theme HOSPITAL

Quick Playguide

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QUICK PLAYGUIDE

EPILEPSY WARNING

PLEASE READ BEFORE USING THIS GAME OR ALLOWING YOUR CHILDREN TO USE IT.

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life.

Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

We advise that parents should monitor the use of video games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, while playing a video game, IMMEDIATELY discontinue use and consult your doctor.

Precautions To Take During Use

- Do not stand too close to the screen. Sit a good distance away from the television screen, as far away as the length of the cable allows.
- Preferably play the game on a small screen.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

Contents

Manuals

Welcome to the many documents of Theme Hospital. Traditional hospital bureacracy always demands documents in triplicate and who are we to argue?

The Quick Playguide.

You're reading it. A guide to starting the game, and all the information you need to get up and running. However, if you only rely on this for the entire game, you're bound to slip up on the banana skin of resource management.

The Manual

The foundation stone of Theme Hospital. How to manipulate your surroundings, gain a greater understanding of what goes on around you. Detailed gameplay instructions for a detailed game.

The Reference Card.

For all the technical stuff. Installation, technical configuration.

Introduction

The Health Ministry of Theme World have 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 great 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.

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. But 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 it deflated 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 which glowed with electric currents. A doctor threw a switch and the figure jolted and jerked as the industrial-strength electrolysis machine did its work. The smell of burning 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. That was bone he was looking at. The world went grey, as Sir Reginald fought to stop himself 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 anything he'd already seen. Sure enough, as he peered into a well-appointed office, he saw a calm, clever-looking psychiatrist counselling someone on a couch. The figure looked familiar. Slicked quiff? 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 partly 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?"

Running Theme Hospital

Once the game has been installed to your hard drive (see the Refernce Card for installation instructions, you can begin play.

To run the game from Windows 95, **left click** START and select the PROGRAMS/BULLFROG groups and **left click** Theme Hospital.

To run the game from DOS go into DOS and at a C:\> prompt, type **cd\hospital**, type **hospital** and press Enter.

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

Title Screen

When the Title Screen appears, press the **Space** bar or a mouse button to open the Nickname Entry Box. Just 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 **Return**, so make sure it is typed correctly.*

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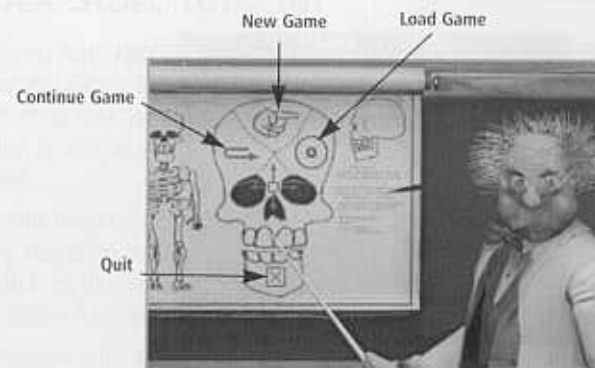
Meet the professor. His cunning cranial diagram describes five different game choices: Move your mouse to make the professor point to your choice. Then **left click** to proceed.

New Game begins the process of setting up a completely new game of Theme Hospital and takes you to the Game Settings Screen.

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.

Quit Theme Hospital and return to your computer's operating system.

Left click the mouse button or press the **Space** bar, to skip past the professor's animations at any time.

The Load Game Screen

All the saved games which belong to a nickname are listed here.
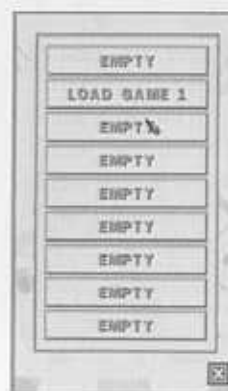
Slot 0 is the **quick save slot** (you can save during the game by pressing **ALT S** - see Lymphatic System C). **Left clicking** on any slot loads it.

Press **ESC** or **left click** on the Exit button (the white X to the bottom right of the screen) to quit the screen.

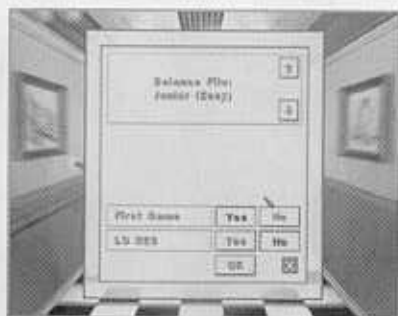## The Game Settings Screen

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**.

Press ESC or **left click** on the Exit button (white **X** at the bottom) to quit the screen.

The Board Game Screen

When you **left 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. **Left 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 in order to qualify for the job of setting up a new, more challenging Hospital. **Left click** on the green cross at the bottom of the Mission Briefing to get the game rolling.

Note: Left clicking on a green cross on any overlay will banish it from your screen. Until the next one.

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. **Left click** on the Place Corridor Items Button, found on the Control Panel. This will bring up the Place Corridor Items Panel. **Left click** on the name 'Reception Desk' once to choose one Reception Desk. Now **left 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 with a **right click**. If you move it to an invalid position, such as a wall, it will turn grey and you will not be able to place it down. Once you are happy with a position near the Hospital's main door, place it with a **left click**.

Next you will need a Receptionist to deal with incoming Patients. Go to the Control Panel and **left click** on the Hire Staff button. Now **left 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. **Left click** on these to view all the Receptionists available for hire.

Choose a Receptionist with a good ability and reasonable salary, and **left 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 **left click**. She will then walk to her Desk.

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

The Build Room Panel has now disappeared and has 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, **left click, hold 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 if you **left click, hold and drag** the mouse button in the middle of the Blueprint.

When you are happy with the size and position of your GP's Office Blueprint, **left 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, **left 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 greyed out. You are able to rotate the desk with a **right click**. **Left click** to place the desk down.

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

Your next task is to hire a Doctor. **Left click** on the Hire Staff Panel at the bottom of the screen, and **left 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 **left 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 also begin to get tired.

Now that you've build the fundamental elements of your Hospital, you can open it to the sick public. **Left click** on the Build Timer's hand icon. 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 more specialised diagnosis. To build a General Diagnosis Room, **left 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. So 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 **left 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, **left 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 where they are most needed. Drinks machines will quench Patients' thirsts, and plants and fire extinguishers will 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 **left 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.

