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An Introductory Guide YOUR STAY AT FV HOSPITAL

BRINGING INTERNATIONAL HEALTHCARE STANDARDS TO VIETNAM SINCE 2003



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Dear Patient,

Welcome to FV Hospital.

FV Hospital team is proud to serve you at the finest healthcare facility in Vietnam: a complete, one-stop, modern hospital of the highest international standard. Thank you for placing your trust in us.

This brochure explains all you need to know and need to do prior to your admission to FV Hospital and during your stay with us. We appreciate that you may have many questions; if the answers are not apparent in these pages, please feel free to ask the Admission Officer, your Guest Relations Officer or the Guest Relations Manager. All will gladly take the time to give you any information you require.

We welcome your thoughts and comments at any time. By completing the FV Hospital customer satisfaction survey, you will help us to maintain and improve the high standards which make FV Hospital a leader in healthcare in Vietnam.

We wish you a prompt and complete recovery.

Yours sincerely,

Dr Jean-Marcel Guillon
CEO



INTRODUCTION

At FV Hospital we focus on patient-centred care. We put you first. Not only do we strive to provide our patients with high-quality medical care in a safe environment, we also offer excellent customer service and a level of comfort similar to a five-star hotel.

This is what we call “world-class healthcare”.

During your stay, a team will be on hand to take care of all your medical and personal needs; a Guest Relations Officer will visit you usually twice during your time with us to ensure that you are comfortable and see if there is anything more that we may do for you. In accordance with our transparent invoicing process, all charges will be explained to you prior to the commencement of any procedures or treatment.

FV’s hotel services include a choice of rooms to satisfy everyone’s needs, delectable cuisine served in ward rooms (included in the room charges), cable television, free ADSL and Wi-Fi internet facilities in the rooms. Should any problem arise, please contact your Guest Relations Officer so that they can immediately address the issue.

Finally, to help us improve our services, patients are encouraged to provide comments to us in the strictest confidence. If you have any suggestions or comments about our service, please do not hesitate to call us at **(028) 54 11 34 56** or via extension **7700**.

We wish you a pleasant stay and a complete and speedy recovery.

ADMISSION TO FV HOSPITAL

Going to hospital can be a rather daunting prospect for some. It needn't be. In keeping with our goal of providing superior quality medical care, we also wish to make your stay with us as stress-free and comfortable as possible. Here are a few tips on what to expect and what to do to make your stay that much easier.

PRE-ADMISSION

To help you become more familiar with hospital procedures, prior to the day of your admission we will invite you to meet with an admission officer who will explain all you need to know, arrange a fixed date for your hospitalisation, explain our financial protocols and give you a complimentary copy of this detailed brochure. You will be required to complete and sign a consent form for admission. If you are undergoing surgery, during the pre-admission process you will be asked to pay a deposit so that we can reserve the operating theatre.

AT THE TIME OF YOUR ADMISSION

At admission, we provide patients with the following documents: an appointment card for your admission, this brochure "Your stay at FV" and 6 leaflets: *Hospital Visiting Times, Patient Rights and Responsibilities, Identification of Hospitalised Patients, What You Should Know About "Home Medication", What You Should Know About Deposit and Concerns, Complaints and Compliments.*

The admission process itself is quite simple. Upon arrival, go straight to the admission office in the lobby to check in (please remember to bring your appointment card). The admission officer will guide you on how to complete the deposit process at the nearby cashier counter. All relevant details regarding your hospitalisation will already be on file (having been forwarded from the pre-admission meeting). An attendant will then accompany you to the ward and introduce you to your nurse. Your nurse will then take you to your assigned room and help you to settle in.



If you wish to change your choice of room during your stay, please inform your nurse, who will see if it is possible. Rooms are subject to availability.

Some patients may require isolation in a single room for medical reasons. If so, this will incur an additional charge which will be explained to you at that time.

IMPORTANT DO'S AND DON'TS

Now for the little details: what to bring from home, what we supply, what not to bring.

What we supply in the room

- Nightshirt or pyjamas. If you prefer, you may bring your own sleepwear
- All bed linen and towels during your stay
- Slippers, soap, shampoo, toothbrush, toothpaste, comb.

What to bring with you at admission

- Personal clothing and your own headphone, if prefer.
- All of your current medications and prescriptions to present to your physician
Please do not take any medications of your own during your stay unless approved by your doctor and made known to your nurse
- All X-rays, scans and other test results related to your condition (including those performed at other hospitals)
- Your ID card or passport
- Medical insurance details
- Enough money to cover your deposit (please ask the admission officer for the correct amount)

Leave your valuables at home!

FV Hospital cannot take responsibility for any items not locked in the department safe during your hospitalisation. Please leave your valuables at home or give them to your family or friends to take care of. If you need to put something in the department safe, please alert your nurse upon admission.

What to bring for children

- Pyjamas and clean, comfortable clothes
- Diapers (if necessary)
- A familiar toy or stuffed animal to comfort the child (please note that noisy toys are not suitable)
- Books, drawing books, laptop, Ipad, etc., as entertainment
- Milk or formula, if bottle feeding (milk is available at an extra charge)

CANCELLATION OF A SCHEDULED ADMISSION

If you wish to delay or cancel your scheduled hospitalisation at FV Hospital, we require that you notify us at least two working days prior to your scheduled admission. Cancellation notifications must be made directly to the Admission Officer, at **(028) 54 11 35 28, (Monday-Friday 7:00am - 5:00pm/ Saturday 7:00am - 12:00pm)**. If you wish to call on the weekend or after working hours to cancel an admission which is planned on Monday or the day after, you can call our Accident & Emergency service at **(028) 54 11 35 00**



YOUR ROOM AT FV HOSPITAL

FV Hospital is fully equipped to care for all of your medical treatment and healthcare monitoring needs. Our patient rooms are clean and spacious. In-room facilities include direct dial telephones, cable television with the new Samsung Smart TV System featuring multi TV channels, Hospital Services description (food menu offer, laundry services, daily updated hospitalisation charges...), free Wi-Fi, individual control air-conditioning, nurse call systems and en-suite bathrooms. For your convenience, we offer semi-private, private and VIP rooms. Room charges are inclusive of common disposables, such as gloves, syringes and more, in-room amenities, and three hot meals per day served at your bedside.

SPECIAL CARE ROOMS

Essentially, there are two categories of special care rooms at FV Hospital:



Children's Special Care Rooms

- **NICU** (Neonatal Intensive Care Unit): this is where incubated care is provided to babies born prematurely or for the most seriously ill babies. Our NICU incorporates the latest technology in newborn ventilation and monitoring and is equipped with state-of-the-art incubators and transport units. Each baby is cared for by one dedicated nurse.
- **NHDU** (Neonatal High-Dependency Unit): in this area special care is provided to babies who are not critically ill but still need complex care. At NHDU, each nurse cares for two to three babies.

Adult Special Care Rooms

- **ICU** (Intensive Care Unit): located on the second floor, the ICU is a state-of-the-art facility equipped with the most advanced monitoring and resuscitation equipment available for those in need of intensive care and observation. All of our ICU rooms are designed to accommodate one patient only to ensure optimal infection control. The ICU as a whole is organised for the greatest possible patient security. A central nursing station enables personalised observation of each patient. Each room is equipped with its own monitors, ventilators and infusion pumps. Our highly trained ICU nursing team maintains close observation of the rooms (one nurse supervises two patients) 24 hours a day. Anaesthesiologists are also on call 24 hours a day to provide ICU patient care.

