

**A Patient's Handbook: Navigating  
the Treatment Process at the Sultan  
Qaboos Comprehensive Cancer  
Care and Research Center**

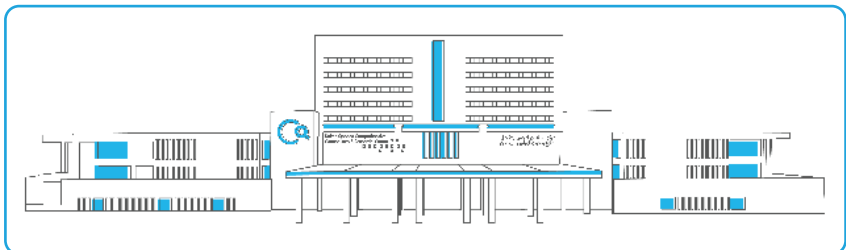


# **Welcome to the Sultan Qaboos Comprehensive Cancer Care and Research Center!**

## **Discover Our Center!**

The Sultan Qaboos Comprehensive Cancer Care & Research Center (SQCCCRC) was established based on the vision of His Majesty Sultan Qaboos bin Said. His vision was to create a medical center that provides comprehensive healthcare for cancer patients.

At our center, we have a dedicated and skilled multidisciplinary medical staff who are equipped with state-of-the-art medical equipment and advanced information systems. Our priority is to put the patient first and provide exceptional care.



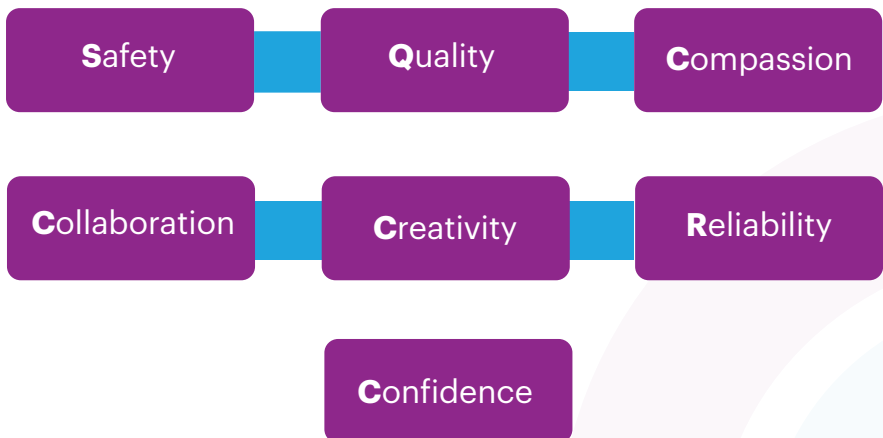
## Our vision

"To be a world-leading cancer center in patient care, research, and education, renowned for excellence, innovation, and global impact."

## Our mission

SQCCCRC is committed to provide the appropriate environment for scientific cancer research and patient care. The Centre supports patients, physicians, scientists and staff to continuously advance clinical and scientific innovation in cooperation with government and private institutions inside and outside the Sultanate. Our mission is driven by a commitment to collaboration, discovery, and the pursuit of better cancer care for all.

## Our value



## **Why Use the Treatment Journey Guide at SQCCCRC?**

This guide aims to provide a comprehensive overview of the patient's journey, from arrival at the center to discharge. Its purpose is to prepare patients and their families by offering insights into the comprehensive care curriculum provided at our center. Additionally, it offers essential guidance to facilitate the treatment journey and ensure a comfortable stay.

[Click on the links to see the files referred to the guide](#)



## How Can I Receive Treatment at the Center?

To initiate treatment at our center, cancer-diagnosed cases must be referred by a qualified healthcare provider specializing in cancer diagnosis, either from a government or private healthcare facility. The referral can be submitted through the [Patient Referral Portal](#) on our official website: [cccrc.gov.om](http://cccrc.gov.om).

