

# WELCOME TO THE DASMAN DIABETES INSTITUTE

## INTRODUCTION

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, thereby improving the quality of life in the population. To achieve this mission, DDI has adopted a few important policies which we would like to share with you before starting your diabetes care journey.

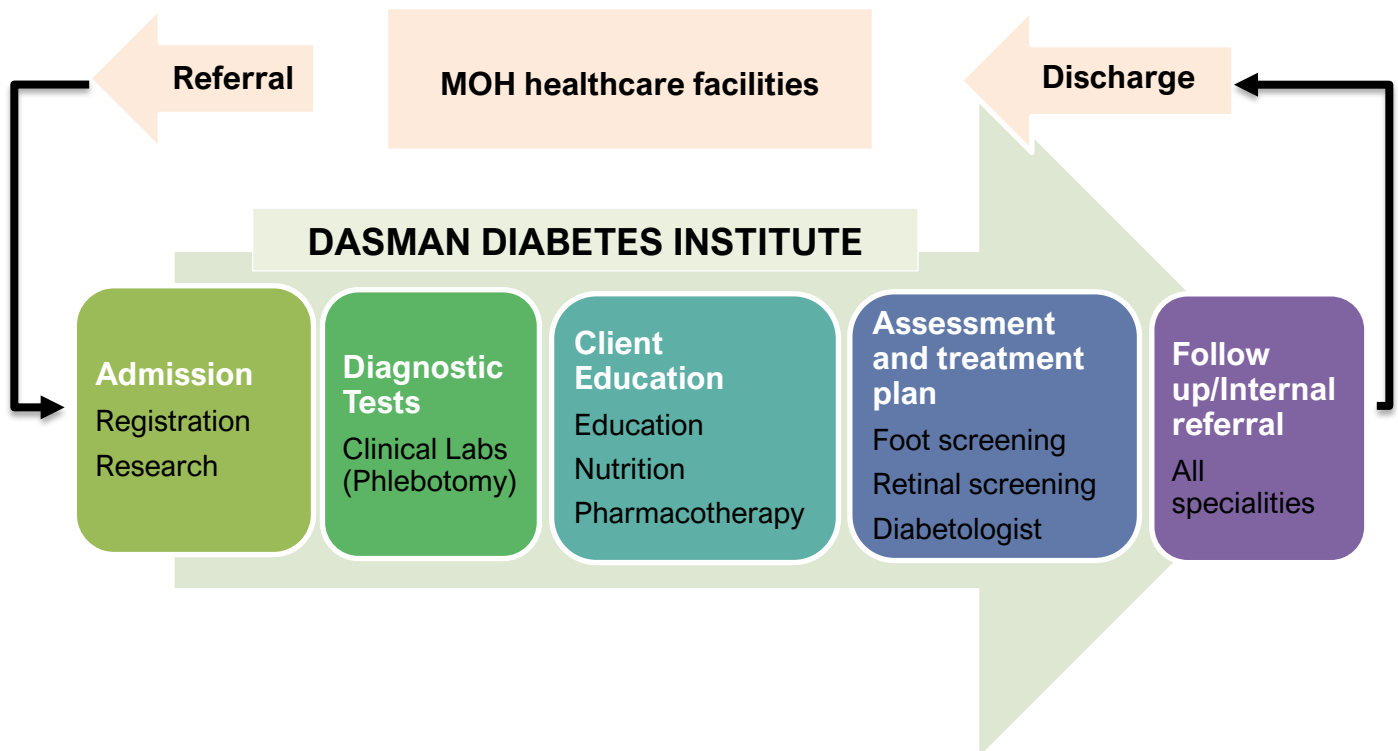
## CLIENT CARE AT DDI

The DDI team follows a holistic approach to diabetes care management and looks at the complications of the disease as well. As a client at DDI, taking part in any of our ongoing research projects, you will also be provided with state-of-the-art healthcare alongside our research activities. The team is committed to providing the best quality care available through patient-centered care. Our policy is to encourage all clients to speak openly with their health care providers, take the lead in the management of their health issues, and enhance their own safety and wellbeing by having up-to-date, relevant information.