A specified number of days in ICU are included in some surgical packages. However, ICU procedures for medical cases are not charged as packages but are billed per day. The basic daily cost includes doctors' fees, 24-hour nursing care, monitoring, oxygen therapy and dressings.

- **HDU** (High-Dependency Unit): located in the West Medical and Surgical wing, the HDU has been designed for patients requiring a lower level of care and monitoring compared to ICU but higher than in a normal ward.
- **CCU** (Cardiac Care Unit): located in the West Medical wing, the CCU is a ward specialised in the care of patients with severe cardiac conditions that require continuous monitoring and treatment, it is also where patients are admitted after most cardiac interventional procedures carried out in the cath-lab.



VIP ROOM

All VIP rooms are spacious, airy, well-lit and elegantly designed. Five-star hotel services are provided. Amenities include especially adjustable electric bed for optimum comfort; large en-suite bathroom; lounge area with plush seating and a sofa which can convert into a bed; nurse call system; individual air conditioning control; mini-fridge for refreshments; complimentary tea and coffee, including coffee maker; cable television and flat-screen TV; direct dial telephone; free Wi-Fi, a safe for your personal belongings; and complimentary toiletry items.

In addition, as a VIP patient you will enjoy a daily seasonal fruit plate, three meals per day (Vietnamese or Western menu choices), no extra fees for a visitor staying overnight (with three meals per day) and a late check-out time of 2:00 pm (subject to availability; normal check-out time is 11:00 am).

For further information, please call our admission officer at **(028) 54 11 35 28** or visit our website www.fvhospital.com.



FINANCIAL INFORMATION

PRICING POLICY

At FV Hospital, we follow international standards for healthcare, customer service and management. However, our price schedule remains much less expensive compared with comparable hospitals in South-East Asia, in Bangkok, Manila or Singapore.

In addition, in order to remain affordable for those patients who do not have medical insurance, we have developed a special price structure with discounted and packaged prices. These subsidised prices are only applicable to non-insured patients.

During your visit to FV Hospital we will ask if you have an insurance policy and the type of coverage (inpatient only, outpatient expenses, and exclusions). If we do not yet have a direct billing agreement with your insurance company, we will contact them to see whether such an agreement can be established to give you a better service.

With your support and understanding, FV Hospital will continue to provide international-standard, high-quality healthcare for all.

PAYMENT POLICY

The payment policy at FV Hospital is straightforward and transparent. All payments by patients should only be made against an official FV Hospital invoice and be paid to the cashier at the official cashier points. A receipt is always available upon request.

It is strictly forbidden for any staff member, medical or non-medical, other than a cashier, to receive payment from a patient or their family (except for membership fees that can be paid to Customer Consultants).

If you are asked to make payment without an invoice by any staff member, or if you are in any doubt about the validity of any payment you are requested to make, then please contact the Guest Relations Manager (office in the main lobby; extension **7700**; mobile: **09 62 62 78 46**) or any other senior manager so that we can resolve the issue.



DEPOSIT BEFORE ADMISSION

In order to cover your expenses, we require a deposit before hospitalisation. The admission officer will inform you of the deposit amount on the day of your pre-admission meeting. This deposit can be made by cash, bank transfer, credit card or pre-authorisation and this must be made on the day of admission. During your hospitalisation, if your charges exceed the amount deposited, a member of the Patient Finance department will contact you to request another deposit.

For any information regarding the deposit, please contact the Admission Officer before your hospitalisation via telephone at **(028) 54 11 35 28 (or extension 1206 and 1406)**. If you require information during your hospitalisation, please contact the Guest Relations Officer.

If you cancel your surgery less than two working days prior to your scheduled admission, the deposit for operating theatre reservation is non-refundable.

WHAT IS PACKAGE PRICING?

FV Hospital carefully calculated and designed a package pricing system to minimise and simplify our patients' surgical and maternity charges. Each package has a fixed price inclusive of nursing care, standard medications, operating theatre time, anaesthesia and hospitalisation fees (based on a semi-private room) and other charges related to your stay.

To keep our packages as affordable as possible, all prices have been calculated according to the requirements of standard surgical procedures and average recovery times. Complications that may lead to additional treatments, procedures, investigations, medications or extended hospitalisation will incur additional charges.

Package pricing is extended only to patients paying by themselves and it does not apply to patients covered by international health insurance. No discount of any kind can be applied to package prices except for special circumstances, which will require an approval from FVH Management.

All prices are subject to change without prior notice.



CHARGES NOT INCLUDED IN MATERNITY OR SURGICAL PACKAGES

- Admission fee
- Surgeon fee
- Pre-operative anaesthesia consultation and investigations (biology, radiology, endoscopy, pathology, etc.)
- Additional investigations not specified in the package (biology, radiology, endoscopy, etc.)
- Anatomico-pathological studies
- Medications used for additional treatments not specified in the package
- Implants and prostheses, unless otherwise specified
- Consumables not usually required for the procedure
- Charges for blood and blood products transfusion
- Charges for additional and incidental procedures
- Night medical visit; specialist consultation not related to the procedure specified in the package
- Additional fees due to change in actual surgical procedure versus planned procedure
- Treatment of any complication which may arise during or after the surgery
- Additional fee for after-hours utilization of operating theatre
- Hospitalisation charges for additional nights in wards of Intensive Care Unit beyond the number specified in this package
- Charges for upgrade to single or VIP room
- Personal items, such as in-room refreshments, telephone charges, A La Carte meals for patient and meals for visitors
- Overnight guest charges
- Take home medication and supplies
- Consultations, dressings, treatments, and investigations prescribed after discharge



YOUR BILL

If you have any queries about your bill, or would like an itemised list of your charges, please contact the ward secretary or the cashier on your ward, or the Guest Relations Officer, all of whom will be happy to help you during working hours (**Monday to Friday, 8:00 am to 5:00 pm; Saturday, 8:00 am to 12:00 pm**).

During off hours, please go to the cashier at Accident & Emergency department.

EXAMPLES OF CHARGES

Daily Room Charge

If your hospitalisation is not part of a surgical package, daily room fees will apply. These fees include 24-hour nursing care, three meals per day, in-room amenities (cable TV, nurse call system, en-suite bathroom, ADSL internet connection, etc.) and a selection of standard consumables (needles, syringes, compresses, etc.).

ICU Charges

If you require a hospitalisation in ICU that is not included in your surgery package, please be advised that an extra charge will be added to your bill. The Ward Secretary or the Guest Relations Officer can give you more information about the additional charge.

Other Charges for Medical, Paediatric, ICU and NICU Patients

All investigations, medications, intravenous infusions, blood transfusions, selected consumables and specialist consultations will be charged to your bill.

Isolation

If you should require isolation for medical reasons, such isolation will incur an additional charge as it requires extra materials and staff (except where isolation is included as part of a package). The Guest Relations Officer or Ward Secretary can give you more information about the additional charge on your bill.



Daily Doctors' Fees

A daily doctors' fee which is added to the bill for each day you spent in hospital, it includes the fees of your first day of admission, the daily rounds, and the day of your discharge. Outside regular working hours (**from 7:00pm to 7:00am**), if your medical condition requires the visit of a doctor, the cost of this medical visit will also be added to your bill. This covers the cost of medical care provided by doctors and their assistants.

One of FV Hospital's goals is to serve your medical needs and be financially responsible at the same time. We charge a fair and affordable price for excellent medical care and services.

Although it might not be apparent to you, in order to give your health full attention, the doctors must spend a great deal of time and effort over and beyond the direct visit.

