

## **Admission Related Information Sheet**

We thank you for choosing P. D. Hinduja Hospital as your preferred center of medical care.

Kindly go through the below-mentioned set of information. This is in continuation to our earlier information regarding booking.

**Here are some pointers on what to expect with respect to admission process.**

### **Pre Admission**

- You will receive a bed confirmation call on the day of admission. At times we are unable to reach out to the number provided at the time of booking, please call on 022-24448524 if you don't receive a call from us by 1pm on the date of admission. You are requested to leave only after receiving a confirmation call from our end.
- After telephonic confirmation of bed, the patient may be brought to the hospital. He / She will be given a admission Number after completing the formalities.
- Please quote the Admission Number for any enquiry in future.

### **Please present the following for admission formalities**

- Copy of Pan Card / Aadhar Card of patient.
- O. T. Booking form / Doctor's note for planned cases.
- Reservation deposit vouchers, the balance amount or total deposit for medical / surgical cases. Deposits / Payments are to be made in Cash / Bank Draft / NEFT / Online payments / Traveller's Cheque / Citi Diners, ICICI, Master and VISA cards.
- Credit memo / letter (if applicable) with billing class or Identity Card for Emergency Admission to be shown for reference.
- You are requested to carry the medicines you are currently taking, a list of any known allergies and sensitivities, if any, all the concerned Medical Reports and X-Rays and personal toiletries and slippers/footwear to the hospital
- Patient should be accompanied by a family member or a close relative (adult).
- We constantly strive to provide you a bed / room as per your needs as quickly as possible. However, sometimes you may face some delay in obtaining an allotment for which we regret any inconvenience caused to you.
- Special facilities are provided for Suite, Deluxe, Special class & credit patients. On arrival, please contact the Customer Care Executive.
- Reservation does not confirm the bed of your choice. While all effort will be made to give bed/class of your choice, this may not be always possible as it depends on the vacation/discharge and medical status of previous occupant.
- After admission the patient can be transferred on written request to higher/lower class subject to the availability of beds. All charges shall be billed for higher class retrospectively. A request for lowering class in ICU/Bed will be after minimum 3 days stay, and payment of all dues.

### **Visitor Policy**

- We issue only one pass for patients' relatives in shared / common wards (Median, Median A, Median B) and two passes for Special, Deluxe & Suite classes.
- Entry is restricted for children below 15 years of age.
- Visiting Hours: (Entry restricted to pass holders only).
- Monday to Saturday - 5:00 pm to 7:00 pm. On Sunday and hospital holidays - 10:00 am to 11:00 am & 5:00 pm to 7:00 pm.

### **Billing**

#### **Payment Options**

- Deposits and Payments can be made in Cash / Bank Draft / Traveller's Cheque / Credit, Debit, Amex cards at the hospital. You may also make payments before coming to hospital online at, OR via NEFT transfer and carry the payment receipt / bank acknowledgement with UTR Number.
- Demand Draft / Pay Order is to be made in favour of "P. D. Hinduja National Hospital & Medical Research Centre".
- Cash Transaction is Limit: ₹1,99,999/- for admission w.e.f. 01<sup>st</sup> April 2017.
- NEFT Bank Details: IndusInd Bank Account No: 100013463987.
- Account Name: National Health & Education Society; IFSC Code: INDB0000503.
- To pay online: [www.hindujahospital.com/for-patients/online-payment/index.aspx](http://www.hindujahospital.com/for-patients/online-payment/index.aspx)

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- Deposits as mentioned by your doctor gives a tentative idea of bill amount.
- You may keep some cash for miscellaneous purposes in case of emergency.
- Mode of payment is by Indian Currency. To help you encash your dollar or T Cheque, provision is made through the IndusInd Bank.
- For help contact Admission / Billing Counter or customer care department.
- All patients for admission are requested to sign a declaration for payment as per the hospital charges.

### **Services During Stay**

#### **Meals**

- The hospital kitchen is equipped to serve well balanced vegetarian meals.
- Special diets, will be served as prescribed.
- All meals are planned and their preparation supervised by trained and competent dieticians.
- Do not get any food from outside or leave food anywhere, as this attracts pests.
- Meals are not served to visitors but meals for a patient's relative can be arranged. Such meals are charged separately.
- Request for Jain meal and patients' relative meal should be made to the nurse, on arrival.

#### **Housekeeping**

- A hygienic environment is essential for your health, help us to maintain our standard.
- Keep the rooms and washrooms clean.
- Use the dustbins for disposal of any waste.
- We take pride in serving you. Giving tips is prohibited.
- Patients relative of median class patients may collect bed Sheets from 9th floor West Wing from 8 pm - 9 pm.  
These are to be returned at the time of discharge or a charge will be levied.

#### **Clothes & Linen**

- It is mandatory that patients wear hospital clothes.
- Linen and blanket from outside are not allowed.
- The hospital has its in-house laundry where the clothes & linen are washed and sterilised.
- Please help us to conserve sterilised linen.
- For any additional requirement of linen or linen size requests, you may contact the ward nurse.

#### **Utility Maintenance Services**

- In case of any electrical defaults with the light, switches, A/C or any electrical items, contact the nurse on duty for assistance.
- Do not attempt to shift or repair any electrical item.
- Do not touch the oxygen & suction pump equipment.
- Patient can change the setting of the AC thermostat knobs.
- To maintain the temperature in the rooms, do not open any windows as it affects the air conditioning.
- Use of mobile phones is restricted in patient related areas.

