



How can I get help on financial enquires?

For financial enquires we have a counter in the ground floor next to the Radiology Department. The staff nurse would help you get there.

How do I give my suggestions and complaints?

If you have any suggestions, complaints or concerns regarding NICU, nursing or other issues, please make these known to a member of staff immediately and we will try our best to resolve issues for you. We are always looking for ways in which we can improve our service and would appreciate parents completing a Patient Feedback form.

We see the babies in our care and their families as central to the activity in the unit so you matter to us and we will try to support you during what is a very emotional and difficult time.



24 Hrs. Pharmacy:
24557222

For appointments:
24557200 / 98088705

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HOSPITAL IN OMAN**



Environmental Management System

ISO



Patient Safety Friendly Hospital Initiative

PSFHI



Joint Commission International

JCI



**Neonatal
Intensive Care Unit
(NICU)**





Congratulations, you have just become the proud parents of one or more beautiful babies. We know and appreciate that this may be a difficult time for you as you have to entrust your baby or babies to our care. Our philosophy is to provide a high standard of holistic care to all newborns that need additional care or support

What is Neonatal Intensive Care Unit (NICU)?

The Neonatal Unit is a place for newborn babies who need special care.

It offers specialized care for:

- babies born prematurely
- babies with health problems diagnosed before birth (antenatally) or after birth (postnatally)
- full-term babies who have become unexpectedly unwell

Who will look after my baby in NICU?

The Neonatal Unit is staffed around the clock with specially qualified Neonatal Nurses/Midwives. A Specialist Doctor is easily contactable. We always strive to keep you fully informed about your baby's progress and to answer your questions. All other basic services, such as x-rays and blood tests are available 24 hours a day.

When can I visit my baby ?

We encourage you to be with your baby as often as you can,

and we encourage you to take part in caring for your baby once stable enough to do so. We would ask you NOT to visit if you have cold/flu symptoms, diarrhoea and vomiting, or if you or a member of the family develops chickenpox, measles or shingles. In the interest of your baby, we do not allow children or other relatives to visit except in exceptional circumstances.

How can I assure my baby's confidentiality and privacy ?

Information about your baby's condition will only be given to parents, unless it is clearly stated in the nursing care plan what information can be given and to whom.

Will my baby be safe inside the NICU?

Doors to NICU are locked at all times. To gain access a member of staff will release the door. Please be patient at busy times, we will open the door as quickly as possible. You may be asked to identify yourself; this is a safety precaution so that we are aware of who is visiting at all times



Can I use my Mobile phone in the NICU ?

Use of mobile phones is NOT allowed in the NICU and therefore should be kept on silent mode prior to entering the unit

Do I need to take any precautions before entering into NICU ?

Premature and sick newborn babies cannot easily fight infections. Therefore, everyone who enters the Neonatal Unit is asked to wash their hands. All jewellery (including wedding rings) and watches are to be removed prior to washing your hands. There are posters beside the sinks to fully explain the hand washing technique. It is important that you use hand rubs that are placed throughout the unit before and after handling your baby.

How can I engage myself in caring for my baby?

Kangaroo care is skin to skin contact with your baby. Baby can be placed on either parent, chest to chest and tucked inside your top. A hat or blanket might be necessary for smaller babies to give them extra warmth.

Benefits of Kangaroo care include:

- Improving lactation and helps to establish breastfeeding.
- Helps parents to feel closer to baby and establish a bond.
- Helps to calm and soothe baby and regulate their body temperature