Our fee is based on the time the doctor spends with you during your visit, the complexity of your medical condition, and any treatment provided. Proper attention to your care also requires that the doctor and staff members spend additional time in the office and in other departments over and beyond that which they spend with you.

Such time may be used to:

- Create or maintain your medical record
- Review and interpret all lab test results
- Review current X-ray and scan reports, compare them with reports of previous scans, and, when necessary, consult with the radiologist
- Prepare consultation reports
- Arrange hospital admission and follow up consultations
- Consult about your case with other doctors when necessary
- Prepare referral letters to additional specialists, as needed
- Conduct medical research relevant to your case when needed
- Communicate with the pharmacist regarding your prescription
- Complete insurance application and claim forms
- Prepare and manage hospital records
- Draft letters to obtain any medical services, instruments, or prescriptions that you may need



- Write reports, including discharge summary
- Prescribe your discharge medications

All of these activities add to our costs but are necessary for providing the highest quality care possible. We hope this explanation of doctors' fees is helpful.

PATIENTS WITH HEALTH INSURANCE

Before your admission, you should arrange to have an appointment with our insurance officer, via extensions **1197, 1303** and **1320**, who will explain the standard procedure and necessary information about your insurance. Please note that every policy includes exclusions, deductibles, and limitations of coverage, which must be thoroughly analysed.

Direct Payment from your Insurance Company (Cashless Services)

FV Hospital has signed Direct Billing agreements with several insurance companies so that many services can be provided in a cashless way. If you are covered by an insurance company which is a member of our Direct Billing Network, the hospital will claim to and receive funds directly from your insurance company. This should give you peace of mind and greater convenience.

When you have a scheduled admission at FV Hospital, we will contact your insurance company prior to your admission to request a Guarantee of Payment (GOP), which we can usually obtain within a few hours to two working days after sending the required documents to the insurance company.

Usually, your insurance company will send us a GOP approving the hospitalisation up to a certain amount and/or to a certain duration, with specific exclusions in accordance with your policy. A second GOP may be necessary if your hospitalisation exceeds the amount approved or is longer than expected.

In the case of emergency admission or without GOP upon your admission, you are required to make a deposit, which will be reimbursed upon your discharge or once we have received the GOP.

In most cases, your insurance company will issue a GOP for your inpatient treatment. Note that at the time of discharge, you will be asked to sign invoices for covered expenses and settle the invoices for uncovered expenses (personal charges, deductible fee, exclusions, etc.).

If your insurer does not issue a GOP by the time you are to be discharged, you are required to pay in full and then request reimbursement from your insurer afterward. The FV Insurance Office will be happy to guide you through the claim process in this instance.

Insurance Companies without a Direct Billing Agreement

When possible, we will request and accept a GOP from insurance companies that are not part of FVH Direct Billing Network.

However, there are instances where we cannot request for a GOP, for example, if the insurance company is based in a country with which we have no existing relationship or legal recourse, such as Canada, Russia, most African countries, Japan, etc. In that case, you are required to pay a deposit, and then pay for the treatment costs incurred. You will have to file a claim form with your insurer afterwards and FV's Insurance Office will be happy to guide and help you through this process. Please keep all related documents given to you at the time of your discharge to support your claim, including:

- Invoice and itemised charges
- Discharge summary
- Discharge medication prescription, if any
- The results of imaging (X-rays, scans) and blood tests performed





ABOUT THE TEAM

All staff members can be recognised by their identity badge, which will state their name, job title and languages spoken.



NURSES AND MIDWIVES

You will be cared for by our highly trained nursing team for the duration of your stay. Nurses in the general wards (Medical, Surgical, A&E, Day Care Units) and OPD wear blue uniforms; nurses in the Paediatrics Ward wear pink uniforms and our midwife team on the Maternity Ward wear orange uniforms. Nurses rotate through morning, afternoon and night shifts and will help you with personal hygiene support, comfort, medication and any prescriptions from your doctor. Most but not all of our nurses speak English, and we have also interpreters in various languages, such as French, Khmer, Korean, Japanese, Chinese and Russian, at your disposal.

Only midwives (wearing the orange uniform) are allowed to carry newborn babies.



CARE ASSISTANTS

Care assistants will assist you with your personal hygiene and other comfort needs, such as eating, washing, going to the toilet, making your bed, etc.



PHYSIOTHERAPISTS

Physiotherapists work within many areas in healthcare. They will help you with exercises to restore your mobility and quicken the recovery process after surgery. They also take care of patients with respiratory problems. Postnatal rehabilitation helps new mothers to recover effectively following pregnancy and delivery. Physiotherapy is a key component of the treatment of bronchiolitis in young children.



HOUSEKEEPING

Housekeeping staff will come twice a day to clean your room thoroughly in accordance with FV Hospital's strict hygiene standards.



PORTERS

Porters will accompany you for tests or procedures that you may need in various departments and will also escort you to the operating theatre. They can also help you, if needed, during the discharge process.



CATERING STAFF

Our catering staff will assist you with meal orders and special requests and will deliver your breakfast, lunch and dinner to your room.



GUEST RELATIONS OFFICER

Guest Relations Officer is your non-medical interlocutor and will visit you shortly after your admission and before discharge. They are responsible for ensuring that the quality of non-medical services rendered meets FV Hospital standards, they are available during normal office hours if you have questions, suggestions, concerns or complaints (extension **7700**).



SECURITY

FV Hospital offers a safe environment to patients and visitors by having a dedicated security team 24h a day, 7 days a week. You will see security guards at the entrance of the wards. They will ask IDs to visitors wishing to enter the Maternity and Paediatric wards (Child Abduction Prevention programme).

NURSING CARE

When we think of healthcare, we immediately think of nurses, and so we should – nursing care is central to patient comfort and recovery. The FV Hospital nursing team is a dedicated group of professionals committed to taking care of the patients' every need.

Our philosophy of patient-centred care means that we are committed to offering compassionate and comprehensive care, both medical and non-medical, to each and every patient. Our nurses will take care of the individual needs of every patient during their hospitalisation. They will assist with hygiene requirements, provide physical and emotional support, administer medication, explain medical and hospital procedures and advise patients on how to care for themselves upon returning home e.g. after an operation, diabetic care, use of nebulizer etc. The ratio of nursing staff to patients is currently one nurse per five to eight patients in wards, one nurse per two patients in Intensive Care Unit (ICU) and one nurse per one to two babies in Neonatal Intensive Care Unit (NICU).

NURSE CALL SYSTEM

If you require assistance from the nursing staff, please make use of the nurse call system in your room. By pushing the red button on the handset, you will alert the nurses at the nurse station that you need assistance. If you need help while in the bathroom, please pull the cord on the bathroom wall.

The blue button on the wall above your bed sounds the emergency bell, and should only be used if you require emergency assistance.



PAIN MANAGEMENT

At FV Hospital, pain control is a priority.

Close collaboration between you (the patient) and your nurses, doctors and pharmacists will ensure that we determine the best method for managing your pain and making you as comfortable as possible.