For a fuller explanation of how to play Theme Hospital, refer to The Manual. You'll be glad you did.

Appendix A: Staff, Patient and Machine Mood Icons

Staff

Hot

Staff are overheating. You might have too many radiators, or the boiler thermostat might be malfunctioning. If this is the case, there is nothing you can do until it is fixed automatically.

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

Diagnosis has been completed, this Patient now needs curing.

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. If this is the case, there is nothing you can do 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 more prompt treatment, 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 per cent 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 once 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

The 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 at the present time.

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.

Machines

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 re-arranging 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've got 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've got lots of Patients in my Hospital doing nothing!

A: Chances are, you've got a big queue at your Receptionist. 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 and good diagnosis' 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 which 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?

Lymphatic System C: Keyboard Commands

Move around the hospital with the cursor keys

When buying Corridor or Extra Room Items, holding down the **Shift** key while increasing or decreasing the number of items you want to buy will increase or decrease in multiples of five. Holding down **CTRL**, will increase or decrease the number of items you buy by ten.

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

If you want to set a zoom key so you can zoom to a selected part of your hospital at a key press, go to where you want to zoom to, hold down **ALT** and press one of the Function keys. This will store your zoom position. Then, pressing **CTRL** and the same Function key, you can zoom to that position.

Holding down **W** will speed up your hospital to 'And Then Some More' speed.

ALT S is the quick save slot. **ALT L** will then load it again.

P will pause the game. Press **P** again to unpause.

Shift Q- Quit game.

Press **1, 2, 3, 4** or **5** to change the speed of the game to slowest, slower, normal, max speed or 'and then some more'.

TECHNICAL SUPPORT

If, after thoroughly reviewing ALL the documentation, you are still having a problem with this software, please read the following section.

Electronic Arts has a staff of customer service technicians ready to help you with any problems you may encounter with the game. Electronic Arts Customer Service is available Monday to Friday during normal business hours on (01753) 546465.

Today's PCs run with millions of different hardware and software combinations. Because of this, you may also have to refer to your computer dealer or hardware manufacturer in order to properly configure their product to run with our game.

When you call, if at all possible, be near your computer. If it is not possible, make sure you have the following information ready:

- The error message displayed when the problem occurred (if any).
- A listing of your machine type and hardware contents, including CPU, sound and video board details.
- The Operating System type, and version number you are currently running.
- Your mouse and driver type (if applicable).
- Your CD-ROM drive type and CD-ROM extensions and driver versions.
- A printout of your hard drive and bootdisk Autoexec.bat and Config.sys files.

Or you may write to us at the following address, including a daytime telephone number and the above information.

Electronic Arts Customer Service,

PO BOX 835, Slough, Berkshire, England SL3 8XU

If you live outside the United Kingdom, you can contact one of our other offices.

In Australia, contact: In the United States, contact:

Electronic Arts Pty. Ltd.   Electronic Arts Technical Support
P.O. Box 432   P.O. Box 7578
Southport Qld 4215   San Mateo, CA 94403-7578
Australia.

In the United States, if you need to talk to someone immediately, call us at (415) 572-ARTS Monday through Friday between 8:30 AM and 4:30 PM, Pacific Time. Please have the relevant information ready when you call. This will help us answer your question in the shortest possible time. EA Tech Support Fax: (415) 286-5080.

In Australia: Gameplay, Hints, and Tips Line Phone: 1 902 262 062 (1.00 per min.) ITM
Technical Support Phone: 1 902 263 163 (2.00 per min.) ITM
7 days a week 8:30 AM—10:30 PM. If you are under 18 years of age parental consent required.

How to Reach us On-Line

Internet e-mail: uk-support@ea.com

World Wide Web: Access our Web Site at http://www.ea.com

FTP: Access our FTP Site at ftp.ea.com

CompuServe: Game Publishers Forum A (GO GAMAPUB)

Or send e-mail to 76004,237

Notice

Limited Warranty

Returns After Warranty.

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Manual

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MANUAL

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Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

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- Do not stand too close to the screen. Sit a good distance away from the monitor screen, as far away as the length of the cable allows.
- Preferably play the game on a small screen.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

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Welcome, welcome. You've had a quick play yes? And let me guess, your patients have been moaning, queing, throwing up, the staff are running amok and your bank balance is starting to look like the national debt of Brazil. Never fear, there's more detailed information in here...

The Hospital

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** and any function key between **F1** and **F5**. Then when you press **CTRL F1 - F5** during the game, your point of view jumps to that 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 which describes the function of an icon or panel.)

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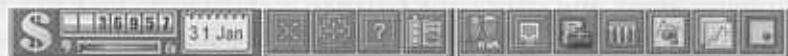
The Control Panel is the technical name we've given to the area beneath the Hospital View window. The Control Panel is split into four main sections; Finance, Build/Hire, Business and Dynamic Info Bar. How the panel works is described in *Using The Control Panel*, below.

The Build Timer

The Build Timer is one of the first things you notice is 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 **left clicking** on the hand icon, 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*.

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 - at everything - 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 Calendar: A reminder of how long you've got 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 Place Corridor Items panel appear. See Place Corridor Items 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 to choose from; Diagnosis, Treatment, Clinic and Facility. When you **left click** on one of these types, the right side of the panel opens up 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 (see page 13) 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 specialist machinery to give Patients a more thorough examination than they could have in a GP's Office.

The Ward can also 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 Theatre 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 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.
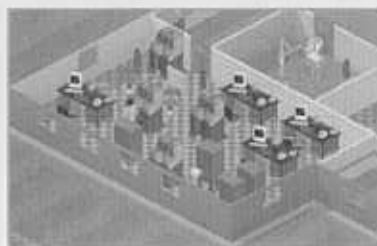
Research Rooms enable Doctors with the Research Skill to investigate new cures, improvements to drugs and technology, and completely new medical equipment. You can send Patients to the Research Room to help the research process.

Controlling Research is explained in *Using Business Screens*, page 17.

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.

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.

The time it takes to train a Doctor depends on how many Doctors you send for training simultaneously. 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 each session. 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. A bar below the Doctor's skills show how far the Doctor's training has progressed.

You cannot build a Training Room in the early levels of Theme Hospital.

