.

All complaints (patient, caregiver, visitor, guest) should follow the below procedure:

- All patients treated in DDI will be informed of their rights and be given a Patient Introductory Booklet.
- A patient or family member may express a complaint to Health Information Management (HIM) staff located in the atrium. This is the first line of contact for patient complaints.
- Patients, visitors, and guests have the right to issue a written complaint. Refer to DDI Patient/Visitor/Guest Complaint Form.
- Complaints may be made by the patient, family member, representative, visitor, or anyone affected by an action occurring within the Institute. Written complaints using the patient complaint form, must contain the following information:
 1. Patient name
 2. Complaint name
 3. Date of complaint
 4. Description of complaint/issue
 5. Requested action
 6. Signature of patient, visitor, guest or a representative
 7. Telephone number and/or address, depending on preferred method of response.
- Written complaints will serve as the primary documentation. If additional information is needed, the person responsible for answering the complaint will contact the complainant to obtain the additional information.



- Written complaints will be passed along to the Patient Liaison Officer or the Public Relations (PR) and Media Services department and handed over the department manager. Only signed complaints will be accepted.

Once handed over to the recommended individual, the complaint should be resolved by 10 working days.



CONTACT US

SUNDAY TO THURSDAY 7:30 AM - 3:00 PM

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EFFECTIVE DATE 01/01/2021

