



What to expect when you visit Marcelle Ruth

MARCELLE RUTH

CANCER CENTRE & SPECIALIST HOSPITAL

**The Marcelle Ruth Cancer Centre
& Specialist Hospital is the first
comprehensive healthcare centre of its
kind in Nigeria and indeed West Africa.**

> Our promise

In everything we do, we believe that compassion and care make all the difference.

With vast experience and understanding, our specialist team uses the very latest technology and treatments to deliver the best outcomes possible.

From screening and diagnosis to treatment and ongoing support, we are committed to providing outstanding care to those in need.

About this booklet

We understand it can be overwhelming for anyone to undergo cancer care, but we are here to provide you with help and support.

The focus of this leaflet is to help you and your family understand more about what to expect when you visit the Marcelle Ruth Cancer Centre & Specialist Hospital.

What to expect when you visit the Marcelle Ruth Cancer Centre & Specialist Hospital

Welcome to Marcelle Ruth

We understand that a first visit to the Hospital can make you feel anxious. Please be assured we will do all we can to make you and your family comfortable.

We appreciate any feedback you'd like to provide that may help us make you feel more at ease.

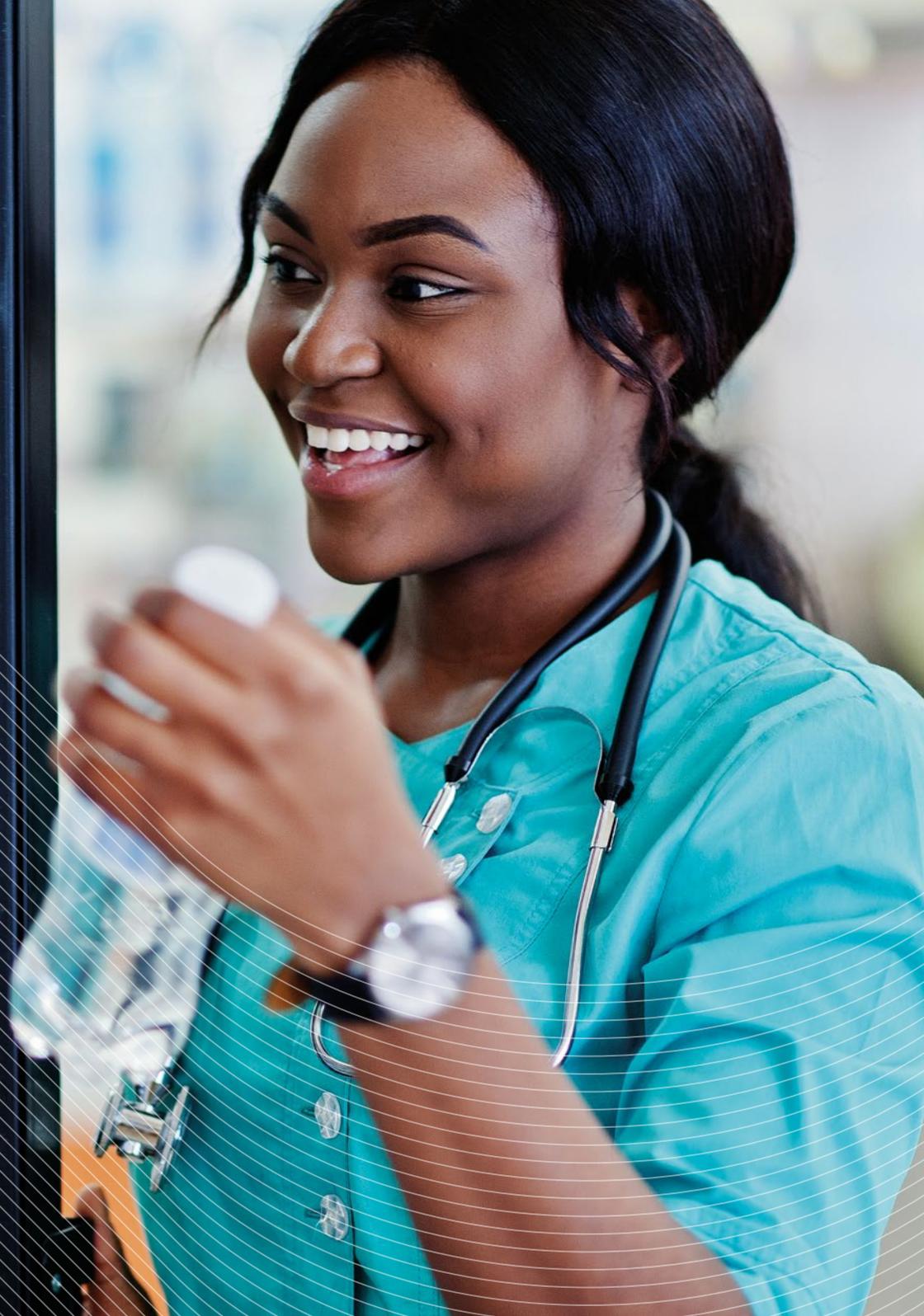
Parking and arrival

Upon your arrival at Marcelle Ruth, you will find free and convenient parking.

