

IMPORTANT INFORMATION AND GUIDELINES FOR PATIENTS / PATIENT'S RELATIVES

1. **ID Proof** : ID Proof of patient (Voter Card / Pan Card / Aadhar Card / Driving License / Passport) is mandatory for Hospital Admission.
2. **Visiting Hours**
 - a) **Ward / Private / Semi-private** : Morning -10:30 a.m to 11:30 a.m. Evening - 4 p.m. to 6 p.m. (only 2 persons will be allowed at a time) against Visiting Card issued by the hospital at the time of admission.
 - b) **ICU** : Only 1 Visitor, preferably family member, will be allowed between 4.00 p.m. to 5.00 p.m., for 5 minutes in ICU.
 - c) **CTVS-ITU** : Only 1 Visitor, preferably family member, will be allowed between 10.00 a.m. to 11.00 a.m., for 5 minutes in CTVS-ITU.
3. **Bed Charges** : Bed charges include nursing & medical officer services, linen, fooding (In ICU / ITU Oxygen and Pulseoxymeter).
4. **Food** : Food will be provided by the hospital only, outside food will not be allowed.
5. **Billing** : Intermediate bill amount (provisional) will be available in Room No. 55, First Floor. The approximate total amount due for patient will be informed between 5 p.m. to 7 p.m. Detailed break-up will only be given during final billing. In case, there is any need of clarification of bill please contact Room No. 55, First Floor.
6. **Counting of days** : Upto 12 noon, 1 day is counted. If the patient stays after 12 p.m. additional one day will be counted and bill will be raised accordingly.
7. **Discharge** :
 - i) Patients will be discharged between 10 am to 12 noon and if patient is not discharged before 12 noon, additional one day will be charged.
 - ii) For Mediclaim Health Insurance patients, discharge will be subject to clearance from concerned TPA / Insurance Company. (Please note that for any discharge given on the same day, patient may be discharged only after 5 p.m. or after 4 hours from time of discharge advice and bill will include that day's bed charge).
8. **Settlement of Dues (DAMA)** : Transferring of patients or Discharge Against Medical Advice (DAMA), patient relatives have to settle all dues & final bill of the hospital.
9. **Collection of Reports** : Some reports may not be available when patient is discharged / released and 'Reports Due Slip' will be provided. Please contact Floor PRO/Front Office to find out when those reports will be available for collection.
Radiological Plates (i.e. X-ray, C T Scan, MRI) will be submitted at concerned TPA / Insurance Company for claim processing from Hospital end. In case Patient / Patient Party requires the same, they can contact their TPA / Insurance Company after discharge under the stipulated guideline. Otherwise duplicate set of Radiological Plates (i.e. X-ray, C T Scan, MRI) can be collected during discharge by paying extra charge.
10. **Medicines / Drugs / Disposables** : All the prescribed / required medicines or drugs or disposables will be supplied from hospital pharmacy. Patient relatives have to clear up the due amount every day.
11. **Air-Conditioning** : The management will not be responsible for failure of AC plant or any other Technical or Mechanical disorder. No claim on such account will be entertained.
12. **Meeting with Consultant** : In case the patient relative needs to meet the concerned doctor under whom the patient is admitted please contact 'May I Help You' Desk on the ground floor. For meeting with Doctors, relatives of patients will have to be present between 3.00pm to 4.00pm time.
13. **Bed Tariff** : Bed charges / rates are displayed in the admission counter.
14. **Estimate of Expenses** : Estimate of approximate expenses may be provided by the hospital, but this will be treated as provisional and subject to variation. Provisional estimates may be provided time to time from Room No. 55, First Floor or Patient Service at Emergency Department, Ground Floor.
15. **Private Sister** : This facility is not available here. The hospital has provisions for providing a Health Assistant against charges of Executive Bed / HDU-Rs. 450/-, Semi-Private Rs. 500/-, ICU or ITU Rs. 600/-, Private or Suite Rs. 700/- for 12 hours. Please contact Floor PROs with a written application.
16. **Tips** : No Tips should be given to any attendant of the hospital.
17. **Transferring of Patient** :
 - (i) In post surgical cases, shifting of patient from lower bed to higher bed is allowed, provided patient relatives have to pay all the charges (OT charges, Investigations & Allied Charges) as per the higher bed category
 - (ii) **Executive Ward to Critical Care** : If patient's condition deteriorates in Executive ward the patient will be shifted to critical care unit on advice of consultant doctor. Patient relative will be informed about such a transfer.
18. **For Clarification Regarding Patient / Hospital Services** : You are requested to contact Front Office Manager / Manager - Operations / Patient Service Manager / Floor PROs / Manager - Administrations - for any clarifications regarding patient or any hospital services.
19. **Service Charges** : 12.5% Service Charges will be charged on Total Bill (Except Doctor's Visit & Pharmacy)
20. **Personal Belongings** : Management will not be responsible for loss of any personal belongings of Patient or Patient Relatives.
21. **News Paper** : News Paper is complimentary for every patient.