for treatment / investigation not available at SKMCH&RC or if a bed is not available for a patient requiring urgent hospitalization.

SKMCH&RC does not reimburse patients for treatment / investigation done at another facility.

WHEELCHAIRS AND STRETCHERS
Wheelchairs and stretchers are available for use by patients in the Outpatient Area. Please ask the Main Reception Staff or any Hospital employee if you need a wheelchair or stretcher or need assistance in transporting the patient to any of the clinical areas within the Hospital.

PATIENT REPORTS
If you wish to obtain a copy of your report or a medical summary, please contact the Medical Records Department located at the ground floor of Services Building.

SECURITY
All non-essential items are to be deposited with the security guards at the entrance of the Hospital. No flowers or fruits for patients are allowed in the Hospital due to risk of infection. All visitors and staff are advised to safeguard their own valuables and property at all times, as SKMCH&RC cannot accept responsibility for any loss. Please inform a member of the Hospital's security staff of any lost or found item.

TREATMENT COST ESTIMATES
Treatment cost of patients vary significantly from case to case. It depends on a number of factors including the stage of disease, treatment modalities, complications, patient's physical condition and response to the treatment among others. Accurate treatment cost can only be ascertained after the initial visit with the consultant and after the treatment plan has been drawn up. You are advised to visit Business Services Office in the Outpatient Area for obtaining a cost estimate for treatment after your first consultation.

COMMENTS AND SUGGESTIONS
Your feedback and comments are valuable to us. Comment cards are available in Urdu and English at all counters. Please feel free to fill one out and deposit it in any of the donation collection boxes. In case of a complaint, please contact the Patient Relation Officer available at the counter or the Area Manager.

No Show Rule (Cancer patients who default from treatment)
Every patient accepted from the Walk-in Clinic is on active treatment of cancer for 1 year from the day of their registration. During their active treatment, if a patient misses the appointment with the oncologist (Medical, Surgical or Radiation) and does not return for 6 weeks or more, free medical facilities granted by the Hospital will be withdrawn. In such a case, if they wish to retain eligibility for financial support, they are again seen in the Walk-in Clinic (WIC) and reassessed according to the current acceptance guidelines of Walk-in Clinic.

If patient is not on active treatment, misses an appointment with the oncologist (Medical or Radiation) and do not return for 1 year or more, free medical facilities granted by the Hospital will be withdrawn. In such a case, if they wish to retain eligibility for financial support, they are again seen in one of the Walk-in Clinic (WIC) and re-assessed according to the current acceptance guidelines of Walk-in Clinic.

CANCER DISCHARGE POLICY
When treatment of a patient is completed and he/she is discharged from Hospital, kindly contact Outpatient Department or Walk-in Clinic for any further medical assistance. However, patients can avail non-oncology services on self-payment.

FOOD POLICY
The consumption of food is restricted to designated areas such as cafeterias and Inpatient rooms due to risk of infection and in an effort to control the spread of insects and pests on the Hospital premises.

SMOKING POLICY
SKMCH&RC has provided a smoke free environment for its employees / patients / Attendants. Smoking is prohibited in SKMCH&RC premises, including all its building and grounds.
OUTPATIENT SERVICES
Patient Care Officers are available in the Outpatient Department to assist Patients/Attendants with Registration, Appointment, and for providing general information for the Hospital. We hope the following information will assist you during your visit at Shaukat Khanum Memorial Cancer Hospital & Research Center (SKMCH&RC).

APPOINTMENTS
Appointments in the Outpatient Clinics may be obtained from the Main Reception and the OPD Counter in the Outpatient Area of the Hospital, over the telephone, by fax, or by e-mail. If you have requested an appointment via fax or e-mail, the SKMCH&RC staff will get in touch with you to confirm your appointment. If you are uncertain of which doctor you need an appointment with, please send us your reports in person or via fax or e-mail and our caring staff will help you find the right doctor. If you would like to cancel or reschedule your appointment, please call or e-mail at least 24 hours in advance.

