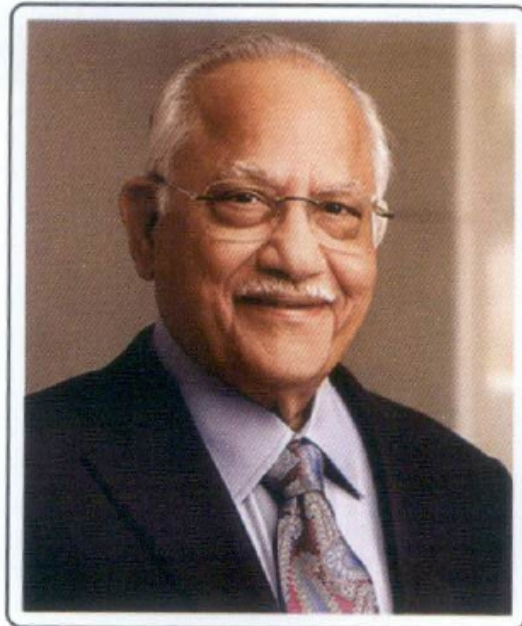




TRICHY





Dr. Prathap C. Reddy
Chairman, Apollo Hospitals Group

MISSION STATEMENT

Our mission is to bring healthcare of international standard within the reach of every individual. We are committed to the achievements and maintenance of excellence in education, research and healthcare for the benefit of humanity.

PATIENT INFORMATION GUIDE

- Visitors / relatives are not allowed, under any circumstances, into the labour room. You are requested to kindly wait in the lobby. Hospital staff will keep you updated as to the progress of the patient
- Visitor must not use patient's toilet or other articles for the hygienic interest of both
- Please do not loiter in the corridor or on the staircases
- Management reserves the right of entry of visitors for the safety of patients
- If your visitors have colds or other infectious diseases we request that they avoid visiting the hospital until better
- Out of consideration for other mother, only female relative (family members) will be allowed to stay with the child in the Paediatric Ward. Fathers / Male relative may visit the child during visiting hours
- Only the parents of the child (NICU) admitted is allowed to see the baby during the visiting hours only
- On the day of your operation, we ask that your family please wait in the Waiting Lobby. Updates on the surgical process will be delivered there. When the operation is over the surgeon will speak to your relatives personally
- A feedback form is available for your comments at the Reception and in your room. Please fill it up to enable us to upgrade our facilities and serve you better as administered at the correct time.

NURSING

- Our nurses are competent and provide specialized nursing to all our patients
- We do not allow private nursing
- A bell is attached by your bed in case you need any assistance, please press it

GOOD NUTRITION

- A Dietician will evaluate your nutritional status in consultation with the doctor. The Dietician will give you the appropriate menu / diet chart.
- If you have any food allergies or special dietary restrictions, please inform her
- Having your meals on time ensures that your medications are administered at the correct time

GUEST DINING HALL

The guest dining hall is situated in the ground floor, where breakfast, lunch and dinner are available. Room service is also available. Coffee shop is situated at the ground floor.

GUEST RELATIONS – EXTN 7829

For guidance on any aspect of the hospital, please contact this department located on the third floor. We would appreciate if you give your suggestions / feedback by filling up the feedback form.

For any questions & concerns, or to receive more information about patient rights, please talk to your Doctor, your Nurse or call Guest Relations – Extn 7829

PLACE OF WORKSHIP

There is a statue of Sai Baba and Vinayagar in the ground floor. A Namaz room in third floor and prayer Hall in the fourth floor.

SMOKING

Our hospital is a Non – Smoking zone. Please comply with the rule.

SAFE GUARDING YOUR PROPERTY

We do not recommend keeping valuables / large sums of money / mobile phones in the hospital. The hospital will not be responsible for any loss or damage of such items.

Please note

- If your patient is admitted in ICU/CCU/CTICU/ PICU/NICU , you are requested to be present round the clock in waiting hall.
- For relatives of patient undergoing surgery please wait in ground floor lobby, you will be called at the right time for counselling with surgeon.





