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This product has been rated by the Entertainment Software Rating Board.
For information about the ESRB rating, or to comment about the appropriateness of the rating, please contact the ESRB at 1-800-771-3772.



Command Reference

- To move around the hospital, press the arrow keys.
- To set a zoom key, go to where you want to zoom to and press Alt + **a** function key. This stores your zoom position. To zoom back to that position, press Ctrl + the function key.
- To increase/decrease the number of Corridor or Extra Room Items you want to buy in multiples of 5, hold down the Shift key while increasing or decreasing the number of items you want to buy. To increase/decrease the number of items by 10, Hold down Ctrl.
- To Quick Save your game, press Alt - S. To Quick Restore the last game saved in the Quick Save slot, press Alt - L.
- To Pause/Unpause the game, press P.
- To Quit the game and return to your operating system, press Shift - Q.
- To change the speed of the game to slowest,slower, normal, max, or 'and then some more' speed, press 1, 2, 3, 4 or 5. (To speed up your hospital to 'And Then Some More' speed, hold down W.)

Function Keys:

F1	Statement Screen
F2	Casebook
F3	Policy Screen
F4	Research Screen (Research Room must be in hospital to view screen)
F5	Graph Screen
F6	Staff Screen
F7	Bank Manager
F8	Status Screen





Introduction

The Health Ministry of Theme World has employed you, wisely or otherwise, to run their Hospitals. You have to make the decisions that ultimately make or break your career. The better you do, the more points you score and the higher your salary goes. Do well and you'll be able to retire to the Bahamas before you reach fifty. Mess up and you won't have a pair of socks to your name.

To succeed, you've got to get the balance right between providing a top-notch service to those who need it and making a lot of money at the same time. Running a Hospital is difficult and expensive but, if you achieve your given aims by the end of each financial quarter, you'll eventually be offered a better, more challenging job, at another Hospital.

How to Use this Manual

Part 1 of this manual contains all the instructions necessary to install and run Theme Hospital on your PC. Part 2 explains how game features work, from those you'll see early on, to those that are introduced to the game later (although we've left out a few things which are really most fun to discover for yourself). Part 3 is a Quick Start Tutorial for those of you who are surprised you've bothered to read this far and can't wait to get going. It's useful to keep the Appendices at hand while playing. Meanwhile...

The Man from the Ministry

Sir Reginald Crumbly MP's horror was quickly turning to nausea. The Minister was beginning to regret his request to visit the Hospital. It had seemed a good idea a week ago, in the safety of his mahogany office. Tour the facilities, chat up the nurses, and get a few votes in the bag while he was about it. However, things hadn't worked out that way.

He'd stepped into the reception area and already things hadn't looked good. There was no reception committee waiting for him. There wasn't even a nurse with a cup of coffee, as he'd hinted for on the telephone (milk, two whiskies, just as he always had it). Instead, there was a continuous cacophony, a pervasive smell, and sick people milling chaotically. Ghastly. Oh, well. Better get on with it. Sir Reginald strolled to a door nearby. He looked in and saw the view blocked by a bloated head. Without warning, a hand clutching a huge steel needle pierced the side of the cranium and deflated it with an audible pop.

Sir Reginald recoiled and moved to the next window. A doctor was fiddling with an impressive, well-maintained machine. This was more like it. Someone was leaning over the machine, looking into its innards. But what was that? The figure's tongue, grossly enlarged, was lying over a sharp edge. Without warning a blade swished down and the tongue, twitching, fell into the depths of the machinery. Sir Reginald hurried on, too shocked to speak. Further along the corridor was a room with a row of windows. Looking in, the bureaucrat distinctly saw a disgusting creature, the size of a person, but covered with hair. It was strapped into a machine glowing with electric currents. A doctor threw a switch and the figure jolted and jerked as the industrial-strength electrolysis machine did its work. A burnt smell drifted faintly under the door. Sir Reginald, trembling, moved away. The next window was misty with condensation, but Reginald clearly saw molten human flesh being poured onto a living skeleton. Why was he in this chamber of horrors?

As Sir Reginald stepped back from the window, he bumped into a bed trolley being pushed by a nurse. The Minister almost mumbled an apology, until he noticed the patient on the trolley. Before he could shut his eyes, he clearly saw that the patient's flesh was transparent, revealing his bones. The world went gray, as Sir Reginald fought to keep from fainting. He stumbled towards a drinks machine. His eyes bugged out-$20 for a can of cola! He fumbled the money from his coat, and took a can, hoping it would revive him.

As he walked unsteadily across the reception area, swigging lukewarm pop, his eyes darting from face to misshapen face, Reginald decided to investigate one more room. Nothing, he assured himself, could be worse than what he'd already seen. Sure enough, as he peered into a well-appointed office, he saw a calm, clever-looking psychiatrist counseling someone on a couch. The figure looked familiar. Slicked coiffure? Spangly white suit? Yes, there were the blue suede shoes! Sir Reginald was about to knock on the door, to ask for an autograph when he glanced to his right. From a few feet away, the slimy green alien stared at him impassively with its one saucer eye. Sir Reginald broke and fled, screaming.

As he rushed towards the exit, Sir Reginald's foot slid in something liquid. He crashed to the floor, and lay, sobbing with pain and horror, among the remains of a meal someone hadn't finished digesting and hadn't been able to contain. Crumbly's strength failed him. He felt hands grab his ankles and, as he wailed and clawed uselessly, he was dragged deeper into the madness of the Hospital. Before he passed out, he distinctly heard a voice say, "Nice one, Les. This one looks rich enough to be here for a long time. I mean, it's all about profit at the end of the day, isn't it?"



Part 1: Setting Up

Installation Instructions

Theme Hospital must be properly installed on your PC in order to run. This CD contains both MS-DOS® and Windows® 95 versions of the game. Follow the appropriate instructions for your operating system.

DOS Installation

1. Insert the **Theme Hospital** CD in your CD drive.
2. At the DOS prompt, type d: Enter to change to your CD drive (substitute the correct letter of your CD drive if other than 'D:').
3. When you see the 'D:' prompt, type setup Enter to start the installation program.
4. Follow the instructions that appear on your screen.

Windows 95 Installation

1. Start the Windows 95 operating system.
2. Insert the **Theme Hospital** CD into your CD drive. The Installation program begins. Click **Proceed** and follow the on-screen prompts.

   ✚ **Note:** If the Installation program does not appear, click the Start button on the Taskbar, then click **Run**.... The Run dialog box appears. Type **d:\setup** and click **OK** (substitute the correct letter of your CD drive if other than 'D:').
3. The installation program creates a program group called **Bullfrog** and adds it to your Start menu.
4. To start the game, select **Programs**, then select the **Bullfrog** group, and, finally, click **Theme Hospital**.

   ✚ To uninstall **Theme Hospital**, go to the Windows 95 Control Panel (from the Start menu, select **Settings** > **Control Panel**), open **Add/Remove** Program and scroll down, until you see **Theme Hospital**. Select it and click on **Add/Remove** to uninstall.

Running Theme Hospital

Running the Game from DOS

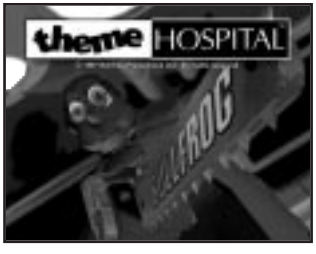
1. Insert the **Theme Hospital** CD in your CD drive.
2. At the DOS C:> prompt, type **cd hospital** Enter to change to the **Theme Hospital** directory.
3. From C:\HOSPITAL, type **hospital** to run the game.

Running the Game from Windows 95

1. Click the **Start** button on the Taskbar.
2. Select **Programs**, then the **Bullfrog** group.
3. Click **Theme Hospital** to run the game.

Theme Hospital begins with an animated mini-drama. To skip past this, **left-click** the mouse. The Title screen appears next.

Title Screen



When the Title screen appears, press the Spacebar or a mouse button to open the Nickname Entry box. Type in the nickname of your choice. If you don't have a nickname, make one up. This nickname is used to identify your saved game files. Nicknames enable players to maintain their own sets of saved game files and prevent the accidental loading of someone else's saved game.

✚ **Note:** You cannot change your nickname once you press Enter, so make sure it is typed correctly.



Game Selection Screen

Meet the professor. His cunning cranial diagram describes five different game choices: Move your mouse to make the professor point to your choice. Then **left-click** to proceed.

- **New Game** begins the process of setting up a completely new game of Theme Hospital and takes you to the Game Settings Screen (see below).
- **Continue Game** is a special case. When you quit a game, it automatically saves before taking you to the introductory screen. The Continue option takes you straight into this game. Remember that, in order to load this game, you must be using the same nickname as last time!
- **Load Game** takes you to the Load Game Screen to load a saved game.
- **Quit Theme Hospital** and return to your computer's operating system.

