



# ROYAL HOSPITAL

## PROFILE 2024





Dear Reader,

I am delighted to extend my warmest greetings to you as the head of Royal Hospital. It is with great pleasure that I present to you an overview of our esteemed institution through this letter.

Founded in 2022 and commencing its healthcare operations in the fourth quarter of 2023, Royal Hospital stands as a beacon of exceptional healthcare in Zambia and the broader region. Our commitment to healthcare excellence has propelled us on a journey to becoming the premier independent hospital in Zambia, catering to the diverse medical needs of our community.

At Royal Hospital, we believe that every individual deserves access to superior healthcare, marked by unwavering dedication and compassionate service. Our hospital is not merely a healthcare facility; it is a sanctuary where cutting-edge medical expertise meets unparalleled patient care.

Our vision is underlined by a team of highly specialized and devoted professionals who, coupled with state-of-the-art medical equipment and cutting-edge facilities, offer world-class diagnostic services and medical procedures. We pride ourselves on bringing these advanced services closer to our patients, eliminating the need for extensive travel for specialized treatments. The diversity and proficiency of our medical staff ensure that our patients receive personalized and holistic healthcare, addressing their unique needs with precision and empathy.

What truly sets Royal Hospital apart is our commitment to fostering a culture of continuous learning and improvement. Our dedicated medical team actively participates in ongoing training and professional development programs, ensuring that we stay at the forefront of medical advancements. This dedication empowers us to provide innovative and effective solutions, delivering outstanding healthcare across all our service domains.

As the Medical Director, I assure you that our hospital is not just a healthcare provider but a partner in your well-being journey. We understand the importance of trust, and we are honored that you have chosen Royal Hospital for your healthcare needs. Your health and satisfaction are our top priorities, and we are dedicated to exceeding your expectations at every step of your experience with us.

I invite you to explore the world of Royal Hospital, where healthcare meets excellence. Thank you for considering us as your healthcare provider of choice.

Warm Regards,

*Dr. Radwan*

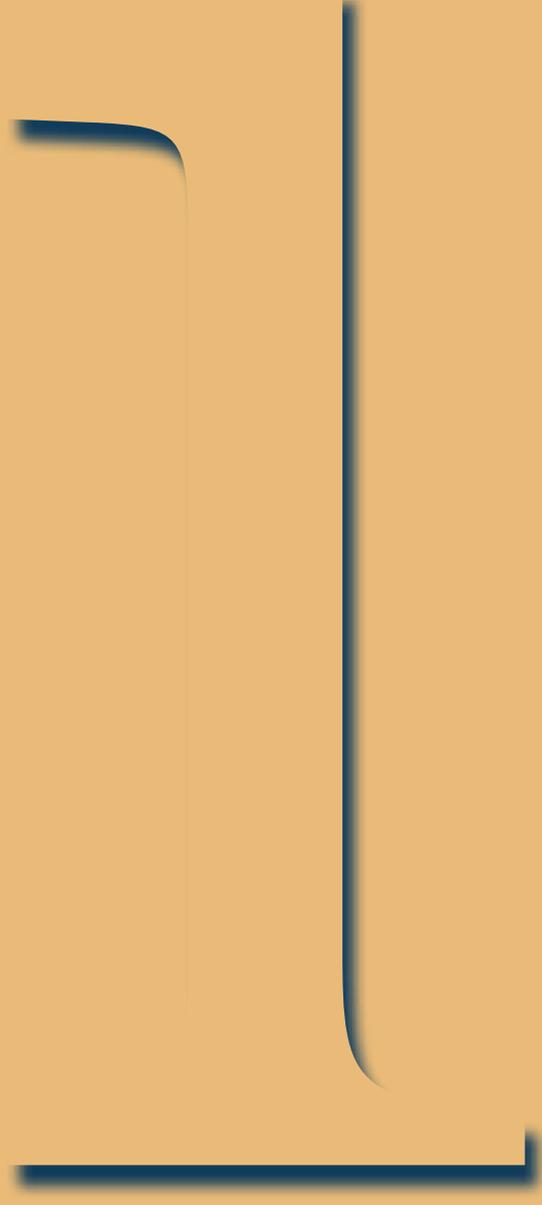
**Medical Director**

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# About Us



Inaugurated in 2023, Royal Hospital stands as a beacon of healthcare excellence, passionately dedicated to meeting the diverse medical needs of Zambia and the surrounding regions. Our journey, rooted in a steadfast commitment to superior healthcare, signifies a new era in medical service provision.

At Royal Hospital, we are driven by an unwavering dedication to deliver unparalleled healthcare experiences. Our mission revolves around cultivating an unparalleled reputation for the delivery of exceptional healthcare, supported by a team of skilled and compassionate medical professionals. We continuously invest in refining our services, ensuring that our patients receive the highest quality of care across all our specialised domains.

Within our walls, you'll find a team of specialists who are not just skilled professionals but also deeply devoted to their calling. Combined with cutting-edge medical equipment and state-of-the-art facilities, we provide access to world-class diagnostic services and advanced medical procedures. One of our primary objectives is to bring these world-class services closer to our patients, eliminating the need for extensive travel for advanced medical treatments.

As we forge ahead, Royal Hospital remains steadfast in its commitment to setting new standards in healthcare, making a positive impact on the lives we touch. Your well-being is our priority, and we look forward to exceeding your expectations, and ensuring you receive the finest care possible.

### **Mission Statement**

At Royal Hospital, our unwavering mission is to be the healthcare destination of choice, where exceptional medical care meets the warmth of patient-centred service. We dedicate ourselves to safeguarding your health, empowering your wellness, and advancing the boundaries of medical knowledge through cutting-edge research and innovation. Our commitment is to extend the hand of care and trust to every individual, ensuring their safety, comfort, and holistic well-being.

### **Vision Statement**

Royal Hospital envisions leading this global transformation by delivering the most advanced medical services, embracing a compassionate approach, and pioneering the path to a healthier world. Through innovation, state-of-the-art technology, and active community engagement, we aim to be your partner in health. With a diverse and multilingual spirit, we make health accessible to all, transforming lives and weaving a healthier tapestry for our world.





At Royal Hospital, our commitment to healthcare excellence is guided by a set of core values that form the bedrock of our mission. These values are more than just words; they are the principles that underpin every aspect of our hospital's operations, ensuring that our patients receive the best possible care. Let us delve deeper into each of these values:

**Patient-Centred Care:** At Royal Hospital, the patient is at the centre of everything we do. We believe that the unique needs, preferences, and values of each patient must be respected and considered. We actively involve patients and their families in their care plans, facilitating clear and open communication, and fostering a culture of empathy and understanding.

**Clinical Excellence:** We are committed to maintaining the highest standards of clinical excellence. This commitment involves a relentless pursuit of the latest medical advancements, the utilisation of cutting-edge technology, and the employment of highly skilled healthcare professionals. Continuous training and education ensure that our staff delivers superior medical care.

**Compassion and Empathy:** Compassion and empathy are the cornerstones of our approach to healthcare. Our staff is not only highly trained but also deeply compassionate, understanding the emotional and psychological needs of our patients. We strive to create a healing environment where every patient feels supported, valued, and cared for.

**Integrity and Ethics:** At Royal Hospital, we uphold the highest standards of integrity and ethics in every interaction. Honesty, transparency, and ethical decision-making guide all our operations. Patients can trust that their confidentiality will be respected, and they will receive care based on sound ethical principles.

**Innovation and Research:** Innovation and research are embedded in our culture. We invest in research initiatives to advance medical knowledge and improve patient outcomes. By embracing innovative technologies and approaches, we continually enhance the quality and effectiveness of our healthcare services.

**Collaboration and Teamwork:** Healthcare is a collaborative effort, involving various specialists, nurses, and support staff. At Royal Hospital, we foster a culture of collaboration to ensure that every patient benefits from the collective expertise of our multidisciplinary team.