REGISTRATION

If you are visiting Apollo for the first time, you need to register. You will be issued a UHID number and a hospital record file.

ADMISSION

A comprehensive range of facilities ensures that all expertise necessary to your well-being is made available.

For room reservation please contact the Admission Counter along with the doctor's admission request.

In case of emergency, you will be first admitted in the Emergency unit and later shifted to the room.

A couch will be provided in your room to facilitate the stay of your attendant. In the Standard wards, a reclining chair is provided.

When patient is shifted to critical care areas the attendants may vacate the room and avail the services of the waiting hall.

Patients availing credit facility have to provide an authorization / credit letter from the company, which should be handed over at the admission counter during the time of admission.

DEPOSIT / PAYMENT

Depending upon the room requested and nature of the treatment, an initial deposit will be collected at the

admission counter, which will be adjusted in your final bill. If you want to utilize a package deal, the cost of the package has to be paid in full before admission.

DISCHARGE POLICY

- The staff on your floor begins to make arrangements for easing your transition from hospital to home. Please talk to the nurse if you have any concerns prior to the discharge
- Your discharge will take approximately 3-4 hrs for cash patients from the time your doctor has advised for discharge and 6-8 hours for Insurance patients- if it is on the same day.
- For planned discharge, you can contact the ward from 10.00 am on the day of discharge for the final settlement of your bills, once your file is ready.
- For speedy discharge procedure please inform the ward well in advance, preferably the previous day.

BILLING AND PAYMENT PROCEDURES

Dear Guest,

Thank you for choosing Apollo Speciality Hospitals, Trichy as your healthcare provider. It has been our constant endeavour to provide service of highest standards.

Financial arrangements for your hospital stay must be made prior to or at the time of admission. Please indicate the mode of payment you will use and make your preferences known before your admission. The responsibility for the payment of accounts will fall under one of the categories.

CASH PAYMENT

In this case, you may be asked for a deposit based on the estimated length of your stay at the hospital as advised by your consultant. The deposit is payable on your admission. The initial deposit is only an approximate amount. This may not vary most of the time. However if the patient's condition warrants unscheduled surgical intervention, shift to critical care areas, use of ventilator & high-end antibiotics, then daily or alternate payment slip will be raised. In this context, you are requested to update the deposit amount periodically. Final bill will be given at the time of discharge.

All bills have to be settled either through Cash/Credit Card / Debit Card / Demand Draft. The hospital does not accept cheques.

COMPANY / CREDIT PAYMENT

If your bill is to be paid by your company, please ensure that you bring with you a signed letter from your company

clearly accepting responsibility for all medical treatment. The Hospital will provide treatment in the bed category specified by your company. Any deviations from the instructions will be billed directly to you. The hospital will be willing to share with you in advance; approximate cost of treatment, investigations, hospital charges etc. Such information can be obtained in advance from the Billing personnel.

Please note that all your inpatient billing payments are to be made only at the IP billing department. No other person is authorized to collect any payment from you.

INSURANCE PAYMENT

In case your payment is covered by a third party administrator (TPA), please contact the Insurance Desk, Extn - 7783 located in the front lobby next to admission counter, functioning from 9.00 am -8.30 pm, all days of the week providing guidance and the assistance that you may require.

During your stay at the hospital, if you have any concerns regarding Billing / Credit / Insurance, please feel free to contact our staff at the billing department Extn: 7709

- If you wish to take medicines advised on discharge from the hospital, please ensure that you have informed the floor sister accordingly the day before
- No last minute inclusion / exclusion of medicines can be done after discharge
- If you are a TPA / Corporate patient, your discharge will solely depend upon the final settlement letter being received from the concerned TPA / Corporate

VISITOR'S POLICY

- While you look forward to seeing friends and relatives, in the best interest of other patients and keeping in mind, your speedy recovery, we are
- Compelled to restrict the number of visitors to a minimum
- Visiting Hours
 - ICU, CCU, CT ICU, PICU & NICU - 5 PM to 6 PM
 - WARDS - 4 PM to 7 PM
- Children below 12 years will not be allowed to visit in the wards
- All visitor's policies are applicable subject to the patient condition
- Family relative / spouse are allowed to stay with the patient only in single occupancy rooms & standard wards.