Left-click the mouse button or press the Spacebar to skip past the professor's animations at any time.

The Load Game Screen



All the saved games belonging to a nickname are listed here.

Slot 0 is the **quick save slot** (you can save during the game by pressing Alt-S. **Left-clicking** on any slot loads it.

Press Esc or click the **X** at the bottom of the screen to exit the screen.

The Game Settings Screen



Choose game difficulty by selecting **Easy, Medium,** or **Hard**. You can use the ↑ ↓ keys.

You can select whether this is your **First Game** or not. If you say yes, then Tutorial Mode is activated. Tutorial Mode guides you through your first actions with on-screen instructions and highlighted controls.

You can select **Low Res** or **High Res** by pressing X.

The Board Game Screen



When you click on **OK** to start the game, a board game is displayed. The position of the playing piece represents how far you have come through the game and, of course, how much further you still have to go. Click anywhere on this screen, and the game begins. You see the empty shell of your Hospital laid out before you. At this point, your Mission Briefing pops up. This tells you what you have to do by the end of each quarter (three-month period), in order to qualify for the job of setting up a new Hospital that is more challenging. **Left-click** on the Mission Briefing to get the game rolling.



Part 2: Playing Theme Hospital

Theme Hospital is an enormous game. A lot has been designed for you to see and do, so by its nature, the game cannot be explained in a few instructions. The quickest way to learn is to select First Game from the Game Settings Screen and to follow the Tutorials both on-screen and in Part 3 of this book. When you get beyond those, remember to keep this manual handy for Part 2 and the appendices. In addition, listen to the Advisor!

The Main Screen Elements

Hospital View



You implement all your Hospital design decisions in Hospital View. The screen displays a cut-away section of your Hospital in isometric perspective. You can move the pointer around the screen with your mouse. When you push the pointer to the edge of the screen, more of your Hospital or the outlying area is revealed.

You can mark any part of the map as being important to you with a hot key and use this hot key to flick the screen back to that point, at any time in the future.

- To set up a hot key, move the pointer to an area you want to be able to return to quickly later. Press Alt + a function key between F1 and F5.
- To jump to that location during the game, press Ctrl - F1 (or the appropriate function key), and your point of view jumps to the saved location. All the function keys can be assigned as hot-keys.

The appearance of the pointer changes as it passes over Staff, Patients, Machines, and Doors. When you move the pointer over an icon or Game Panel, a Tool Tip is displayed. (A Tool Tip is a small text box that describes the function of an icon or panel.)

The Control Panel



The Control Panel is the technical name we've given to the area beneath the Hospital View window. The Control Panel is split into four main sections: Finance, Build/Hire, Business, and Dynamic Info Bar. How the panel works is described in **Using the Control Panel,** below.

The Build Timer



The Build Timer is one of the first things you notice when you start playing. It indicates how much time you have before your Hospital opens to the public. You have the option of a few minutes grace in which to begin building and hiring, or you can **left-click** on **GO** to open your Hospital immediately. Computer players run three competing Hospitals. Computer players do not always wait until the end of Build Time before opening their Hospitals.

The Advisor



The little chap who lurks in the bottom-right corner of the screen, just above the Control Panel, happens to be very well informed about all aspects of Hospital Management. He's agreed to keep an eye on you every time you play and give you his good advice for free. Isn't that nice?

Menu Bar



Hidden, until you move the pointer to the top edge of the screen, is the Menu Bar. From here, you can save your game, load saved games, alter different aspects of the game, such as game speed, for example, or find out information about your game. There are four menus on the Menu bar: File, Options, Display, and Charts. Their functions are explained in the section called **Using the Menu Bar**, below.



Using the Control Panel

From left to right, the Control Panel is split into three sections. On the left is the Finance section. In the middle is the Build/Hire section you'll be using most. The right-hand third of the panel has two functions. If your mouse is pointing at it, the Business controls pop up from the base of the screen. If the mouse pointer is anywhere else, this section becomes the Dynamic Info Bar. The following paragraphs describe what each section does.

Finance Controls



- **Bank Balance:** This displays how much money you have. **Left-click** the **'$'** indicator to see your bank manager. The bank manager can arrange loans for you. **Right-click** the **'$'** sign to see your Bank Statement and compare what you're spending with what you're making. See At the Bank for more information on these screens.



- **Reputation Meter:** This indicates how your reputation in **Theme World** is doing. To begin with, it is average. Whether it rises or falls depends on how good you are overall–including curing Patients, coping with emergencies, and keeping your Hospital clean. Your reputation influences the flow of Patients who visit your Hospital, so keep it clean!



- **The Date:** A reminder of how long you have before your performance is judged. Running a Hospital keeps you very busy: sometimes it's difficult to remember what day it is! See **Yearly Appraisal** for more details.

Build/Hire Controls



- **Build Rooms:** Begin building any kind of room by **left-clicking** this control to make the Build Rooms Panel appear. See **Build Rooms** in **Using Pop-up Panels** to learn how this panel works.



- **Place Corridor Items:** Provide important fixtures by **left-clicking** this control to make the Furnish Corridors Panel appear. See **Furnish Corridors** in **Using Pop-up Panels** to learn how this panel works.



- **Edit Rooms/Items:** Approve the blueprint for a new room and alter the layout of objects in rooms or corridors by **left-clicking** this control, to bring up the Edit Rooms/Items Panel. This panel is also automatically selected when you choose a room from the Build Rooms Panel. See **Edit Rooms/Items** in **Using Pop-up Panels** to learn how this panel works.



- **Hire Staff:** Employ your Hospital's Staff by left-clicking this control to bring up the Hire Staff Panel. See **Hire Staff** in **Using Pop-up Panels** to learn how this panel works.

Business Controls



- If you move the pointer over the right-hand third of the Control Panel, seven Business Controls pop up from the base of the screen. From left to right, they are Staff Management, Town Map, Drug Casebook, Research, Status, Charts, and Policy. **Left-click** on a Business Control to access the associated Business Screen. The purpose of each Business Screen is explained in **Using Business Screens** below.



Dynamic Info Bar



✚ Whenever you're busy in the Hospital View, the Business Controls disappear and that part of the Control Panel becomes the Dynamic Info Bar. It provides useful information on anything in your Hospital that you move the pointer over. For instance, were you to move the pointer over a door, the Dynamic Info Bar would tell you how large a queue for that room was, at that moment and how many more Patients were expected to join it.

Using Pop-up Panels

Build Rooms Panel

Use the Build Rooms panel to select the room you want to build. There are four types of room from which to choose: Diagnosis, Treatment, Clinic, and Facility. When you **left-click** on one of these types, the right side of the panel opens into a list of all the rooms of that type. **Left-click** the room you want to build.

This makes your pointer change into the shape of a trowel, indicating that you are ready to make a blueprint of your room. The Build Rooms panel is replaced on the screen by the Edit Rooms/Items panel (p. 18) for the second stage of the building process.

The basic rooms all Hospitals require are listed and explained here.

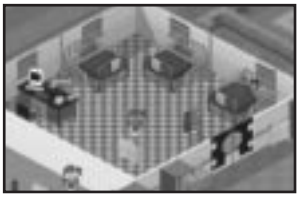
Diagnosis



✚ **GP's Office** is where a Doctor examines Patients, to try to find out what's wrong with them. The Doctor's examination determines whether that Patient is sent to a Treatment Room where a cure can be attempted or whether the Patient should be referred to another Diagnosis Room for further examination.



- **General Diagnosis Room** is where a Doctor can use specialized machinery to give Patients a more thorough examination than they could have in a GP's Office.



- **The Ward** can be used for diagnosing Patients, but a Ward also provides Patients with somewhere to rest before undergoing an operation in an Operating Theatre, so it is a Diagnosis Room and a Treatment Room. A Ward requires a Nurse.



- **Psychiatric Room** can be used to provide general diagnoses but it is also where diseases of the mind are actually cured by a Doctor with Psychiatric Skill. Like the Ward, it is both a Diagnosis Room and a Treatment Room.

There are other kinds of Diagnosis Rooms that you'll come across as you play **Theme Hospital,** but these are the ones you begin with.



Treatment



- **Pharmacy** is where a Nurse can administer drugs to those Patients who are believed to be in need of them, following diagnosis.
- **The Psychiatric Room** and **Ward** are described under Diagnosis, above. They are both Diagnosis and Treatment rooms.



- **The Operating Theater** is also a type of Treatment Room. You won't come across one in level one of **Theme Hospital,** because you need two qualified Doctors with Surgeon Skill to carry out operations.