Our healthcare providers at DDI believe that your care will not be complete without you participating in your own healthcare plan. DDI is not the usual diabetes healthcare center but rather focuses on empowering clients to take care of themselves by helping them be a partner in the development of their tailored healthcare plans which include educational, nutritional, and lifestyle modification guidance. As a diabetes research institute, you are offered to participate in and continue to be active in our ongoing research studies. After

completion of care at our specialized clinics, structured education programs, completion of any research study, or deciding not to continue to participate, you will be referred to your original health care provider with a discharge report, at the Ministry of Health (MoH) to continue your 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 alongside your research participation. Once this is achieved, you will be discharged from our care and may be seen thereafter if you participate in any future research study at DDI or require tertiary care at DDI or dedicated specialized program.

The diagram below depicts your diabetes care pathway at DDI :



The research focus at DDI is also important and therefore you are encouraged to participate in our research initiatives while you receive your healthcare. Research participation will help us plan for future generations, and diabetes care management will not progress worldwide without it. Your support in this matter is vital.

You and your accompanying family members are considered the most vital 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 client here.

### CLIENTS' BILL OF RIGHTS

As a client 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 based on 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 people who may have access to your personal health information.
- To be told the names of the treating physicians, 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 have the right to refuse treatment, procedure, or medical advice at your own discretion with the understanding that the risk of this decision has been explained and that you absolve DDI and its staff from any responsibility and consequence that may result

from your refusal. You have the right to ask questions about your health-related issues and to receive clear information in a language that you understand.

- You also have the right to include family members of your choice in your care plan and related decisions.
- 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 examination or procedure.
- To be made aware 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.
- To give or refuse consent for photographs and audiovisual recordings to be produced and used for purposes other than identification, diagnosis, or treatment.
- For any suggestions or complaints, please visit the Patient Liaison Officer on the ground floor (Room 80) or call extension 6615. We have an electronic form for all your suggestions and complaints, which are then shared with the Clinical Operations Manager once resolved or further action is needed. The link/QR code is shared across all DDI screens and can be accessed through your phone. Alternately, a paper format is available with the Patient Liaison Officer.

## CLIENTS' RESPONSIBILITIES

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

- 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 client at DDI.

- 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. It is also your responsibility to update this information if anything changes.
- 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 aspects of your treatment plan, it is your responsibility to inform your healthcare providers.
- You are expected to comply with the 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. You will be asked to sign a refusal of treatment/procedure/medical advice form by your healthcare provider.
- It is highly recommended that you do not bring valuable items to the client care areas and only possess the necessary items that are required for your care.
- You and the person accompanying you are expected to treat all DDI staff and other clients and visitors with courtesy and respect.
- You and the person accompanying you are also expected to respect the privacy of other clients and visitors.
- To abide by all safety rules and regulations and cooperate with the DDI staff in maintaining a clean, safe, and friendly environment.
- To be aware of the admission, transfer, and discharge procedures as detailed in this booklet.
- 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 administration staff if you are unable to attend a particular appointment with 24-hour notice. Two consecutive no-shows, or 3 non-

consecutive no-shows, without prior notice will result in the freezing of your medical file at DDI.

- To cooperate with healthcare staff and understand that there may be at times high demands and limitations of resources on the healthcare services at DDI.

## ADMISSION AND DISCHARGE/TRANSFER FROM DDI

- Clinical Services at DDI accept referrals from secondary healthcare facilities across Kuwait from Consultant Diabetologists or Endocrinologists in MoH facilities.
- The criteria for referral have been agreed upon by the MoH and the Medical Management Team at DDI.
- People with diabetes who wish to participate in research are welcome to apply at the reception and their request will be referred to the clinical research team who will be in contact with them to discuss the available research studies and the eligibility criteria.
- If you have type 1 diabetes you will be referred to one of our education programs depending on your age group, once you complete the course you will be seen by the healthcare team.
- DDI is an ambulatory care facility, not an emergency care nor an in-patient care facility. Any urgent or emergency cases should be directed to emergency services at local hospitals.
- You will be discharged from DDI back into the MoH if your physician believes you have achieved optimal control of your diabetes, you have failed to follow your care plan and have multiple no-shows for appointments, or you are no longer participating in research.
- You will be provided with a discharge report with a summary of all your medical history to assist with your transition back with the healthcare team in the MoH.

### APPOINTMENTS POLICY

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

To provide the required medical care in a timely manner to all clients attending clinics at DDI, clients 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 clients.