What about diet?

Do you tend to eat the same thing for breakfast, lunch or dinner every day? Remember your body needs over 50 different nutrients every day including protein, dairy, complex carbohydrates, fruits, vegetables and fat. These are available from a wide variety of foods. So, instead of eating a toaster pastry every morning or a rice / chapatti, sandwich for lunch, select well from each category and add variety to your meal planning.



Any other time I would need help?

Most of the furniture in the room is on wheels. Don't try to use them for support. Use your call bell to get help. Wheelchair slip easily, so please ask for assistance when getting into or out of one. You can also ask the nurse or someone else to press your call bell, glasses, phone or other needed items where you can easily get to them.

Don't wait until the last minute to go to the bathroom. Get up slowly and ask for help if needed. Make sure the light is on if it's dark.

How safe will my stay be?

24-hour security staff makes frequent rounds, for the local safety of all patients.

Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



SAFE STAY

In hospital

Admission into a hospital can be terrifying experience for anybody.

Which is why, we at Apollo go the extra mile to make your stay as safe and comfortable as possible.

Before admission what all should I check out about?

There may be number of people involved in your care. Feel free to ask questions about your care and to express your preferences and concerns. Please bring a family member, friend or care giver with you during your admission.

What do I need to know about the tests conducted?

You must ask the doctor to clarify the need for the test and how it will affect your treatment. Check out the risks and side effects of the tests.

What should I know regarding treatment of surgery?

You must check out the benefits and risks and how soon it will improve your condition. Find out alternate treatments are available. Ask if you can refer your condition to another physician for a second opinion.

If hospitalization is necessary, find out how long you would need to be in hospital and what it would cost.

How do I identify the hospital staff?

All hospital employees, volunteers and physicians wear name badges that identify their names and departments. If an employee, volunteer or physician is not wearing a name badge, please ask him or her to put it on, or ask for another staff person.

How can I be sure that the hospital staff will not confuse me another patient?

The patient identification bracelet (ID Band) you receive on admission is important for many reasons. This card has your medical record number on it and how you are identified at Apollo Hospital. Do not let anyone give you medications, tests or procedures without checking your ID Band every time. When specimens are obtained, make sure the specimen containers are labelled with your name in your presence.

Is there any other way I can understand my medical condition?

We will be happy to answer your questions about your condition. In addition, we have literature to help you learn more.

Would my describing the symptoms in detail help?

A physical examination and medical tests provides valuable information about your conditions, but your description of symptoms is the key in your diagnosis and treatment. When asked about your symptoms, try to identify when the symptoms started, what time of day they occur, how long they last, how often they occur, and if they are getting better or worse. The more details you can give us, the better.

How can I prevent a fall in the hospital?

Ideally, wear slippers or shoes with non-skid soles. Hospital floors can be slippery. Get up slowly. Sit on the edge of your bed for a few minutes. If you feel dizzy or weak, use the call bell for help. Be sure you know how to use your call bell. Try it while the nurse is in the room to be sure.

How do I call for help?

Your hospital bed is probably higher and narrower than your bed at home. You might need help getting into or out of bed. If the side rails are up don't try to climb over or between them. In such cases, if no nurse is around, use the call bell to get help. You could also call for help if you have an IV line and need to adjust it.



Are there any readymade products that can help?

Products like water mattresses or gel packs are available to help reduce pressure.

What about diet?

It is essential that you eat a balanced diet. Eat food high in protein and calories. Drink plenty of fluids, if you cannot tolerate balanced diet, ask your doctor about nutritional supplements.

Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



SAFE FROM ULCERS

What are pressure ulcers?

A pressure is an injury caused by unrelieved pressure that damages the skin and underlying tissue. Pressure ulcers are sometimes called bed sores and range in severity from mild (minor skin reddening) to severe (deep craters extending down to muscle and bone)

What causes pressure ulcers?