Place Corridor Items Panel

How you furnish your Hospital's corridors is important. These are the Corridor Items you have to choose from.

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 Reception 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. But 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 favourable. Fire Extinguishers also do 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. But remember, 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. Drinks 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 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 (**left click** on Cancel) 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 of a room and where it is to be built. 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 if there is no space to do so. 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 up a menu list of the items which 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 those 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 Theatres. Operating Theatres cannot function without Surgeons (in fact, two Surgeons are required for each Operating Theatre). When two Doctors with Surgeon Skill enter the Theatre, 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.

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, tiredness and other concerns as well. You can also perform sackings and bonus pay-outs from this screen. You can see how much you are paying them and, in brackets, their recommended salary.

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 Cheque icon, when **left clicked**, awards the Staff member a ten per cent 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.
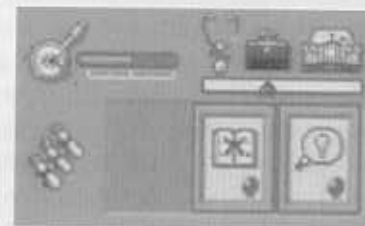
Extra information is available towards the bottom of the screen whenever you select a Doctor. The Doctor's Seniority (Junior, Doctor or Consultant), and Skills, such as Psychiatric or Surgeon are also displayed. If a Doctor is receiving training in a particular Skill, a bar is displayed beneath that Skill, to indicate how far the Doctor's training has progressed. See Training Room in *Build Rooms*, above.

Town Map

Left clicking on this button brings up a map showing the Hospital. There is only one plot of land on the first level but, from level two onwards, you can buy extra plots of land to expand your Hospital into. 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.
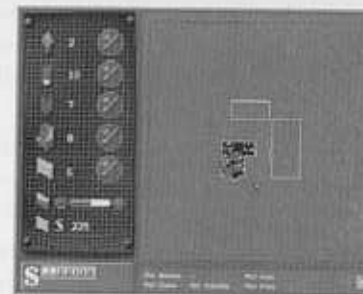
Note: Plots of land cost significant amounts of money and, once bought, cannot be sold.

theme HOSPITAL

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

The pencils on the Town Map screen toggle off and on the representations of each object as a dot on the map. You can **left 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 will take 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 percentage of the recommended price that you charge by **left clicking** on the Plus and Minus signs.

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 Concentrate Research button at the bottom of the screen assigns the Research specialisation 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 per cent of the total Research available. If no Researchers are placed in the Research Room, no Research takes place, despite these figures. Researchers 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%. Also, 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.

Specialisation: This concentrates a percentage of your research on a specific cure which 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 which 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.
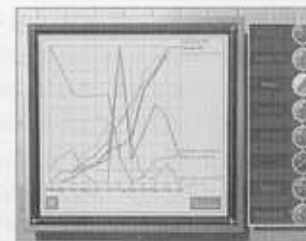
You can toggle each statistic on or off by **left clicking** on the relevant pencil on the right. **Right clicking** on a pencil turns off all the other statistics except that one.

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 you figures over one year. The second will show you 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 and, 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. The downside is that you need to employ Staff for every room which requires them, 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 running between rooms.

At The Bank

Press the '$' to go to 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, at the bottom of this screen.

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. **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.

Staff, Patient and Machine Management

They are all over the place. Resting, queuing, getting fed up and exploding when you least expect it. It's your job to keep everyone and everything moving smoothly.

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 bottlenecks. 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 **left click and hold** on a Patient. You can then move the Patient into the other GP's Office queue by **holding and dragging** into the Hospital View. The Patient then leaves the current queue and joins the queue for the other office.

*Note: When you **left click** on a Patient in the Queue Panel, the Patient flashes in the Hospital View.*

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 Receptionist to another, as you would handle any room queue but you can't move Patients from a Receptionist queue straight into a room queue.

Patient Redirection Panel

This panel is accessed by holding down the **right** mouse button over a Patient from a Queue Panel. To select one of the icons on this panel, keep the **right** mouse button held down and move the mouse down until the pointer is over the icon you want. Let the mouse go and the icon is selected.

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 against. 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.

The Doctor's happiness 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 paycheque. 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 **left 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, whilst waiting for you to 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 to.

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 **left click**, **hold** 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.

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*, below).

To repair a machine, **left click** the cursor 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.
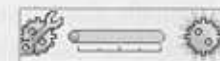
Continual use leads to deterioration. This bar shows you that process, falling from right to left.

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 Info Bar 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*, on page 37) 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 cured 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.

If you right click on the Nurse's watch, a Patient Information Panel pops up, allowing you to cycle through the details of the incoming Emergengy 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.

If you right click on the Epidemic Watch, a Patient Information Panel pops up, allowing you to cycle through the details of the infected Patients.

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 mouse pointer changes to a Vaccination Canister during this procedure. The Patient due to be vaccinated next is marked 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

A number 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 and treatment 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 in a huff.

VIP: When this icon appears, it means a VIP wants to pay your Hospital a visit. You can either grant their 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. These usually add more detail to an event you're already aware of, including exactly what a VIP thought of your Hospital, how many emergency Patients you cured or how big your last bonus was.

Disasters

Hospitals sometimes have to deal with disasters and continue to work efficiently. 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 spill their stomach out. Cleaning up this mess quickly and without fuss is part of a Handyman's job. However, you know if one person sees another person being sick, the feeling of nausea spreads... Unchecked by your Handymen, your Hospital can suffer from a wave of vomiting, giving you a genuinely serious and time consuming problem to sort out.

Boiler Breakdowns

If you have many radiators and few 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!

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. 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. The cursor turns into gun sights, **Left click** to shoot! Splat one rat! Just make sure a Handyman cleans it up.

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.

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 how close you are to meeting the criteria required to win.
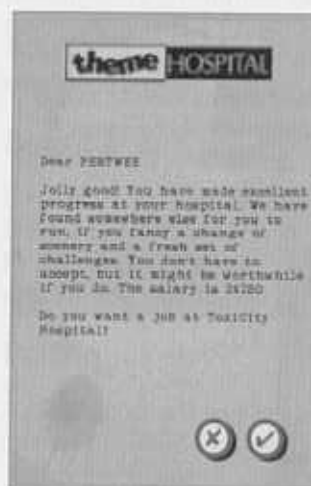
At the end of each quarter (three months), you are judged on how you have performed. If you have satisfied all the objectives, you may proceed to the next Hospital or remain where you are. Remaining where you are lets you build up your score and money. However, you must proceed through all the levels in order to complete the game.