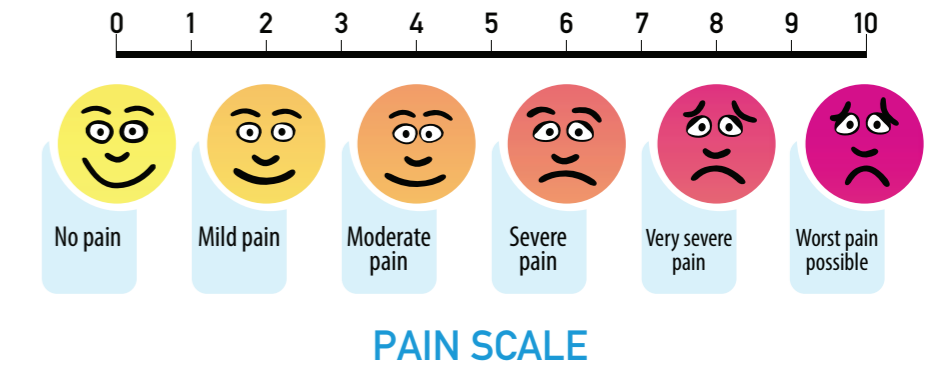
You have the right to expect appropriate pain control during your hospitalisation and particularly after a surgery. We may not be able to eliminate your pain completely, but we can lower it to a tolerable level.

After surgery, you may be given "patient-controlled anaesthesia", a device that delivers an intravenous infusion of an analgesic that is regulated at fixed intervals to deliver pain medication. You will be instructed on how to use it by our nursing staff. All you need to do is to push the button on the pump if you experience pain.

Do not hesitate to call your nurse or to ask for your doctor should you feel pain after your procedure or if your medication does not seem effective.

We use a standard form of pain evaluation throughout the hospital to help assess your pain more effectively. Your nurse will ask you to rate your pain on a scale of zero to ten, with zero being no pain, and ten being unbearable pain. Based on this, the medical team can determine if you require more pain-relieving medication.

You can show your nurse your pain level using this diagram:



GENERAL RECOMMENDATIONS FOR PATIENTS

For your safety and comfort and that of our other patients, we ask you to respect the following rules during your stay.

YOUR MEDICATIONS

On arrival, please inform the doctor of your regular medications and any current prescriptions. It is important to remember to bring your medications with you on admission. Please do not take any of your own medications during your stay, unless approved by your doctor and made known to your nurse, as this could be dangerous for your health. Please inform your doctor if you are currently taking any traditional medicine at home.

RESPECT FOR OTHER PATIENTS

Please show consideration for other patients in the following ways: by talking quietly, by listening to your TV at a reasonable volume and by asking your visitors to speak quietly and to not speak loudly on mobile phones.

RESPECT OUR STAFF

We are committed to serving you with both courtesy and respect. We ask you that you treat our staff in the same manner. Please refrain from using offensive language or exhibiting aggressive behaviour so we can properly attend to your needs.

If our service does not meet your expectations, you are encouraged to contact Guest Relations Department at extension **7700**.

FV Hospital does not tolerate any form of violence, including verbal abuse, against its staff, visitors or patients. Disruptive behavior is not acceptable.



NO SMOKING POLICY

FV Hospital is a smoke-free zone. No one is permitted to smoke anywhere inside the building. We appreciate your cooperation in protecting the health and safety of all patients and staff by complying with this rule. You may smoke at designated zone(s) on the terrace on the third floor or in designated areas in the garden around the hospital.

MOBILE PHONES

Peace and quiet is an essential part of the recovery process. In the best interests of both the patients and staff of FV Hospital, we strive to create a quiet and peaceful environment. Mobile phones disturb this environment. Please ask your visitors to switch off their mobile phone while inside the hospital, or to set it to “silent” or “vibrate” mode and to speak quietly.

FOOD REGULATIONS

Please do not bring food from outside the hospital into your room. All meals are provided for you during your stay and are inclusive in the daily hospital charges. If you require a special diet, please inform your nurse so that your doctor can take this into account when prescribing your diet.

Some fruits and strong-smell flowers are not allowed in the hospital such as jackfruit, durian, lily, and lavender.

HOSPITAL MATERIAL AND EQUIPMENT

We ask you to please respect all equipment and materials within the hospital as many of the items are expensive and require the utmost care during use.

OVERNIGHT GUESTS

As a private hospital, our philosophy is to take care of all of our patient’s needs. Your family can rest assured that you are in good hands and receiving the best care: every patient is provided with 24-hour nursing care and three nourishing meals a day.

FV Hospital allows one overnight visitor per patient, in single rooms and VIP rooms only. However, we do not allow overnight guests in double rooms for the safety and comfort of both patients (except in the paediatric ward where sofas have been installed for the convenience of mothers).



Overnight stays require the purchase of an overnight pass (see below). Overnight guests are offered a breakfast at FV Bistro on the first floor.

Overnight stays are free-of-charge in the Paediatric ward.

For critically ill, very old or very handicapped patients and for patients requiring a relative or carer to be involved in their care, visiting hours outside regular visiting hours as well as free overnight stays can be arranged with the Head Nurse and/or the Ward Manager.

How to Purchase an Overnight Pass

- Please indicate to any staff taking care of you (Guest Relation Officer, Nurse or Care Assistant) that you would like someone to stay with you overnight, you will be given a Registration Form to complete and to be signed by you and the person staying overnight
- An overnight pass including a breakfast voucher will then be issued
- The guest folding bed will be retrieved at 6:30am before the doctors’ rounds begin. Guest beds cannot remain in the patient’s room during the day as they would interfere with normal hospital duties
- Breakfast is served at FV Bistro between **7:00am and 9:00am**.

If your guest prefers to stay in a hotel, please ask the Guest Relation Officer for a list of hotels in the area.

THE INDOCHINE LOBBY EXPERIENCE

In and around the Indochine Lobby you will find a number of services and features for the convenience and pleasure of outpatients and their guests. The waiting area has a relaxing, quiet atmosphere, natural lighting and tasteful décor; plush sofas and seating have been specially selected to ensure your comfort. Many services are provided: Café de Paris coffee shop, cable TV, “Happy Shop” gift boutique, cell phone charging stations and an ATM. Free Wi-Fi connection is available like everywhere in the hospital.

THE HAPPY SHOP

Located on the ground floor, next to the Indochine lobby, FV Hospital's gift shop, called “Happy Shop”, has something for everyone, offering a variety of items and services from clinician-recommended cosmetics and beauty products to domestic medical equipment such as blood pressure monitors, digital thermometers and electric toothbrushes. For the convenience of our inpatients we also sell toiletries, basic clothing items, baby and maternity products, gifts (including chocolates), toys, books, newspapers and magazines.

Looking for a gift? Happy Shop stock perfumes, beauty products and spa services, baby and maternity products, plus many other gifts to order.

The Happy Shop is opened **Monday to Friday from 8:00am to 6:00pm, and Saturday from 8:00am to 2:00pm.**

INTERNET CAFÉ

Keep in touch via the worldwide web at our high-speed Internet Café, open day and night, seven days a week. Access point is located on the ground floor in the Indochine lobby. . .

For those with laptops, smartphones and iPads, free Wi-Fi access through the network “**FVinternet**” is available throughout the hospital, no password is required.

CHARGING STATIONS

Free charging stations for mobile devices are available in most waiting areas.

ATM

For the convenience of patients and their guests, an Automatic Teller Machine (ATM) which accepts VISA and MasterCard is located in the main lobby.



FOOD & BEVERAGE SERVICES

F&B services are managed by Mr Sakal Phoeung, a famous French Chef in Ho Chi Minh City.

HOSPITALISED PATIENTS

Our chefs prepare meals designed to stimulate the appetite in accordance with each patient's medical prescription, seven days a week. All hospitalised patients are offered breakfast, lunch and dinner, delivered to their room or treatment area; we also serve two drink and snack rounds for inpatients per day, one in the afternoon and one later in the evening. The varied menu on offer includes both Asian and Western options, salads and sandwiches, and is designed to accommodate all tastes and preferences.