Pressure on the skin blocks the blood supply. When skin is deprived of nutrients and oxygen for too long the skin starts to break down the tissue dies and a pressure ulcer forms.

How do I identify a pressure ulcer?

The first sign of a pressure ulcer is redness on the skin. Persons may get pressure ulcers after as little as 1-2 hours.

When do pressure ulcers form?

Pressure ulcers form where bone causes the greatest force on the skin and tissue. For people who must stay in bed, most pressure ulcers form on the tailbone (sacrum), the hip bones, shoulder blades, back of the head, ears, elbow, knees, ankles and on the heels. Pressure ulcers can also form behind the knees, for people confined to chairs or wheelchairs.

What are the risk factors?

- Confinement to a bed, chair or wheelchair
- Inability to change positions, such as with paralysis
- Loss of bowel or bladder control
- Poor nutrition
- Lowered mental awareness arising from health problems, medication or anaesthesia
- Loss of sensation in lower extremities

How can pressure ulcers be prevented?

Prevention is the key. These steps can also keep pressure ulcers from getting worse.

Take utmost care of your skin. Inspect the skin at least once a day. Pay special attention to any reddened areas. Keep the skin clean and dry. Use a soft cloth to clean your skin and wash it as soon as it is soiled. If you lose control over bowel or bladder movement, cleanse thoroughly after each episode. Completely and gently

dry area. Apply a moisture barrier cream, a thick "Vaseline – type" protective cream.

How can I prevent skin dryness?

Take a warm bath (not hot) with a mild soap. Use cream or oil on your skin that doesn't contain alcohol. Alcohol based creams have a drying effect. Protect your skin from injury. Avoid cold or dry air.

What are the special steps I must follow at all times?

- Avoid massage of your skin over body parts of the body
- Keep the bed linens dry and wrinkle free
- Change positions frequently - at least every two hours - or have your caregiver change your position.
- If you are in a chair and can shift your own weight, do so at least every 15 minutes or have someone reposition you at least every hour.
- Reduce friction by being sure you are lifted rather than dragged during repositioning bed sheets or linens can be used.
- Use pillow or wedges to keep knees or ankles from touching each other.
- Place pillows from mid-calf to ankle to keep heels off the bed.

What should I avoid?

DO NOT sit on a rubber ring

DO NOT use heat on pressure sores.

DO NOT sit or lie in one position for more than two hours.





Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



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www.apollohospitals.com

SAFE AT 65

Safely Ageing
Safe Retirement
Safe beyond 60's (Age)

What are the main causes of injury in people over 65?

Falls, any person can fall at anytime and anywhere. But a large percentage of people over 65 fall at home, in the course of everyday activities.

Can falls be prevented?

Yes, they can be. Here are some prevention tips.

On the staircase

- Provide enough light to clearly see steps
- Keep stairs free of clutter
- Cover stairs with tightly woven carpet or non - slip treads
- Install sturdy handrails on both sides of the stairway.

In the Bathroom

- Keep a night - light on in the bathroom
- Use bathroom rugs with nonskid backing
- Install handrails in the bathtub and toilet areas
- Place a rubber mat or nonskid on the bathtub shower floor
- Leave the bathroom door unlocked, so it can be opened from both sides.

Kitchen

- Avoid climbing and reaching for high shelves
- Use a stable stool with handrails
- Arrange storage at counter level
- Clean up spills as soon as they happen and don't wax floors

Living Area

Arrange furniture to provide an open pathway between rooms. Remove low tables, footrests and other items from the pathway. Keep electrical and telephone cords out of the pathway.

Bedroom

- Remove throw rugs, extension cords and other floor clutter
- Install a right -light
- Use a normal - height bed
- Before leaving your bed. Sit on the edge for a time to make sure you are not dizzy.

What is the right kind of footwear?

Wear low - heeled or flat shoes with nonskid soles. Shoes with a fairly snug fit are preferred. Keep laces tied. Avoid shoes with thick, heavy soles.

What should I do in case i fall?

Don't panic. Assess the situation and determine if you are hurt.

Slide or crawl along the floor to the nearest couch or chair and try to get up. If you can't get up, call for help. If you are alone crawl slowly to the telephone and call 1066 for help.