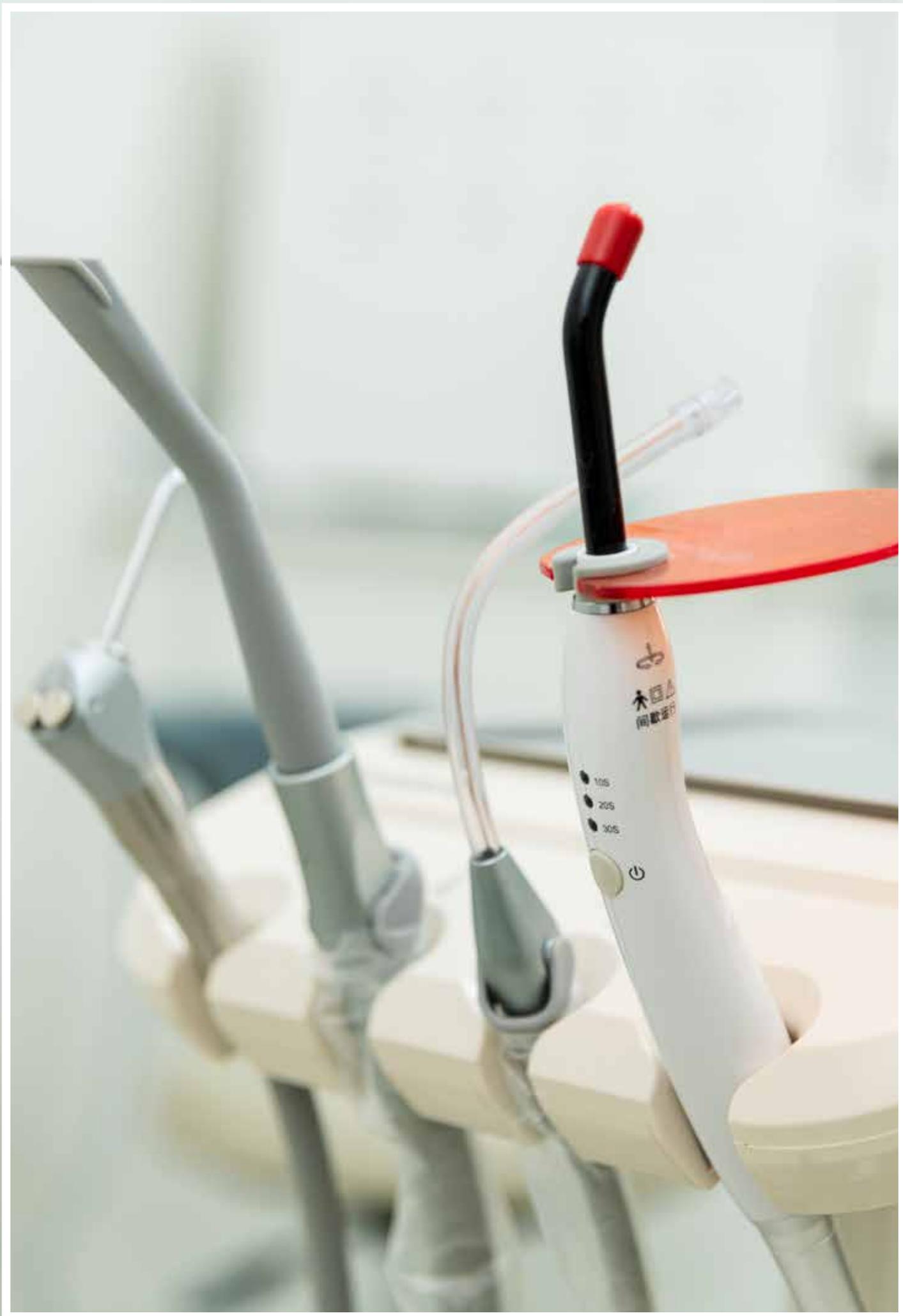
**Respect for Diversity and Inclusion:** We value and respect the diversity of our patients and staff. Royal Hospital is committed to providing culturally sensitive care and creating an inclusive environment where everyone is treated with dignity and respect, regardless of their background, ethnicity, religion, or beliefs.

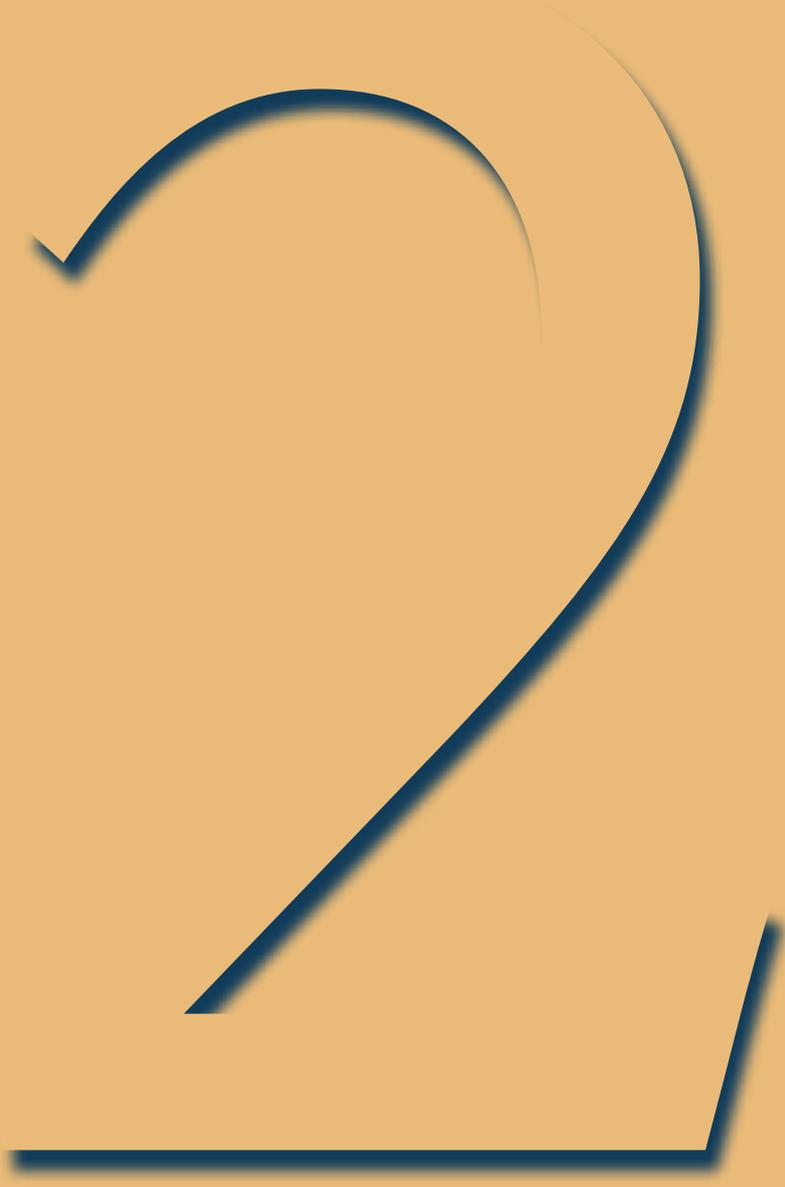
**Community Engagement:** We actively engage with the local community to understand its unique healthcare needs. Royal Hospital participates in community outreach programs, health education initiatives, and preventive care efforts, contributing to the overall well-being of the population we serve.

**Safety and Quality:** Patient safety and quality of care are non-negotiable priorities at Royal Hospital. Stringent safety protocols and quality assurance measures are in place to minimise risks and errors. Continuous monitoring and evaluation ensure that we maintain the highest standards of safety and quality in all aspects of healthcare delivery.

**Environmental Responsibility:** We are environmentally conscious and strive to minimise our ecological footprint. The hospital implements eco-friendly practices, waste management systems, and energy-efficient technologies. By being environmentally responsible, we demonstrate our commitment to the well-being of both our patients and the planet.

These values are the guiding principles that define our identity and our promise to our community. Royal Hospital wishes to stand as a beacon of healthcare excellence in Zambia, dedicated to providing exceptional care while upholding the highest ethical standards.





# Milestones



Envisioning the future of Royal Hospital involves planning for significant milestones and achievements that reflect its commitment to exceptional healthcare and community well-being. Here are some potential significant milestones and achievements for the hospital's future:

**Accreditation and Recognition:** Royal Hospital aspires to attain accreditation from renowned healthcare accreditation bodies, signalling its adherence to international standards of quality and patient safety. Furthermore, the hospital aims to achieve recognition through awards and certifications for its exceptional healthcare services and outstanding patient outcomes.

**Specialised Medical Centres:** The establishment of specialised medical centres of excellence within Royal Hospital will be a significant milestone. These centres will focus on core medical specialities such as cardiology, oncology, orthopaedics, and neurology. They will integrate cutting-edge technology and bring together expert medical professionals, solidifying the hospital's reputation as a regional hub for specialised treatments.

**Research and Innovation:** Royal Hospital envisions becoming a hub for medical research and innovation. The hospital plans to foster partnerships with research institutions and pharmaceutical companies, conduct clinical trials, and contribute to medical advancements. These initiatives will lead to innovative treatments and therapies that benefit not only patients at the hospital but the broader medical community.

**Community Outreach and Preventive Healthcare:** Expanding community outreach programs is a key part of Royal Hospital's future. The hospital will provide free medical camps, health education, and preventive care initiatives, collaborating with local schools, community centres, and NGOs to promote health awareness and disease prevention. This outreach will make a meaningful impact on the well-being of the local community.

**Advanced Technology Integration:** Continuous investment in advanced medical technology is on the horizon for Royal Hospital. The hospital plans to integrate cutting-edge systems such as robotic surgery, AI-assisted diagnostics, and tele-monitoring devices. Additionally, implementing electronic health records (EHR) will ensure seamless patient information management and coordination of care, further improving patient outcomes.

**Medical Education and Training:** Royal Hospital's vision includes the establishment of a medical education and training centre affiliated with the hospital. This centre will provide ongoing training for healthcare professionals, medical students, and nursing staff, contributing to the development of the next generation of healthcare providers and enhancing the hospital's role as a centre of medical excellence.