Clinics



There are several different types of clinics in **Theme Hospital**. Doctors use these specially equipped rooms to cure many of the diseases you can actually see Patients suffering from, such as the Inflation Clinic that cures Bloaty Head. Being able to build all the different kinds of clinics in **Theme Hospital** is a major achievement and something we don't want to spoil by telling you all about it.

Facilities

These ancillary rooms aren't as glamorous as the Clinics or Treatment Rooms but they are essential to the continual smooth running of any Hospital. There are four types of facility: Toilets, Staff Rooms, Research Rooms, and Training Rooms.



- **Toilets** are essential for the personal hygiene of Patients, who may be in your Hospital for a long time.



- **Staff Rooms** give your Doctors and Nurses somewhere to relax when they're exhausted. Just like in real life, Doctors and Nurses in **Theme Hospital** become very tired when they've been busy for a long time.



- **Research Rooms** enable Doctors with the Skill to investigate new cures, improvements to drugs and technology, and completely new medical equipment. Controlling Research is explained in **Using Business Screens**, p. 35. You cannot build a Research Room on level one of **Theme Hospital**.





- **Training Rooms** are where Doctors of Consultant level experience can teach Skills to other Doctors. Doctors who attend training sessions improve their ability rating. When Doctors reach a high level of ability, they become eligible for promotion. Promotion is automatic. When a Doctor is promoted, he undergoes a period of probation. For a Junior being promoted to a Doctor, this period lasts six months. For a Doctor to be promoted to a Consultant, the probation period lasts twelve months. During probation periods, Doctors function at their new level but for the old salary.

  ✔ **Note:** You cannot build Training rooms until later in the game.

- If the Consultant has a particular Skill-Surgeon Skill, Psychiatric Skill, or Research Skill-he will train attendee Doctors in these Skills as well. A Consultant with two Skills will pass on both Skills during training.

- How long it takes to train a Doctor depends on how many Doctors you send for training at any one time. The more Doctors attending a training session, the longer the session takes. Furnishing the Training Room with Skeletons and Bookcases helps to reduce this length of time. While a Doctor is in training, you can see how far his training has progressed, by calling up the Staff Screen (**F6**) and selecting the Doctor being trained. The Doctor's skills are displayed at the bottom of the screen on a bar below the scale in which he's being trained. This indicates how far the Doctor's training has progressed.

Furnish Corridor Panel



How you furnish your Hospital's corridors is important. The Corridor Furnishings you can choose are as follows:



- **The Reception Desk** is the most important feature you can build. Without it, no Patients come to your Hospital. Each Reception Desk requires one Receptionist in order to function. When two Reception desks are close enough together, they will deal with the same queue. When Receptionists Desks are placed far enough away from each other, they handle different queues.



- **Benches** give Patients something comfortable on which to sit. Patients who can't sit down quickly become fed up. Place benches in areas where Patients need to sit; outside Treatment Rooms, by Reception or in waiting areas you design.



- **Drinks Machines** quench your Patients' thirst. Place them where you think they'll be most effective and you can generate a lot of revenue from them. The more people drink, the more they need to relieve themselves. You will have to design for this contingency...

- **Fire Extinguishers** are looked for by Very Important People - VIPs. VIPs like being safe. If they don't see a reassuring number of Fire Extinguishers when they visit, their reports to the Ministry won't be very favorable. Fire Extinguishers also increase safety levels around Hospital equipment, and their presence makes Patients and Staff alike happier.



- **Radiators** spread warmth through your Hospital. When Patients become too cold, they get up and walk out. Staff are also affected by radiators and are happier when they're working in a pleasantly warm Hospital. The warmer a Hospital is, the thirstier Patients become, so Patients spend more on Drinks Machines. However, should your Hospital become too hot, people become just as fed up as they would if it was too cold.



- **Plants** should help to keep everyone happy. Remember that they need watering. Dead Plants make people unhappy. Plants need Handymen to water them and they'd really like you if you placed them where the Handymen could get to them easily. Thank you.

Plants, Radiators, and Fire extinguishers can be placed in rooms, as well as corridors. Drink Machines, Benches, and Reception Desks can only be placed in corridors. Generally, the more furnishings you add to a room, the more important its Staff feel. This makes them a better, happier Staff.

Edit Rooms/Items Panel



When you **left-click** the Edit Rooms/Items icon and pass the pointer over an object or room to edit it, the room or item beneath the pointer starts flashing. **Left-click** again to rebuild it, erase it for extra cash or move it somewhere else. Note that at any time, you can **right-click** on a Corridor Furnishing to edit it.



The Edit Rooms/Items Panel also appears when you have selected a specific room type from the Build Rooms Panel. When the pointer is shaped like a trowel, you can layout the blueprint of the room. The blueprint shows the size and location of a room. Select a point where you want one

corner of the room to be. Then **left-click and drag** the mouse until you're happy with the size of the room. Pressing the green cross button on the Edit Rooms/Items Panel cancels the blueprint and allows you to start again.

✔ **Note:** Some rooms need more space than others. If the blueprint is red, then you need to increase the size of the room, or move it elsewhere. Valid blueprints appear blue.



Once you've pressed the green tick to confirm that you are happy with the blueprint you've placed, the panel prompts you to place the door. You do this by **left-clicking** on one of the blueprint's walls (you'll see the blueprint's outline of the door in the wall, as you move your mouse along it). Again, you can cancel a door placement you're unhappy with by **left-clicking** on the Cancel button.



Then you are prompted to place any windows. You place windows in exactly the same way that you place a door. Unlike a door, however, a window is not a requirement of the room. You don't have to have any windows if you don't want them.



Once these structural elements have been added to your blueprint, the room is built. All that remains is to furnish it. Each room has its own particular furnishings. It's up to you to place these items into the room that you have designed. For instance, if you build a Training Room, it comes with a bookcase and an anatomical skeleton. **Right-click** to rotate an object through ninety degrees while it's attached to the pointer. **Left-click** to drop the item in the room.



You may purchase additional special furnishings for the room by **left-clicking** on the Till Button. This opens a menu listing the items that belong in this room. You can order additional items, such as anatomical skeletons and bookcases for your Training Room. The better equipped a room is, the better it functions and the happier and more productive the staff who work in it will be.

Hire Staff Panel

Using the Hire Staff Panel, you choose Doctors, Nurses, and other Staff for your Hospital from a selection of candidates who are available for work. If you select a new member of Staff–but change your mind before you've placed the individual in your Hospital–you can cancel the hiring process by **right-clicking**. There are four types of Staff to choose from; Doctors, Nurses, Handymen, and Receptionists.

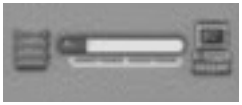


- **Doctors** are a Hospital's most valuable members of staff. They are also among the most varied in ability. A Doctor is described by three crucial characteristics: Seniority, Ability, and Skills.



- The stethoscope, bag, and car on a slider bar indicate the Doctor's seniority. You can tell from the item the arrow points to whether the Doctor is a Junior (stethoscope), GP (bag), or Consultant (car)-or, to put it another way-whether a Doctor is poor, average, or excellent. The Doctor's seniority influences the speed at which he cures Patients, the accuracy of his diagnoses and the size of his salary. Most importantly, only the most senior Doctors-the Consultants-can train other Doctors in your Hospital (see **Training Rooms**).





- The bar with an abacus at one end and a computer at the other indicates a Doctor's Ability level. Doctors with high innate abilities make intrinsically better diagnoses than Doctors with lower abilities.
- A Doctor can have up to three different Skills. The different Skills determine what the Doctor can do in your Hospital.



- A scalpel indicates the Doctor is a Surgeon. Surgeons are required in Operating Theaters. Operating Theaters cannot function without Surgeons (in fact, two Surgeons are required for each Operating Theater). When two Doctors with Surgeon Skill enter the Theater, they don overalls and are ready to carry out operations.



- A blot test book denotes a Psychiatrist. Only Psychiatrists can work in a Psychiatric Room and cure Patients with mental complaints.



- Research Skill is illustrated by a light bulb. A Doctor with Research Skill can explore ways to improve drugs and machinery or to design completely new Diagnosis and Treatment Rooms, if your Hospital has a Research Room.
- **Nurses** are only graded by their Ability level. This is indicated on an Ability bar, just as it is for Doctors. The higher her Ability level, the more the Nurse costs to employ. Nurses work in the Ward, the Pharmacy, and the Fracture Clinic.
- **Handymen** clean up your Hospital. Their Ability bar shows how good they are at detecting problems. They hurry around, sweeping away litter and other rubbish that falls on the floor, watering plants, looking after the radiators, and maintaining your expensive Hospital equipment. The more Handymen you have, the cleaner and safer your Hospital will be.