Get plenty of fibre

It's rough, it's tough and it may help you:

- Reduce your risk of diabetes by improving your blood sugar control
- Lower your risk of heart diseases
- Promote weight loss by helping you feel full

Foods high in fiber include fruits, vegetables, beans, whole grains, nuts and seeds.

Lose extra weight

If you're overweight, diabetes prevention may hinge on weight loss. Every pound you lose can improve your health. And you may be surprised by how much. In one study, overweight adults reduced their diabetes risk by 16 per cent for every kilogram (2.2 pounds) of weight lost.

Skip fast diets and makes healthier choices.

Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



SAFE & SWEET

How is diabetes diagnosed?

Random blood sugar test. A blood sample will be taken at a random time., a random blood sugar level of 200 mg/dL the signs and symptoms of diabetes, such as frequent urination and extreme thirst.

A level between 140 mg/dL and 199 mg/dL is considered prediabetes, which puts you at greater risk of developing diabetes. A blood sugar level less than 140 mg/dL is normal.

Fasting blood sugar test. A blood sample will be taken after an overnight fast. A fasting blood sugar level less than 100 mg/dL is normal. A fasting blood sugar level from 100 to 125 mg/dL is considered prediabetes. If it is 126 mg/dL or higher on two separate tests, you have diabetes mellitus. Oral glucose tolerance test. For this test, you fast overnight, and the fasting blood sugar level is measured.

What are the symptoms of Diabetes?

Type 2 diabetes symptoms may develop very slowly. In fact, you can have type 2 diabetes for years and not even know it.

Look for

- Increased thirst and frequent urination
- Increased hunger
- Weight loss. Despite eating more than usual to relieve hunger, you may lose weight... Calories are lost as excess glucose is released in the urine.
- Fatigue. If your cells are deprived of sugar, you may become tired and irritable.
- Blurred vision. If your blood sugar is too high, fluid may be pulled from the lenses of your eyes. This may affect your ability to focus clearly.
- Slow- healing sores or frequent infections. Type 2 diabetes affects your ability to heal and resist infections.

What are the risk factors?

Researchers don't fully understand why some people develop type 2 diabetes and others don't. It's clear that certain factors increase the risk, however, including:

- Being overweight
- Fat distribution: if your body stores fat primarily in your abdomen, your risk of type 2 diabetes is greater than if your body stores fat elsewhere, such as your hips and thighs.
- Inactivity: The less you are, the greater your risk of type 2 diabetes. Physical activity helps you control your weight, uses up glucose as energy and makes your cells more sensitive to insulin.
- Family history: The risk of type 2 diabetes increases if your parent or sibling has type 2 diabetes.
- Race.
- Age. The risk of type 2 diabetes increases as you get older, especially after age 45
- Prediabetes. Prediabetes is a condition in which your blood sugar level is higher than normal, but not high enough to be classified as type 2 diabetes. Left untreated, prediabetes often progresses to type 2 diabetes.
- Gestational diabetes. If you developed gestational diabetes when you are pregnant, your risk of developing type 2 diabetes later increases. If you gave birth to a baby weighing more than 9 pounds (4.1 kilograms), you're also at risk of type 2 diabetes.

Diabetes prevention is as basic as eating more healthfully, becoming more physically active and losing a few extra pounds and it's never too late to start.

Making a few simple changes in your lifestyle now may help you avoid the serious health complications of diabetes down the road, such as nerve, kidney and heart damage.

Get more physical activity

There are many benefits to regular physical activity. Exercise can help you:

- Lose weight
- Lower your blood sugar
- Boosts your sensitivity to insulin which helps keep your blood sugar within a normal range

Research shows that both aerobic exercise and resistance training can help control diabetes

prescription to the pharmacy, you can double check the information on the label.

Check with your doctor the purpose for the medication written on the prescription. Many drug names look alike when written poorly. Knowing the purpose of the medication will help you and the pharmacist to double-check the prescription.

What about samples?