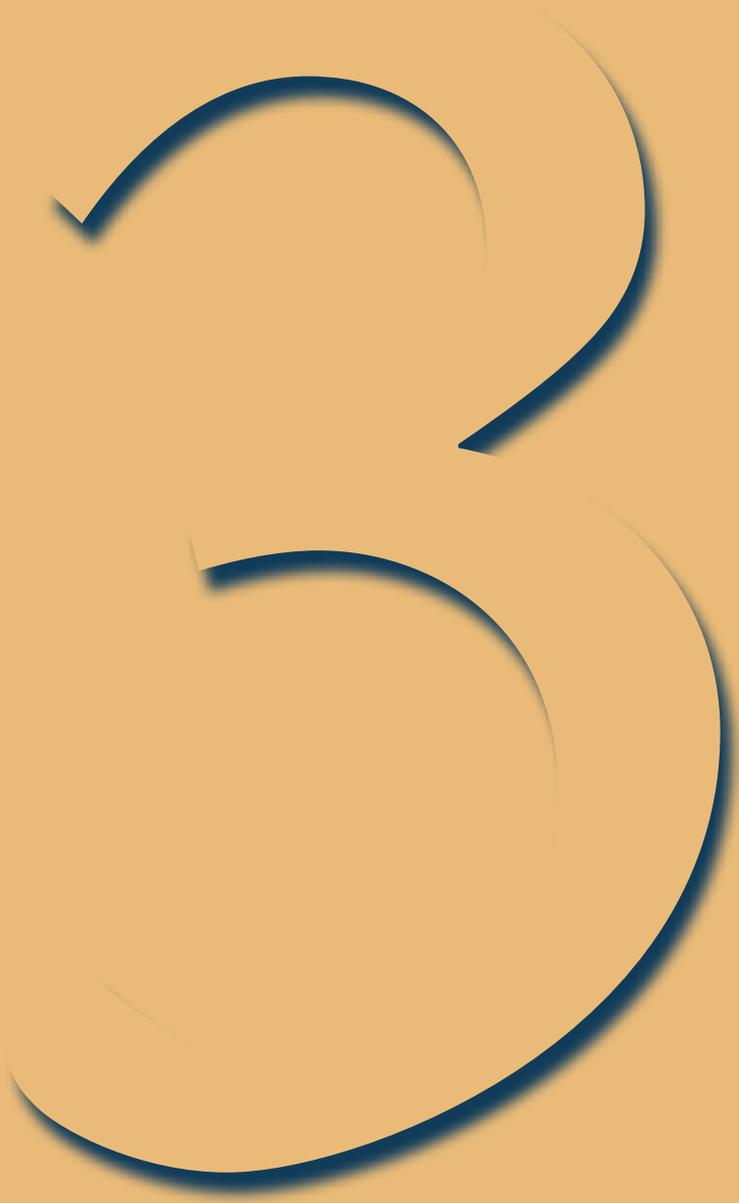
**Patient Experience and Satisfaction:** The hospital is dedicated to enhancing the overall patient experience. This includes initiatives such as personalised care plans, concierge services, and patient support programs. Royal Hospital will regularly gather feedback and conduct surveys to measure patient satisfaction and make continuous improvements based on the results.

**Green and Sustainable Practices:** Royal Hospital aims to become a leader in green healthcare practices by implementing eco-friendly initiatives, energy-efficient systems, and sustainable waste management. Achieving certifications for environmental sustainability and promoting eco-consciousness in the community aligns with the hospital's commitment to responsible healthcare.

**Global Partnerships and Medical Tourism:** The hospital plans to forge international partnerships with healthcare institutions worldwide, positioning itself as a destination for medical tourism. Royal Hospital will offer world-class healthcare services, personalised treatment plans, and culturally sensitive care to attract international patients seeking high-quality medical treatments.

These envisioned milestones and achievements not only showcase Royal Hospital's dedication to excellence but also its vision to make a significant and positive impact on the healthcare landscape, both locally and globally. The hospital's future is characterised by innovation, compassion, and a steadfast commitment to patient care and community well-being.





**C.S.R.**



Royal Hospital's dedication to community outreach and corporate social responsibility (CSR) programs is a testament to its commitment to positively impacting the community it serves. Here are examples of the hospital's initiatives in these areas:

**Medical Camps:** Royal Hospital regularly organises free medical camps in local communities. These camps offer essential healthcare services, medical consultations, and screenings, addressing a wide range of health issues. These events also serve to raise awareness about preventive measures and early detection of health conditions.

**Health Education Workshops:** The hospital conducts health education workshops and seminars in various settings, including schools, community centres, and workplaces. These educational sessions cover a broad spectrum of health-related topics, including nutrition, hygiene, mental health, and disease prevention. They empower community members to make informed decisions about their health.

**Maternal and Child Health Programs:** Royal Hospital places a strong emphasis on maternal and child health. This includes prenatal workshops, paediatric clinics, and vaccination drives. By offering these programs, the hospital ensures that mothers and children receive proper healthcare and education, thereby promoting healthy growth and development.

**Support for Vulnerable Populations:** The hospital extends support to vulnerable populations within the community, including the elderly, low-income families, and individuals lacking access to healthcare. Support takes the form of subsidised or free medical services, provision of medications, and healthcare consultations, ensuring that healthcare is accessible to those in need.

**Empowering Local Healthcare Providers:** Royal Hospital is dedicated to enhancing the quality of healthcare services in the community by offering training programs and workshops to local healthcare providers. These programs target healthcare professionals such as nurses, midwives, and community health workers, enabling them to deliver higher standards of care.

**Environmental Initiatives:** The hospital actively engages in environmental initiatives aimed at promoting sustainability. This includes tree planting drives, waste recycling programs, and efforts to conserve energy. By raising awareness about environmental responsibility, Royal Hospital contributes to a more sustainable and eco-conscious community.

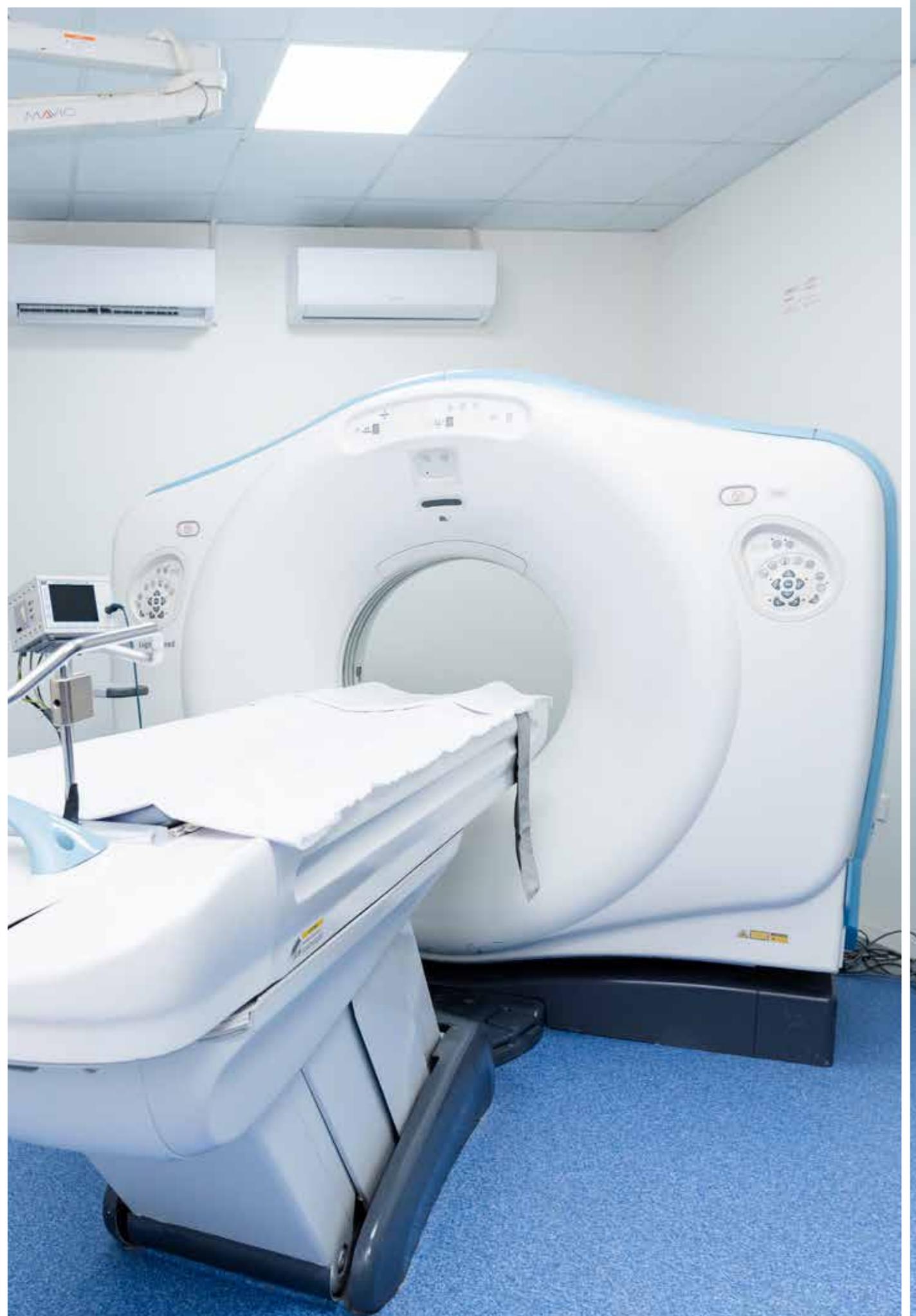
**Partnerships with NGOs and Non-Profits:** Collaborating with local non-governmental organisations (NGOs) and non-profits is an essential aspect of the hospital's CSR efforts. These partnerships support initiatives focused on education, poverty alleviation, and social welfare, addressing the comprehensive needs of the community.

**Disaster Relief and Emergency Medical Services:** In times of natural disasters or emergencies, Royal Hospital plays a crucial role in providing emergency medical services and disaster relief support. The hospital swiftly mobilises medical teams, supplies, and equipment to assist affected communities during crises.

**Promotion of Healthy Lifestyles:** The hospital actively promotes healthy lifestyles by organising fitness classes, sports events, and wellness challenges within the community. These initiatives encourage community members to adopt physical activities and embrace healthy eating habits, ultimately fostering overall well-being.

