



# Belau National Hospital



## Business Hours

### Emergency Services / Emergency Room

Monday to Sunday—including legal holidays  
Open 24/7 - 488-2558

### MHHS COVID-19 Testing

Monday — Friday : 8am—4pm at OPD

### Visiting Hours (Wards)

Daily 6:00pm—7:00pm

### Out-Patient Department (OPD)

Monday to Friday—except for Legal Holidays  
7:30am to 4:30pm; **CLOSED for Lunch**

**11:30am—12:30pm**

488-2555

## BELAU NATIONAL HOSPITAL

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**“We provide quality, comprehensive, evidenced-based, and accessible healthcare services to our patients and the community”**

## Background Information

### The Belau National Hospital (BNH)

Established in 1994, the Belau National Hospital (BNH) is operated and managed by the Ministry of Health & Human Services. Built to withstand emergencies, the BNH boasts its own backup power and water generation systems, capable of lasting up to three months during outages or droughts.

### Facilities and Amenities

- Single-story building with an 85-bed capacity (expandable to 120 beds)
- 24-hour water filtration system with hot and cold options
- Central air-conditioning system covering 70% of the interior space
- Independent air conditioning units in patient wards and office spaces

### Resilience and Self-Sufficiency:

- Backup power generation: 1,500 kilowatts per hour
- Water storage:
  - 135,000 gallons of potable drinking water
  - Separate tank for the fire-sprinkler system

### Dedicated Staff:

- 229 personnel; In-house teams handle facility maintenance, hazardous waste, laundry, food service, and security

### Comprehensive Care and Specialist Services

- Overseen by the Bureau of Hospital Services and managed under Director and its three Chiefs & Administrator.

## Background Information (Continued)

- Three Divisions & Administration Office:
  - Division of Medical Services
  - Division of Ancillary Services
  - Division of Nursing Services
  - Hospital Administration Office
- Provides primary, secondary, and tertiary care
- Partnerships with international institutions for specialty services (ENT, Eye, OBGYN Orthopedics, Dermatology, Cardiology, etc.)
- Telehealth consultations with established partners (Shin Kong Hospital, Tripler, etc.)

### Technological Advancements

- Launched Electronic Medical System Project Qiangch in 2022:
  - Electronic Medical Record (Tamanu)
  - Inventory System (mSupply)
  - Data Warehouse (Tupaia & DHSII)

Other Services based at BNH and managed under Bureau of Public Health and Bureau of Health System Administration are:

- Outpatient Department
- Behavioral Health Department
- Communicable Disease Unit
- Home-Health Unit
- Oral Health Department
- Finance & Budget Department
- Information, Communications, Technology Center
- Data & Statistics Unit



## PERSONNEL

### Medical / Clinical Providers

|                    |   |    |
|--------------------|---|----|
| Doctors            | = | 20 |
| Nurses             | = | 92 |
| Dentists           | = | 4  |
| Dental Hygienists  | = | 8  |
| Dental Assistants  | = | 0  |
| Pharmacist         | = | 1  |
| Laboratory Techs   | = | 11 |
| Radiology Techs    | = | 5  |
| Physical Therapist | = | 1  |
| Rehab Techs        | = | 3  |
| IPC Tech           | = | 1  |

### Administrative Personnel

|                           |   |    |
|---------------------------|---|----|
| BNH Administration        | = | 5  |
| Global Health & Diplomacy | = | 1  |
| Budget & Finance          | = | 15 |
| Human Resources           | = | 3  |
| Food Service              | = | 8  |
| Medical Records           | = | 11 |
| Health Information System | = | 5  |
| Landscaping & Grounds     | = | 4  |
| Carpentry                 | = | 1  |
| Healthcare Waste Mgt      | = | 2  |
| Transportation / Mechanic | = | 0  |
| Electricians              | = | 1  |
| Plumbing                  | = | 1  |
| Air-con & Refrigeration   | = | 1  |
| Housekeeping & Laundry    | = | 8  |
| Security Officers         | = | 11 |
| Bio-med Technicians       | = | 3  |

## MEDICAL SERVICES

- Internal Medicine
- Obstetrics & Gynecology
- Gastroenterology
- Pediatrics
- Psychiatry
- Anesthesiology
- Dentistry
- Dietician
- Physiotherapy
- Infectiology
- General Surgery
- Gastroenterology (minimal)
- Emergency Medicine / Emergency Services
- Hyperbaric Medicine
- Operating Room (2 Rooms)
- Hemodialysis Unit
- Emergency Room (24/7)
- Intensive Care Unit (8 beds)

### Ancillary Services

- Radiology
  - X-Ray
  - MRI
  - CT Scan (16-slice)
  - Mammography
  - Surgical C-Arm
  - ECG
  - Ultrasound
  - Portable X-Ray
- Rehabilitation Department
- Biomed Department
- Pharmacy
  - Available Vaccinations (mumps,

## Testing Capacity

- Laboratory
  - **Hematology** (complete blood count, WBC-differential, ESR)
  - **Bio-Chemistry** (AST, ALT, LDH, T-Bilirubin, ALP, Total Protein, Albumin, Blood Sugar, HbA1c, T-Cholesterol, LDL Cholesterol, HDL Cholesterol, Triglyceride, Urea Nitrogen, Creatinine, Uric Acid, Amylase)
  - **Urine Examination** (protein, glucose, occult blood, sediments)
  - **Stool Examination** (occult blood, parasites)
  - **Serology** (HGs-Ag, HBs-Ab, HCV-Ab, HA-Ab, HIV 1-2-Ab Screening, TPHA, VDRL)
  - **Dengue** (NSIAg, Dengue IgM, Dengue IgG)
  - **Microbiology** (smear)
  - **Culture/Sensitivity** (urine, stool, blood, sputum)
  - **SARS-CoV-2** (NAAT PCR or Naso-pharyngeal swab)
  - **SARS-CoV-2** (Rapid Antigen)
  - **Blood Transfusion** (ABO group, R h, Cross Matching) - Lab tests are completed in 2 hours
  - **Type of Blood Transfusions** (whole blood, red cells)
  - **Compulsory Testing** (Hb, HBs-Ag, HCV-Ab, HIV-Ab, Syphilis, Others)

### Nursing Services

- Clinical nursing
- Public Health Nursing

## Health Administration Services

- Customer Services (for Staff and Public)
- Services Information
- General Management of support Services

### HUMAN RESOURCE OFFICE

(for BNH Employment)

Hours of Operation: MONDAY—FRIDAY

8am—5pm 488-2552 ext. 242

### MHHS BUDGET & FINANCE Department

(For billing & charges)

Hours of Operation: Monday—Friday

730am—430pm 488-2552 ext. 232

### MEDICAL RECORDS Department

(For medical records)

Hours of Operation: Monday—Friday

7:30am—4:30pm 488-2554



LISTEN ACTIVELY TO YOURSELF! PRACTICE GOOD HYGIENCE! UNDERSTAND YOUR FEELINGS! BELIEVE IN YOUR ABILITY TO HANDLE ANYTHING!