

Located at the Tirana Maternity Hospital, the Tirana Women's Wellness Center is an ambulatory facility aimed at clinically assisting women in need, as well as informing and educating females of all ages on a large variety of health issues. The Center offers a full range of comprehensive primary care services.

We believe it is important for the WWC to provide the highest possible level of care and we try to achieve this by providing responsive, quality care with all of our services made available in one location. We offer more services than other clinics and promote patient trust by ensuring confidentiality. Our health

physicians they desire. Additionally, all Maternity Hospital physicians are able to conduct their outpatient visits at the Center.

- Individual Medical Charts: Traditionally the Maternity Hospital had a system of one medical chart per patient per visit. This resulted in multiple charts for the same individual, complicating the accessibility of medical histories. We created a one-chart structure, compatible with our computerized patient tracking system.
- Standardized Billing System: The WWC has adapted a billing system for services offered. We are currently under an order from the Ministry of



PHOTO: EUN-DOO CHANG.

The WWC sponsors outreach activities—such as physicians checking blood pressure during a health fair—to reach the greater population.

Чтобы охватить более широкие слои населения, Центр здоровья женщин организует выездные акции, например, измерение давления во время ярмарок здоровья.

information and education efforts include disease prevention, early diagnosis of problems, treatment of these problems, and long-term follow up.

Since the Center's opening, two questionnaires have been developed and distributed to patients as we feel it is important to constantly review patient satisfaction, to improve the quality of our work, and to make sure our services and programs meet the needs of our entire female population. To do this we have also implemented some innovative programs.

- Scheduling of Appointments: For the first time, patients have the ability to schedule appointments based on their needs and availability, with the

The WWC also offers a variety of educational programs and every patient who visits the clinic is given a schedule of classes. Based on responses to our questionnaires, we are able to determine which classes are of the greatest interest to our patients. Educational programs provided by the center include prenatal care and preparation for birth; newborn care; breast- versus bottle-feeding; breast health; women and cancer; sexually transmitted infections (STIs); family planning; and menopause.

We are here to help women understand their health needs throughout their lives and to assist them in properly addressing these needs. We are their partners in times of good health and

Tirana, Albania

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Health regarding prices. Prices for each procedure are posted at the waiting area and are distributed during patient registration so that our clients can familiarize themselves with our pricing structure.

illness, and support them in disease prevention and treatment.

We have translated and prepared a number of leaflets and pamphlets regarding a great variety of women's health issues. Every woman who visits the WWC is given a leaflet with the Center's mission and the services it offers, as well as a magnet with the Center's logo and telephone number.

ABOUT THE TIRANA WWC

Date opened: September 15, 2000
AIHA partnership: Tirana/Providence

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