**Scholarships and Educational Support:** Royal Hospital offers scholarships and educational support to promising students from underprivileged backgrounds. By supporting their education, the hospital empowers these students to pursue careers in healthcare and other fields, contributing to their personal and professional growth.

These community outreach and CSR programs exemplify Royal Hospital's commitment to social responsibility and its role as a responsible institution actively contributing to the welfare of the community. The hospital's efforts aim to create a healthier, more informed, and empowered society.



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**services**



At Royal Hospital, we offer a wide range of comprehensive healthcare services tailored to meet the diverse needs of our patients. Our commitment to patient-centred care and evidence-based medicine ensures that each patient receives the highest standard of care and the most effective treatments. Our services include, but are not limited to:

## Specialised Clinics

**Cardiology:** Our cardiology clinic is dedicated to the diagnosis and treatment of heart-related conditions, providing expert care for cardiac health.

**Internal Medicine:** Our internal medicine specialists address a wide range of medical conditions, providing in-depth diagnostics and treatment plans.

**Paediatrics:** Royal Hospital's paediatric care focuses on the health and well-being of children, offering a range of services from routine check-ups to specialised care.

**Cardiothoracic Surgery:** Our cardiothoracic surgeons perform complex heart and lung surgeries, prioritising patient safety and successful outcomes.

**Surgery:** We offer a wide range of surgical services, from routine procedures to complex surgeries, with a commitment to patient well-being.

**Gynaecology:** Our gynaecology services encompass women's health, offering expert care for various gynaecological conditions and procedures.

**Orthopaedic:** Orthopaedic specialists provide comprehensive care for musculoskeletal conditions, including surgical interventions and rehabilitation.

**Neurology:** Our neurology clinic offers diagnosis and treatment for neurological disorders, ensuring patients receive expert care.

**Neurosurgery:** Highly skilled neurosurgeons perform intricate procedures, emphasising patient safety and optimal recovery.

**Dermatology:** Our dermatology services focus on skin health, offering treatments for various skin conditions and diseases.

**Ophthalmology:** Ophthalmologists provide expert care for eye-related conditions, including vision correction and eye surgeries.

**Dental:** Our dental care services encompass routine dental check-ups, oral surgeries, and cosmetic dentistry.

**Physiotherapy:** Physiotherapists offer specialised programs to facilitate recovery and improve the quality of life for patients with musculoskeletal conditions.

**Radiology:** Our Radiology Department is equipped with cutting-edge technology to provide precise diagnostic services.

## Specialised Care Units

**CCU (Critical Care Unit):** Our CCU is dedicated to the highest level of critical care for patients with life-threatening conditions.

**ICU (Intensive Care Unit):** The ICU provides specialised care for patients requiring intensive medical attention.

**NICU (Neonatal Intensive Care Unit):** Our NICU is equipped to care for premature or critically ill newborns.

**Maternity:** We offer comprehensive maternity services, providing expert care for expectant mothers and newborns.

## Additional Services

**Dialysis:** Our dialysis services provide life-sustaining care for patients with kidney-related conditions.

**In-Patient Services:** We offer comfortable and modern in-patient accommodations for patients requiring hospitalisation.

**Out-Patient Services:** Our outpatient services are designed for patients with less severe medical conditions, allowing them to receive expert care without hospitalisation.

**Laboratory:** Royal Hospital's laboratory services are accredited and well-regarded for their accuracy and efficiency. We offer a wide range of tests and diagnostics, with prompt reporting to aid in swift medical decision-making.

**Cathlab:** Our Catheterisation lab provides advanced diagnostic and interventional services for heart-related conditions.





## Prevent Screen Promote

Royal Hospital is dedicated to promoting preventive healthcare and overall wellness. The hospital offers a variety of services and programs aimed at health screenings, disease prevention, and promoting a healthy lifestyle:

## Patient-Centred Care and Evidence-Based Medicine

Royal Hospital places a strong emphasis on patient-centred care and evidence-based medicine to provide the highest quality healthcare services to our patients. Our approach includes:

**Respect for Patients' Preferences:** We respect the cultural backgrounds, values, and preferences of our patients. Care plans are developed in consultation with patients, ensuring their active involvement in decisionmaking regarding their health.

**Clear Communication:** Open and transparent communication is a priority. Our healthcare providers ensure that patients and their families fully understand their medical conditions, treatment options, and potential outcomes. We encourage questions and provide prompt answers.

**Holistic Approach:** We adopt a holistic approach to patient care, addressing not only the physical aspects of health but also the emotional, social, and psychological needs of our patients. Our support services, including counselling and mental health support, are readily available.

**Continuity of Care:** We emphasise continuity of care, ensuring that patients receive consistent and coordinated healthcare services throughout their treatment journey. This includes seamless transitions between different departments and healthcare professionals.

## Evidence-Based Medicine

Our hospital stays updated with the latest advancements in medical research and incorporates evidence-based practices into clinical decision-making. We regularly review and integrate current research findings into patient care protocols.

### Latest Medical Research:

The hospital stays updated with the latest advancements in medical research and incorporates evidence-based practices into clinical decision-making. Medical staff regularly reviews and integrates current research findings into patient care protocols.

### Individualised Treatment Plans:

Patient treatments are based on evidence-based guidelines tailored to individual patient needs. Medical decisions, including medication choices and therapies, are grounded in scientific evidence to ensure the most effective and safest outcomes.

### Regular Outcome Assessments:

Royal Hospital conducts regular assessments of patient outcomes and treatment efficacy. This data-driven approach allows for continuous improvement in healthcare practices and ensures that patients receive the best available treatments.

### Multi-Disciplinary Collaboration:

Collaboration among healthcare professionals from various specialties is encouraged. A multidisciplinary team approach ensures that complex cases are reviewed from different perspectives, leading to well-informed, evidence-based treatment decisions.

### Patient Safety Protocols:

The hospital adheres to evidence-based patient safety protocols to minimise the risk of medical errors, infections, and adverse events. Stringent safety measures are in place, including medication reconciliation processes and standardised procedures.

By integrating patient-centred care and evidence-based medicine, Royal Hospital provides a comprehensive, compassionate, and effective healthcare experience for its patients. This approach not only ensures optimal medical outcomes but also fosters trust and confidence among patients and their families.



## Support Services

Royal Hospital provides a range of support services to enhance the overall well-being and care of our patients. These services include:

**Counselling Services:** We offer counselling services to support patients and their families emotionally and psychologically. Our professional counsellors assist individuals dealing with various issues, including stress, grief, and coping with medical conditions.

**Nutrition Services:** Our hospital has nutrition services that include dietary counselling and guidance. Nutritionists work with patients to create personalized meal plans, especially important for individuals managing chronic conditions or undergoing treatments where diet plays a crucial role in recovery.

**Pharmacy Services:** We have an on-site pharmacy providing a convenient and reliable source for prescribed medications. Our pharmacy ensures patients have access to the medications they need, with pharmacists available to offer advice on proper usage, potential interactions, and side effects.

### **Preventive Healthcare Services, Health Screenings, and Wellness Programs:**

Royal Hospital is dedicated to promoting preventive healthcare and overall wellness, and we offer a variety of services and programs, including:

**Preventive Healthcare Services:** We provide a range of preventive healthcare services, including vaccinations, regular health check-ups, and screenings for common health conditions. These services are tailored to different age groups and risk factors.

**Health Screenings:** Our hospital conducts health screenings for various conditions such as diabetes, hypertension, cholesterol levels, and cancer. These screenings are essential for early detection and intervention, enabling timely treatment and better health outcomes.

**Wellness Programs:** We organize wellness programs and workshops focused on promoting healthy living. These programs cover topics like nutrition, exercise, stress management, and mental health. Workshops are often open to the community and may be conducted in collaboration with local organizations.

**Lifestyle Modification Support:** We offer support and guidance for lifestyle modifications, including weight management programs, smoking cessation support, and alcohol cessation programs. These services aim to help individuals make positive changes in their lives to improve their overall health.

**Health Education Initiatives:** We engage in health education initiatives, both within the hospital and in the community. Educational seminars, pamphlets, and online resources are provided to raise awareness about preventive measures, healthy habits, and disease management.

**Corporate Wellness Programs:** We collaborate with local businesses to provide corporate wellness programs. These programs often include health screenings, fitness challenges, and workshops to improve the health and well-being of employees, promoting a healthier workforce.

By offering these preventive healthcare services, health screenings, and wellness programs, Royal Hospital actively contributes to the promotion of community health and well-being, helping individuals lead healthier lives and preventing the onset of various diseases.



# Facilities





Royal Hospital is a modern healthcare facility located in Lusaka, Zambia, that encompasses a spacious and well-designed layout. The hospital's layout is characterised by the following sections:

**Reception and Administrative Area:** The hospital's entrance and administrative area provide a welcoming and efficient check-in process for patients and their families. It is designed to ensure a smooth and comfortable beginning to the healthcare journey.

**Out-Patient Wing:** This section is dedicated to outpatient services, including various specialist clinics and diagnostic facilities, ensuring convenient access for patients seeking non-hospitalised care.

**In-Patient Wards:** The in-patient wards are designed for patient comfort and recovery. The rooms are spacious and well-furnished, with modern amenities to ensure a pleasant stay. There are specialised wards for different medical conditions.

**Surgical Suites:** The hospital boasts well-equipped operating theatres that meet the highest surgical standards, ensuring patient safety and successful surgical outcomes.