- **Receptionists** sit at their desks and direct Patients to their first GP's Office. Without a Receptionist, Patients simply won't come to your Hospital. The Receptionist's Ability bar reflects how quickly she directs Patients to the Diagnosis Rooms. Busier Hospitals usually require more than one Receptionist.

Queue Panel



Managing queues is useful when you see, for example, that someone towards the back of the queue is suffering from a disease that you can cure. The sooner the disease is diagnosed, the sooner you get your cash. When you move your mouse over a door, all the Patients who are in the queue for that room display Queue icons above their heads. **Left-click** on a door to bring up the Queue Panel.

Visitor Count displays the total number of Patients that have visited a room.

The Max Queue Size is the recommended queue size for that room. It is set at 6 by default but can be increased or decreased.

Patients prefer to walk as little as possible and are more likely to choose a closer room than one that is further away. By limiting the Max Queue Size of rooms, you are helping to prevent bottle-necks. Queues may grow larger than the maximum sizes, but only when all alternative queues have also reached their limit. Experimentation is the key.

Left-clicking on the door icon zooms the Hospital View to wherever the selected queue is.



Hold down your **left** mouse button on a Patient to drag it over the Door or green Queue icon, to move the Patient to the front or back of a queue.

You can also lift a Patient out of a queue to another room of the same type. For example, if you have two GP's Offices and a crowd is developing outside one of them, bring up the Queue Panel and click on a Patient. You can then move the Patient into the other GP's Office queue. The Patient then leaves the current queue and joins the queue for the other office. When you click on a Patient in the Queue Panel, the Patient flashes in the Hospital View.



Patient Redirection Panel



This panel is accessed by holding down the **right** mouse button over a Patient.

- To select an icon from this panel, hold the **right** mouse button down and move the pointer over the icon you want. The icon is selected when you release the mouse.
- **Receptionist Queues** should be kept as low as possible. Receptionists who are close to each other share the same queue. Receptionists further away deal with their own queues.
- You can move patients from one Receptionists to another, as you would handle any room queue but you can't move Patients from a Receptionist queue straight into a room queue. The icon in the top left hand corner sends the Patient back to the Receptionist. This is useful if you have too many Patients in a queue and you don't have time to move them manually. This way, the Receptionist sorts them out for you.

The icon in the top right discharges Patients and sends them home.

The three icons below represent the three other Hospitals you're competing with. By selecting one, you can refer the Patient to one of those Hospitals. This is not a bad thing to do, if you have an epidemic on your hands and you'd like to share it with your opponent.

Staff Information Panels

There are three of these Information Panels: one for Doctors, one for Nurses, and Receptionists, and one for Handymen.



- **Doctors Panel:** To access the Doctors Panel, **left-click** on a Doctor.



- The Doctor's seniority bar indicates whether he is a Junior, a GP, or a Consultant.



- How happy the Doctor is can be seen on this panel. An unhappy Doctor may try to resign, in order to receive a pay rise or bonus.



- You can also see how tired a Doctor is. Exhausted Doctors soon become unhappy. A spell in the Staff Room perks up tired Staff.

- The panel also displays the Doctor's Ability rating. The higher it is, the better the Doctor is at all aspects of his job.



- Any Skills a Doctor possesses are also displayed, so you can quickly tell if he has Surgeon, Psychiatric, or Research Skills. Doctors acquire new Skills in the Training Room.



- You can also check a Doctor's salary, and his monthly paycheck. The higher it is above market level, the happier he is.





- If you want to be rid of a particular Doctor, **left-click** on the Sack icon to fire him. You will be asked to confirm this.



- **Left-click** the Pick Up Button to close the panel, leaving you holding the Doctor. You can place him directly in a room, if he's needed in one, in a corridor, if his services are not required immediately, or in the Staff Room, if he's exhausted.
- If you place a Doctor in a room already occupied by another one, the less able Doctor leaves and the more capable one takes over.

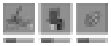
✔ **Note:** You can also pick up Doctors and other staff by **right-clicking** on them.



- The spy window shows the Doctor as he walks around the Hospital. If you **left-click** on the picture then the Hospital zooms there. Holding down the left mouse button and **right-clicking** on the spy window lets you zoom to one Doctor after another, around the Hospital.
- **Left-click** on the cancel button to exit the panel.
- **Nurses And Receptionists Panel:** The Nurses and Receptionists Information Panel is almost identical to the Doctors Information Panel apart from the fact that there are no Skill or Seniority details. All the other buttons work in the same way.



- **Handyman Panel:** The Handyman Panel is the same as the Nurses' Panel except for the three middle buttons:



- These buttons show how much attention he gives to each of his three main duties (sweeping, watering plants, and carrying out repairs). The bar below each picture shows you the degree of attention he is devoting to each duty. By **left-clicking** on a picture button, you change his priorities. You increase the amount of attention the Handyman will pay to the duty you click on, at the price of the other two duties. Experiment with different settings so you get the best out of your Handymen at all times.

  ✔ **Note:** If you pick up a Handyman and place him down on a piece of rubbish, he cleans it up straight away.

Staff Resignation Panel





When a member of Staff wants to resign, a resignation icon appears above his head. At the same time, a pop-up icon appears. The member of Staff continues to work while waiting for your answer. If you ignore the icon for a whole Theme Hospital month, it will disappear, followed by the utterly disillusioned member of Staff, who walks out of your Hospital forever.



If you **left-click** the icon, the Staff Resignation Panel appears. When Staff want to resign, it's usually because they feel they should be paid more, either in the form of a bonus or a salary rise. When you open the Staff Resignation Panel, you are told which grievance they have.



- **Moneybags:** To pay the demand, **left-click** on this icon. The member of Staff returns to work, happier.



- **Sack:** To get rid of this troublemaker, **left-click** here and they walk straight out of the Hospital. And good riddance to them.



Patient Information Panel



You can see any Patient's Information Panel by **left-clicking** on a Patient. From here you can obtain detailed information about the Patient's state of health and manipulate the individual Patient if you want.



- **Health Chart:** This is a graphic representation of a Patient's health since entering Hospital. If health continues to deteriorate, the Patient will die.
  Left-click the graph to bring up a Patient History which lists the rooms this Patient has visited. If a Patient is close to death, a warning Skull icon appears above the Patient's head.



- **Happiness:** This bar indicates how happy the Patient is. If it's too low, the Patient will become fed up and leave.



- **Thirst Level:** This illustrates how thirsty the Patient is. If the thirst level falls too low, the Patient buys a drink.



- **Warmth:** Patients can become either uncomfortably hot or freezing cold, depending on the number of radiators and the condition they're in. Either extreme is bad for a Patient, who will become fed up and leave, unless the temperature returns to normal.



- **Spy Window:** Watch over the Patient in your Hospital. If you **right-click** on the window, you can scroll through all the Patients, one after another. If you hold down the left mouse button and **right-click**, you can zoom the Hospital View to each Patient in turn.



- **Queue Button:** This opens the Queue Panel for whichever room the Patient is waiting for.



- **Go For Cure:** This sends the Patient straight for a cure. The stage of diagnosis that has been reached determines the Patient's percentage chance of being cured. This button proves useful when a Patient is going to die soon and you decide to gamble your reputation on whether or not you can cure them–and earn more money.



- **Casebook:** This option is available when a Patient has been diagnosed.
  Left-clicking on it takes you to the Drug Casebook (see **Using Business Screens**, p. 35).



- **Discharge Patient:** This button commands the Patient to leave the Hospital. This would be the best advice you could give to a Patient who's come to your Hospital with a condition you cannot treat.



- **Exit Button:** Leave the Patient Information Panel now.



Machine Maintenance Panel



The Strength of a machine determines how much wear and tear it can take before it begins to malfunction. You will be able to tell a malfunctioning, worn out machine by the plumes of smoke billowing out of it. Machines allowed to wear out will explode eventually. The presence of nearby fire extinguishers helps decrease the risk of explosion. A machine that explodes kills everyone in the room and renders the room permanently unusable thereafter.

You can find out the Strength of a machine by passing the mouse over it and looking at what the Dynamic Info Bar says. Most machines have a Strength of 10 when they are built. This can be increased through research carried out on machine improvements (see **Research** in **Using Business Screens**, p. 39).

- To repair a machine, **left-click** the mouse button on it. The Machine Maintenance Panel appears. By **right-clicking** on the machine's name in the Machine Maintenance Panel, you can cycle through all the machines in your Hospital. Machines that have had Handymen called to attend to them will have brackets around their names.



- **Used Count:** This indicates how many times the machine has been used since it was first built. The more it has been used, the more worn out it is. Earthquakes also increase the Used Count (see **Earthquake!** below). Once a machine's Used Count exceeds its Strength, continued usage will lead to malfunction and you'll need a Handyman to put things right. The bar also indicates exactly how worn out a machine is.



