



“Life in all its fullness” John 10:10

www.kisiizihospital.org.ug

GUIDELINES FOR VISITORS

INTRODUCTION

Church of Uganda Kisiizi Hospital was founded in 1958 and is situated in a fairly remote area of the Kigezi Highlands in south-western Uganda. It provides a range of dental, medical, obstetric, paediatric, psychiatric, rehabilitation and surgical services to patients coming from a wide catchment area. Many of these are very poor subsistence farmers with minimal disposable income.

Kisiizi Hospital aims to provide competent and compassionate health care both within the Hospital and in its community outreach work. The Hospital also has an increasingly important role in training of health care professionals. The Kisiizi Hospital School of Nursing has over 190 students. We currently train interns in Obstetrics & Gynaecology, Paediatrics and Surgery. We often have visiting medical students on elective placements from a number of countries.

Our visitors are asked to respect and follow the same guidelines as our own Staff as laid out below.

CLINICAL GUIDELINES

We seek to provide the best clinical care possible in our situation. We have strict guidelines for infection control and expect all staff and visitors to follow these including:

- Thorough washing of hands with soap and water or appropriate alcohol rub [provided by Kisiizi] is expected between each patient contact.
- Staff and Visitors should be “naked below the elbow” in all clinical areas to allow adequate washing. Ties if worn should be tucked into shirts to avoid them coming in contact with patients during examination.
- Sharps must be very carefully disposed of in the correct designated boxes and any soiled linen or clinical waste carefully tidied up into the appropriate containers.

Visitors will normally be supervised by a member of Kisiizi Staff. It is unacceptable for visitors to undertake any procedures or interventions beyond their competence as checked by and agreed with a member of the Kisiizi Staff. If in doubt, ask!

Treatment should, wherever possible, be based on up to date evidence. We utilise the 2012 Uganda Clinical Guidelines [electronic version available as well as manual] and World Health Organisation protocols. We refer to the British National Formularies for adults and children for more detailed prescribing guidance.

Clear records and careful data collection are important and visitors are asked to help us with this aspect of our work.

We conduct periodic audits of various aspects of our work. We present mortality audits by specialty weekly to all staff. Visitors may participate in audits and presentations.

PROBITY / PROFESSIONAL STANDARDS

Respect for the dignity of our patients is vital and professional standards of probity apply. For example, chaperones should be present when male staff examine adult female patients; confidentiality should be observed regarding patient details; careful handover to colleagues should be conducted where required before leaving duty; etc.

Staff should remain professional in their attitude in all situations including those where they may disagree with colleagues whom they should still treat with respect. Visitors should discuss any concerns they may have with a member of the Management Committee as they may not have understood the full situation and may have reached a wrong conclusion about an issue.

Staff are required to ensure that their professional registration documents are up to date with the appropriate authority and that a copy is provided for their personal file. Overseas visitors will liaise with the Hospital Administrator prior to their visit to organise any documentation required. They will have completed an application form for their visit and provided a passport photograph for our records.

Clinical staff / visitors should be fully immunised against Hepatitis B virus. You should be scrupulous in using mosquito nets and taking your malaria prophylaxis as visitors from overseas are at risk of serious malaria. Kisiizi Hospital does not have any insurance scheme for visitors who have accidents, injuries or acquire illnesses here so you should have appropriate travel insurance in place.

Confidentiality of patient data is essential and clinical cases should not be discussed in public areas [for example within earshot of staff in the guest house].

MENTORING

We will aim to sit with elective students and visitors at the beginning of their attachments to orientate them and agree aims and targets. We will also meet at the end of the attachment for a feedback and reflection session.

Kisiizi offers a wide range of opportunities with a broad spectrum of clinical work in out-patients, wards and community so we try to tailor visits to fit in with the interests and experience of our visitors.

See our website www.kisiizihospital.org.ug for more information about different departments and our annual report.

PERSONAL LIFESTYLE

Kisiizi Hospital is part of the wider Church of Uganda and follows Christian principles relating to moral standards and lifestyle. Visitors are perceived by our surrounding community as being part of Kisiizi and hence inappropriate behaviour may cause negative repercussions for the hospital and for the Church of Uganda.

We therefore request that visitors follow the same principles as our Staff [we have guidelines from the Provincial office of the Church of Uganda] and respect the local culture.