**Diagnostic and Imaging Center:** This department houses advanced diagnostic equipment to provide accurate and swift diagnostics, including X-rays, ultrasound, MRI, CT scans, mammography, and interventional radiology.

**Intensive Care Units (ICU and CCU):** These units are equipped to provide round-the-clock care for critically ill patients, with state-of-the-art monitoring and support systems.

**Neonatal Intensive Care Unit (NICU):** The NICU is designed to cater to the unique needs of premature or critically ill newborns, ensuring the highest level of neonatal care.

**Maternity Suites:** The maternity suites provide a comfortable and safe environment for expectant mothers and their newborns.

**Dialysis Center:** The dialysis centre is well-equipped to provide life-sustaining care for patients with kidney-related conditions.

**Laboratory:** Royal Hospital's accredited laboratory is equipped with the latest technology for efficient and precise testing.

**Catheterisation Lab (Cathlab):** The Cathlab is a specialised unit for cardiac diagnostics and interventions, equipped with advanced technology.





## Dedicated Facilities for Specific Patient Populations

**Paediatrics:** Our paediatrics department provides specialised care for children, ensuring a welcoming and child-friendly environment.

**Geriatrics:** Our hospital is equipped to cater to the unique healthcare needs of elderly patients, with facilities that promote comfort, safety, and accessibility.

**Comfortable Waiting Areas for Patients and Families:** Royal Hospital has comfortable waiting areas strategically located throughout the facility. These areas are designed to provide a welcoming and relaxing atmosphere for patients and their families. Features contributing to their comfort include comfortable seating, natural lighting, a calming ambience, and access to refreshments. Our waiting areas are intended to reduce stress and promote a positive healthcare experience.

**Measures for a Safe and Clean Environment:** The safety and cleanliness of our hospital are of utmost importance. To ensure a safe and clean environment for patients and staff, we have implemented a range of measures, including:

**Cleaning:** Regular and thorough cleaning of all hospital areas, including high-touch surfaces and common areas.

**Training of Cleaning Staff:** Our cleaning staff undergo training to ensure they adhere to the highest standards of hygiene and sanitation.

**Waste Management and Disposal Protocols:** Stringent waste management protocols are in place to ensure the safe disposal of medical waste, reducing the risk of contamination.

**Protective Clothing:** Our staff is equipped with appropriate protective clothing to minimise the spread of infections.

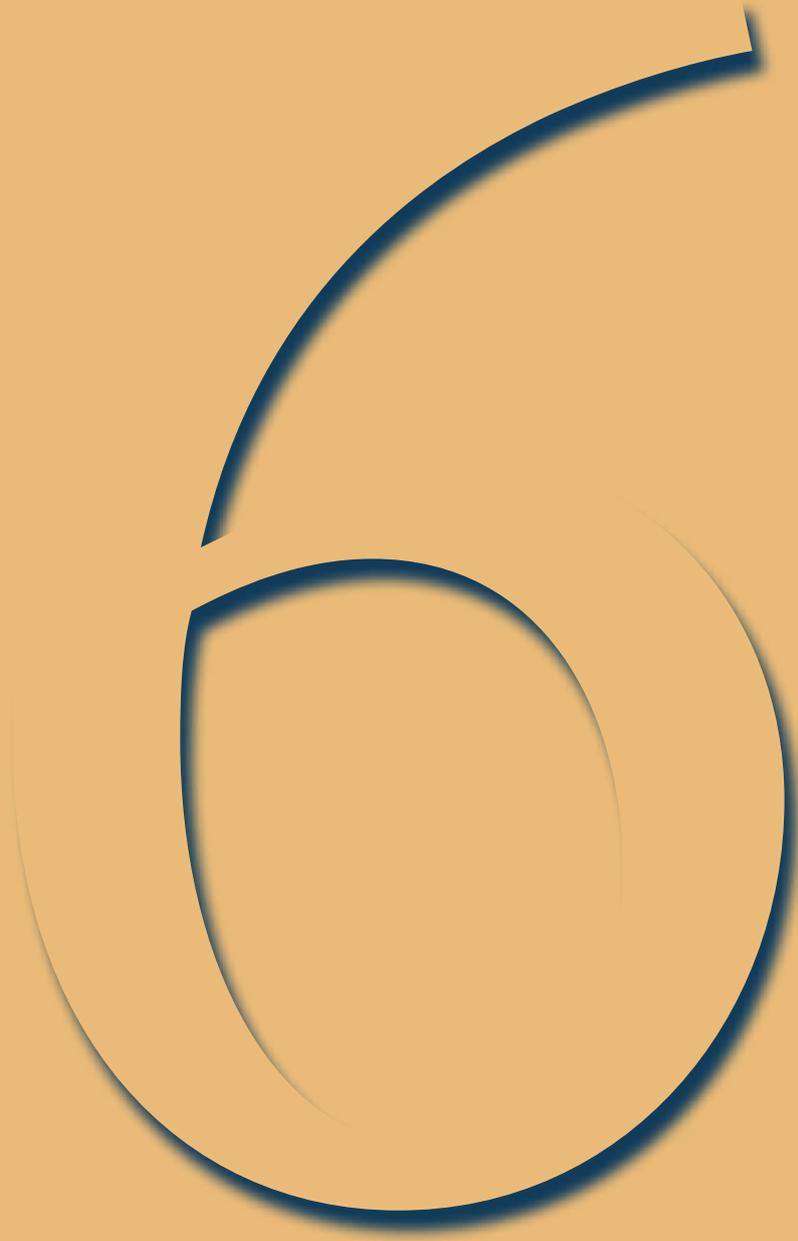
**Limited Access to Highly Infectious Diseases:** Patients with highly infectious diseases are isolated in dedicated areas with restricted access, minimising the risk of transmission.

**Regular Disinfection of General Areas:** Common areas are regularly disinfected to maintain a clean and safe environment for everyone.

**Thorough Room/Ward Disinfection:** Rooms and wards are meticulously disinfected after each use, ensuring that they are in pristine condition and ready for the next patient.

**Collaboration with the Laboratory:** We work closely with the laboratory to identify and address the level of contamination in general areas, allowing for prompt action and mitigation.

These measures collectively contribute to a safe and clean environment that upholds the highest standards of healthcare hygiene and patient safety.



# Surgeries





## Surgery

At Royal Hospital, we understand that surgical procedures are a critical aspect of healthcare, and ensuring patient safety and well-being throughout the surgical journey is our top priority. Our hospital provides a wide range of pre-operative and post-operative care services to make the surgical experience as comfortable and smooth as possible.

### Pre-Operative Care Services

**Thorough Pre-Surgical Assessments:** Before any surgical procedure, our medical team conducts comprehensive pre-surgical assessments. These assessments include detailed reviews of patients' medical histories, thorough physical examinations, and necessary diagnostic tests. These assessments help us determine each patient's overall health and fitness for surgery.

**Consultations with Specialists:** We believe that clear communication and informed decision-making are fundamental. Patients have the opportunity to consult with both their surgical and anaesthesia teams. During these consultations, patients can discuss any concerns, receive in-depth explanations about the surgical procedure, its associated risks, and recovery expectations. We aim to ensure that patients are well-informed and comfortable with the surgical process.

**Pre-Operative Education:** We provide patients with detailed pre-operative instructions. These instructions cover a range of topics, including fasting guidelines, medication protocols, and pre-surgical preparations. Clear and precise communication helps patients feel prepared and confident about their upcoming surgery.

**Anaesthesia Consultation:** Patient safety during surgery involves a careful evaluation of anaesthesia options. Our anaesthesia specialists assess patients for anaesthesia suitability, discuss the anaesthesia options available, potential side effects, and post-anaesthesia care. This ensures that patients experience a safe and comfortable anaesthesia process.

**Emotional and Psychological Support:** We understand that the period leading up to surgery can be emotionally challenging. To address this, we offer emotional and psychological support services. Our professional counsellors are available to help patients cope with anxiety or emotional concerns and guide them through the emotional aspects of their surgical experience.





## Specialised Operating Rooms

Our hospital boasts a range of specialised operating rooms designed to cater to different types of surgeries. Each operating room is equipped with state-of-the-art technology and specialised medical equipment tailored to specific surgical procedures. This specialisation ensures that our surgical teams have the necessary tools and resources to perform procedures with precision and efficiency.

**Cardiac Surgery Operating Room:** Equipped with advanced cardiac monitoring systems, bypass machines, and specialised surgical instruments for heart surgeries, including bypass surgeries, valve replacements, and other cardiac procedures.

**Orthopaedic Surgery Operating Room:** Designed for orthopaedic procedures such as joint replacements, arthroscopic surgeries, and orthopaedic trauma surgeries. Equipped with specialised orthopaedic surgical tools and imaging equipment.

**Neurosurgery Operating Room:** Specifically designed for neurosurgical procedures, including brain surgeries, spinal surgeries, and procedures related to the nervous system. Advanced neurosurgical instruments and imaging technology are available for precision surgeries.

**Obstetric and Gynaecological Surgery Room:** Dedicated to obstetric and gynaecological surgeries such as C-sections, hysterectomies, and other women's health-related procedures. Equipped with specialised tools for obstetric and gynaecological interventions.

**General Surgery Operating Room:** A versatile operating room for various general surgeries, including abdominal surgeries, hernia repairs, and gastrointestinal procedures. It is equipped to handle a wide range of general surgical interventions.

## Patient Safety during Surgical Procedures

Ensuring patient safety during surgical procedures is our utmost priority at Royal Hospital. We have implemented a comprehensive set of measures and protocols to guarantee the highest standards of safety and care throughout the surgical process.