1. All new and follow up appointments are scheduled with reception staff. Follow up appointments are arranged as per the direction of the treating healthcare providers.
2. Clients are responsible for remembering their appointments; you will receive a reminder message or a confirmation call if they do not respond to the reminder message. Appointments can also be found on the DDI Patient application.
3. To attend all scheduled appointments in a timely manner and make necessary preparations, clients need to present themselves on time (preferably 15 minutes prior to the actual appointment time) at the reception desk of that clinic.
4. The appointment will get automatically cancelled if a client does not show within the first 10 minutes of the appointment time and a new appointment needs to be arranged.
5. If clients are not able to attend an appointment, they need to inform the reception staff (at least 24 hours before the appointment) to cancel the scheduled appointment. As the demand for appointments is high, informing us about the cancellation, well in advance of the appointment date, will help healthcare providers at DDI to arrange for the nearest possible new appointment and assign the time of the cancelled appointment to another client who needs medical care. In this way, we can best serve the needs of all clients.
6. “No show” is a situation where clients miss their appointment without informing the reception staff of cancellation. Late shows (10 minutes or more after the scheduled appointment) and late cancellations (less than 24 hours) are considered as if

clients have not kept their appointments and will be recorded as “NO SHOW” in their medical record.

7. Two consecutive “no shows” or 3 non-consecutive “no shows” without prior notice without a compelling reason may result in temporary suspension of medical care and freezing the medical file at DDI.
8. To reinstate suspended medical care, clients need to contact the Clinical Operations Office to submit a request to reactivate their file. Upon thorough evaluation of the situation, the clients’ medical care at DDI will either be resumed or might be referred to the MoH.
9. All appointment-related matters should be communicated to reception staff in person or via telephone. Please use our dedicated line on 1877877 from 7:30 am to 3:00 pm from Sundays to Thursdays.
10. Clients are responsible for informing the reception staff about updates or any changes in their contact information.

## CLIENT COMPLAINTS AND SUGGESTIONS POLICY

### (Clients, Caregivers, Visitors or Guest Complaints/suggestions)

We are committed to providing quality client care, promoting (client, 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 Safety Committee.

For any complaints (client, caregiver, visitor, guest) please follow the below procedure:

- You will be informed of your rights and be given a Client Introductory Booklet. This is also freely available on the DDI website.
- You or your family member may express a complaint to the Patient Liaison Officer, whose office is located on the Ground Floor (Room 80). This is the first line of contact for client complaints.



- You have the right to issue a complaint.
- Complaints may be made by you, your family member, representative, visitor, or anyone affected by an action occurring within the Institute. Complaints using the client complaint form (hardcopy/online), must contain the following information:
  1. Client name
  2. Complaint subject
  3. Date of complaint
  4. Description of complaint/issue
  5. Requested action
  6. Signature of client, visitor, guest or a representative
  7. Telephone number and/or address, depending on preferred method of response.
- A dedicated electronic complaints portal is available to better track and resolve all complaints and suggestions. Electronic 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. Please find the QR code to access the electronic form from the Patient Liaison Officer and around TV screens in the waiting areas.
- Once complaints have been submitted, they will be handled by the Patient Liaison Officer. Depending on the nature of the complaint, it should be resolved within 10 working days and the complainant will be called with an update.
- As we are continuously striving to improve our services and care to meet the needs of clients and their families, we highly encourage you to inform the Patient Liaison Officer of any suggestions or compliments. Alternatively, you may access the online suggestions form using the QR code displayed across the screens in the waiting areas.
- We also encourage you and your family to rate our services through the client satisfaction survey. A QR code is displayed across the screens in the waiting areas as well as on posters inside each clinic you visit. You will have a chance to express

your satisfaction with our services and with the specific healthcare provider you visited, as well as provide feedback and suggestions for improvement.

### Contact Us:

Sunday - Thursday: 7:30 AM - 3:00 PM

Telephone: (+965) 1877 877 or (+965) 2224 2999

Fax: (+965) 22492436

Email: [public.relations@dasmaninstitute.org](mailto:public.relations@dasmaninstitute.org)

Location: Gulf Road intersecting, Jassim AlBahar St. Sharq, Block 3

P.O. Box 1180 Dasman

15462 Kuwait