Special and Therapeutic Diets

The F&B team works closely with the medical team to ensure that all the food prepared for patients conforms to any special diet prescribed by the doctors (e.g. low salt, low fat, diabetic). Our dietician is also available to advise you on these diets and to make sure that you understand the requirements.



Special Preferences

If you have any special preferences (e.g. vegetarian, vegan, Muslim, mother-to-be, etc.) or requirements (diabetes, hypertension, allergy, etc.), our nutritionists will work with our F&B team to tailor your meals in order to best meet your needs.

Kids' Menus

We have tailored special menu selections for our young patients with proper portion sizes appropriate to their age in order to meet their specific nutritional needs and promote healthy growth.

In addition, we also offer various forms of nutrition for children who have eating difficulties or specific pathologies that require a special diet or food restriction (e.g. children with food allergies, vomiting, diarrhoea, etc.).

A La Carte

FV Hospital offers customised room service allowing patients to choose their meals like in a hotel, and dishes are delivered directly in their rooms. Our digitalised A la Carte Management System allows us to manage needs and constraints of each patient in order to avoid allergic reaction and other problems.

FV BISTRO

You and your visitors can also sample delectable dishes and treats at our FV Bistro located on the first floor. It is open **7:00am to 6:00pm, Monday to Friday, and 7:00am to 2:00pm at weekends.**



CAFÉ DE PARIS

Pass those spare minutes at our Indochine Lobby coffee shop where you can enjoy salads, sandwiches, hot snacks, fruit cups, the finest coffees, teas and the freshest juices, as well as smoothies, and home-baked patisserie products from **7:30am to 5:30pm Monday to Friday and 7:30am to 1:30pm on Saturday.**

INPATIENT SERVICES

At FV Hospital, our aim is to provide comprehensive patient care. We believe that your satisfaction depends on us providing high quality care in every single aspect of your hospital experience, not just in terms of your medical care. The wide range of services and facilities FV Hospital makes available to our patients and visitors will, we hope, make your visit as comfortable and pleasant as possible

CUSTOMER SERVICE

We aim at satisfying and exceeding our patients' needs and expectations.

During your stay a Guest Relations Officer dressed in pink (we call them the "Pink Ladies") will visit you at least twice to determine your status, your level of comfort and, if any, your suggestions and concerns. She is the person you can contact, during normal office hours for any complaint you may have at extension **7700**. She will also help you in completing a survey designed to measure your level of satisfaction with our services.



INTERPRETING SERVICES

As an international hospital we understand that communication can be difficult for some patients. Most of our nurses speak Vietnamese and either French or English. We have a team of interpreters in Japanese, Korean, Khmer, Mandarin, Cantonese, Russian, French and other languages. If you have difficulty communicating your needs, or if you require an interpreter to speak with your doctor in more detail, please inform your nurse who will make the arrangements.

There may be an additional charge for external interpreting service if we do not have one onsite.

PERSONAL COMPUTER AND INTERNET ACCESS

Whether for business or entertaining purposes, it's easy for patients to stay in touch using our free ASDL high-speed Internet access points. If you have your own laptop, you can access the internet from the comfort of your own room via our free Wi-Fi connection called **FVinternet** (no password required) available on all hospital premises.

Patients and guests without a laptop or smart phone can still connect to the internet around the internet café on the first floor and at the Indochine lobby.

CLEANING AND WASTE MANAGEMENT

Our outsourced cleaning partner, Pan Pacific, provides specially trained teams 24 hours per day, 365 days per year. These teams work in all areas of the hospital and are a key part of our international-standard infection control policy, working to ensure that all areas of the hospital are kept clean, hygienic and free from waste and rubbish.

LINEN AND LAUNDRY

A hospital uses a great deal of linen. A small but dedicated team looks after all linen and staff uniform requirements for both inpatient and outpatient areas, ensuring a high quality and, most importantly, hygienic laundry process. They provide a constant supply of clean linen and uniforms for all areas.





SECURITY

Your safety and security while at FV Hospital are of paramount concern to us. We have a permanent team of security guards in place which will help you to follow our traffic, security and safety policies and guide and assist you in case of an emergency or a security incident. They also work to protect patients, the hospital and hospital staff against crime or potential damage.

POSTAL SERVICE

FV Hospital also provides a postal service for patients who wish to stay connected the old-fashioned way. If you would like to send a letter, please hand it to your ward secretary during normal office hours, Monday to Friday.

OUTDOOR FACILITIES

Fresh air and sunshine are essential to a full recovery, and patients and their visitors can enjoy both on our pleasantly landscaped terrace on the third floor. Outdoor seating is also available on the ground floor at the hospital's main entrance. If you or your visitors would like to smoke, we ask that you please leave the hospital building to do so.

TRANSPORT SERVICES

Ambulance

FV Hospital has three overseas-manufactured international-standard ambulances on 24-hour call, known as "mobile ICUs". These mobile intensive care units are staffed by a team of doctors and nurses, allowing for remote treatment and stabilisation of patients prior to transporting them to the hospital for further care.

It may be advised during discharge that some patients requiring a doctor or nurse escort to be transported home using an ambulance. Prices are available from the Accident & Emergency cashier, please call **(028) 54 11 35 00** or ask your Guest Relation Officer or ward secretary who can give you further information about these additional costs to your bill.

Taxis

A fleet of taxis is ready to transport patients and guests at their convenience. Should you wish to take a taxi, a Vinasun representative outside the main entrance will call one for you immediately.

If you require help during your discharge, your nurse or Guest Relations Officer will arrange for a porter to assist you with a wheel-chair and/or with your luggage.



MATERNITY PATIENTS

BEFORE DELIVERING YOUR BABY

The midwife team will be on-hand to monitor your progress, to carry out your doctors' instructions, to take care of your general comfort and hygiene needs, and be available to give you advice about your labour and delivery.

WHEN LABOUR STARTS

Don't delay. Jump into a car and come immediately to the hospital. You will be transferred directly to the delivery suite, which is staffed 24 hours a day. We also provide 24-hour ambulance and mobile emergency services, should you require them. We have a pre-stage room offering privacy, comfort and security during the early phases of your labour. We have three delivery rooms, each equipped with the latest foetal and maternal monitoring equipment and also with flat screen TV and music system. A team of midwives and obstetricians is in attendance 24 hours a day, so is a resident anaesthetist who will administer epidural anaesthesia, upon request, for a delivery without pain. Operating theatres are in close proximity in the event that a caesarean section delivery is required.

Upon delivery, our experienced paediatricians will examine your baby and closely monitor his or her progress in the first days of life.

If you need advice, or if you are unsure about any aspect of the delivery procedure, please don't hesitate to call our Obstetrics Emergency Hotline for advice on **(028) 54 11 34 50**.



RECOVERY

The FV Hospital Comprehensive Delivery Package includes a three-night hospitalisation stay in our spacious fifth floor Maternity Ward. We provide you with a bedside cradle so that you can remain close to your baby in the first days after delivery. Our skilled, experienced midwives and maternity nurses will be happy to give you instruction and advice on breastfeeding and newborn care to help make your adjustment to being a new mother as easy as possible.

During your stay, the doctor will visit you to monitor your progress and discuss plans for your treatment **every day between 7:30 am and 9:30 am** and again in the early evening. We encourage you to ask the doctor any questions you may have on any aspect of your stay during his or her visits.