### Key Measures to Ensure Patient Safety During Surgery

**Pre-Surgical Assessments:** Thorough medical assessments are conducted before surgery to ensure that patients are fit for the procedure. These assessments include medical history reviews, physical examinations, and diagnostic tests.

**Clear Communication & Informed Consent:** Patients are educated about the surgical procedure, potential risks, expected outcomes, and post-operative care. Informed consent is obtained, ensuring that patients have a complete understanding of the surgery and its associated factors.

**Sterile Environment and Infection Control:** Operating rooms are maintained in a sterile condition, and surgical instruments undergo rigorous sterilisation processes to prevent infections. Strict infection control measures are in place, including hand hygiene and adherence to aseptic techniques.

**Anaesthesia Safety:** Anaesthesia administration is closely monitored by skilled anaesthesiologists throughout the surgery, with continuous monitoring of vital signs, oxygen levels, and anaesthesia depth.

**Patient Monitoring:** Patients are continuously monitored during and after surgery in specialised recovery units (PACU, ICU, or CCU) to detect and address any complications promptly.

**Emergency Protocols:** We have designated emergency response teams trained to handle unforeseen complications, with emergency protocols in place to ensure swift and appropriate responses to emergencies.

**Post-Operative Care:** We provide comprehensive post-operative care services to ensure patients recover safely and comfortably after surgery.

**Continuous Quality Improvement:** Our hospital conducts regular reviews and audits of surgical procedures and outcomes, with continuous quality improvement initiatives to enhance patient safety and outcomes.

At Royal Hospital, we believe in providing not only high-quality surgical care but also a safe and secure environment for patients undergoing surgical procedures. Our commitment to patient safety is unwavering, and we strive to maintain the highest standards of healthcare hygiene and patient well-being.



# The Team



### **Dr. Mohamed Radwan**

Medical doctorate of cardiology  
International Intervention Fellowship  
Intervention Consultant  
10 years of experience

### **Dr. Andrii Martynov**

General & Laparoscopic surgery.  
15 years of experience in surgery

### **Dr. David Mamdouh Saleh Rizq**

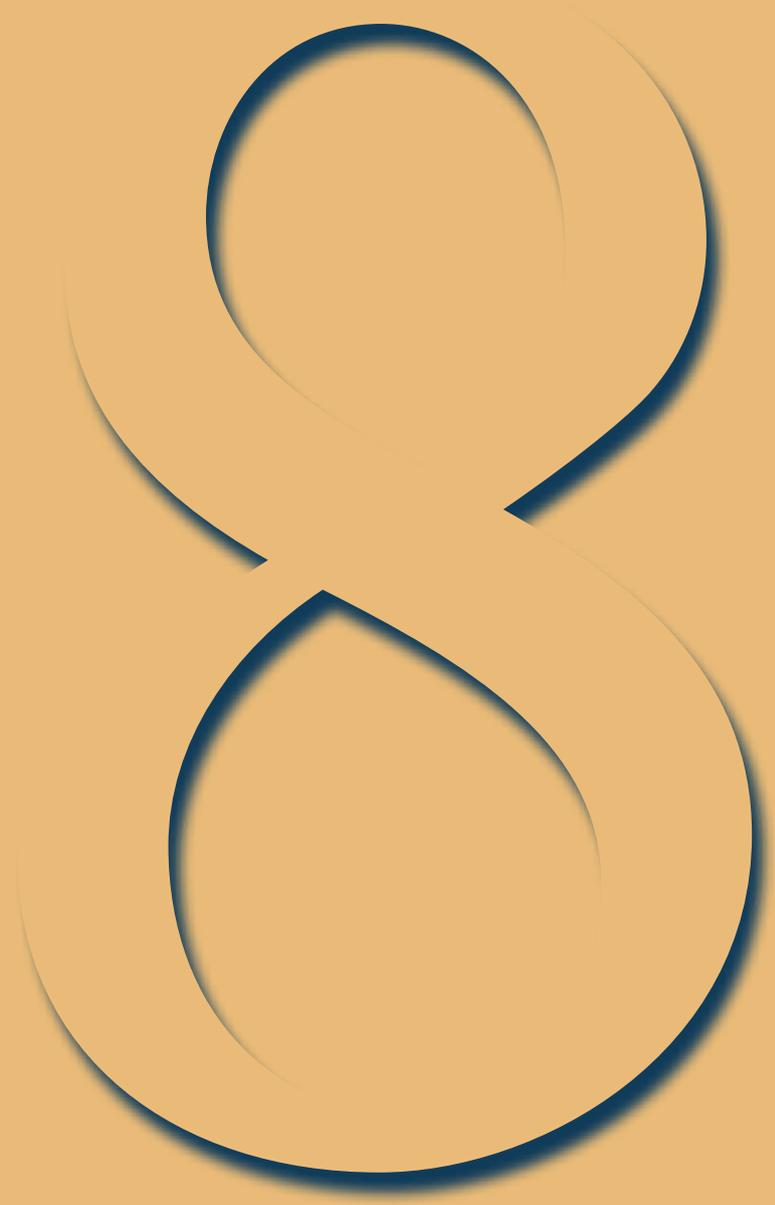
Internal medicine & ICU Specialist

### **Dr. Bassem Wadie Fayek**

Consultant Urology  
More than 25 years of experience

### **Dr. Tossif Ghodiwala**

MD. MS. MRCPS(Glasg). FACS. FICS.  
Consultant NeuroSurgeon



# Radioiology



**Picture Archiving and Communication System (PACS):** At Royal Hospital, we are equipped with a state-of-the-art Picture Archiving and Communication System (PACS) for the digital storage of radiological images. This advanced system allows for the efficient and secure storage of all radiology images, including X-rays, MRIs, CT scans, mammography, and ultrasound. With PACS, medical images can be instantly accessed by healthcare providers, ensuring prompt diagnosis and treatment planning. This digital system enhances the convenience of image retrieval, sharing, and long-term storage while reducing the need for physical films and ensuring the confidentiality and integrity of patient data.

## Imaging Technologies and Modalities

Our Radiology Department offers a wide range of imaging technologies and modalities, including;

**MRI (Magnetic Resonance Imaging):** High-resolution MRI scans that provide detailed imaging of internal structures, making it especially valuable for the diagnosis and evaluation of neurological and musculoskeletal conditions.

**CT Scan (Computed Tomography):** Advanced cross-sectional imaging that enables accurate diagnosis of various medical conditions, including cancer, injuries, and internal organ disorders.

**Mammography:** Specialised breast imaging for early detection and monitoring of breast cancer, crucial for women's health.

**X-ray:** Traditional X-ray imaging for a wide array of diagnostic purposes, from detecting fractures and lung conditions to monitoring cardiac health.

**Ultrasound:** Non-invasive imaging technology used for multiple purposes, including prenatal imaging, detecting internal abnormalities, and assessing blood flow.

**Echocardiography (Echo):** Utilised for assessing cardiac conditions by creating detailed images of the heart's structure and function.

**3D Gynaecological Ultrasound:** A state-of-the-art ultrasound modality for detailed imaging of the female reproductive system.

**CATHLAB:** At Royal Hospital, our CATHLAB represents a cutting-edge facility dedicated to cardiac catheterization procedures, playing a pivotal role in diagnosing and treating various heart conditions. This specialized unit is equipped with state-of-the-art technology and staffed by highly skilled cardiologists and medical professionals. The CATHLAB enables real-time imaging of the heart's blood vessels and chambers, allowing for accurate diagnosis of coronary artery diseases, heart valve issues, and congenital heart defects. Moreover, the facility supports a range of interventional procedures, including angioplasty and stent placements, ensuring timely and effective treatments tailored to each patient's unique cardiac needs. Our commitment to providing exceptional cardiac care is exemplified through the advanced capabilities and expert personnel of our CATHLAB, reinforcing Royal Hospital's reputation as a leading healthcare institution in the region.

Royal Hospital's CATHLAB stands as a beacon of hope for patients seeking precise cardiac diagnoses and life-saving interventions. The facility combines cutting-edge catheterization technology with the expertise of our medical professionals to deliver superior cardiac care. With a focus on minimally invasive techniques, the CATHLAB ensures precise visualization of the cardiovascular system, enabling timely interventions and personalized treatments. Patients can trust Royal Hospital's CATHLAB to provide not only accurate diagnoses but also compassionate and effective solutions, reflecting our unwavering dedication to the cardiac well-being of our community.

**Turnaround Time for Radiology Reports:** At Royal Hospital, we understand the importance of timely radiology reports in the diagnostic process. We are committed to providing quick and accurate radiology reports. On average, our turnaround time for radiology reports is approximately 3 hours. This expedited reporting ensures that patients and healthcare providers receive prompt results, enabling rapid diagnosis and timely treatment planning.







## Accreditation Process & Internal Quality Control

The laboratory is currently in the process of obtaining accreditation, aiming for ISO or SADACAS certification. To achieve this, several setups are being implemented. It is a requirement that the laboratory must be operational for at least 6 months before applying for accreditation. During this period, rigorous internal quality control measures are being followed daily. Additionally, external quality control assessments are conducted quarterly to ensure the accuracy and reliability of test results. All results undergo thorough rechecking by the laboratory manager and are authorised only by qualified laboratory personnel.

## Specialised Tests & In-House Services

The laboratory offers a wide range of specialised tests to cater to critical and urgent cases. Essential tests, such as cardiac tests, coagulation profiles, and D-dimer assays, are conducted in-house to provide timely and accurate results for patient care. Furthermore, the laboratory performs comprehensive haematology analyses, including peripheral blood smear examinations and bone marrow aspirate/biopsy tests, which are specialised procedures in haematology.