We offer treatment through six specialized programs:

Breast Cancer Program

Gastrointestinal Cancers Program

Genitourinary Cancers Program

Gynecological Cancers Program

Head, Neck and Thoracic Cancers Program

Rare Cancers Program

[cccrc.gov.om](http://cccrc.gov.om)



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TRAINING AND  
RESEARCH

REFERRAL  
PORTAL

PATIENT  
LOGIN

## How Does Patient Referral Portal Work?

Here is a breakdown of the steps involved in the patient referral process:

- The referring healthcare provider registers their health institution's username and password on the Patient Referral Portal.
- The referring healthcare provider enters the patient's information and selects the appropriate treatment program for the patient.
- Once the patient's information is complete, the transfer request is sent to the doctors at the Center for review.
- The treatment program team at the Center discusses the application and decides whether to accept or decline it.
- The patient flow team contacts the patient to inform them about the decision made by the treatment program team.
- If the application is accepted, the patient's appointment is scheduled within 7-10 days.

- The patient will receive a phone call and short text messages to notify them about the appointment.
- The Center aims to provide a reply to the transfer application within 24-48 hours.



## Where Should I Go When I Reach the Center?

- Upon arrival, your companion can conveniently park in front of the main gate, allowing you to disembark easily. If you require a wheelchair, our Patient Reception Desk team will be readily available to assist you. Your escort(s) can park the vehicle in the nearby patient parking lot.
- At the patient Head Reception Office, the receptionist will verify the following:

Your appointment letter

Your ID card

Your mobility status and provide assistance if needed.

- Once the information is confirmed, a member of our Patient Reception Department will guide you to the appropriate outpatient clinics or department where you will be transferred.



## What Do I Need to Know Before Starting Treatment at the Center?

It is crucial to familiarize yourself with the patient's rights and the responsibilities of both patients and their families. You can find this information on the Center's official website: [cccrc.gov.om](http://cccrc.gov.om) under the "Patient and Family" section or by clicking the following links:



Read File



Watch Video

[cccrc.gov.om](http://cccrc.gov.om)

OUR TEAM

TREATMENT  
PROGRAMS

PATIENT AND  
FAMILY

PATIENTS'  
RIGHTS



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## What Will I Do in the Outpatient Clinic?

Our outpatient clinics operate under the principle of "the patient is prepared, the medical team moves." When you are called to meet with the doctor, you will have a private room. Depending on the treatment program assigned to you:

- You will meet with a Medical, Radiation, or Surgical Oncologist.
- The doctor will evaluate your condition and determine any necessary examinations.
- They will discuss your case with other physicians in their dedicated discussion room.
- Based on the discussions and your specific needs, the comprehensive team members, such as a nutritionist, physiotherapist, psychologist, or anesthesiologist, may visit you in your room.
- The comprehensive team members will study your case, order any required tests, and develop a suitable treatment plan for you.

- The integrated team approach ensures comprehensive care and reduces the number of visits you need to make to the Center while considering your health situation.
- Additionally, the Center provides services to your family, such as psychological and genetic counseling.



## What Should I Know About the Inpatient Sections?

The Center consists of three patient sections on the sixth, seventh, and eighth floors. Each floor has 27 single rooms, prioritizing patient privacy and safety. Before being admitted as an inpatient, ensure the following:

- Availability of inpatient rooms. Bringing all the
- Bringing all necessary items during your stay at the Center.
- Familiarize yourself with the visiting hours.

### Inpatient Sections:

**Sunday – Thursday**

**4:00 p.m – 7:00 p.m**

**Friday and Saturday**

**10:00 a.m -12:00 p.m**

**4:00 p.m – 7:00 p.m**

### Critical Care:

**Sunday – Saturday**

**4:00 p.m – 6:00 p.m**

## Remember..

Remember to comply with the rules and regulations during your stay as an inpatient to ensure the safety of both you and your companion/guardian, allowing the medical care team to perform their duties effectively.



## How Can I Follow My Treatment Journey Data at the Center?

The Center has established a patient's electronic portal accessible through our official website: [cccrc.gov.om](http://cccrc.gov.om) under the "Patients' Portal" section. You can access the portal by following the instructions provided under the "Patient and Family" section or by watching the instructional videos.