NURSERY

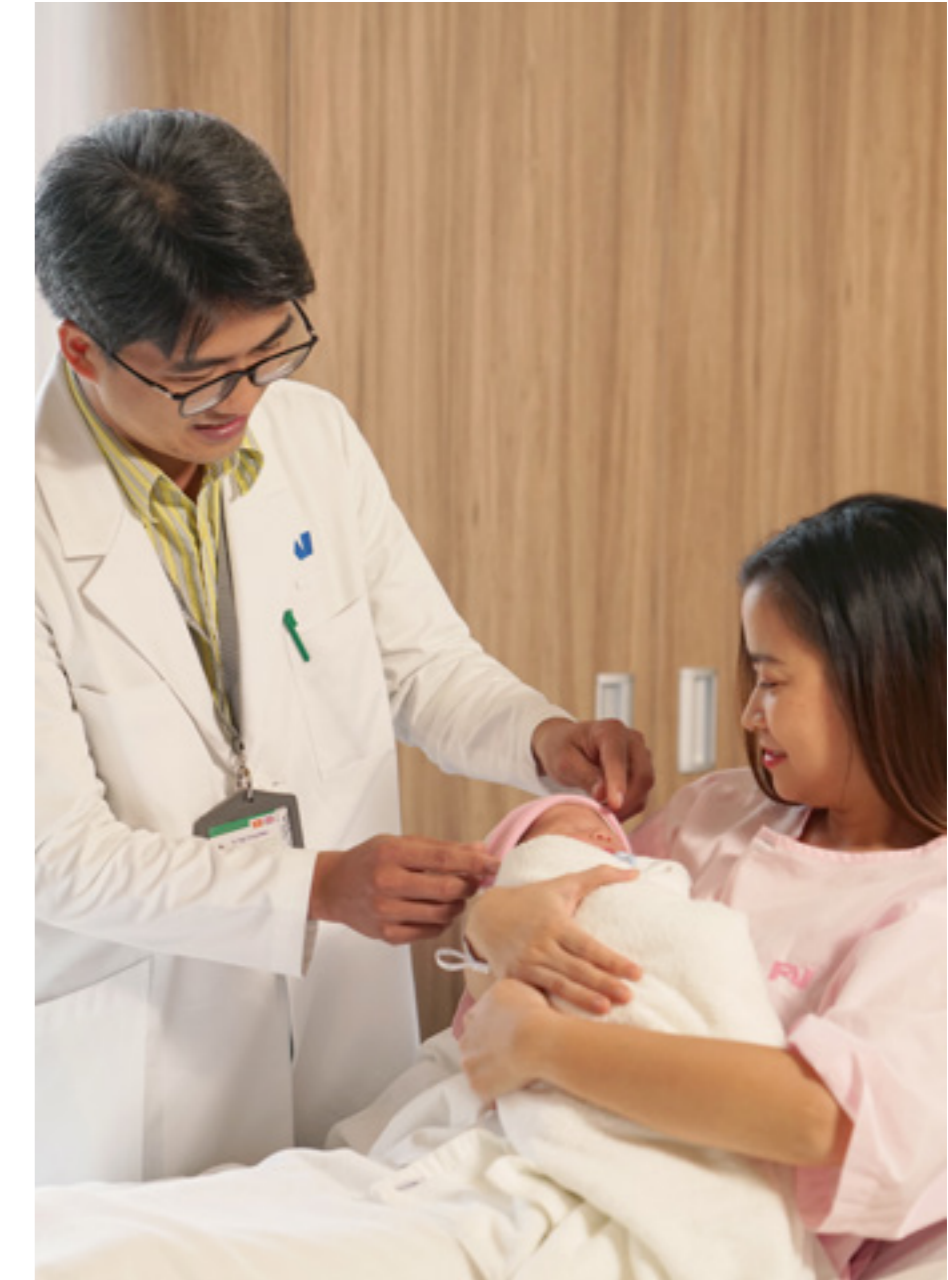
If you require some rest at any time during your stay, you may ask our midwives to care for your baby in the nursery. To make bath times more enjoyable, there are bathing facilities in the nursery which you may use.

MILK KITCHEN

We encourage mothers to breastfeed as it has many advantages for your baby. If medically required, we can supplement breast-feeding with milk prepared in our Milk Kitchen. The midwife can arrange this service for you.

PAEDIATRIC CARE

The paediatrician will conduct two complete examinations of your baby, once when he or she is born and another just before you leave the hospital. This is included in the Delivery Package price. If your baby requires paediatric care at any other time, the on-call paediatrician will be available (this service is subject to an extra charge).



SURGICAL PATIENTS

The following information will explain what will happen before and after your operation.

ANAESTHETIST CONSULTATION

You will have a consultation with your anaesthetist doctor before any surgery to assess which type of anaesthesia is best for you and he/she will explain the type of anaesthesia that you will receive. Your doctor may prescribe certain tests prior to surgery (the anaesthesia consultation and requested tests before surgery are not included in the price of your surgical package).

CONSENT FOR SURGERY, PROCEDURES AND ANAESTHESIA

When you have been properly informed about all aspects of your operation you will be asked to sign a consent form which authorises your doctor to carry out the planned procedure. If you have any questions about your surgery or the procedure, please do not hesitate to ask your doctor.

Depending on your surgery, we may also ask you to sign a blood transfusion consent form. An information leaflet on transfusions is available if you wish to know more about this procedure.

Children under 18 years of age must have these forms signed by a parent or legal guardian.

Only the patient or the patient's guardian (*) has the right to sign a consent form. The patient or the guardian may authorize in writing someone else to sign. Family members are not supposed to sign consents except when the patient is incapable of making decisions due to physical, mental or emotional impairment.

(*) *A guardian is someone who has the legal responsibility for providing the care and management of a person who is incapable of administering his or her own affairs, either due to age (very young or very old), or to some other physical, mental or emotional impairment.*

ADMISSION

For all procedures requiring a hospitalization you must be admitted:

- **Between 5:00 pm and 9:00 pm** on the day before if your procedure is scheduled during the morning. You will be visited by one of our anaesthesiologist on the evening prior to your surgery.
- **Between 7:00 am and 9:00 am** on the same day if your procedure is scheduled during the afternoon. One of our anaesthesiologist will visit you on the morning before your surgery.

THINGS TO REMEMBER PRIOR TO SURGERY

- You must not eat or chew gum or drink milk or fruit juice with pulp for 6 hours and do not drink clear water, tea, coffee with or without sugar for 2 hours before your surgery. You must not smoke or drink alcohol for 24 hours prior to surgery.
- You may brush your teeth in this time, but do not swallow the water.
- Do not wear make-up before coming to the hospital.
- If you have long hair, tie it back.
- Wear your glasses instead of contact lenses.
- Remove all jewellery include all body piercing, except for a plain wedding ring.
- Wear loose, comfortable clothing. Do not wear high heels, sandals or flip-flops; wear sneakers or comfortable tie shoes.
- Try to pass urine just before going into surgery.
- If you have a day-case surgery under general anaesthesia you must arrange for an adult to take you back home because you may be drowsy following the surgery and should not drive any vehicle for 24 hours afterwards (or operate heavy machinery).
- A parent or legal guardian must accompany minor patients.
- If you develop an illness such as a cold, sore throat, cough, upset stomach, diarrhoea or fever please notify your doctor or the anaesthesiologist, your procedure may need to be rescheduled.