In-house services extend to various areas, encompassing chemistry profiles, hormonal profiles, and specialised tumour marker tests. Notably, the laboratory conducts specialised molecular studies, including the detection of the Philadelphia chromosome for diagnosing chronic myeloid leukaemia.

## Upcoming Additions & Expansion

The laboratory is actively working towards expanding its capabilities further. There are plans to acquire a PCR machine, enabling the in-house analysis of TB gene expert tests, viral loads, and various PCR testing, including molecular gene studies. This advanced technology will enhance the laboratory's diagnostic capabilities and expedite the diagnosis of infectious diseases and genetic conditions.

Additionally, the laboratory has plans to establish a histopathology section. This new development will include specialised immunohistochemistry testing, providing comprehensive diagnostic services for various pathological conditions. The integration of histopathology services will contribute to a more holistic approach to patient diagnosis and treatment planning.

At Royal Hospital, our laboratory is dedicated to delivering precise and timely diagnostic services, covering a wide range of specialised tests and cutting-edge technologies. Our commitment to quality, accuracy, and efficiency ensures that patients and healthcare providers have access to the information needed for informed medical decisions.





## Physiotherapy Services

### Specific Rehabilitation Programs

Yes, Royal Hospital offers specialised rehabilitation programs designed to address various medical conditions. These programs encompass post-surgery rehabilitation and stroke rehabilitation, among other specialised rehabilitation plans. Each program is customised to meet the specific needs of patients recovering from different medical conditions and surgeries.

### Qualifications and Experience of Physiotherapists

Royal Hospital's physiotherapy team comprises qualified and experienced physiotherapists. These professionals hold general certifications and possess licenses in physiotherapy. Their wealth of experience allows them to perform comprehensive assessments of patients' conditions and design personalised rehabilitation programs that promote recovery, enhance mobility, and contribute to overall well-being.

### Facilities for Hydrotherapy or Specialised Treatments

Royal Hospital, as of the current information available, does not have facilities for hydrotherapy or other specialised treatments. However, the hospital's physiotherapy services are grounded in evidence-based practices and therapeutic exercises. These services are thoughtfully designed to support patients in their rehabilitation journey effectively, even without specialised facilities like hydrotherapy.

Royal Hospital's physiotherapy services prioritise the individual needs of patients, ensuring that they receive tailored rehabilitation plans to aid their recovery from surgeries, injuries, and medical conditions. While some specialised facilities may not be available, the hospital's experienced physiotherapists focus on delivering high-quality care to support patients' well-being and rehabilitation goals.

## Remote Services

### Types of Medical Conditions or Consultations Addressed Remotely:

Royal Hospital offers remote consultations for a wide range of medical conditions and non-emergency healthcare needs. These include but are not limited to follow-up consultations, minor ailments, prescription refills and general health inquiries. Patients can also access specialist consultations related to various medical disciplines through remote services.

### Telehealth Availability and Access:

Telehealth services at Royal Hospital are in progress of implementation, ensuring continuous access to medical consultations. Patients will conveniently access Telehealth services through a dedicated online platform or a mobile app. Additionally, a 24/7 hotline will be accessible for patients to initiate remote consultations, providing flexibility and immediate support.

### Multi-lingual Support and Translation Services:

Recognising the diverse linguistic backgrounds of its patient population, Royal Hospital takes pride in offering multi-lingual support and translation services for remote consultations. Patients can engage with healthcare professionals who are proficient in several languages, including **English, French, Arabic, Indian, Bemba, and Nyanja**. These translation services facilitate effective communication, enabling patients to express their healthcare needs comfortably and accurately during remote consultations.

Royal Hospital's commitment to providing inclusive and accessible healthcare is exemplified by its remote services. These services ensure that patients, regardless of their location or preferred language, can access expert medical consultations, fostering better understanding and personalised care.



## Ambulance Services

### **Fleet Size:**

Royal Hospital maintains one ambulance to cater to emergency medical needs.

### **Dedicated Emergency Response Team:**

Royal Hospital has a dedicated and highly trained emergency response team in place. This team is equipped to respond promptly to medical emergencies, ensuring patients receive timely and expert care during transit to the hospital.

### **Advanced Life Support (ALS) Equipment:**

The ambulances at Royal Hospital are fully equipped with advanced life support (ALS) equipment. These essential medical tools and technologies are available to provide immediate and specialised care to patients during transportation. ALS equipment plays a crucial role in stabilising patients and addressing critical medical situations effectively.

Royal Hospital's ambulance services are structured to provide swift and efficient emergency medical assistance. The presence of a dedicated emergency response team and advanced life support equipment underscores the hospital's commitment to patient safety and ensuring that individuals receive the necessary care during emergencies.

EMERGENCY



ROYAL HOSPITAL  
HEALING HANDS CARING HEARTS

AMBULANCE

AMBULANCE

ROYAL HOSPITAL



# Compliance

CF45  
(Regulation 46)  
Companies Registration No. 120220036044  
Serial No. 1230009



QR CODE  
FOR VERIFICATION OF DATA



Republic Of Zambia

The Companies Act, 2017

(Act No. 10 of 2017)

The Companies (Prescribed Forms) Regulations, 2018

(Section 14)

**CERTIFICATE OF INCORPORATION  
PRIVATE COMPANY LIMITED BY SHARES**

**This is to certify that ROYAL HOSPITAL LIMITED is on and from the 14th day of July 2022 incorporated as a PRIVATE COMPANY LIMITED BY SHARES.**

Given under my hand and seal at Lusaka, Zambia, this 14th day of July 2022.



**PERRY MWABA**  
Deputy Registrar of Companies

For further details relating to this business visit  
<http://www.pacra.org.zm>

**CERTIFICATE OF INCORPORATION**

## General Tax Clearance Certificate

TPIN: 2514259336

Jurisdiction: ISMTD | Lusaka Province

**Taxpayer Name:** ROYAL HOSPITAL LIMITED  
**Physical Address:** 1335 ENOCK KAVU RHODES PARK Lusaka



**Province:** LUSAKA PROVINCE  
**Email:** XPERIACONSULTANCYZM@YAHOO.COM  
**Contact Number:** 0974242557

**Date:** 09/31/2024  
**Certificate Number:** 240202/9LE

Dear Sir/Madam

**RE: TAX CLEARANCE CERTIFICATE FOR ROYAL HOSPITAL LIMITED - SECTION 81B (CAP 323)**

This is to certify that ROYAL HOSPITAL LIMITED trading as ROYAL HOSPITAL LIMITED with TPIN 2514259336 is duly registered for tax purposes.

In addition, the tax clearance certificate has been issued to ROYAL HOSPITAL LIMITED trading as ROYAL HOSPITAL LIMITED pursuant to section 81 B of the Income Tax Act (CAP 323).

This certificate is valid up to 31/12/2024.

Accordingly, in terms of section 81 B of the Income Tax Act, for the duration of this certificate, the above named is free to conduct business in line with the trading license held.

Please note that any established act of non-compliance with the provisions of the Income Tax Act shall invalidate this Certificate.

Yours Faithfully,

JOSEPH NONDE  
Commissioner - Direct Taxes  
Zambia Revenue Authority

**NOTE:** This notice has been issued for and on behalf of the Commissioner General. You are advised to always scan the QR code to verify the validity of this Tax Clearance Certificate especially when submitted on a date different from the print date.

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Zambia Revenue Authority Domestic Taxes Division  
Enquiries Email: [advice@zra.org.zm](mailto:advice@zra.org.zm) | Website: [www.zra.org.zm](http://www.zra.org.zm)  
ZRA National Call Center: 4111

# TAX CLEARANCE CERTIFICATE

CLASS A

HOSPITAL - LEVEL 3



**HEALTH PROFESSIONS COUNCIL OF ZAMBIA**  
 HEALTH PROFESSIONS Act, No.24 of 2009  
**LICENCE TO OPERATE A HEALTH FACILITY**  
 (SECTION 38 OF THE HEALTH PROFESSIONS ACT, NO.24 OF 2009)

**LICENCE No:** HPCZ/101/3/1194  
**HOLDER'S NAME:** ROYAL HOSPITAL LIMITED  
**ADDRESS:** PLOT No 1335/18, ENOCK KAVU, P.O.Box 1335/18, LUSAKA  
 This Licence is valid from the 1st January 2024 to the 31st December 2024

This licence has this Date 14th September 2023  
 been entered in the Register

Registrar

Health Professions Council of Zambia

Issue Date: 22nd January 2024



MOBILE

AMBULANCES



**HEALTH PROFESSIONS COUNCIL OF ZAMBIA**  
 HEALTH PROFESSIONS Act, No.24 of 2009  
**LICENCE TO OPERATE A HEALTH FACILITY**  
 (SECTION 38 OF THE HEALTH PROFESSIONS ACT, NO.24 OF 2009)

**LICENCE No:** HPCZ/101/3/1195  
**HOLDER'S NAME:** ROYAL HOSPITAL AMBULANCE  
**ADDRESS:** PLOT No 1335/18, ENOCK KAVU ROAD, P.O.Box 1335/18, LUSAKA  
 This Licence is valid from the 1st January 2024 to the 31st December 2024