As well as having to meet all the criteria for winning, you must avoid meeting any of the losing criteria which were also outlined in the Briefing. If you do 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 ever see them.

Credits

DESIGNED AND CREATED ....by Bullfrog Productions

Pluto Development Team............................Mark Wembley, Gary Carr, Matt Chilton, Matt Sullivan, Jo Rider, Rajan Tande, Wayne Imlach, Andy Bass, Jon Rennie, Adam Coglan, Natalie White

Programming ....Mark Webley, Matt Chilton, Matt Sullivan, Rajan Tande

Art...Gary Carr, Jo Rider, Andy Bass, Adam Coglan

Additional Programming ....Ben Deane, Gary Morgan, Jonty Barnes

Additional Art .Eoin Rogan, George Svarovsky, Saurev Sarkar, Jason Brown, John Kershaw, Dee Lee

Intro Sequence ....Stuart Black

Music and Sound Effects ....Russell Shaw, Adrian Moore

Additional Music ....Jeremy Longley, Andy Wood

Announcer Voiceover..Rebecca Green

Level Design ....Natalie White, Wayne Imlach, Steven Jarratt, Shin Kanaoya

Scripting..James Leach, Sean Masterson, Neil Cook

R&D Graphics Engine ....Andy Cakebread, Richard Reed

R&D Support ....Glenn Corpes, Martin Bell, Ian Shaw, Jan Svarovsky

LIBRARY AND TOOLS

Dos and Win 95 Library...Mark Huntley, Alex Peters, Rik Heywood

Network Library..Ian Shippen, Mark Lamport

Sound Library ....Russell Shaw, Tony Cox

Installer Programming ....Andy Nuttall, Tony Cox, Andy Cakebread

Moral Support ....Peter Molyneux

Testing Manager...Andy Robson

Lead Testers...Wayne Imlach, Jon Rennie

Play Testers..................Jeff Brutus, Wayne Frost, Steven Lawrie, Tristan Paramor, Nathan Smethurst

Additional Play Testers.........................Robert Byrne, Ryan Corkery, Simon Doherty, James Dormer, Martin Gregory, Ben Lawley, Joel Lewis, David Lowe, Robert Monczak, Dominic Mortoza, Karl O'Keeffe, Michael Singletary, Andrew Skipper, Stuart Stephen, David Wallington and all our other Work Experience Play Testers

Quality Assurance...Simon Romans, Chris Chaplin

Technical Support ....Kevin Donkin, Mike Burnham, Simon Handby

Marketing ....Pete Murphy, Sean Ratcliffe

With thanks to ....Tamara Burke, Annabel Roose, Chris Morgan, Pete Larsen

PR ....Cathy Campos

Documentation ....Sean Masterson, Jon Rennie, James Leach, Richard Johnston, James Lenoel

Documentation & Packaging Design..Caroline Arthur, James Nolan

Localisation Project Manager ....Carol Aggett

Localisation ....Bettina Klos, Alexa Kortsch, Bianca Norman, Sandra Picaper, Sonia 'Sam' Yazmadjian, Julio Valladares, Gian Maria Battistini, Maria Ziino

Production ....Rachel Holman

Producer..Mark Webley

Associate Producer..Andy Nuttall

Operations ....Steve Fitton

Company Administration ....Audrey Adams, Annette Dabb, Emma Gibbs, Lucia Gobbo, Jo Goodwin, Sian Jones, Kathy McEntee, Louise Ratcliffe

Company Management ....Les Edgar, Peter Molyneux, David Byrne, all at Bullfrog Productions

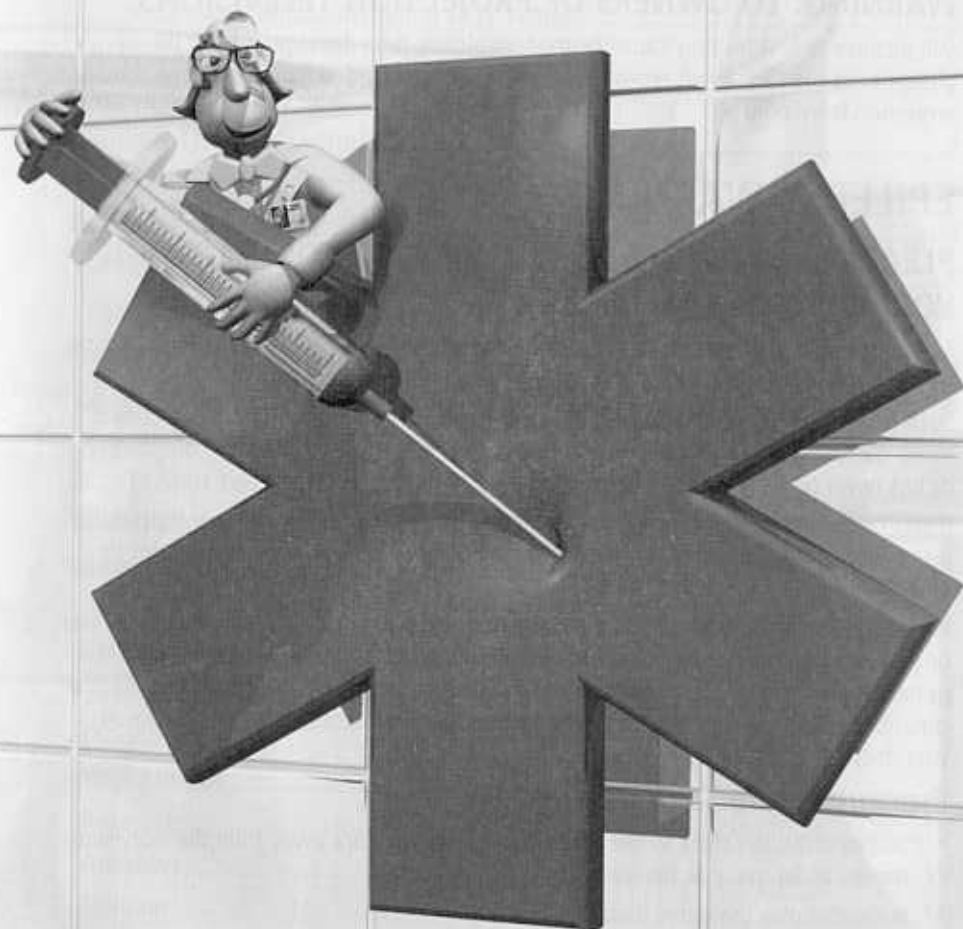Special Thanks to.Everyone at Frimley Park Hospital, especially Doug Carlisle and Beverley Cannell