MEDICATIONS

- Do not take aspirin or any drug containing aspirin for seven days prior to your surgery; avoid anti-inflammatory drugs like Advil or Ibuprofen for 24 hours prior to surgery.
- Stop taking any over the counter supplements, vitamin E and herbal medicines 1 to 2 weeks before surgery (current research indicates that vitamin E and some herbs inhibit clotting).
- If you regularly take medications prescribed by your doctor (for example for diabetes, high blood pressure or other conditions), please inform the anaesthesiologist during the pre-surgery consultation. These medications are often to be taken as prescribed but, during the 6 hours prior to your procedure, only with a small sip of water.
- Once you have taken your pre-surgery medication, do not get up without assistance – you may be drowsy and risk injuring yourself.

SKIN PREPARATION PRIOR TO SURGERY

- We aim to prevent infection after surgery by prioritising hygiene. We ask you to take a shower on the day of your operation using a special antiseptic solution that we will provide.
- Shower technique: use your hands to lather with the solution and concentrate on areas such as the elbows, armpits, knees and feet. Rinse well and dry yourself well with a clean towel. You do not need to wash your hair if it is clean, unless you are having neck or head surgery. After your last shower, put on a clean hospital gown and lie on a clean bed.
- If you require shaving, this will be done in the ward just before your surgery by one of our nursing staff.

YOUR VALUABLES WHILE YOU ARE IN THE OPERATING THEATRE

It is preferable not to bring any valuable to the hospital. If you bring any, your nurse will be happy to assist you in securing them in the ward safe. FV Hospital cannot take responsibility for items not locked in the ward safe.





YOUR OPERATION TIME

Your nurse will be able to give you an approximate time of surgery. To properly prepare you for the operation you will be conveyed to the operating room about 30 to 45 minutes before the scheduled time.

GOING TO THE OPERATING THEATRE

A porter will help you onto a mobile trolley, and your nurse will check your information one last time and escort you to the operating room. Two family members are allowed to escort you to the door of the operating theatre but not inside as this is a sterile area.

If you are under sedation or general anaesthetic, an intravenous access (drip) may be inserted into your arm to deliver medications more easily.

AFTER YOUR OPERATION

You will be taken to the recovery room. Here you will be monitored until you are awake and well enough to leave (often for one to two hours). Depending on your operation and condition, you will return to either your room in the ward or the Intensive Care Unit (ICU).

INTENSIVE CARE UNIT (ICU)

Some surgical packages include care in this unit, and some patients will be admitted here to receive extra monitoring after their operation. The unit is a restricted area and visiting hours are limited.

If your surgery package does not include a stay in ICU, there will be an additional charge for this care.

RETURN TO YOUR ROOM

After surgery you will be transferred back into your bed where your nurse will monitor your blood pressure, pulse and temperature, assess your pain level and check for any complications.

Please do not attempt to get up without help after surgery. Always call for a nurse as you may become dizzy and risk injuring yourself.

You may have an intravenous infusion, which enables us to give you fluids and medications easily. You may also have drains, catheters or tubes, all of which your nurse will explain.

PAIN CONTROL

You have the right to expect appropriate pain control after your surgery. We may not be able to eliminate your pain, but we can lower it to a tolerable level. Do not hesitate to call your nurse or to ask for your doctor if you feel pain after your procedure.

EATING AND DRINKING AFTER YOUR OPERATION

Most operations require that you do not eat or drink for a period of time. You can rinse your mouth with water but cannot swallow. Your nurse will tell you when you will be allowed to eat and drink.

MEDICAL CARE FOLLOWING YOUR OPERATION

Your surgeon or a member of the surgical team will visit you once or twice a day, depending on your condition, and evaluate your general progress until you leave the hospital. An anaesthetist will also visit you to care for your pain and hydration needs until you no longer require his or her care.

PAEDIATRIC PATIENTS

We realise that coming to hospital can be stressful for both children and their family members. Here at FV Hospital, we encourage participation of family members in the care of a child: having a familiar face nearby during hospitalisation can help to reduce anxiety and facilitate recovery.

One relative, preferably a parent, may stay at all times with the child and overnight for no extra charge.

IF YOUR CHILD IS UNDERGOING SURGERY

Please make sure that you are aware what time your child's surgery is scheduled. If your child is having surgery in the morning (before 1:00 pm), do not let him or her eat anything after midnight. If your child is having surgery in the afternoon, he or she must not eat or drink after 7:00 am.

- For babies less than six months, please speak with an anaesthetist about what time to stop feeding.
- A responsible adult over 18 years old (a legal guardian) must accompany the child during admission, and is asked to stay in the hospital until after the surgery to speak with the surgeon, if required.
- You may accompany your child to the operating department, but you will not be permitted to enter the operating theatre. You can wait for your child in his or her room; the nursing staff in the ward will inform you when your child is ready to return. You may also wait outside the operating theatre.
- Unfortunately, if your child is "nil by mouth" under doctor's orders, we cannot allow you to eat in the children's room as this may disturb them. We ask for your understanding and compliance in this matter.



INTENSIVE CARE UNIT

If your relative is a patient in the Intensive Care Unit (ICU), they will require special care and attention during their stay here. We ask you to please respect the following rules of hygiene and conduct while your relative is in ICU.

VISITING HOURS

- Visiting hours are also restricted **from 2:00pm to 4:00pm** and **from 6:00pm to 8:00pm** and visitors are allowed only one person at a time in the room.
- If we need to perform any tests or give further care, we will ask visitors to go to the waiting area outside the Unit during this time.
- Flowers are not allowed in ICU.

HYGIENE

Our priority is to prevent infection and to maintain complete hygiene in the ICU. There can be no exceptions to the following:

- Please wash your hands when you arrive in the patient's room, and again before leaving.
- After you have washed your hands, put on the sterile blue gown supplied (take it off before leaving).
- Some patients are in special isolation, so please follow any requests given by the staff.

RECEIVING INFORMATION ABOUT ICU PATIENTS

Relatives can telephone at any time of the day or night for information about the patient. However, due to patient confidentiality we can only give very basic details about the state of the patient over the phone, unless the patient has specified otherwise.

During visiting times, the nursing and medical teams are available to give you information and answer your questions. If you would like to meet with the doctor, we will arrange an appointment from 2:00pm to 4:00pm everyday including weekends and holidays.

We aim to offer you comfort and support while your relative is hospitalised in the ICU department. The ICU staff will be happy to help if you have any questions or problems.

NEONATAL INTENSIVE CARE UNIT

All babies in NICU are cared for 24 hours a day. For hygiene and safety reasons, please respect the following rules of conduct.

VISITING HOURS

- Parents are allowed at any time, except during doctors' rounds and nursing procedures.
- Close relatives such as grand-parents are allowed in NHDU and NICU between 2:00pm to 8:00pm, but only one person at a time.
- If we need to perform tests or care for your baby, we may ask you to go to the waiting area during this time.

HYGIENE

Our priority is to prevent infection and maintain complete hygiene at NICU. Please help us to achieve this by complying with the following:

- When you arrive in the NICU, please wash your hands, put on the gown made available at the entrance and wear the mask provided.
- When you leave the NICU, please return the gown to the hanger and wash your hands again.
- You can participate in the care and hygiene of your baby together with our nurses. This will help to comfort the baby.
- Do not sit on the patient's bed or touch the equipment in NICU (visitor's chairs are provided).
- No food, drink, flowers or plants are allowed in NICU.

RECEIVING INFORMATION ABOUT NICU PATIENT

Relatives can telephone at any time of the day or night for information about the patient. However, due to patient confidentiality, we can only give very basic details about the patient's condition over the phone.

During visiting times, the nursing and medical teams will be happy to give you information and answer your questions. Our paediatricians update parents on their baby's health and general condition **from 2:00 pm to 5:00 pm every day**, including weekends, providing that the appointments are arranged in advance through NICU nurses.