- Continual use leads to deterioration. This bar shows you that process, falling from right to left.
- As the objects begin to malfunction, they begin to smoke. The longer this continues, the more likely it is that the machine will explode. When a machine explodes, it kills all occupants of the room and renders the room useless. You will not be able to edit or delete the room once it has been destroyed.



- **Repair Machine:** This calls a Handyman to repair the machine. When a Handyman repairs a machine, the Used Count in the Dynamic Infobar returns to zero, but the machine's strength sometimes decreases by one, which means it will wear out more quickly next time. This is especially likely to happen if the Used Count is high when the machine is repaired.



- **Improve Machine:** This replaces the machine with a spanking new one, at a cost. The machine's strength is returned to its original state. If you have researched improvements, the machine may have a higher strength than before so you won't have to repair it as often.

Jukebox Panel



Theme Hospital's musical score is made up of eight different tunes. You can select tunes you don't want to hear or select new ones by going to the Jukebox Panel. The Jukebox Panel is available from the Menu Bar (see **Using the Menu Bar**, p. 46) or by pressing Alt-J. Your choice of music doesn't affect the psychiatric well being of Staff or Patients but it will probably affect yours.

Pop Up Icons

Pop Up icons are used to convey important information about emergencies and impending crises that come along during the game. If you don't respond to them, problems can explode in your face, leading to mass walkouts, loss of reputation, and a sinking feeling in your gut. You can also end up with a screen full of icons if you don't keep on top of them. **Left-click** on an icon to respond to it.



Emergencies



Emergencies are special circumstances in which a number of Patients have a certain disease or condition. You don't have to diagnose these Patients; you already know what's wrong with them. Instead, you have to try to cure them all within a certain time limit, if you choose to accept the Emergency.

If you do choose to handle the Emergency, a Nurse's watch appears in the bottom left hand corner of the screen. This counts down the time you have in which to cure the Emergency Patients.

The Patients arrive in a helicopter on the helipad outside your Hospital and go to the Receptionist. You can identify them by the flashing blue lights above their heads. The Receptionist sends them to the correct treatment room.

Some cures take longer than others so make sure you haven't overestimated your Hospital's facilities.

Epidemics



Epidemics are revealed when a Patient is diagnosed with a contagious disease. All other Patients the contagious Patient has been in contact with will also be infected. You have a choice:

- **Declare An Epidemic:** If you declare an Epidemic then treatment of this disease proceeds as normal. Your Patients are automatically vaccinated, halting the spread of the disease. You are fined and your Reputation suffers.
- **Attempt A Cover-Up:** A Cover-Up is a race against time. All infected Patients are denoted by a flashing Bug icon above their heads. The Epidemic Watch then starts counting down the time before a suspicious Health Inspector is due to call round. When he arrives at the Reception, he begins looking for infected patients. Each one he finds costs you a fine and a loss of Reputation.
- To stop the disease spreading, **left-click** on the Epidemic Watch to mark Patients with Bug icons above their heads for vaccination. Any spare Nurses then charge through your Hospital, attempting to reach and vaccinate each marked infected Patient. The Patient who should be vaccinated next is indicated by an arrow above his or her head. Vaccination prevents Patients spreading the disease further but they still have to be cured.

Beating the battle against an Epidemic before the clock count down earns you financial compensation and a Reputation boost.

Miscellaneous

Several of other, less important Pop Up icons appear from time to time.



- **New Disease:** Your GPs have diagnosed a Patient with a disease new to this level. You will find yourself rediscovering the same disease on different levels of the game. Each Hospital you run has to discover each disease for itself.



- **Decision:** You have to make a decision about what to do with a Patient who has not been successfully diagnosed or who has been successfully diagnosed with an illness your Hospital cannot treat. Good luck.



- **Resignation:** This icon appears when members of staff are threatening to resign! Do you cave-in to their outrageous salary demands or sack them for their impudence. If you ignore them, they'll just leave.



- **VIP:** When this icon appears, it means a VIP wants to pay your Hospital a visit. You can either grant his desire or make excuses. VIPs are actually quite important to your Hospital. If they like it, you receive a cash bonus and a reputation boost. If they don't, your reputation can take a sudden turn for the worse. Refusing visits is an easy dodge-but do it too often and the VIP will make a surprise visit anyway.



- **Fax Message:** Occasionally your fax machine will burst into life with an incoming message of some kind. These messages usually add more detail to an event you're already aware of, such as exactly what a VIP thought of your Hospital, how many emergency Patients you cured or how big your last bonus was, and so on.



Disasters

Hospitals sometimes have to deal with disasters and continue to work efficiently, even under the strain these things exert on normal Hospital operation. To test your mettle, we've included a few likely disasters in the game of Theme Hospital.

Vomit Waves



Vomit isn't a nice subject but your Patients are in your Hospital because they're sick and sometimes they will actually be sick. Cleaning up this mess quickly and without fuss is part of a Handyman's job. However, you know what it's like. If one person sees another person being sick, the feeling of nausea spreads to both-and you have two people being sick. In a Hospital where people are sick already, if your Handymen are too busy to clean up the mess, your Hospital can suffer from wave of vomiting. Think of the way an avalanche starts with a single snowball... A vomit wave can overwhelm your Handymen and give you a genuinely serious problem to sort out.

Boiler Breakdowns

If you have a lot of radiators and not many Handymen, there's a risk that all the radiators will breakdown, leading to protracted periods of hot and cold, which won't do your Patients any good at all. Once a boiler breakdown occurs, there's nothing you can do about it. You have to wait until it is fixed again automatically.

Earthquake!

The incidence of a small tremor will prepare you for the larger quakes which will occur shortly afterwards. These damage your machines, adding to their Used Counts. If a machine already has a large Used Count, it might even explode, so if you notice the tremor and you value life, get your Handymen onto the machines in time for the imminent Continent Shaker.

Rats

The appearance of rats in your Hospital is a by-product of litter and other filth. Rats get in through holes in the skirting boards. If you see a rat, point your cursor over it and shoot! Splat one rat! Just make sure a Handyman cleans it up.

Using Business Screens

The last seven icons on the Control Panel only appear if your pointer moves directly over them. When your pointer isn't over the area, the Dynamic Info Bar occupies this space. The Business Screen icons, which appear when your mouse pointer moves to this area, help you manage the behind-the-scenes aspects of Theme Hospital. You can also find out the information you need to compete with other Hospitals.

Staff Management (F6)



This is where you find a list of all your hired Staff. You can see information regarding their happiness, fatigue, and other concerns as well. You can also perform sackings and bonus payouts from this screen.



You can use the cursor keys to move from section to section of the Staff Information area, as well as **left-clicking** the mouse to select the relevant section. If you have a large number of Staff, the big arrow buttons on the left will move you up and down the list, enabling you to see them all.

Morale, Tiredness, and Skill are also shown here as bars. You can spot trends by watching these bars move up or down.

The magnifying glass indicates the Staff member's Attention-to-Detail level. This governs how quickly the Staff member will respond to being paged to go to another room in the Hospital.





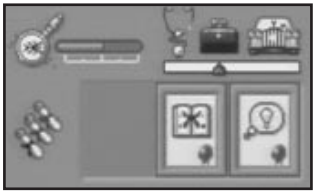
The Moneybags icon lets you give a ten per cent bonus to the selected Staff member. It also tells you how much that will cost.



The Check icon, when **left-clicked**, awards the Staff member a ten percent pay rise. This naturally makes them happier for longer. The icon also tells you how much the pay rise costs.

The Hand icon sacks the Staff member you have selected.

The Spy Window enables you to see the Staff member at work, wherever that may be in the Hospital. If you **left-click** on the Spy Window, you exit the screen and enter the Staff Information Panel for that Staff member.



Extra information is available towards the bottom of the screen whenever you select a Doctor. The Doctor's Seniority (Junior, Doctor, or Consultant), and Skills, such as Psychiatric or Surgeon are displayed. If a Doctor is receiving training in a particular Skill, a bar is displayed beneath that Skill, to indicate how far the Doctor's training has progressed. See Training Room in Build Rooms, (p.16).

Town Map



Left-clicking on this button brings up a map showing both the Hospital and the local area around it. There is only one plot of land on the first level. However, from level two onwards you can buy extra plots of land to expand your Hospital. These appear in red. You can buy them by **left-clicking** on them. You can get information on each plot of land by simply moving your mouse pointer over them.



✔ **Note:** Plots of land cost significant amounts of money and, once bought cannot be sold.

By **right-clicking** on an area of the Town Map, you exit the screen and return to the Hospital View at the point you clicked on.

