

**OKWIN RESORT NAWALAPITIYA AND SAKITHMA CHANNELING CENTER AND
PHARMACY
INTERMEDIATE CARE CENTER (ICC)**

INFORMATION FOR PATIENTS AND RELATIVES

- The treatment duration for COVID – 19 is 10 days
- COVID – 19 is a communicable disease which no specific treatment at present.
The purpose of admission to Intermediate care center (ICC) is to observe general condition and treat other conditions like “pneumonia” during quarantine.
- Patients will be observed by consultant and medial team on arrival.
- Patients to follow regulations and measures to prevent the disease.
- Patients are not allowed to change rooms once rooms are allocated.
- 100% advance payments need to be made as an “on line payment” method before admission. Bank details as follows.

Bank details:

Acc No: 8890032888

Bank: Commercial bank

Branch: Nawalapittiya

(Please send us the payment transaction receipt to below mail or whatsApp number.)

info@okwinresort.com / 0768255527

INFORMATION FOR PATIENTS DURING STAY

- A medical team will be available for consultation and provide advice throughout the duration of your stay. If there is any concern, you can contact the medical staff dial 204, or hotel staff dials 0 immediately.
- We encourage guests to frequently wash their hands with soap.
- While on quarantine at the ICC, you are confined to your room from the time of the arrival to departure. However. We regret that access will not be granted to Swimming pool , Water fall area, Restaurant, Garden , Public area (green zone)
- No visitors are allowed and parcels cannot be delivered to the room, once arrived at ICC.
- Breakfast, lunch, and dinner will be packed and will be placed on the table in front of your room. Meal times are:

- Breakfast - 7.00am to 7.30am
- Lunch - 12.30pm to 1.00pm
- Dinner - 7.00pm to 7.30pm

- If you have any allergies, please inform the nurse.
- Dispose rubbish and food container into the provided wet and dry bins and tie the bag. The rubbish bag will be collected once and we request you to keep rubbish bags outside of your room at 09.00 am daily.
- Patients will receive medication (ordered by the physician) in sealed package. Please take the medication according to the instruction labeled.
- Spitting or blowing your nose onto the floor is prohibited.
- Extra towel, bed sheet, pillow case and bath mat will be kept in wardrobes.
- Please note that the personal laundry service will not be provided on your stay with ICC.
- Tea, coffee sachets along with milk powder and sugar on complimentary, re - filling will be done on your request (during the meal time). Please dial "0"
- Water is supplied through our own filter system (treatment plant) which is in drinkable state.
- Doctor will be visiting you two times a day (7am and 6pm). Other than that no one can enter your room and this applies to hotel staff as well.
- Maintenance staff will not attend for any maintenance work during your stay. Please handle the equipment safely.
- Patients will be allowed to come out of their room for a designated time under the supervision of the ward nurse.
- In case if guest has to stay more than 10 day , those charges need to pay separately.
- All patients are requested to arrange their own transport at the Departure. If needed transportation can be provided at an extra charge.

OTHER TERMS AND CONDITION

- Sufficient clothes for 10 days stay need to be brought by the patient.
- Regular medicines should be brought in by the patient
- Previous clinical notes to be provided at the ICC for reference
- Smoking is prohibited during the stay.
- Alcohol will not be provided by the ICC Facility.
- Additional bills for extra meals will be charged separately.
- Medical procedure charges, consultant fees, laboratory charges & radiology diagnostics will be charged separately.
- You may be transfer to the ICU if health deteriorates due to the viral infection and other adverse reactions.

- If the patient cannot afford to pay for the ICU facilities, you may be transferred to the nearest government facility.
- If any equipment damages in the room will be charged directly.

With safety as our main priority, we are taking every precaution for our valued patients, associated and community to feel safe. We are truly grateful for your understanding and cooperation on the above procedures and facilities.

Coordinators contact numbers – 076 8255527

Billing Inquiries (Hospital) – 077 7192396

Billing Inquiries (Hotel) - 333

Telephone Operator - 0

Nurse Station - 204

Housekeeping Desk – 218