theme HOSPITAL

An Electronic Arts® Company
PO Box 835
Berkshire
SL3 8XU

BULLFROG
PRODUCTIONS LTD

BFE05101048Y

Reference Card

REFERENCE CARD

WARNING: TO OWNERS OF PROJECTION TELEVISIONS

Still pictures or images may cause permanent picture-tube damage or mark the phosphor of the CRT. Avoid repeated or extended use of video games on large-screen projection televisions.

EPILEPSY WARNING

PLEASE READ BEFORE USING THIS GAME OR ALLOWING YOUR CHILDREN TO USE IT.

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life.

Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

We advise that parents should monitor the use of video games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, while playing a video game, IMMEDIATELY discontinue use and consult your doctor.

Precautions To Take During Use

- Do not stand too close to the screen. Sit a good distance away from the television screen, as far away as the length of the cable allows.
- Preferably play the game on a small screen.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

CONTENTS

IMPORTANT INFORMATION ON DIRECT X™

Theme Hospital uses Microsoft® DirectX 3.0 for Windows® 95.

Microsoft DirectX 3.0 increases the speed at which games play under Windows® 95. With DirectX 3.0 a program has instant access to the hardware, allowing for great advances in graphics, sound, video, 3-D, and network capabilities of games.

Direct X 3.0 is a relatively new program in the computer market and not all manufacturers have adapted their video cards to run the new software. However the majority of manufacturers are releasing new drivers for video cards that are supported with DirectX 3.0. To check compatibility phone your manufacturer direct or search the Internet for their WEB page to download the latest drivers preferably before installing the game.

If your computer does not have drivers that have been tested with DirectX, you will see the following message during installation:-

Setup has detected drivers that have not been tested with DirectX. To get the best game performance, Setup can replace your existing drivers. Do you want setup to replace the drivers.

If you receive this message contact your manufacturer and ask them to send you drivers that support DirectX 3.0. **Alternatively** :- you can try and run the game without using DirectX 3.0. In most cases this will be successful and allow you to run the game without further problems. If you do this, you may experience slight problems with the audio and video eg. Accelerated video, slow frame rate etc. If your existing drivers display an error message or simply refuse to run the game contact your manufacturer to obtain the updated drivers.

If you have installed Direct X and still receive problems run a program called **DXSetup** (by simply double clicking on it) which can be found on the CD-ROM in the Redist/DirectX directory. This will display you a list of drivers currently supported by DirectX 3.0. If there is a blank space in the third column for one of the components (see example below) this may mean that you will need to obtain the latest driver for this program by contacting your manufacturer. **However there is one exception to the rule,** and that is some manufacturers will produce their own DirectX compliant drivers. In this case you will still get a blank in the display driver section, **but the game will run correctly!** Try running the game before obtaining new drivers.

eg.
DirectX Subsystem

Component	Version	
DirectDraw™	4.04.00.0068	Certified
Display Driver	4.03.00.2119	
Direct3D™	4.04.00.69	Certified
DirectSound™	4.04.00.0068	Certified
Audio Driver™	4.33.00.0014	Certified
DirectPlay™	4.04.00.0068	Certified
Old DirectPlay™	4.04.00.1096	Certified
Direct Input™	4.04.00.0068	Certified

Solution:- If the Display Driver is not certified obtain DirectX 3.0 supported drivers from the manufacturer of your video card

Should you encounter any further difficulties with Direct X 3.0, please contact either the manufacturer of your machine or your video/sound card manufacturer before calling us. (See Technical Support).

The Theme Hospital CD contains two versions of the program, a DOS version and a fully 'native' Windows 95 version, designed to run under Windows 95 using the latest DirectX technology.

Both versions are effectively identical, and there are no game features available in the DOS version that are not in the Windows 95, and vice versa.

INSTALLATION INSTRUCTIONS

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

In DOS:

Important: Before Installing DOS Version

If you're running a DOS machine, then the chances are you'll also be running a program called SmartDrive. Sometimes DOS installers can experience problems with SmartDrive, resulting in data loss. We highly recommend that you disable SmartDrive's write caching system before installing Theme Hospital. You can do this easily from DOS, by typing SMARTDRV /X. If you do run SmartDrive while installing, and you come across a problem, run SCANDISK on your hard disk before continuing.

Place the CD in the CD drive.

Type **D:** or whatever your CD drive is designated as.

Type **setup** and follow the instructions that appear on your screen. When you have finished, quit the installation program and type **Hospital** to play the game.

> **Note:** When selecting your musiccard, if you have a waveblaster or waveblaster II, choose 'Yamaha Wave Force™ DB50-XG General Midi'.

In Windows® 95

Place the CD in the CD drive.

Windows 95 automatically detects the disk and loads the installer. Simply follow the instructions as they appear on the screen. If you need to install Direct X (see **Further Information** below), remember to do so. Theme Hospital will then be ready to play on your computer.

The installation program creates a program group called Bullfrog and adds it to your Start menu. Open the group and select Hospital to start the game (**left click** START and select the PROGRAMS/BULLFROG groups and **left click Theme Hospital**.)

> **Note:** Should Windows 95 fail to recognise the disk, just run Setup. To un-install Theme Hospital, go into the Windows 95 Control Panel (from the Start Button, select Settings, select Control Panel), open Add/Remove Program and scroll down, until you see Theme Hospital. Select it and **left click** on 'Add/Remove' to un-install.

Installing the DOS version of Theme Hospital through Windows® 95

If after reviewing all of the above information, you still encounter problems running the Windows® 95 native version of Theme Hospital, we recommend running the DOS version through Windows or a DOS Bootdisk (see below).