The pencils on the Town Map screen toggle on/off the representations of each object as a dot on the map. You can click people on and off, as well as plants, fire extinguishers, machines, and radiators. You can see the warmth zone of each radiator indicated as a large red dot surrounding it. By adjusting the plus and minus buttons next to the Heating Level bar on the left, you can increase or decrease the amount of heat produced by your radiators. Note that increasing the heat level will increase your monthly heating bill. You might wish to place more radiators and increase your heat coverage that way.

You can view your heating bill below the Heating Level bar on the left. This is the monthly amount you have to pay to keep your radiators functioning at their current level. Buying more radiators increases the bill, as does increasing the heat produced by each one, as described above.



In the bottom left of the screen, you are able to see your current bank balance, as well. **Left-clicking** on this takes you to the Bank Manager screen.

Drug Casebook (F2)



This screen enables you to alter what you charge for each cure and diagnosis. The percentage of treatment charge tells you what your Hospital is charging based on the recommended price. This recommendation takes into account the Reputation of your Hospital and the previous success rating for that particular treatment.



You can alter your percentage of the recommended price by **left-clicking** on the [+]/[-] buttons next to it.

The Casebook lists the diseases and Diagnosis Rooms you have discovered, diagnosed, or researched but this doesn't mean that your Staff are able to cure the diseases they can now attempt to treat. At the bottom of the list is the cure indicator. When you highlight an ailment, the icon at the bottom of the list shows you whether the cure is a visit to Psychiatry, a Drug from the Pharmacy, or a Machine.

Note that on the drug cure (a glass beaker), there is a number. This is the effectiveness percentage of that drug. Researching drugs raises their effectiveness.

Keep a regular track of the percentages in the Drug Casebook, as they will change frequently over time and will require readjustment. Overcharging makes money in the short term, but dissuades new Patients from entering the Hospital. Undercharging increases the number of admissions to the Hospital and potentially raises your Reputation, but each treatment earns you less.

The Improve Cure button at the bottom of the screen assigns the Research specialization percentage to the currently selected Cure.

Research (F4)

This screen is unavailable on the first level, and you must have built a Research Room before you can access it on any of the other levels.



When you first enter the Research screen, all five headings are allocated twenty % of the total Research available. If no Researchers are placed in the Research Room, no Research takes place, despite these figures. Researchers, whom you place in the Research Room, split their time equally between each area. To change the priorities of the Researchers, **left-click** on the arrows next to each area of Research and alter the percentages.

✔ **Note:** The total allocated Research cannot exceed 100%. In addition, placing more Researchers and Research equipment in the Research Room decreases the time needed for each improvement to be discovered.

The five areas of Research are as follows:

- **Cure and Diagnosis:** This researches new rooms to cure diseases and a greater range of Diagnosis Rooms.
- **Drugs:** This improves the effectiveness of all drugs.
- **Improvements:** This raises the strength of all machines.
- **Specialization:** This concentrates a percentage of your research on a specific cure that you are able to select in the Casebook screen.



Progress Report and Status (F8)



This screen provides you with information regarding the progress of you and the other players in the game. In the top right, a pie chart indicates how the population is split between the four Hospitals. To the left of this are graphs showing your win criteria. You must gain 100 per cent in all of these criteria by the end of each quarterly cycle to win that level.



The criteria are Reputation, Money, Cures, Happiness, and Hospital Value. Each is a fixed value that you must attain, as set out in the Briefing at the start of each level.

Lose criteria will appear as a red bar instead of a green one. If the red bar reaches 100 per cent you will achieve your lose criteria and forfeit the level.

In the top right corner are the names of the Administrators of the four competing Hospitals, including your own. **Left-click** on any of these names to display the statistics for that Hospital alone.

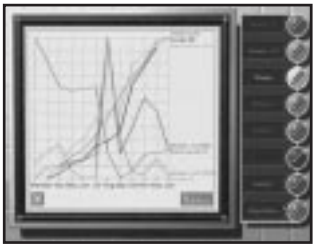
The Progress Report also displays information regarding the Overall Happiness, Thirst, and Warmth of the Patients in your Hospital. This gives you an indication of which improvements you might have to make.

Charts (F5)



This screen displays your statistics in chart form:

- Cash In
- Cash Out
- Total Wage Bill
- Bank Balance
- Number of Patients Visiting your Hospital
- Number of Successful Cures
- Number of Deaths
- Reputation



You can toggle each statistic on or off by **left-clicking** on the relevant pencil on the right. **Right-clicking** on a pencil turns off all the other statistics except that one.

You can also cycle through the graph's time scale by **left-clicking** the green button below and to the right of the graph display. The default setting shows figures over one year. The second shows twelve years and the third displays 48 years in four-year jumps.

Hospital Policy (F3)



Your Hospital has a policy towards its Staff and Patients. This can be viewed and changed here.





Firstly, you can set the Preferences as to whether a partially Diagnosed Patient will be treated anyway or sent home. If a Patient's **Partial Diagnosis** percentage is lower than that of the **Send Home** Slider, the Patient is automatically sent home. If it is higher than the **Guess at Cure** slider, then the Patient is automatically sent to be cured. Any Patients with a percentage in between the two sliders will require you to make a decision.

Diagnosis Termination is a sneaky and underhand way to make more money. Although you can Diagnose a Patient to 100%, whereupon the cure is obvious, you can keep the Patient in the Hospital by performing unnecessary further diagnosis, which the Patient eventually has to pay for. The Patient is, of course, not aware of the extra tests and receives the cure needed in due course anyway. It's just a way of extracting further cash when times are quiet.

You may set **Diagnosis Termination** to any level over 100%, but be aware that over-diagnosis places extra strain on your resources. If the Patient is kept in the Hospital for too long, he or she could well leave without paying. In that case, you would lose out financially and your reputation would suffer.

Send Staff To Rest governs the threshold of tiredness at which Staff will make their way to the Staff Room to relax. If this is set too low, your Staff will be more alert, but will spend much less time actually engaged upon their work; they'll be forever in the Staff Room, or on the way to or from it.

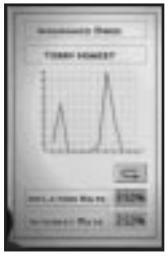
If you set the **Send Staff To Rest** threshold too high, Staff become more tired at their posts and make mistakes, as well as becoming increasingly unhappy. They end up asking for more money and even resigning if they feel they have been taken advantage of.

The **Staff Leave Rooms** Button toggles whether you want your Staff to attend rooms requiring someone of their Skills when they aren't actively working in their own room. If this is set to **No**, Staff are at their most efficient and will stay in their own rooms, unless they are using the Staff Room, or going to or from it. The downside is that you need to employ Staff for every room that requires it, if you wish to adopt this policy. This can be costly if some rooms aren't used regularly. This option is best for later levels, when you can afford at least one Doctor for each room. If Staff Leave Rooms is set to **Yes**, the Staff will leave their rooms if required elsewhere. This setting means that you may employ fewer Staff in your Hospital but it can lead to long queues and inefficiency, if Staff are forever rotating between rooms.

At The Bank



You can go to see the bank manager if you need extra money. The Current Loan option lets you borrow staggered amounts from the Bank, and will charge you interest. You can see Your Interest Payment for that loan on p. 44.



The Insurance Buttons on the right of the screen show you how your Patients' Insurance companies are paying you. Some Patients pay you in cash but others let you bill their Insurance companies. Some Insurance companies take more time to pay than others do. Left-click on their graphs to find out how efficiently your cash is flowing in.

The Inflation Rate affects how much you charge for treatment and the Interest Rate governs your how much Interest Payments cost you.

Left-clicking on the Bank Manager takes you to the Statement screen. Here you can watch the Hospital's cash flow. Accountants love this page. It makes them feel needed.

Left-clicking on the magazine on the table takes you to the Town Map.

Yearly Appraisal

At the end of each year, you get high score charts to read and maybe even an award to gloat over. You'll find out exactly how you're doing, compared to the computer players.



Hall of Fame

Left-click the Thumbs Up icon to see the top ten performers.

Hall Of Shame

Left-click the Thumbs Down icon to find out just how badly you did.

Awards



Time to gloat! Left-click on the Cup icon to browse over the certificates you've earned and polish those bronze statues. Winning awards leads to substantial amounts of increased revenue and Reputation.

Win or Lose

Whether you win or lose a level is determined by how well you achieved the objectives contained in the Briefing you received at the beginning of the level. The Status Screen shows you, in terms of percentage, how close you are to meeting the criteria required to win.



At the end of each quarter (three months), you are judged on how you have performed. If you have satisfied all the objectives, you may proceed to the next Hospital or remain where you are. Remaining where you are lets you build up your score and money. However, you must proceed through all the levels to complete the game. As well as having to meet all the criteria for winning, you must avoid meeting any of the losing criteria that were also outlined in the Briefing.