This licence has this Date 14th September 2023  
 been entered in the Register

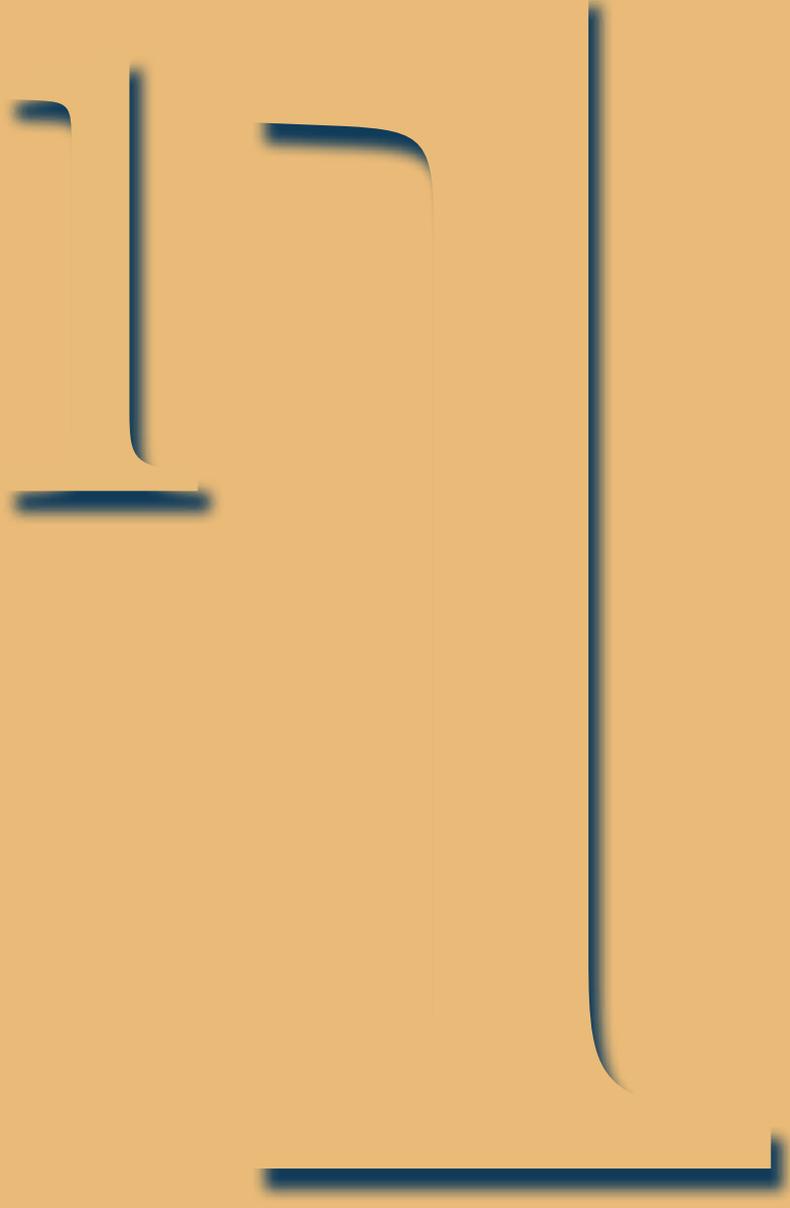
Registrar

Health Professions Council of Zambia

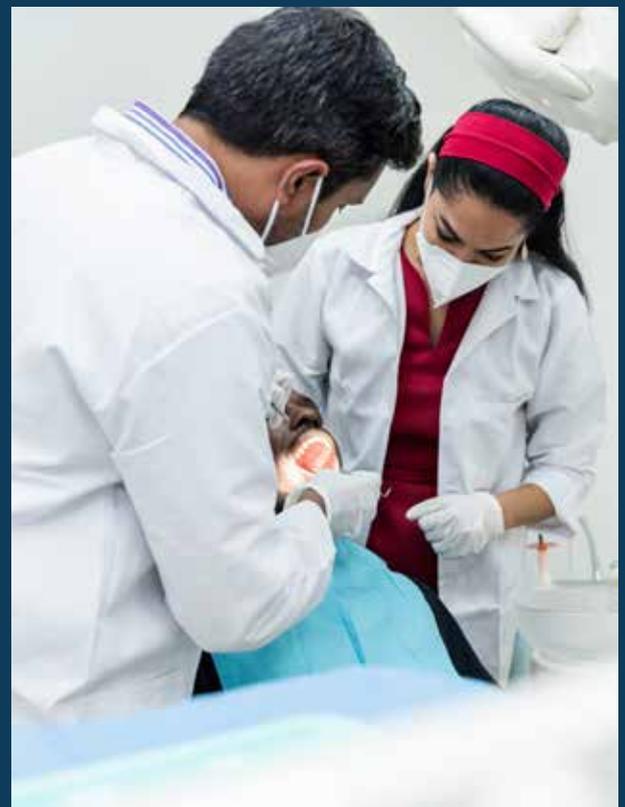
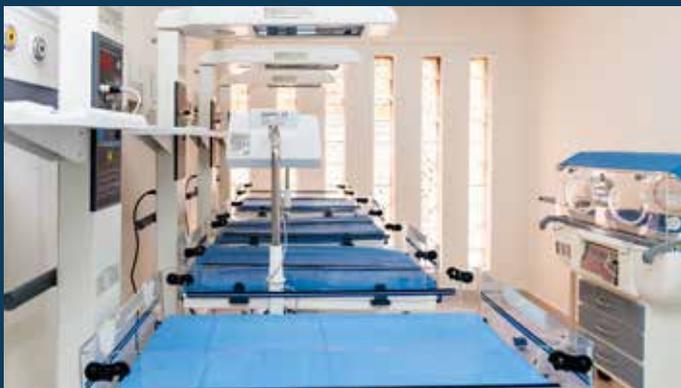
Issue Date: 22nd January 2024

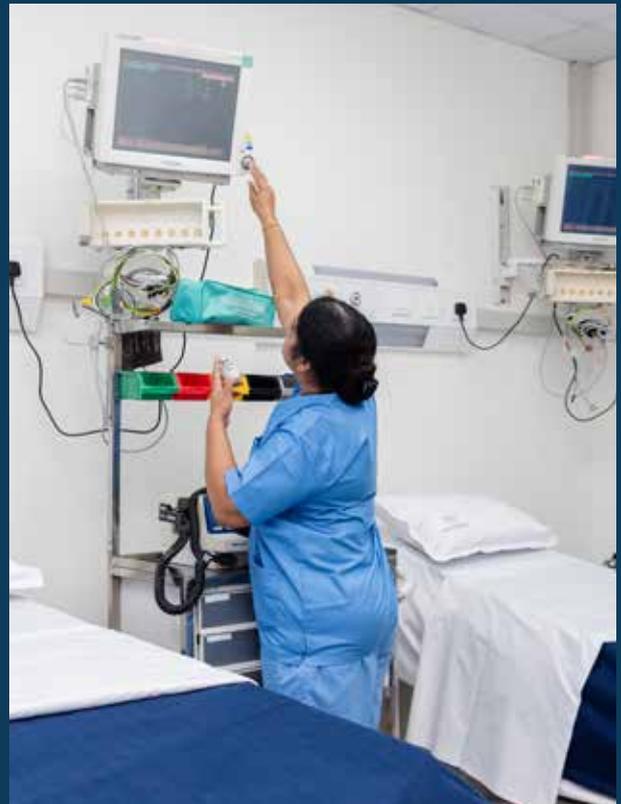
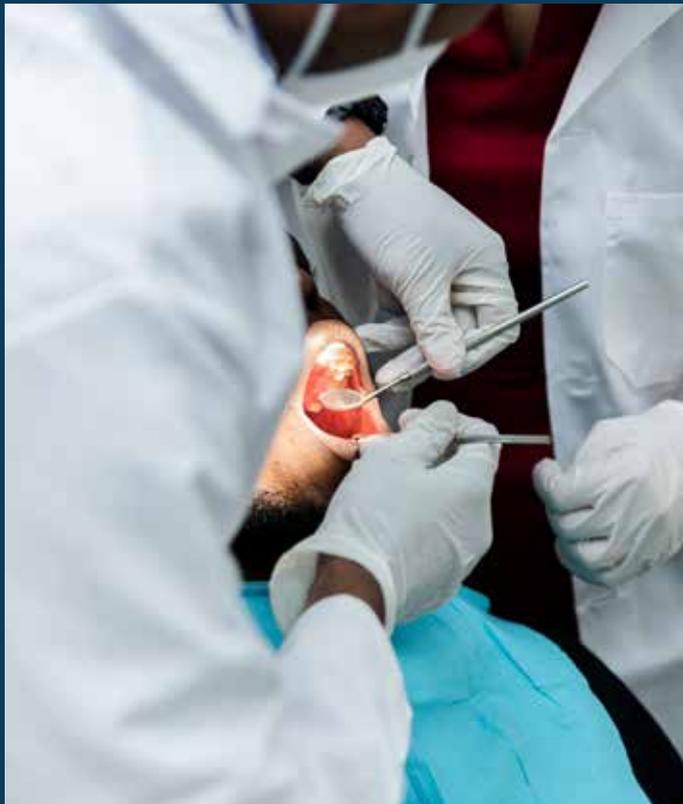


# HPCZ LICENCES



# Gallery













# ROYAL HOSPITAL

HEALING HANDS. CARING HEARTS



[claims@royalhospital.co.zm](mailto:claims@royalhospital.co.zm)



[RoyalHospitalZM](https://www.linkedin.com/company/RoyalHospitalZM)



Claims: +260 776 603 800  
Reception: +260 972 250 114