If your doctor gives you samples, make sure to check that they do not interact with your other medication and make sure to check the expiry date of the medicine (note: check the expiry date of any medicines before consumption. If you not sure of the expiry date then discard it).

Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



SAFE MEDICATION

"MEDICATION ERRORS UNFORTUNATELY DO HAPPEN IN HOSPITALS, IN PHARMACIES, OR EVEN AT HOME. AND SOMETIMES, INNOCENT PEOPLE GET HURT OR DIE BECAUSE OF THESE ERRORS.

What precautions can I take at home?

To begin with, make a list of all medication you are taking. Include the dosage details and how often you need to them. Any time your medication changes, update your list too. Keep medicines in their original containers. Many pills look alike, so by keeping them in their original containers, you will know which is which and how to take them.

Never take someone else's medication. It may interact adversely with your medication, the dose may be wrong or you could be allergic to it. Read the label each time you take a dose to make sure you have the right drug and that you are following the instructions.

At night, turn on the lights to take your medicine. This all ensure you're not taking the wrong thing.

How should medicines be stored?

Do not store medicines in the bathroom medicine cabinet or in direct sunlight. Humidity, heat and light can affect medications potency and safety.

Store medicines where children cannot see or reach them, for instance, in a locked box or cabinet.

What should be done with old medicines?

Do not flush any old medicines, including used patches, down the toilet. Unless specifically instructed to do so in the drug label. Children and pets might get hold of medicines that are thrown into the wastebasket and some drugs actually become toxic after the expiration date.

Most drugs can be thrown in the household trash. Take drugs out of the original containers and mix them with undesirable substance, seal it in a plastic bag and discard it.

Can all tablets be chewed?

Do not chew, crush or break any capsules or tablets unless instructed. Some long acting medicines are absorbed too quickly when chewed which could be unsafe. Other medication will either not be effective or could make you sick.

Any tips on liquid medication?

To give liquid medication, use only the cup or other measuring device that came with it. Dosing errors can happen if you use a different cup or if you use the cup with other liquids because the cups often are of different sizes or different markings. Also household teaspoons and table spoons are not very accurate, which is important with some medications. Your pharmacist may give you a special oral syringe instead.

But what can I do in a hospital?

Take your medications and the list of your medications with you when you get admitted in to the hospital. Your doctors and nurses will need to know what you are taking. After your doctor has seen them, if required to continue the medicines "Home medication form" has to be filled in with patient consent and primary consultant sign if not required send home your medicines.

Is it alright to check details about the medication?

Perfectly okay. Tell your doctor you would like to know the name of each medicine and the need to take them. This way, if anyone tells you something different, you would be able to ask the right questions, which might prevent errors.

Look at all medicines before your take them. If they do not look like what you usually take, ask the reason. It might be a generic drug or it might be the wrong drug. Ask the same questions you would ask if you were in the pharmacy.

Do not let anyone give you medications without checking your hospital UHID bracelet every time. This helps prevent your taking someone else's medications.

What about tests?

Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse and doctor if you have allergies. When you're ready to go home, have the doctor or nurse go over each medication with you and a family member. Update your medication list from home if there is a change in the prescription or if a new medicine is added.

What should I check at the doctor's clinic?

Take your medication list every time you go to your doctor's office, especially if you see more than one doctor. They might not know about the medication other doctors have prescribed for you. Please inform your doctor if you are taking other alternative medicines.

Ask your doctor to explain what is written on any prescription, including the name of the drug and how often you should take it. This way, when you take the

Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



SAFE PAIN MANAGEMENT

“ WITH TREATMENT, MOST PAIN CAN BE CONTROLLED, EVEN IF NOT TOTALLY ELIMINATED. PAIN TREATMENTS WORK DIFFERENTLY FOR DIFFERENT PEOPLE. YOUR DOCTOR CAN GUIDE YOU ON THE RIGHT TREATMENT FOR YOU. „

When I meet my doctor, what all should I tell him?

Share with your doctor the pain - control methods that have worked well for you before, and discuss any concerns.

Mention any allergies to medicines you have.

Checkout the likely side effects of the treatment.

