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POLICY ON PATIENT AND FAMILY EDUCATION

1. PURPOSE

To promptly identify patients and family educational needs in order to facilitate understanding of the patient’s health status, and care options, increase their potential to follow a therapeutic health care plan, and promote a healthy lifestyle.

2. DEFINITION

Nil

3. RESPONSIBILITY

- Hospital Clinicians
- Resident Medical Officers
- Nursing Staff
- Technicians
- Reception Staff
- Patient Welfare Department


4. SCOPE

All patients of the Hospital

5. POLICY

Indus hospital has a well-defined policy for screening, identification of patient education needs and the same is imparted by trained personal , depending on the patient needs .

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6. PROCEDURE

6.1 PATIENT AND/ OR FAMILY ARE EDUCATED IN A LANGUAGE AND FORMAT THEY CAN UNDERSTAND

- All patients are **assessed for identification of educational / learning needs.**
- Patient assessment includes **identification of barriers** such as literacy problems, learning abilities, cultural and religious practices, emotional barriers, motivation to learn, physical and / or cognitive limitations and language barriers
- Once educational needs are identified, the health care worker determines what **departments / disciplines** will be required to meet those needs. Individuals or departments involved may include:
 - i. Doctors
 - ii. Nursing Staff
 - iii. Psychology
 - iv. Radiology Services
 - v. Nutritional Services
 - vi. Medical Social Worker / Patient Welfare Officer
 - vii. Pharmacy
- Information is provided through either counselling – verbal or written or through printed leaflets

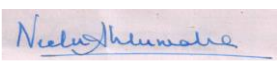
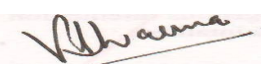
6.2 SPECIALISED INSTRUCTIONS and EDUCATION is provided to patients and / or families for the following:


6.2.1 Safe and effective use of medication

- Possible side effects of medication
- Importance of taking a drug at a specific time
- Leaflets are made for this purpose

6.2.2 Food and Drug Interaction

- Information of interaction of various food / supplements with drugs prescribed
- This is mentioned in the discharge summary of patients
- General recommendations to follow healthy diet also given

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6.2.3 Diet and Nutrition

General Counselling on healthy diet or diet pertaining to patient specific health condition eg diabetic diet

6.2.4 Immunisation

Information on child (mandatory vaccinations) and adult immunization (Influenza, Streptococcus pneumonia, typhoid, Hepatitis B, Neisseria meningitis)

6.2.5 Pain Management Techniques

This is for patients and / or families who have long – term underlying untreatable conditions. All such information is provided within the framework of patient’s personal , cultural and religious beliefs

6.2.6 Specific Disease Process , complications and prevention strategies

This includes life style changes

like - stress management, physical exercise , abstaining from smoking , alcohol or drug abuse .

It entails guidance on diet changes or immunizations where required

6.2.7 Preventing Healthcare Associated Infections

Education provided for hand washing techniques , social distancing , health diet , avoiding crowded places

6.2.8 Organ Donation (when appropriate)

Patients with poor Prognosis and others who may be interested are provided detailed information on Organ Donation and how to register for it

6.3 Patients and/or families are educated in a language and format that they can understand

6.4 The patient / family level of understanding are also noted, as well as any referrals and actions taken to assist the patient in meeting educational needs.

6.5 Patient / family members receive education regarding illness or injury, medications, food – drug interactions, and use of medical equipment.


6.6 Patient / family members also receive education and information regarding the expected expenditure and costs of treatment (Tariff sheets). Regular updates are given to the patients/family especially in case of change in treatment or procedure to be done.

6.7 Education includes information about future appointments and discharge instructions.

6.8 Discharge instructions are noted on the discharge brief / summary. The original discharge summary is given to the patient / family. A copy of the discharge summary is also retained in the patient’s medical record.

*Family refers to the person(s) who play a significant role in patient’s life. Individual(s) may or may not be legally related to the patient.

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7.0 Implementation

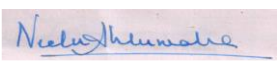
Doctors

Nurses

Staff

8.0 Cross policy Linkages- NIL

9.0 Attachments- NIL

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