

Policy Title: Patient and Family Education Guidelines

Department/Unit:
General Clinics.

Policy Number:
UOJ-MSA-GC-P/02

Replaces No:

Creation Date: 22/12/2022

Effective Date:

Review Date:

Revision History

Subject	Changes made	Done by	Revision date

1. **CONDITIONS:** 1.1 All staff of MSA.
2. **PURPOSE:** 2.1 To explain the role of the healthcare workers regarding the teaching of the patients and their families.
3. **DEFINITIONS:**
 - 3.1 **Education:** Refer to the process of verbally teaching by the use of pamphlets, diagrams, models to produce on, video tapes, demonstration and other available methods.
 - 3.2 **Family:** Refer to the patient family members living with him.
4. **Related Documents:** N/A
5. **POLICY:**
 - 5.1 Educational needs of patients or his caregiver at home should be assessed by the MSA staff before giving any education and should be documented in his or her electronic health record.
 - 5.2 Patients are educated about their illness, diagnosis, treatment plan and the medicines used and their side effects.
 - 5.3 All patients' education activities provided by primary health care staff including patient response will be documented in the patient electronic health record.
6. **PROCEDURES:**
 - 6.1 **For any healthcare staff member providing patient education should follow the following guidelines:**
 - 6.1.1 Give the patient appropriate information about his illness and that any suspected complication that might happen and what his response should be.
 - 6.1.2 Teach properly the patient and / or his caregiver about infection control practices with special consideration on hand washing and explain to him or to the health care giver the hazards of improper hand washing and the diseases, which might infect him through improper hand washing.
 - 6.1.3 Explain to the patient or the caregiver about the necessary treatments he is going to be submitted to and its mode of action and you may need to provide him with pamphlets or diagrams if available.

6.1.4 If there is medical equipment or appliances (e.g.) Ventolin inhaler, the patient is supposed to use it. you have to explain to the patient, how to use it by demonstration and thus by practicing it's use in front of him or by supplying him by diagrammatic steps for its use.

6.1.5 Teach the patient properly about any surgical procedure that need to be performed and how it will be done, and its benefits and the patient's risk that might involve with this surgical procedure.

6.1.6 Teach the patient and / or his caregiver about the medicines he is going to use to treat his illness and the way he is going to take it. e.g. by oral route or by injection and the frequency of the use of the medicine and their side effects.

6.1.7 Explain to the patient or/ and his or health care giver about any x-ray procedure need to be done and whether any preparatory procedure need to be performed and the benefits of this procedure and the potential risks which might arise from it.

6.1.8 Explain to the patient or / and his caregiver about any restrictions of the diet that might be needed like diabetics, hypertensive or obese patients and why these restrictions needed and how to be performed and its benefits.

6.1.9 Teach the patient or /and his care giver the conditions which he might need to seek medical advice, and when he will need this advice and when he could obtain it through the PHC during the routine duty timing or from emergency department when health center facilities closed, and how he could obtain this advice through phone contact or through patient doctor contact.

6.1.10 Explain to the patient the importance of being very strict for his or her follow up clinic appointment.

6.1.11 For patient education use an easy language and provide sufficient time to allow the patient or family understand the information given and give enough time to interact with patient and family and use pamphlets, diagrams, models to practice on and obtain feedback from patient and /or family to ensure the understanding by repeating or demonstrating.

6.1.12 Document all these teaching procedures in patient electronic health record.

7. **RESPONSIBILITIES**
- 7.1 The physician/ and nurse/ or designated staff/ are primary coordinators of patient/family education and have responsibility for ensuring the patient receives appropriate educational activities.
8. **Appendix:**
- 8.1 Patient & Family Education Form
9. **REFERRANCES:**
- 9.1 CBAHI resource manual
- 9.2 Ministry of Health Manual for general clinic.

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