- Appointments by Phone:
  Please call +92 42 35350000 or 042 111-155-555 at Ext. 34333435 for an appointment.

- Appointments by Fax:
  Please fax your reports with your name and contact number to +924 23594144.

- Appointments by E-mail:
  Please e-mail us your request with any associated reports to outpatient@skm.org.pk

ACCOMMODATION
The Hospital does not provide accommodation facilities for the attendants of the patients. However, the Musafirkhanas' located near vicinity of the Hospital extend free accommodation for the registered indigent patients of SKMCH&RC. Free transport to and from the 'Musafirkhana' at designated times is also available. Booking forms for the 'Musafirkhana' can be obtained from the Main Reception. The Hospital does not provide lodging facilities for patients and attendants. However, Patient Care Officers at the Main Reception help you to guide accommodation outside the Hospital.

ATTENDANTS
Due to capacity constraints, only one attendant is allowed to accompany the patient in the Hospital. Attendants suffering from any contagious disease are advised to refrain from coming to the Hospital.

CLINICAL SERVICES
SKMCH&RC has qualified consultant physicians and surgeons in the specialities of:
- Medical Oncology
- Pediatric Oncology
- Radiation Oncology
- Surgical Oncology
- Palliative Care
- Anesthesiology
- Thoracic Surgery
- Comprehensive Health Care Clinic (CHCC)
- Endocrinology and Diabetes Care
- Gastroenterology
- Gynecological Surgery
- Infectious Diseases
- Neurosurgery
- Neurology
- Nephrology
- Nuclear Medicine
- Oral and Maxillofacial Surgery
- Orthopedic Surgery
- Pulmonary and Critical Care
- Pediatric Surgery
- Psychiatry
- Plastic and Reconstructive Surgery
- Pain Management
- Urology

We also offer Ancillary Health Services in the following areas:
- Clinical Psychology
- Clinical Nutrition
- Physiotherapy
- Respiratory Therapy
- Speech Therapy

EMERGENCY SERVICES
SKMCH&RC provides emergency services to all its registered patients 24 hours a day, 365 days a year. All emergencies are dealt within the Emergency Assessment Room (EAR) in the Outpatient Area 24 hours a day. SKMCH&RC does not provide Trauma Services in the EAR. Patients in the EAR are triaged and the patients that need urgent care are seen on priority basis.

FINANCIAL SUPPORT
It is estimated that about 150,000 new cancer cases are diagnosed in Pakistan. SKMCH&RC was built with the mission of providing state-of-the-art diagnostic and therapeutic facilities for cancer patients irrespective of their ability to pay. Our resources, however, allow us to accept only a fraction of this number for treatment. Therefore, the Hospital has to prudently manage its resources by accepting those cases that benefit the most from treatment. The Hospital has a Walk-in Clinic in Lahore, Karachi, Peshawar, and Multan for screening and accepting patients on financial support. For further information, please contact Financial Support Services or the Outpatient Department.

Every patient accepted from the Walk-in clinics on active treatment for cancer for 1 year from the day of their registration. Patients who are on cancer not-on-active treatment and are availing financial support services from the Hospital will have to pay for all non-oncological services (e.g., diabetics, nutrition support, certain paramedical items etc.). Oncological (cancer) services, however, will still be available at the support percentage as determined previously by the financial support services.

If the treating physician, however, considers that active treatment needs to continue even after 1 year period has elapsed, then he/she can change the status back to active cancer treatment. The active cancer status will last for three months, and all rules of active cancer treatment will be applicable as before during this time.

INFORMATION ON REIMBURSEMENT FOR TREATMENT / INVESTIGATIONS OUTSIDE OF SKMCH&RC
SKMCH&RC makes a sincere effort to provide the best possible care for patients being treated at this Hospital. However, there will be times when patients may have to be referred to another facility.