

PATIENT SERVICES

BEFORE CHECKING IN:

- Confirm your booking the day before you get admitted.
- Inform the Hospital the time of your arrival.
- Give the Hospital all your contact details.
- For maternity patients remember to bring the maternity booking form.
- Let us know if you require an ambulance.

WHAT TO BRING AT THE TIME OF ADMISSION:

Letter from your doctor advising admission.

- **Photo identity proof-copies of Voter's id, Pan card, Passport, etc is a must.**
- Your insurance or sponsor details such as pre-authorization number/Membership card, or letter of guarantee from your employer/insurer.
- Passport if you are a Non-Resident.
- Personal Toiletries.
- You are requested not to keep any valuables such as mobile phones , jewellery ,cash etc-if kept, it will be at your own risk.
- Copies of all relevant medical information (previous medical records, investigation reports like X-rays, etc).
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ADMISSION PROCEDURE:

Report to the Main Admission Desk. Our Guest Relations Executive will guide you through all the paper works.

- Fill up the Admission Form. Once that is done you will be escorted to your room. Your treatment is the responsibility of your Consulting Doctor. He will advise the Hospital regarding tests or treatment that you require.

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PAYING FOR TREATMENT:

MEDICALLY INSURED PATIENTS:

- Obtain a pre-authorization form from your insurer / or our Insurance Help Desk in case of planned admission. Be sure the insurer provides the clarification of the cover allowed under your scheme.
- Please ask the insurer to advise you fully on any excess /co-payment liability.
- Please contact the Hospital Insurance Desk within 24 hours of admission.
- Kindly bring the original documents at the time of admission.
- You can also download Pre-authorization Form from our website (if you know your TPA name).

SELF-PAYING PATIENTS:

If you have been admitted under a package price, kindly deposit the amount during admission or pay the deposit as per the category of the room. The deposit amount is as follows:- Deluxe Room - Rs.20000/-;Single Room; Rs. 20000/- ; Exec. Ward Room - Rs 10000/-, ICU 15000/-, General Ward- 5000/-.

- Other personal expenses such as food for relatives, take home medication and phone calls will be charged separately.
- For admission to ICU 15000/-. may kindly be deposited at the time of admission. In emergency the Hospital accepts a nominal amount at the time of admission. The balance may be deposited in the next 24 hours. In case of any operation, the estimated amount to be deposited in advance 75% of OT.
- Please meet the Billing Department for regular updates on your billing.

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PATIENTS WHO ARE COMPANY SPONSORED:

Please hand over the Hospital your Letter of Guarantee at the time of admission. Personal expenses such as food for relatives, telephone calls, etc. will be billed separately unless these are covered by your company.

DISCHARGE:

Your consultant and nursing staff will discuss with you your possible date of discharge. They will also advise you on any ongoing care.

- We expect that you shall vacate your room by 12 noon. Kindly request your doctor to give the discharge order the day before your day of discharge.
- **If the discharge order is given on the same day, it will take at least 4 hours time to prepare the same. This may result in an extra half days bed charge being levied on the bill.**
- For any assistance during your discharge please contact the Ward Secretary.
- Kindly arrange for someone to take you home. If you require we shall be glad to arrange our in-house Ambulance for you.
- A patient who is covered under the cashless scheme is kindly requested to ensure that the TPA sends a Letter of Guarantee within the stipulated time so that there is no need to charge for an additional half day during discharge.
- The Hospital charges for an extra full day when discharge takes place after 4 pm.

RULES FOR IN-PATIENT GUESTS AND VISITORS:

Smoking is strictly prohibited. Burning of candles, burners or incense is prohibited too.

- Visitors can only meet a patient if they have a Visitor's Pass. These are issued at the Main Reception.
- Official visiting hours are Morning 11.00 am - 12.00 noon (Wards) 11 am - 11.30 am (ICU), Evening 4.30 pm - 6.30 pm (Wards), 5 pm - 6 pm (ICU).
- Children are only allowed on Sundays and must be accompanied by an adult at all times.
- The Nurse-In-Charge of the ward or your Consulting Doctor may restrict admission of visitors.
- In case of single occupancy, an extra person staying will be chargeable (subject to approval).