Watch Video



Watch Video

**The patient's portal offers various services, including:**

Viewing appointments and requesting rescheduling.

Accessing medical lab results.

Viewing files added by your responsible doctor.

Accessing medication prescriptions.

Accessing educational and guidance materials.

[ccrc.gov.om](https://ccrc.gov.om)



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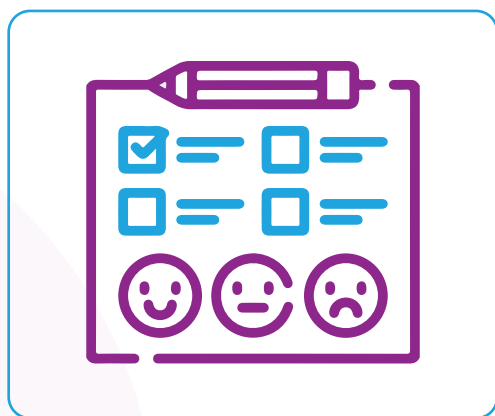
TRAINING AND  
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## Whom Should I Contact for Complaints or Proposals?

If you encounter challenges and wish to file a complaint or submit a proposal, please reach out to the **Patient's Experience Department** located on the ground floor behind the main reception area. The department team will be ready to listen to your concerns, note your demands and perspectives, answer your queries, and direct you to the relevant section based on the type and nature of your complaint. Additionally, you will receive a short text message containing the "**Patient's Satisfaction Identification**" questionnaire to provide your feedback on the Center's services.





## Are There Paid Services at the Center?

The Center is a government health institution that provides free treatment services for Omani citizens and GCC citizens.

However, if you require additional services such as obtaining a floppy disk containing your CT scan images or a copy of your medical report, you can visit the Finance Department to pay a fee of five Omani rials. Please ensure that you obtain a payment receipt.

For other nationalities, the Center offers paid services (a list of which can be obtained from the Finance Department).

Contact Number

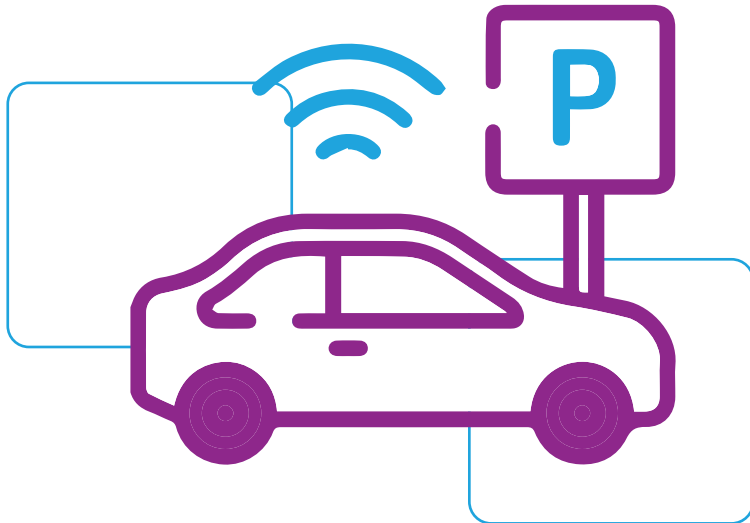
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## What Should I Do Before I Leave the Center?

- Make sure that you do not forget taking back with
- you all your personal stuffs in the Center.

Make sure about your next appointment date from patient flow.

Patient's companion and/or guardian can have their vehicle in front of the main Center's gate to collect you and in case you need any assistance, go to Reception Desk.



## Contact Information:

For any inquiries or assistance, please contact:

Patient flow: 22774000 -72723025

Visit our official website for contact details of specific Center units: "Work Team" section.

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TREATMENT  
PROGRAMS

OUR TEAM

ABOUT US

CENTRE UNITS

**We wish you a pleasant stay at the Center for  
treatment and a speedy recovery!**