These include:

- Dress code when working in Kisiizi or in public places in our locality
- Avoiding alcohol in Kisiizi or public places in our locality
- Avoiding any bad language or swearing
- Avoiding smoking
- Caring for the environment, avoiding litter and pollution
- Respecting Christian moral values including sex being reserved for married couples

We strongly encourage visitors to enter into the social and spiritual life of the Kisiizi community. We have regular keep-fit exercise sessions in our Rehabilitation department at around 5.30pm and

badminton is very popular after work. Football and volley ball teams play here and we have staff and local people following the UK Premier league with passion on a small tv screen in our Primary School Hall! There are many lovely walks in the surrounding hills and beautiful birds to be seen all around. We have an English language Bible study on Monday evenings at 8pm in the Staff room and a Fellowship meeting on Tuesday evenings. Chapel is at 8am for all Staff on weekdays and includes an Audit feedback session from one of the main departments on Wednesdays. Visitors are encouraged to attend chapel as this is where notices are given out and a sense of community strengthened.

SAFEGUARDING

Kisiizi expects very high standards of safeguarding practice relating to not only vulnerable children in the hospital, primary school and neighbouring schools but also vulnerable adults e.g. those with mental illness, students in the School of Nursing, staff etc.

We ask you to read the Safeguarding policies (see the Visitors tabs on the website www.kisiizihospital.org.ug) and to sign a form when you arrive in Kisiizi to confirm you will follow these standards.

FOLLOW UP

We do hope that our visitors find their stay in Kisiizi rewarding, enjoyable and stimulating. For many it is a life changing trip and we are pleased to keep in touch with those who have been. Attending the annual Friends of Kisiizi day in Reading is a good way to keep in touch, and linking to Kisiizi Partners will help you stay up to date with progress in Kisiizi. We value the prayers and financial support that allows us to provide services to desperately needy people especially the vulnerable groups such as the mentally ill, neonates and patients with disability.

Thank you for your interest and support. More information is available on the Visiting Page of our website www.kisiizihospital.org.ug



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NOTES FOR VISITORS IN KISIIZI

Dear Visitor,

We do hope that you really enjoy your time in this very special and beautiful place. Please sign the Visitors Book as soon as possible, we are required to keep a register of guests.

Please do not hesitate to ask for assistance from the Kisiizi Hospital Rose Cottage Guest House staff or from the Administration / Management team if necessary.

Please note the following:

- **PLEASE DO NOT LEAVE VALUABLES IN YOUR ROOM.** They may be deposited in the Hospital Safe or in smaller safes provided in some locations. Unfortunately we have had occasional thefts, sometimes when windows have been left open.
- **PLEASE CARRY A TORCH AT NIGHT.** Some of our pathways are uneven and we do not want you to fall.
- **PLEASE USE YOUR MOSQUITO NET** and apply insect repellent in the evenings to reduce the risk of malaria. Ex-patriate visitors are particularly vulnerable to serious malaria.

- **PLEASE BE GOOD AMBASSADORS FOR KISIIZI.** Our local community will perceive you as Kisiizi Staff so please respect local traditional cultural values e.g. modest dress code, avoiding smoking or alcohol use in public; and ensure we maintain our reputation for Christian moral values.
- **PLEASE INFORM US IF YOU ARE PLANNING TO GO AWAY FOR A TRIP.** We would like to have details of your planned itinerary and expected time and date of return so we can contact / support you if you have any problems e.g. with a vehicle breakdown etc.
- **PLEASE JOIN US FOR FELLOWSHIP.** We have Staff prayers at 8am on weekdays in the Chapel. There is an English language service at 9am on Sunday, and a Rukiga service at 4pm. We have a fellowship open to all on Tuesdays at 8.30pm in the Staff Room. There is an English Bible Study at 8pm on Mondays in the Staff Room. We are always delighted to welcome visitors.
- **PLEASE FEEDBACK YOUR COMMENTS AND SUGGESTIONS.** We value feedback to help us improve the service to visitors to ensure they have the best possible experience here.
- **PLEASE KEEP IN TOUCH!** We hope that you will want to keep in touch with Kisiizi and strongly encourage you to be in contact with Kisiizi Partners, our UK-registered charity (<http://www.kisiizipartners.org.uk/>) and to attend the annual Friends of Kisiizi Day, usually held in Reading, UK in the autumn. Our ability to provide quality health services to a very poor population in our community is greatly enhanced by the prayers and practical and financial support of our friends and we do hope that having experienced Kisiizi and tasted something of the vision for the future you will want to share in our on-going work.

Thank you

Kisiizi Hospital Management Committee