1. Left-click on the Start button.
2. Select Programs → MS-DOS Prompt.
3. Type **D:** or whatever your CD drive is designated as.
4. Type **CD DOSSETUP**.
5. Type **SETUP** <Enter>.

RUNNING THEME HOSPITAL

To run the game from Windows® 95, **left click** START and select the PROGRAMS/BULLFROG groups and **left click** Theme Hospital.

To run the game from DOS go into DOS and at a C:\> prompt, type **cd\hospital**, type **hospital** and press Enter.

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

Further Information on the Windows® 95 version of Theme Hospital™

Before you can install THEME HOSPITAL in Windows® 95, you need to install DIRECTX, but we would advise you to try running the game without installing them first. Install the DIRECTX drivers only if you experience problems running the game.

If your video card does not support DIRECTX, you must use the MS-DOS® executable to run THEME HOSPITAL. Please refer to the Reference Card for instructions on running the game in MS-DOS. If you are uncertain whether your video card supports DIRECTX, please contact your system vendor.

To install DIRECTX, left-click on the DIRECTX button on the installation screen.

TROUBLESHOOTING

Theme Hospital is a native Microsoft® Windows® 95 product. This means that it will use your existing Windows® 95 software and drivers to talk to your hardware. For this reason it is essential to ensure that you have your hardware correctly configured.

Theme Hospital requires a CD-ROM drive, a Display Adapter (Video Card), a Sound controller (Sound Card), all of which must be configured correctly. If any of these items are not correctly configured or are missing, you may experience problems when running this (or other) native software.

If you are having problems with the game, use the following instructions to check that all your hardware is present and functioning correctly.

1. Go to your Windows® 95 desktop.
2. Click on the **Start** button.
3. Choose **Settings**.
4. Choose **Control Panel**.
5. Within the Control Panel you will see a **System** icon. Double click on the **System** icon.
6. In the **System Properties** window, you will see a **Device Manager** tab. Click on this.
7. To check a hardware device, click on the cross to the left of the name of it.
8. Now click on the name of the device you wish to check, and then click on the **Properties** button.
9. Look in the **Device Status** section. If the device is correctly configured it will say 'This device is working properly'. If it says anything other than this, then it is incorrectly configured. Consult your documentation and your hardware supplier.
10. If your Windows® 95 set-up detects 'duplicate' or 'phantom' hardware i.e. multiple Mice, Video cards etc. then consult your documentation and your hardware supplier.

For further information you should contact the retailer or manufacturer of your PC.

What to do if your game still won't run.

If you follow the instructions above, we hope that you will have no difficulty in running this piece of software

The PC market is currently undergoing a major transition to Windows® 95 and you have taken the first step by upgrading. We are advancing by producing this Windows® 95 native game. It does take time to bring about change, especially one as radical as this, and therefore it is inevitable that some systems will not be running the latest driver software available.

If you continue to come across problems running Theme Hospital, it is probable that you have drivers which are not compatible with DirectX. Theme Hospital does its best to determine whether your drivers will work properly; in the unlikely event that it is wrong, you will see error messages when you first start the game. During internal testing, we have found the most likely cause of a problem running Theme Hospital has been through the lack of a compatible display driver.

The easiest way of rectifying the problem is by updating your Sound, Display and CD drivers manually. Updating your drivers not only corrects possible problems running Theme Hospital, but can also improve the performance of Windows® 95 in general. If you have Internet access, search for the name of your device. If you have a modem, drivers can often be downloaded from your manufacturers BBS. Alternatively, contact the Technical Support department of your device manufacturer, and they should be able to send you a disk.

Questions and Answers

Q: My display/sound driver is not listed as certified - will Theme Hospital still work?

A: In most cases, yes. But if you do experience difficulties, you may wish to try re-installing DirectX and selecting YES when asked if you want to replace your drivers. If you still encounter problems, you should contact the devices supplier/manufacturer for updated Windows® 95 drivers.

Q: Can I run Theme Hospital with other applications open?

A: Yes - but if you notice a drop in performance, try closing down some of your larger programs.

Q. Setup displays the message, "Setup has detected drivers that have not been tested with DirectX. To get the best game performance, Setup can replace your existing drivers. Do you want setup to replace the drivers?" Even if I click No, it still installs something and asks me to reset my machine. Why?

A. You have answered No to replacing your existing display/sound drivers, but Setup must install some other DirectX components before Theme Hospital can run. Follow the procedure through and the installation will complete itself.

Q. I have multiple soundcards, and I am having difficulty getting the sound to work. How can I remedy this?

A. If you have multiple sound cards, you must select the sound card you wish to use for digital audio and midi playback. To do this, boot up you machine in Windows® 95 mode, then click the 'Start' button on the lower left hand corner of the screen. Select 'Settings -> Control Panel', then click on the Multimedia icon.

To select the digital playback device, click the Audio applet and under the Preferred Devices ensure that it shows the sound card you wish to use. Now click on OK.

To select the midi playback device click the Midi applet and under the single instrument section ensure that it shows the midi device you wish to use. Now click on OK.

Q. When my PC restarts, my display preferences have changed. Why?

This is a driver issue. You just need to reset your display preferences, but if this doesn't work you will need to re-install your original setup. To do this, select "Install DirectX" from the Theme Hospital Splash screen then click "Restore Windows® 95 drivers". You may need to contact your manufacturer for the latest drivers to avoid this happening again.

PROBLEMS WITH THE GAME?

Before you reach for the phone READ THIS!

If you are having a problem installing or playing the game, we want to help. First, please make sure you have read the installation instructions thoroughly. If you have followed the directions in the documentation, and are still having trouble installing or operating the software, below are some hints that might help solve the problem.

Note: Before attempting any of the following suggestions, please make sure you are familiar with the DOS commands being used. Consult your DOS manual for more information.

Creating a Boot Disk for Theme Hospital

Important: To create a boot disk you need a blank disk the same size as your A: drive.
1. Type C: and press Enter
2. Insert a blank disk into drive A:.
3. Type FORMAT A:/S and press Enter
4. You are prompted to insert a blank disk into drive A: DO so if you haven't already, and press Enter.
5. Once the disk has finished being formatted, you are asked to label (name) the disk. Type in a label or press Enter for no label.
6. You are now asked whether you wish to format another disk. Type N and press Enter.

