



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Facility Management and Safety		
Document:	Administrative Policy And Procedure		
Title:	How to Deal with Special Cases		
Applies To:	All MCH Staff		
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1. PURPOSE:

- 1.1 Provide protection and safety to staff, patients and visitors.
- 1.2 To provide guidelines for reporting and managing the abused and neglected cases identified by the hospital staff.

2. DEFINITIONS:

- 2.1 **Violence:** Is the use of any kind of strength or force whether threat or actual that may jeopardize physical, psychological safety.
- 2.2 **Child abuse:** Any recent act or failure to act on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation; or an act or failure to act which presents an imminent risk of serious harm to any person who has not reached the age of 18.
- 2.3 **Women Abuse:** Infliction of physical or psychological harm or danger including neglect, threat or denial of the mother to see or care for her child or any such types or bad treatment.
- 2.4 **Physical Abuse:** is an assault or sexual injury of any kind that includes hitting, Burning. Biting, or suffocating an individual
- 2.5 **Healthcare Abuse:** is the lack of provision, refusal or delay of provision of healthcare needed that may threaten the life or endanger the life or delay the healing or that can affect the quality of life.
- 2.6 **Sexual abuse:** Is the exposure to any illegal sexual activity or behavior and it includes rape, sexual harassment in the street, home school or workplace.
- 2.7 **Incapacitated adult:** means any adult (a person 18 years of age or older) who demonstrates over time partial or complete functional impairment by reason of mental illness, mental deficiency, physical illness or disability, chronic use of drugs, chronic intoxication or other causes to the extent that he is unable to manage his personal affairs or he is unable to manage his estate or financial affairs, but does not include a person who refuses services without other evidence of incapacity.

3. POLICY:

- 3.1 Patients presenting with or suspected of being abused, neglected or subjected to domestic violence shall be evaluated and thoroughly assessed to rule out abuse, neglect or domestic violence.
- 3.2 The MCH staff are obligated to report all suspected cases of abuse, neglect or domestic violence that are received at the hospital and shall be guided by the scope and content of the MOH directive document and the hospital policy and procedures:
 - 3.2.1 All the hospital staffs are obligated to report and take action of any act or suspicion of patient abuse, neglect or domestic violence immediately. It is an ethical as well as legal responsibility to report suspected abuse cases for further investigation
 - 3.2.2 All incidence of patient abuse should be investigated immediately.

- 3.2.3 All hospital staff should be educated on how to assess, report, and prevent against patient abuse. Likewise, be aware of the relevant laws and regulations about managing cases of abuse and neglect.
- 3.3 The categories covered by this policy are:
 - 3.3.1 Children under the age of 18.
 - 3.3.2 Women and young girls
 - 3.3.3 The Frail and Elderly
 - 3.3.4 The incapacitated adult
 - 3.3.5 The physically handicapped and the mentally retarded
 - 3.3.7 Domestic helpers and those with low income.
- 3.4 The cases of Domestic Violence, Abuse and Neglect defined in this policy shall be reported to the Committee for protection from Violence and abuse.

4. PROCEDURES:

- 4.1 At the time of assessment of the patient, the treating physician, responsible nurse or any other healthcare providers with direct patient contact shall screen the patient for abuse, neglect and domestic violence criteria
- 4.2 The Social Worker shall inform the chairman of the committee to call a meeting to review the case within the next 24 hours.
- 4.3 The treating physician shall ensure the quality of documentation and shall provide as much detail as possible including explicit narrative description and drawings, when permitted by patient or family consent.
The treating physician shall document and authenticate the entries in the medical records
- 4.4 **In case of any molest or sexual harassment:**
 - 4.4.1 Security officer will go ahead to the location of incident.
 - 4.4.2 The defendant will be retained and social services department will be reported regarding the incident.
 - 4.4.3 Incident report will be completed.
 - 4.4.4 The hospital administration and police will be notified.
- 4.5 **In case of suspect someone on drug:**
 - 4.5.1 Security officer will go ahead to location.
 - 4.5.2 The person will be under control and to investigate the purpose of his existence.
 - 4.5.3 The hospital administration and the police will be notified.
 - 4.5.4 Incident report will be completed.
- 4.6 **If the patient refused to be discharged:**
 - 4.6.1 The Security Officer along with the social worker will go ahead to the ward.
 - 4.6.2 They will make sure of non-compliance of the patient to doctor's order and to know the reason of his refusal.
 - 4.6.3 The relative of the patient will be called by the social worker.
 - 4.6.4 If the patient and his relative insist not to be discharged, the hospital administration and the police will be informed.
 - 4.6.5 Incident report will be completed.
- 4.7 **If case of suspicious of manslaughter case:**
 - 4.7.1 The security officer should keep the body in a safe place and reticence the suspect while calling the police.
 - 4.7.2 The security officer should take, register and retain all IDs and personal information of the suspect to submitted to police officer.

5. MATERIALS AND EQUIPMENT:

N/A

6. RESPONSIBILITIES:

6.1 All MCH Staff

7. APPENDICES:

N/A

8. REFERENCES:

8.1 Prince Fahd Bin Sultan Hospital Policy and Procedure Kingdom Of Saudi Arabia

8.2 Central General Hospital Policy & Procedure

9. APPROVAL:

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