

a member of the Hospital's security staff of any lost or found items.

TREATMENT COST ESTIMATES

Treatment costs of patients vary significantly from case to case. They depend on a number of factors including the stage of the disease, treatment modalities, complications, patient's physical condition and response to the treatment amongst some of the other. 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 (Patients who default from treatment)

During the course of treatment, if a registered patient misses his/her scheduled appointment(s) in the OPD Clinics or an appointment for a diagnostic/therapeutic procedure or a chemotherapy/radiotherapy session, he/she will be intimated to reschedule the missed appointments through an SMS alert. In case of failure to reschedule the appointment within the stipulated time, the relevant consultant will be notified and the patient will be discharged from the system. Thereafter, if the patient wishes to return for treatment, he will need to be re-assessed according to the guidelines for acceptance of patients, prevalent at the time.

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. Smoking is prohibited in SKMCH&RC premises, including all its building and grounds.

MISSION STATEMENT

To act as a model institution to alleviate the suffering of patients with cancer through the application of modern methods of curative and palliative therapy irrespective of their ability to pay, the education of health care professionals and the public and perform research into the causes and treatment of cancer.

OUTPATIENT SERVICES



Shaukat Khanum Memorial Cancer Hospital and Research Centre
Lahore: 7-A Block R-3, Johar Town, Lahore, Pakistan
Tel: +92 42 359 5000 | UAN: 042 111 155 555
Peshawar: 5-B, Sector A-2, Phase V, Hayatabad, Peshawar, Pakistan
Tel: +92 91 588 5000 | UAN: 091 111 155 555
www.shaukatkhanum.org.pk



Shaukat Khanum
Memorial Cancer Hospital
and Research Centre

Information for Patients

OUTPATIENT SERVICES

Patient Care Officers are available in the Outpatient Department to assist Patient/ 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 a fax or e-mail and our friendly staff will help you find the right doctor. If you would like to cancel or re-schedule your appointment, please call or e-mail at least 24 hours in advance.

- Appointments by Phone: Please call +92 42 35905000 or 042 111-155-555 at Ext. 8888/3435 for an appointment.
- Appointment by Fax: Please fax your reports with your name and contact number to +92 42 35945144.
- Appointment 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 patient. 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' may 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 will be happy to guide you in finding accommodation outside the Hospital.

ATTENDANTS

Due to capacity constraints, only one attendant is allowed to accompany the patient to 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 specialties of:

- Medical Oncology
- Pediatric Oncology
- Clinical & Radiation Oncology
- Surgical Oncology
- ENT
- Cardiology
- Dental Surgery
- Ophthalmology
- Orofacial Pain & Headache
- Internal Medicine
- Palliative Care
- Anesthesiology
- Thoracic Surgery
- Comprehensive Health Care Clinic
- 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
- Pathology
- Pain Management
- Radiology
- Urolog

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 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 each year. 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 Walk-in Clinics in Lahore, Karachi and Peshawar 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 is on active treatment of cancer for 1 year from the day of their registration. Patients who are on 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 providing 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 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 area 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. Flowers or fruits for patient are not allowed within 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