If you meet the lose criteria, scandal strikes your Hospital. There are a number of possible scandals but you really don't want know what they are, let alone see them.

Using the Menu Bar

The Menu Bar remains hidden at the top of the screen until you move your pointer over it. You can activate the menus by moving your mouse pointer onto the Menu Bar and **left-clicking and dragging.**

From the File Menu, you load, save or quit (or press Shift - Esc) your game.

From the Options Menu, you can change sound settings and volume, toggle the Announcer's Voice on or off, alter the speed of the game, choose the music from the Jukebox Panel, and set up Autosaving (saves to slot 8 every month.)

From the Display Menu, you can switch from High-Res to Low-Res, and toggle Shadows on or off. This directly affects the speed of the game. From the Charts Menu, you can access the Business Screens and re-read the Briefing for the current level.

Part 3: Quick Start Tutorial

When you start your first level of **Theme Hospital**, you will see a stopwatch just above the Control Panel. This is called the Build Timer and is designed to give you some construction time before Patients start arriving at your Hospital. You can open your Hospital at any time, but for now let's leave it running to give you time to build your Hospital.

First, your Hospital needs a Reception Desk. Click on the Furnish Corridor Button, found on the Control Panel. This brings up the Furnish Corridor panel. Click on the name 'Reception Desk' once to choose one Reception Desk. Now click on the Purchase Items button at the bottom of the panel to buy it.

You are now holding the Reception Desk. You can rotate it using the right mouse button. If you move it to an invalid position, such as a wall, it will turn gray and you will not be able to place it. Once you are happy with a position near the Hospital's main door, place it using the left mouse button.

Next, you need a Receptionist to deal with incoming Patients. Go to the Control Panel and click on the Hire Staff button. Now click on the Receptionist's Face at the bottom of the panel to bring up a list of Receptionists available for hire. At the bottom of the panel, there are two arrow buttons. Click on these to view all the Receptionists available for hire.



Choose a Receptionist with a good ability and reasonable salary, and click on the Hire button (the envelope at the bottom of the panel). You will now be holding the Receptionist. You can place her anywhere within the Hospital-except over objects or walls-using the left mouse button. She will then walk to her Desk.

Next, you will want to build a GP's Office. On the Control Panel, click on the Build Room Button. Then click on the Diagnosis Button to view the available Diagnosis Rooms. Click on the GP's Office.

The Build Room Panel has now been replaced by the Edit Room/Items Panel. On the panel, you are now asked to lay down a Blueprint for the GP's Office. Decide where you want to place the GP's Office, hold down the left mouse button and drag the Blueprint across the Hospital floor to increase its size. Initially, the Blueprint will be red. This means that it is too small. Continue dragging until it turns blue. Then let go. If you are unhappy with its size or position, you can drag out any edge of the Blueprint and move the entire Blueprint around by left-clicking and holding the mouse button in the middle of the Blueprint.

When you are happy with the size and position of your GP's Office Blueprint, click the tick button on the Edit Rooms/Items Panel. The Blueprint will now turn solid and you will be able to put down a door. If you move the mouse around the Blueprint, you will see a cursor door move along the edge. Decide where you want the door to be and left-click to place it. If the door is red, it is in an invalid position and you will not be able to place it there.

Once you have placed the door, you will have the option of building windows. These are positioned in the same way as the door, and you can place as many as will fit in the walls. To delete a window, move the window cursor over the window you wish to delete and right-click. Left-click the tick on the panel to finish the Blueprint altogether. If you are unhappy with any element of the Blueprint, click on the cross on the panel to cancel the previous stage.

Your room is now solid and has walls and carpet. In every room, there has to be some default furniture. In the case of the GP's Office, this is a desk, a filing cabinet, and a Patient's chair. You are now automatically holding the desk, so move the mouse over the room and you will be able to position the desk. If the desk is in an invalid position, it will be grayed out. You are able to rotate the desk using the right mouse button. Click the left mouse button to place the desk down.

Place the filing cabinet and the Patient's chair in the same way. When you are happy with the lay-out of your room, click on the tick to open the room for business.

Your next task is to hire a Doctor. Click on the Hire Staff Panel at the bottom of the screen, and click on the picture of the Doctor. You can then view all the available Doctors using the arrow buttons at the bottom. Choose a Doctor with a reasonable ability and salary and click on the envelope button to hire him.

You're now holding the Doctor, so place him in the same way as a Receptionist. If you place him in a corridor, he will walk around, waiting for a Patient to arrive at the Hospital. If you place him straight into the GP's Office, he'll start working on his computer immediately, and will begin to get tired.

Now that you've built the fundamental elements of your Hospital, you can open it to the sick public. Click on the Build Timer's GO button. The Timer will now disappear and Patients will start arriving soon.

Your Doctor will see incoming Patients but might not be able to completely diagnose them in just one consultation. You will therefore need a General Diagnosis Room to provide diagnoses that are more specialized. To build a General Diagnosis Room, click on the Build Room Button and go to the Diagnosis section of the Panel. Select General Diagnosis Room and construct it in the same way as the GP's Office. Note that the items of default furniture in the General Diagnosis Room are the Screen and the General Diagnosis Machine.

The General Diagnosis Room requires a Doctor. You don't need to hire one specifically for it, but it's sensible to, because one Doctor will waste too much time travelling between the two rooms. Hire a Doctor using the Hire Staff Button and panel as before. Unless he is placed in the General Diagnosis Room, he'll make his own way there when his services are needed.

In order to cure many of your Patients, you will need to build a Pharmacy. Go to the Build Room Panel and click on Treatment. Select Pharmacy and build the room in the same way as the GP's Office. If you would like extra furniture for this room, then once you have placed the Medicine Cabinet, click on the Extra Items button on the Edit Room/Item Panel. You can choose from plants, fire extinguishers, radiators, and bins. All these make the occupant of the room happier. Extra items can be added to any room.



Now you'll need to hire a Nurse. This is done using the Hire Staff Panel in the same way as hiring a Receptionist or Doctor. Once you have chosen a Nurse, hire her for the Hospital and place her down.

Now your Hospital is equipped enough to deal with Patients, and cure those which require Pharmaceutical drugs.

The next step is to provide your Patients with Corridor Furniture. Benches are the most important item, as seated Patients are significantly happier. Place them outside your rooms and in other useful locations. Drinks machines quench Patients' thirsts, and plants and fire extinguishers make them happier. Radiators will keep everyone in the Hospital warm and more content.

Note that your plants will require watering. You will need the services of a Handyman. He can be hired in the same way as all the other Staff. Place him in a corridor and not only will he water your plants, but he'll keep your Hospital tidier.

By now, your Staff will be getting tired. You will need to build a Staff Room to refresh them. Go to the Build Room Panel and select Facilities. Then click on Staff Room. Create the room as before. Note that buying Extra Items enables more Staff to rest at the same time, and increases the rate at which they relax.

You now have a fully functional Hospital. As time goes by, you will need extra rooms to cope with more Patients and new diseases. You can expect a range of Psychiatric conditions and cases of Bloaty Head Disease. These will require a Psychiatry Room, complete with a Doctor possessing a Psychiatric qualification, and an Inflation Clinic. You might also want to provide a Toilet (Facility) for your Patients.

Appendix A: Staff and Patient Mood Icons

Staff

	**Hot**	Staff are overheating. You might have too many radiators, or the boiler thermostat might be malfunctioning. In this case, you can do nothing until it's automatically fixed.
	**Cold**	Either Staff require more radiators to warm them up or the boiler is on the blink and your radiators are temporarily out of order.
	**Diagnosis Complete**	This is self explanatory, isn't it?
	**Patient Needs More Diagnosis**	This Patient will be sent for further diagnosis automatically.
	**Staff Resigning**	This member of Staff is leaving the Hospital in disgust.
	**Staff Tired**	The Staff member will soon be heading for the Staff Room for a rest. If you've built one, that is.
	**Staff Waiting For Patient**	This Staff member is ready to see the next Patient.
	**No More Diagnosis For Patient**	Your Staff have exhausted all the possibilities for diagnosing this Patient, without finding exactly what is what with him or her.



Patients

	**Hot**	Patients will soon require visits to Drinks machines. You might have too many radiators, or the boiler thermostat might be malfunctioning. In this case, you can do nothing until it is fixed automatically.
	**Cold**	Either Patients require more radiators to warm them up or the boiler is on the blink and your radiators are temporarily out of order.
	**Thirsty**	Patients will visit Drinks machines, if any exist in your Hospital.
	**Unhappy**	Patients require treatment that is more prompt, drinks, toilet facilities, more moderate temperatures, plants and fire extinguishers, or greater cleanliness from your Hospital.
	**Leaving/Fed Up**	Patients achieve this state when they've been unhappy for a considerable length of time.
	**Patient Cured**	Your treatment has been 100 percent successful. The Patient will now leave, happy.
	**Patient Not Cured**	Treatment has been unsuccessful. The Patient must be re-admitted to a GP's Office to start the procedure again.
	**Patient Not Paying**	Your charges for treatment are almost certainly set too high, and the Patient,although cured successfully, is refusing to cough up the readies.
	**Patient Going To The Toilet**	Even characters in computer games need to relieve themselves occasionally.