7. You must now create a config.sys file on your boot disk but first you will need some information about your Sound Card and CD-Rom.
   Note:- Some Windows® 95 systems do not have the Sound Card or CD-Rom information on their systems. If this is the case then contact your Hardware Manufacturer and get them to install your DOS DEVICE DRIVERS for your Sound Card and CD-Rom.
   To find the information at your C: prompt type;
   TYPE C:\CONFIG.SYS or TYPE C:\CONFIG.DOS
   Then look for the following information.
   a. Your DOS CD-ROM DEVICE DRIVER. The line should look something like this.
   DEVICE=C:\XXXX\XXXX\(CD device driver.SYS /D:XXXXXX
   This line varies according to your PC, the X's will be replaced by wording specific to your machine. It will start with DEVICE or DEVICEHIGH, and should contain a /D: near the end of the line. Here is an example;
   DEVICE=C:\SB16\DRV\SBCD.SYS /D:MSCD000
   b. Your DOS SOUND CARD DEVICE DRIVER. Here is an example of some of the lines you might be looking for.
   DEVICE=C:\SB16\DRV\CTSB16.SYS /UNIT=0 /BLASTER=A:220 I:5 D:1 H:5
   DEVICE=C:\SB16\DRV\CTMMSYS.SYS
   Note: Some compatible cards do not have lines in the Config.sys file so do not worry if you cannot find any lines for your Sound Card.

8. You are now ready to create a Config.sys file on your boot disk by typing the following at the C: prompt:
   EDIT A:\CONFIG.SYS and press Enter
   When the blue edit screen appears, type in:
   DEVICE=C:\DOS\HIMEM.SYS
   for Windows® 95 systems use the following line instead
   DEVICE=C:\WINDOWS\HIMEM.SYS
   DOS=HIGH
   FILES=50
   BUFFERS=30
   LASTDRIVE=Z
   (Type your Sound Card information here)
   (Type your CD-Rom information here)

9. Exit and save this file by pressing
   ALT and **F**
   X
   Y

10. You will also need an Autoexec.bat file on your boot disk but first you will need some information about your Sound Card, CD-Rom and Mouse.

   Note:- Some Windows® 95 systems do not have the Sound Card, CD-Rom or Mouse information on their systems. If this is the case then contact your Hardware Manufacture and get them to install your DOS DEVICE DRIVERS for your Sound Card, CD-Rom and Mouse.

   To find the information at your C: prompt type;
   TYPE C:\AUTOEXEC.BAT or TYPE C:\AUTOEXEC.BAT
   Then look for the following information.

a. Your DOS CD-ROM DEVICE DRIVER. The line should look something like this.
   C:\XXXX\XXXX\MSCDEX.EXE /D:XXXXXX
   This line varies according to your PC, the X's will be replaced by wording specific to your machine. It will start with C:\ or LH, should contain the words MSCDEX.EXE and a /D: near the end of the line . Here is an example;
   C:\WINDOWS\COMMAND\MSCDEX.EXE /D:MSCD000 /M:10 /V

b. Your DOS SOUND CARD DEVICE DRIVER. Here is an example of some of the lines you might be looking for.
   SET SOUND=C:\SB16
   SET BLASTER=A220 I5 D1 H5 P330 T6
   SET MIDI=SYNTH:1 MAP:E
   C:\SB16\DIAGNOSE /S
   C:\SB16\SB16SET /P /Q

c. Your DOS MOUSE DEVICE DRIVER. Here are two examples of lines that you might be looking for.
   C:\MOUSE\MOUSE.COM
   or
   C   :\MSINPUT\MOUSE\MOUSE.EXE

11. You are now ready to create an Autoexec.bat file on your boot disk by typing the following at the C: prompt:
   EDIT A:\AUTOEXEC.BAT and press Enter
   When the blue edit screen appears, type in:
   @ECHO OFF
   PROMPT=PG
   PATH=C:\;C:\DOS;C:\WINDOWS
   for Windows® 95 systems use the following line instead
   PATH=C:\;C:\DOS;C:\WINDOWS\COMMAND
   (Type your Sound Card information here)
   (Type your CD-Rom information here)
   (Type your Mouse information here)

12. Exit and save this file by pressing:
   ALT and **F**
   X
   Y

Important: Remember to boot your PC from the boot disk whenever you install the game, and every time you play Theme Hospital (see below).

To Start Your Machine Using The Boot Disk:

1. Shut down your machine. Insert the boot disk into drive A: then restart your machine. The computer boots up to the A:> prompt.

2. Type C: and press Enter to return to your hard drive. Once you have finished playing, remove the boot disk and reset your machine.

• To install or run the game, use the DOS commands and instructions in the **Installation Instructions** section of this manual.

For more information consult your DOS users manual.

Video Card Compatibility

Theme Hospital's high resolution graphics require both a VESA compatible SVGA video card and VESA Super VGA BIOS Extension installed before you start the game. VESA stands for Video Electronics Standards Association. This standard allows the graphics to be displayed on any video card that is VESA compatible without the need for the game's programmers to know precisely how each individual card works.

If when attempting to run the game in high-res mode you get either a blank screen or garbled graphics, your video card probably needs a VESA driver loaded prior to playing. Consult the documentation and software that came with your video card on the loading of the driver, or contact your video card manufacturer.

GAMEPLAY UPDATES

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 will 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 comapny, the insurers will not pay you immediately. Although the insurancepayment 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 pay's 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 emergeny patient, a charge floats up from the cured patient. This is 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 you 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 your diagnose and cure your patients. If the Advisor informs you that the research team have 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 is plenty to discover - so pay close attention to your Advisor!

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 **ALT-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 specialised 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 specialised 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, eg. $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 needs to be below -$20,000 to lose.

theme HOSPITAL™

PLAYING MULTIPLAYER THEME HOSPITAL™

Network / Serial / Modem games

You have a choice between IPX, Serial and Modem connections - you also have a direct play IPX function on the Windows® 95 version (called DPLAYIPX in the game) this is a Windows® 95 only version and dplayipx computers can only play against dplayipx computers. It utilises the direct play drivers of Direct X and can therefore only be played in Windows® 95.

Note - Windows® 95, not Windows (2 or 3 or 3.11)

There are major differences in the game when playing against opponents. As well as competing with other Hospitals - all together on the same map, of course - you can turn aggressive, throwing litter bombs from Hospital to Hospital. There is also no Build Time clock, it gets hectic from Day One.