Tell your doctors the medicines you take for other health problems, as certain drugs, when taken with some pain medicines, can cause problems.

What are my pain relief medication options?

Most pain medicines are taken orally, either in tablet or liquid forms

Medicines can be injected into the muscle or skin

Medicines can be injected into a vein through a small tube called an intravenous (IV) catheter

Medicinal patches can also be placed on the skin where the medicines are absorbed into the body (transdermal patches)

Are there other non- drug ways to relive pain?

Several and many of which are very effective too.

Relaxation techniques

- Get in a position as comfortable as possible.
- Breathe in slowly while counting to three
- Breathe out slowly while counting to three
- Continue breathing in and out in the same pattern
- Relaxation tapes may be helpful

Imagery

- Get into a comfortable position
- Imagine you are in a place you have found to be relaxing in the past, such as the beach or the mountains, garden, park and farm house etc.,

- Breathe in and out slowly while picturing this in your mind.

Music

- Get into a comfortable position
- Listen to "easy listening" music or your favourite type of music with your eyes closed

Other non - drug therapies include:

- Acupuncture
- Heat / Cold Massage
- Psychotherapy
- Pastoral counselling / prayer
- Biofeedback
- Breathing Exercise
- Patient education
- Support groups
- Hypnosis
- Positioning
- Laughing
- Environment (your Surroundings)
- Aromatherapy
- Physical therapy



Avoid tobacco products and second-hand smoke

On top of all the other dangers smoking, the nicotine in tobacco products can raise your blood pressure by 10 mm Hg or more for up to an hour after you smoke.

You should also avoid second-hand smoke. Inhaling smoke from others also puts you at risk of health problems, including high blood pressure and heart disease.

Reduce your stress

Stress or anxiety can temporarily increase blood pressure. Eliminate or reduce stress.

Monitor your blood pressure at home and make regular doctor's appointments.



SAFE UNDER PRESSURE

What is hypertension?

Pre-hypertension is a blood pressure measurement of 120/80 to 139/89. Stage 1 hypertension is defined as 140-159/90-99. A blood pressure above those levels is considered Stage 2 hypertension.

High Blood Pressure is often called the "silent killer".

Normal blood pressure is less than 120(systolic) over 80 (diastolic) – written as 120/80 mm of Hg(mercury)

What are the major causes and contributing factors of hypertension?

Primary cause is unknown Contributing Factors:

1. High salt diet
2. Obesity
3. Ageing
4. Genetics
5. Lack of exercise

What are the risk factors for high blood pressure?

The risk of developing high blood pressure increases as you get older. People with relatives that have high blood pressure are more likely to develop high blood pressure. People who regularly eat food that is high in salt are more susceptible to high blood pressure.

Studies have shown that people with heightened anxiety, intense anger, and suppressed expression of anger were more at risk of developing high blood pressure.

What are the symptoms of high blood pressure?

People with high blood pressure usually experience no symptoms unless their blood pressure is extremely high, or if they have had high blood pressure for a long time. In these cases, damage may occur in major organs, such as the heart, brain, and kidneys, as well as the small blood vessels in the eyes. It's important to remember that if left untreated, high blood pressure may lead to serious complications.

How is high blood pressure diagnosed?

During a regular physical exam, a doctor uses a sphygmomanometer to check blood pressure. This common device should be familiar to you.

What is the prognosis if I'm diagnosed with hypertension?

If high blood pressure is well controlled, most serious complications can be avoided.

Coronary artery disease and stroke are the most common causes of death for people with very serious high blood pressure.

Where can I get hypertension support?

Hypertension can be a very serious condition, but with the help of your doctor, you can keep it from causing other health issues so that you can live a healthy and happy life.

What are the treatment options for hypertension?

People with high blood pressure are urged to change their diet, exercise regularly, quit smoking, and generally lead less stressful lives. If these changes to your lifestyle aren't effective enough, your doctor may prescribe a medication.

Here are few lifestyle changes you can make to lower your blood pressure and keep it down.

1. Lose extra pounds and watch your waistline

Blood pressure often increases as weight increases.