Appointment

Your first appointment will include registration and consultation with the specialist. You may meet the nurses and other members of Marcelle Ruth team.

Please come in 15 minutes prior to your appointment. It will give you time to complete the registration process ahead of your appointment time.



Consultation

Your specialists will explain your diagnosis and treatment plan during your first visit. In some cases, however, a follow-up visit is necessary to cover additional information.

First visits can be complex, so we recommend that you come in assisted by a friend or family member if need be.

To ensure your first and future appointments go smoothly, we ask that you always:

- Bring your photo ID and your insurance card(s) where necessary.
- Notify us of any allergies.
- Bring all current medications, including over-the-counter medicines, vitamins and herbal supplements, past medical reports and investigation results. If you are unable to bring your medications, an updated list will suffice.

Admission

You may be required to stay in the hospital for continuation of care. Where this applies, we request that you come along with your personal towels, bath soaps of your preference, toothpaste etc. The Hospital will provide you with a change gown (hospital gown), toiletries and bed linens.

Personal effects

If you have items such as jewellery, wristwatches etc., please hand them over to your nurse, who will take a record of them and keep them safe. Your items will be handed over to you whenever you need them or on discharge from the hospital.

The Hospital is not responsible for any items not disclosed on admission.

Personal medications

Kindly hand over your previous medications to your nurses, who will take stock of them and keep them in the hospital. This will help us manage your prescriptions and avoid duplicating your medications.

Visiting hours

Relatives are allowed to visit between 11am and 6pm daily. They will be required to wait outside your room if there is any need for the medical team to attend to you.

Please take note that fresh flowers are not allowed in the hospital, especially when you are on admission.

Covid-19 screening

Following the Covid-19 protocols, you will be required to undergo Covid-19 screening on arrival. Where any of your relatives/friends will be staying beyond 4 hours in the hospital with you, each of them will also be required to undergo Covid-19 screening at your cost.

Family support/relative

You will be allowed a relative on need basis to support you on admission.

The Hospital expects you to take full responsibility for feeding and upkeep of your relative during this period. However, you may ask the assistance of the housekeeping staff for enquiries.

Housekeeping

Meal times

Meals are served at the following times:

Breakfast: 8–9am

Lunch: 1–2pm

Dinner: 6.30–7.30pm

Menu booking

To enable us to cater for your choice of meals we would appreciate it if your request is submitted by 12 noon the day before.

We will ensure that your meals are served fresh and we do not encourage rewarming meals already served to avoid infection. We encourage you to please take your meals within the meal times.

If you are unable to take your meal within meal time, the hospital may provide you with tea and biscuits instead.

Hotel services

The Hospital respects your private times and aims to minimise interruptions as much as possible.

The housekeeping team will come in at intervals to clean up your room:

- 7am before your breakfast
- 4pm.

However, they can be recalled if and when the need arises by letting your nurses know.

Billing/payment

Admission Deposit

You will be required to pay a deposit for every admission. We understand that you may not utilise all monies paid in the course of your stay. Please be assured that in this event you are entitled to a refund within seven days.

Payment

The Hospital operates a no-cash policy. You can pay your bills via POS and bank transfers. The accounts department will let you have our bank details if you prefer to use that method.

Interim bills

The billing department will issue you an interim bill fortnightly. This is a periodic statement of accounts issued in the course of your admission. It will inform you of outstanding balances (credit/debit) to enable you make plans as to when you need to make additional payments.

Upon final discharge, the hospital management expects full and final settlement of your financial obligations on or before discharge home.

Enquiries

Please ask to see the billing officer if you need any clarifications about your bill or call +234 906 2000 773.

Personal Information for hospital records

To ensure your first and future appointments go smoothly, we ask that you always:

- Update us of any changes to your address, phone number, employment, marital status and/or insurance company.
- Come ready with any questions or concerns that you may have to discuss with your cancer care team.
- Schedule your next appointment before you leave the clinic. This includes lab and radiology appointments.

Contact us

Please contact us on:

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E: patientservices@marcelleruth.com

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