Theme Hospital can support multiplayer games in three ways. To set up or take part in a network game of any kind, players must select the NET option from the Game Selection Screen.

IPX Network

Left click on IPX. Then one player must **left click** on **Create Game** to start a game. Other players who wish to take part in the same game must **left click** on the session name, using the scroll arrows to move up and down if necessary, and then **left click** on **Join Session**.

To leave a session, **left click** on **Quit Session**.

To send messages before the game starts,

just type your message. It appears in the text box as you type. To send it, press Enter or **left click** on the **Talk** button next to the text box. Your message will be displayed to all players in their message box above the text box.

Next, there is a choice of five levels in multiplayer mode. These automatically cater for 2-4 players and, once one is selected, the game can begin.

Serial

Connect the serial cable to both machines. Both players must **left click** on NET at the Game Selection Screen, and select **Serial**. They must then select the correct COM port from the list towards the top right of the screen (COM 1-4 are listed as options). They must also both select which speed they wish to play at. The speed must be the same for both machines.

One player then **left clicks** on **Create Session**. Then the other player may select **Join Session**. The players should then be able to talk to each other by typing text and pressing Enter, as described above in IPX NETWORK.

The player who created the game can then **left click Start Session** to begin play. Note that the levels available automatically cater for two players.

Modem

Both players must **left click** on NET at the Game Selection Screen, and select **Modem**. They must both then choose the correct COM port supporting their modems from the list on the top right, and select the Baud Rate **Speed**. This must be the same for both machines.

One player must then **left click** on **Number** and enter the telephone number of the other player, and **left click** on the **plus** sign (+). The number appears in the box towards the top of the screen. The

creating player must **left click** on **Dial**. The second machine produces a bleep and the second player should **left click** on **Answer**. If no connection is made, the first player must re-try, checking that all the details are correctly set by both players.

Once the connection is established, the players are able to type messages and press Enter to talk to each other. Successful connection will result in a session automatically being created.

The dialling player can then **left click Start Session** to begin play. Note that the levels available automatically cater for two players.

Features Of The Network Game

All the players have Hospitals which appear on the same map.

Each player's Patients have their own colour (of jacket or coat) to distinguish them.

Litter Bombs: These are expensive items which, when bought and placed in other players' Hospitals, explode and spread large amounts of litter around. If the player whose Hospital the litter bomb is planted in spots it before it detonates, he or she may pick it up and plant it in another Hospital. Speed and vigilance are the watchwords here.

LITTER BOMBS CANNOT BE SOLD ONCE BOUGHT OR PICKED UP! YOU MUST PLACE THEM SOMEWHERE TO REMOVE THEM FROM THE CURSOR!

Buying Plots: If a player wishes to buy a plot of land, all players automatically go to the bidding screen. Any player can then make a bid by **left clicking** on the Tick button. When the hammer falls, the plot is assigned to the highest bidder.

Poaching Staff: To poach another player's Staff, **left click** on the Staff member you wish to poach and the Advisor will ask that Staff member if he'd prefer to work for you. If the Staff member becomes unhappy, he makes an outrageous pay demand of his current employer. If this is not met, the member of Staff resigns his post and joins your Hospital automatically.

Talking To Other Players

To converse with other players in the game, first ascertain which player is assigned to which **ALT** number. This is done by pressing **ALT 1**, **2**, or **3** and seeing which player's nickname appears in the transparent text box. Even if you have entered text, you can still swap between receivers the **ALT** plus the number keys. The text remains in the transparent box while you do this.

Press **ALT 4** to speak to all the other players in the game.

Referrals

You can refer Patients to other Hospitals by using the Patient Redirection Panel. Refer to Part 2 of the manual for further details.

Mini Missions

During a Network game, players may get specific instructions to carry out. An example is, 'Accept an Emergency in the next six months or you will lose the game.' These instructions vary and are self-explanatory.

Emergencies & VIP Visits

Each Emergency and VIP visit happens to all players simultaneously. The first player to **left click** acceptance of the Emergency or visit will receive it. It's a 'first-come, first-served' system and rewards the vigilant player.

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Theme Hospital
(PC-CD) Classics   Addendum

The following questions and answers will help you with any technical or gameplay difficulties you may experience when using this game. These are based on the type of enquiries our Customer Service teams received when this game was originally released.

Q. My game returns to Windows 95 during gameplay with no error message?

A. We have found that this can be due to non-certified sound or video card drivers. Please consult the DirectX troubleshooting section of your reference card.

Q. Which game slots does the Autosave and Quicksave save to?

A. AUTOSAVE is slot B, QUICKSAVE is slot Zero.

Q. I have a Creative Labs Waveblaster II soundcard. After 10 minutes, the speakers begin to whine?

A. Unfortunately we have not been able to rectify this. We suggest you use your soundcard's onboard Midi Synthesiser, selected in the Multimedia Control Panel, to produce in-game music.

Q. I Cannot select Jukebox in Low Res mode?

A. This is correct. You will not be able to select jukebox in this mode.

Q. Can I use a joystick to play Theme Hospital?

A. No. Theme Hospital was designed for mouse control only.

Q. I cannot install the DOS version of Theme Hospital to a hard-drive other than C: ?

A. We have created an alternate installer that will correct this problem. Please contact Electronic Arts Customer Services for details.

Q. I received the following error message "Error - "Can't Initialize xxxxxxxx bytes"" I only have 8Meg of RAM?

A. You will need to create either a boot disk, or a DOS mode icon. Consult the reference card for full details.

Q. The LOCK function does not seem to work?

A. Switching on the lock function ensures that the doctor will stay in their own room, but if the doctor becomes tired and goes to the staff room he will enter another room when his break is over. Keep strict watch of who should be where.

Q. I cannot train my doctor in a specialist skill?

A. If your doctor has reached consultant level, you will not be allowed to train him in any more specialist skills.

Gameplay Help

Q. I am stuck in the game, Where can I get some help?

A. For hints, tips and cheats for many of our games please call the Electronic Arts Games Hint line Number on 0891 66 99 44.
Please note: Calls are charged at 50p per minute. Please ask the permission of whoever pays the bill **before** you call. The average call length is 2 minutes.

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