#### **Entertainment**

- Television facilities are provided in Suite, Deluxe and Special rooms.
- Television sets are tuned to receive various satellite channels between 7.30 am & 10.30 pm. Please do not change the settings.
- In case of any inconvenience, please contact the sister in charge of the wards.

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### **Patient Relation Department (PRD)**

- It facilitates patients to avail benefits of charity based on economic criteria and affordability.
- The PRD is located on the IPD Building ground floor next to the bank.

### **Customer Care Department**

For any assistance for any other query, please feel free to call Customer Care Department between 8am to 8pm on: Phone: 022- 24447523, or Email your request to [customerservice@hindujahospital.com](mailto:customerservice@hindujahospital.com).

### **After Admission**

- After admission the patient can be transferred on written request to higher/lower class subject to the availability of beds. All charges shall be billed for higher class retrospectively. A request for lowering class in ICU/Bed will be after minimum 3 days stay, and payment of all dues.
- Every day you will receive an SMS on your registered mobile number regarding stating the bill status, for the amount accrued to your account. It will be appreciated, if the same is settled within 24 hours if there is an outstanding amount.
- Please note that Admission/Security Deposit is not adjusted against these charges. All deposit receipts are made in the name of the patient.
- During your stay if you have not received any intimation of amount accrued to your account, kindly contact the Billing counter on ground floor
- Please provide accurate and full information about your medical problems, past medical history / medication taken. Inform the doctor or nurse of any sudden changes in your condition. Follow the treatment plan recommended by the medical practitioner.
- If your patient has to undergo surgery, kindly get an O.T. Clearance Slip from the Admission/OT booking counter after clearing the outstanding and paying surgery deposit.
- We request one relative to be in the room or ward during hospitalisation of your patient.

### **Discharge**

- Discharges are processed round the clock at the hospital.
- The doctors alone have the right to discharge a patient.
- Please bring all deposit receipts, and the balance payment for the final settlement of your bills before 10.30 am. to avoid half day's bed charges which are levied after 11.00 am. till 3.00 pm. After 3.00 pm., full day bed charges will be applicable.
- In case you are discharged on Sunday or on a hospital holiday, you may be required to make an on account payment as decided by the Admission & Billing Department. The final bill will be prepared the next working day.
- You will be given a Settlement Slip which has to be produced at the time of the final settlement.
- In case you have not surrendered all original receipts, please come with them along with this slip and Photo ID card.
- Kindly ensure that one relative is available to complete discharge formalities.
- Please ensure that you carry the phone number which you have given at the time of admission. All discharge instructions will come as SMS on the registered number.
- Your Summary Report / Discharge Summary will be given to you by the floor staff at the time of discharge.
- Please surrender the visitors pass at the Billing Department or you will be charged ₹200/- on discharge.
- After clearance, billing staff will hand over final bill, detailed bill, settlement voucher and 2 copies of discharge slip.
- After the final settlement you will be given a discharge slip in duplicate, one for floor staff & other for the security on your way out.
- Nurse will handover discharge summary reports, pending report slip and discharge medicines post receipt of discharge slip. For corporate clients and those who avail the cashless billing facility, all original documents (including reports) will be forwarded to the respective company.
- The refunds will be ready in 15 working days after discharge.
- Requested to bring photo copy of pan card or aadhar card of the person who comes to collect the refund.

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- Refunds amounting to ₹10,000/- or more, or payment done by debit card, the hospital will only issue cheque refunds. We can also process the refund via NEFT/RTGS mode for which you are required to fill the necessary form and provide cancelled cheque.
- For payment made by credit card mode, refunds will be made by swiping the same credit card in the presence of the card holder.
- In case of refund to be collected post discharge, between 10:00 am to 5:00 pm except on Sunday & Hospital holiday, person collecting the refunds is required to submit the settlement slip which was provided at the time of discharge & a photocopy of PAN card at the discharge counter.
- Kindly vacate the bed as soon as bills are settled.
- Charity provision is made available for economically weak patients
- For follow-up appointments with your consultant, please call 022-4510 8181 / 6766 8181
- Any refund due to you up to ₹10000/- is paid by a refund voucher, at the time of discharge, which is to be collected from the Billing Section payable at the Bank Counter, during the following timings. Monday to Saturday - 9:00 am - 6:00 pm.
- During non-banking hours special provision is made for payment of refunds up to ₹10000/- through cash counters in the Billing Dept. Refund of more than Rupees Ten Thousand will be paid by a Crossed Cheque made out in the patient's name.
- If you have a mediclaim policy, you are required to approach the Company directly for reimbursement of your bills for which you will need (i) the final bill, (ii) the detail bill, (iii) the discharge summary. The final and detail bill will be given by cashier on settlement of dues. The discharge summary will be given by the ward nurse at the time of discharge.

### **Contact Numbers**

- For any queries regarding Admission, Bookings: 022-24448524.
- Appointment Booking/ Home Sample Collection: 022-45108181 / 022-67668181.
- 24/7 Board: 022-24452222 / 022-24451515.
- Emergency: 022-24452575.
- For Ambulance Booking: 09820885000.
- **Visit our website [www.hindujahospital.com](http://www.hindujahospital.com) for more information.**

***We wish you a safe stay and speedy recovery!!***