- Men are at risk their waist measurement is greater than 36 inches (90 cm)
- Women are at risk if their waist measurement is greater than 32 inches (80cm)

2. Exercise regularly

Regular physical activity – at least 30 to 60 minutes most days of the week – can lower your blood pressure by 4 to 9 millimeters of mercury (mm Hg)

If you have prehypertension (systolic pressure between 120 and 139 or diastolic pressure between 80 and 89), exercise can help you avoid developing full – blown hypertension.

If you already have hypertension, regular physical activity can bring your blood pressure down to safer levels.

3. Eat a healthy diet

Eating a diet that is rich in whole grains, fruits, vegetables and low-fat dairy products can lower blood pressure by up to 14 mm Hg.

4. Reduce sodium in your diet

Even a small reduction in the sodium in your diet can reduce blood pressure by 2 to 8 mm Hg. The recommendations for reducing sodium are:

- Limit sodium to 2,300 milligrams (mg) a day or less.
- Don't add salt. Just 1 level teaspoon of salt has 2,300 mg of sodium. Use herbs or spices, rather than salt, to add more flavour to your foods.

- To participate to the best of your ability in making decisions about your medical treatment, and to comply with the agreed upon plan of care.
- To ask questions to your physician or other care providers when you do not understand any information or instructions.
- To inform your physician or other care provider if you desire a transfer or care to another physician, caregiver, or facility.
- To be considerate of others receiving and providing care.
- To comply with facility policies and procedures, including those regarding smoking, noise, and number of visitors.
- To accept financial responsibility for health care services and settle bills promptly.



Discuss these issues with your doctor. Check out any other concerns you may have. Remember, it's your health and your life. You have every right to ask your doctors about medication, the course of treatment, dietary restrictions, the dos and don'ts of every illness. The more information you have, the better you will be able to take care of yourself.



SAFE IN YOUR RIGHTS & RESPONSIBILITIES

As a patient you have the right:

- To know the name, identity and professional status of all persons providing services to you and to know the physician who is primarily responsible for your care.
- To receive complete and current information concerning your diagnosis, treatment and prognosis in terms that you can understand.
- To have access to all information contained in your medical record through your primary consultant.
- To an explanation in terms you can understand any proposed procedure, drug or treatment; the possible benefits; the serious side effects, risks or drawbacks which are known; potential costs; problems related to recovery and the likelihood of success. The explanation should also include discussion of alternative procedures or treatments.
- To accept or refuse any procedure, drug or treatment, and to be informed of the consequences of any such refusal. If there is conflict between you and your parents / guardian regarding your exercise of this rights, you and parents / guardian may need to participate in conflict resolution procedures.
- To personal privacy. Care discussion, consultation, examination and treatment will be treated confidentiality.
- To expect that all communications and records including photographs related to your care will be treated confidentiality.
- To supportive care including appropriate management of pain, treatment of uncomfortable symptoms and support of your psychological and spiritual needs even if you are in extremist.
- To assistance in obtaining consultation with another physician in our panel regarding your care.
- To request consultation with the hospital Ethics Committee regarding ethical issues involved in your care.
- To be transferred to another facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for an alternative

to such a transfer. The facility to which you will be transferred must be first accepted by you as a patient.

- To know if your care involves research or experimental methods of treatment. You have the rights to consent or refuse to participate.
- To voice complaints regarding your care, to have those complaints reviewed, and, when possible, resolved without fear of any harm or penalty to yourself. You have the right to be informed the response to your complaint.
- To expect reasonable continuity of care and to be informed by caregivers of realistic patient care options when hospital care is no longer appropriate. You have the right to participate in this discharge planning process.
- To examine your bill and receive an explanation of the charges regardless of the source of payment for your care.

Note

1. If you are unable to exercise these rights, your guardian, next of kin or legally authorized surrogate has the right to exercise these rights on your behalf.
2. Queries about charges may be referred to billing department.
3. Grievance redressal can be referred to guest relations department

As a patient it your responsibility:

- To provide all personal and family health information needed to provide you with appropriate care. This includes reporting if you are in pain, or require pain relief.