Our aim is to offer you our full support and understanding while your baby is in NICU. Please don't hesitate to ask for our assistance in any matter which may trouble you.

Having a loved one in NICU can be a stressful time for family members. Our aim is to ease this burden in any way we can and you are assured of our complete cooperation at any time. The NICU staff will be happy to help in addressing any questions or problems you might have. Just ask.



DISCHARGE PROCEDURE

Your doctor will decide when you can be discharged from the hospital and will be informed at least one day in advance. In accordance with our policy, we ask you to depart before 11:00am on the discharge day for us to have the time to prepare your bed for another patient. Please note that an additional charge may be added to the bill of patients who stay in their rooms after 11:00am.

DISCHARGE DURING OFFICE HOURS

Monday to Friday, 7:00 am to 6:00 pm and Saturday, 7:00 am to 1:30 pm.

Discharge can be a time consuming process as your doctor must review one last time your medical record, check if all investigation results are back, issue your discharge prescription which must be prepared in the Central Pharmacy, as often as possible discharge is planned in advance to save time. Please be patient, the ward secretary will inform you once all your discharge documentation is ready, a detailed report of all charges will be given to you and payment can be processed. The discharge process can be completed by yourself or by a relative or a friend. Your ward secretary or Guest Relations Officer will be delighted to assist you should you require any help.



Payments are usually completed at the cashier on your ward or in the comfort of your room. Please provide the receipt(s) for the deposit(s) you have made and give it/them cashier in order to settle your bill(s).

If your insurance company has guaranteed your medical expenses, you will still need to checkout at the cashier to approve your charges and sign your bill. Some insurance companies (such as Pacific Cross, Hùng Vương, Dai-ichi Life, Manulife, Generali, and others) may request final review and approval of hospitalisation charges before discharge, which can take up to two (2) additional hours or more, depending on your insurance.

DISCHARGE DURING OFF-HOURS

Discharge formalities must be completed at the Accident & Emergency Department cashier, located on the ground floor.

DISCHARGE MEDICATIONS

We want to ensure that you receive the best care and recover quickly following your discharge, and we do this in part by offering only medications that conform to international standards. At FV Hospital Pharmacy, all medications received are from approved suppliers, are stored in correct conditions and are guaranteed to meet manufacturers' specifications and international standards.

Your prescription will be automatically sent to the pharmacist to be verified and your medications prepared. A pharmacist will deliver the medication in your room and explain the prescription: they will tell you what the medication is for, how and when to take it, the precautions of use and how to refill the prescription should such action be required.

WHAT YOU WILL RECEIVE ON THE DAY OF YOUR DISCHARGE

- A prescription for medications, when necessary.
- A discharge summary, signed by your doctor.
- The results of imaging (X-rays, scans) and blood tests performed during your stay (including those performed outside FV Hospital). Note that we will ask you to sign for receipt of these items.
- An appointment card, if you require follow-up consultations with your doctor.



INFORMATION FOR INSURED PATIENTS

If you have a medical insurance, FV Insurance Department will contact your insurance company to request a letter of Guarantee of Payment (GOP) so the insurance will pay directly the hospital. The GOP indicates the amount of coverage by your insurance and/or the number of nights covered, this depends on your contract and usually comes with some exclusions.



Discharge process

Despite providing a GOP many insurance companies require the hospital to provide additional documents before the patient is discharged, for a final inspection prior to issuing final payment approval. They include the detailed invoice, the tests and imaging results, the discharge summary, the hospitalisation certificate and the discharge prescription.

Most of the time insurance companies take 2 to 4 hours to review these documents and confirm the amount they will pay the hospital and the amount you will have to pay, if any. This could lead to the situation whereby you have to wait before being discharged, we can offer 4 options:

1. Wait in the waiting room of the hospital until the insurance company approves final payment to complete the discharge procedure, and then you can leave. If you choose this option, you will not have to pay additional room fees
2. Wait in your hospital room until the insurance company approves final payment to complete the discharge procedure, and you can leave. If you choose this option, you might have to pay an additional room fee.
3. Deposit an amount of money so can leave. After receiving a payment confirmation from the insurance company, we will inform you, and then either give you a refund after deducting the amount that the insurance company has approved to pay or request additional payment from you if the deposit is not enough to cover the amount you have to pay to the hospital.
4. Alternatively, you can pay all hospital expenses by yourself and claim it back from your insurance company.

You should also contact your insurance company directly to request a quick review process and approval of payment as soon as possible.



Short hospitalisations

Local insurance companies have different rules about short hospitalisations. Often a hospitalisation of less than 24 hours is considered outpatient treatment. If you have been admitted and your doctor allows you to be discharged early, less than 24 hours after your admission, you should check with your insurance company about this rule whether this short hospitalization is covered.

If you have any questions regarding the coverage by your insurance company of your hospitalisation costs at FV Hospital, please contact FV Hospital Insurance Office on the Ground Floor, building F, by phone at (028) 54 11 34 51 or by email at insurance@fvhospital.com.



HEALTHCARE @ HOME AND TELEMEDICINE SERVICES



FV@HOME SERVICES

FV provides easy-to-use healthcare services, with teams of nurses, midwives, physiotherapists prepared to visit and help patient and their families in the comfort of their home. The services are particularly popular after a surgical procedure, after giving birth and among patients who require regular care or prolonged treatment.

Home services include:

- Specimen sample collection
- Medication delivery
- Nursing care after hospitalisation
- Wound care and dressing, feeding tube change, urinary catheter change
- Physiotherapy and rehabilitation
- Intra-venous treatment
- Mother and baby care
- Treatment that requires ongoing education for families and caregivers
- Care of elderly or bedridden patients



TELEMEDICINE

With FV telemedicine service, you don't have to drive to the hospital and sit in a waiting room when you are sick. You can see your doctor from the comfort of your own bed or sofa. Virtual visits can be easier to fit into your busy schedule. With telemedicine, depending on your schedule, you may not even have to take leave time from work or arrange for child care.

Anyone can use telemedicine; however, it is particularly useful for:

- New patients mostly for advice or second opinion
- Patients in need of treatment follow-up or waiting for laboratory results
- Patients with chronic conditions
- Patients with mobility impairment, fragile, elderly
- Patients living far away

To get more information or book FV@Home & Telemedicine services:

- Scan the QR code



- Call: 09 62 62 78 26 *or*
- Email telemedicine@fvhospital.com *or*
- Visit our website: <https://www.fvhospital.com>





END NOTE

FV Hospital commits to provide high-quality medical care in a safe environment, to offer five-star customer service and hospitality, and to provide patient-centric care that involves you in every aspect of your care. Therefore, FV Hospital believes in being open and forthright when sharing information.

Patients and the public may enquire about any aspect of the procedures, treatments and facilities FV Hospital provides:

- By calling General Information on **(028) 54 11 34 70**;
- By coming to the Front desk in the main lobby where our Information Clerk will be glad to answer all your questions;
- Through the many free brochures displayed throughout the hospital which detail the services provided by every department, in Vietnamese and English;
- Or by accessing the various pages of our website **www.fvhospital.com**.

We hope that this brochure has helped you to familiarise yourself with FV Hospital's procedures and policies prior to your stay with us.

If you have any further questions, please do not hesitate to talk to your admission officer, Guest Relations Officer or the Guest Relations Manager, all of whom will be glad to take the time to explain to you any information you may require.

Thank you for placing your trust in FV Hospital as your leading healthcare provider.

We look forward to caring for you and your family members in the future and helping you to live life to the fullest.

FN