	**Contagious Disease**	Patient must be treated soon and is at risk of starting an epidemic.
	**Waiting For Vaccination**	During an epidemic, the Patient has contracted a contagious disease and must be vaccinated as soon as possible.
	**Next In Line For Cure**	Patient is at the head of the queue for cure.
	**Vaccinated**	Patient has been vaccinated in time, and no longer presents an epidemic threat to the Hospital.
	**Patient In Emergency**	Patient has been admitted under Emergency conditions, and must be seen as soon as possible.
	**Patient Waiting For Decision**	You must decide what course of action to take with this individual. A Pop-Up Icon will inform you of the possible selections.
	**Patient In Queue**	Patient is waiting for diagnosis or treatment in a queue system. This icon indicates that the Patient is reasonably happy.
	**Patient Close To Death**	There are four variations on this icon to depict how close the Patient is to death. It's up to you to try a last minute cure or to send them home...
	**Machine Due For Repair**	This icon pops up wherever you mark a machine for repair by a Handyman.





Spleen B: Q&A

Q: Buttons are flashing at the bottom of the screen!

A: There are two possible reasons for this. First, the tutorial might be on, in which case, either follow the tutorial or quit and start again, making sure it is not on. Alternatively, you're seeing the Research Screen button telling you that new research has been completed, so stop panicking.

Q: Furniture doesn't fit in the room I've just built.

A: If rearranging the furniture doesn't help, your room is too small. You can resize it by returning to the blueprint stage. It's unwise to build a room smaller than 4x4 squares and some rooms, like Wards, should be at least 6x6 squares large.

Q: I have Bloaty Head Patients but they're not going to the Inflation room!

A: Patients must be diagnosed, even when they've got something obviously wrong with them, like Bloaty Head. The first thing to check is that there are enough GP's Offices and General Diagnosis Rooms available. Some diseases can't be diagnosed in some rooms.

Q: I have lots of Patients in my Hospital doing nothing!

A: Chances are, your Receptionist has a big queue. Build more Reception desks and hire more Receptionists. Also check your queue sizes, especially on the GP's Offices, as they can fill up quite quickly and build more. You may also have not enough Doctors so look around and, if too many rooms are empty that shouldn't be, hire some more staff.

Q: All my Patients are vomiting!

A: They are sick of the sight of you. You didn't hire enough Handymen. If you are quick and hire a few more then you may be able to keep it under control. For a quick fix, grab one, and drop him on top of a pile of sick. He'll soon sweep it up!



Q: How can I gain more reputation?

A: Reputation is based on individual cure reputations and prices, number of Patients cured (in each individual disease as well), number of deaths, good diagnoses, and a few more things. Improve in all these areas to get more.

Q: How do I increase the Hospital value?

A: This is the material value of your Hospital and is based on your Hospital size, number of rooms, equipment, number of staff, Patients your Hospital can handle etc. Improve in all these areas to get more value.

Q: All my plants are dying!

A: Plants are watered by the Handymen. You don't have to tell them to do this but watering them takes up valuable time that could be spent clearing litter. Hire more Handymen, or change their priorities.

Q: Why are some of my staff walking off? I didn't sack them!

A: Staff resign if they are fed up. A pop-up icon appears. If you do not left-click on the icon after a month then the icon disappears and the member of staff walks out. You can see if a member of staff is resigning because they have an special icon above their heads. It could be that your Policy Screen is particularly harsh on their Staff Rest levels. You may also want to keep an eye on Staff Management in the future too.

Q: Everything is just going wrong! I can't handle this!

A: Get a grip! Pull yourself together. Practice makes perfect. Are there buttons you haven't pressed yet? Is your drug casebook up to scratch? How fast are you at building rooms? What are you, human being or rat?

Kidney C: More Gameplay Information

Money, Money, Money

You won't last long if you don't make money. Unfortunately, getting money from your patients is not as simple as you might wish. The following section will help you understand how things work in Theme Hospital — if you think you've been short changed, read on...

Patients

When a patient is cured of a disease, two things happen. Firstly, you get paid. More importantly, your reputation for curing that particular disease increases.

Your reputation will effect the standard treatment charge, found in the casebook screen. The higher your reputation, the higher your 100% treatment charge will be. You can still increase or decrease your treatment charge manually, relative to the 100% charge. Remember, your reputation can go down as well as up and this will also effect the 100% treatment charge.

Patients pay you in one of two ways. You either get paid by the patient directly, or by the patient's insurance company. Should the patient pay directly, the charge will be credited to your balance and appear on your statement immediately. If the patient uses an insurance company, the insurers will not pay you immediately. Although the insurance payment will show up in your Money Earned on the casebook screen, it will not appear on your balance or on your statement until the Insurance Company finally pays up. Don't worry. It's not as complicated as it sounds.

Emergency Cases

Emergency cases work slightly differently. The fax announcing the emergency will tell you the total bonus you can earn. When you cure an emergency patient, a charge floats up from the cured patient. This is a treatment charge for the disease that was current when the emergency was declared. For example. If your treatment charge for Heaped Piles is $300 when the emergency is declared, each cured patient will net you $300, even if your treatment charge has since increased. When the emergency is over (i.e., when the nurse's watch disappears), you will receive a fax. This will tell you how successful you were in dealing with the emergency. The amount stated on this fax is your bonus—this is automatically credited to your account. Should you do badly, you run the risk of receiving no bonus at all, so treat your emergency patients with care.



Diagnosis

Once you discover a new illness, you may expect all cases of that illness to be easy to diagnose and cure. This is not always the case. While you may have discovered, for example, Invisibility, diagnosing each individual case correctly may be beyond the ability of your doctors. If this is the case, you are given one of two choices to make, via your fax machine.

If your doctors are completely dumbfounded as to the problem, you may either dismiss the patient from your hospital, or build more diagnosis rooms while he/she waits. Remember though—no patient will wait in your hospital forever, no matter how nice you think it may be. If, on the other hand, your doctors suspect the cause of the patient's problems, you are given a chance to try a 'best guess' cure. The more confidence your doctors have, the higher the percentage displayed on your fax will be.

Your Advisor

Is the Advisor getting you down? Then turn him off with **SHIFT**-A. If you find yourself in need of his help again, another press of **SHIFT**-A will bring him back.

Research

In time, your researchers will come up with new tools to help you diagnose and cure your patients. If the Advisor informs you that the research team has come up with a new invention, it may be an item that can only exist in certain rooms. For example, the Computer is a tool that you can only place in the research room itself. There are plenty to discover—so pay close attention to your advisor.

Now, goodnight everyone, it's time for bed...

Difficulty Level

Despite indications to the contrary, the only difficulty level available is "MEDIUM." Setting the level has no bearing on game performance or AI.

Autosave

The **Autosave** function will save to Slot 8. Do not save to this slot manually because it will be overwritten by the **autosave** function. You can load a quick save game by pressing **SHIFT**-L during a game.

Training

Once a doctor reaches Consultant level, he is considered to have reached the limit of his individual abilities. Therefore, he can no longer be trained in a specialized skill such as Surgery. If you wish to train up a doctor to become a qualified specialist, then you should choose a doctor that will not reach Consultant level before his specialized training is complete.

Status Screen

At year-end, you are presented with several screens which show your performance over the year. You are also given awards—either good or bad—for specific goals that you may or may not have reached. These awards can effect your reputation, or bank balance. Be warned that if you are near to your "lose criteria," these awards may push you below the limit, resulting in the end of the game. On the other hand, if you are very near to winning, a couple of good results may be all you need to increase your statistics, and complete the level.

Some league tables displayed at year end indicate statistics for your hospital since it was opened. For example, you may have killed no patients in the current year, but your total deaths will still indicate a positive figure.

Loans

Loans are linked to the value of your hospital and are not shown in your balance on the main game screen. The total balance is displayed in your Status screen when placing your mouse over the Dollar Note. If you are in the red and it says that you require a certain amount to stay in the game, e.g. -$20,000, this figure does not include your loan. In other words, if you had previously taken out a $30,000 loan and your balance is now -$10,000 which makes a total balance of -$40,000 you still will not lose the level at year end. Your balance on the main screen needs to be below -$20,000 to lose.



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