

P. D. HINDUJA HOSPITAL
& MEDICAL RESEARCH CENTRE

Inpatient Information



General Information

- Our emergency department works around the clock. In case of any emergency contact the casualty medical officer on 24452575 for ambulance services.
- 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) final bill, (ii) detailed bill, (iii) the discharge summary. The final and detailed 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. To obtain indoor case papers contact Medical Record Dept.
- There is a 1.5 time emergency charges for surgeries performed during non-regular hours (Normal working hours are from 8.00 a.m. to 8.00 p.m., Monday to Saturday.)
- H. H. No.: - if allocated either in OPD or previous admission please bring it on subsequent visit.
- Hospital will not be liable for any loss of money or any valuables. Request to safeguard your valuables & mobile phone.
- We accept "On Account Deposit" which can be utilised for indoor & OPD services.
- The bed charges are calculated from 11.00 a.m. to 11.00 a.m. irrespective of the time of admission.
- If the discharge is delayed beyond 11:00 am till 3:00 pm half day's bed charges will be charged for the day.
- All patients for admission are requested to sign a declaration for payment as per the hospital charges.
- There is no surcharge on the hospital bill, however all foreign nationals and NRIs will be levied 25% surcharge on the gross bill.
- Demand Draft / Pay Order is to be made in favour of "P. D. Hinduja National Hospital & Medical Research Centre".
- Cash Transaction Limit: Rs. 1,99,999/- for admission w.e.f. 01-April-2017.
- Online Payment, can be done through our website www.hindujahospital.com.
- We accept Visa, Master Cards & American Express Cards (Maestro Cards are not accepted).
- The payment can be made by NEFT the Bank Details are as follows : IndusInd Bank Account No : 100013463987; Account Name: National Health & Education Society; IFSC Code: INDB0000503. Please bring bank acknowledgement slip with UTR number (Contact front office/customer service executive for any other details).
- If there is refund due it will be refunded as per the payment mode, the refund can be given by cheque /credit card /neft. For NEFT please give us the cancelled cheque and duly fill our Bank NEFT form as directed.
- 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.

- Only vegetarian meals are served. Request for Jain meal and patient's relative's meals should be made to nursing staff in advance.
- Patient's relative's meals can be provided in the hospital at extra cost.
- If a patient relative is occupying a room while patient is in ICU, a double additional bed charges would be charged other than regular ICU charge of the occupied class if the room is available for additional occupancy for the patient relative. The patient next of kin or kin has to give an undertaking in writing to the effect while occupying the room.
- We have telephone facilities @ Rs. 5.00 for every 3 minutes. Please contact the floor staff for the direct telephone number of your room.
- To facilitate patients who need to call on STD/ISD a facility has been introduced through Telephone Operators for the patients of Median A / Special / Deluxe / Suite billing class in the room.
- The call charges will be computed and billed on discharge. The call charges will not be reimbursed by Corporate / T.P.A.
- Only the billing department processes all inpatient payments.
- Our pharmacy provides all the medicines for inpatients. We do not permit medicines & consumables from outside.
- Charity provision is made available for economically unaffordable patients.
- Pending reports are to be collected from the centralized reports counter on the ground floor of the Hinduja Clinic between 8.00 a.m. to 8.00 p.m., Monday through Saturday.
- We provide care with dignity, consideration and respect for privacy / confidentiality.
- The names of all professionals / staff are displayed on name plates worn on the uniform, if you have any clarification regarding any procedure, you may contact them.
- To help us serve you better kindly spare your valuable time to fill up the feedback form, to enable us to give quality healthcare.
- All rooms are provided with Wifi connectivity
- Children below 15 years are not permitted at patient areas / bed side
- Additional visitor's pass : One additional visitor's pass (7a.m.-7p.m.) per patient is issued by the security department (valid for three days) on prescribed form available with nursing staff in each ward.

The requisition should be recommended by treating consultant only. Renewal requires fresh recommendation on the form by the treating consultant.

Kindly bring the original pass issued during admission, for renewal of additional pass.

- The visitor's pass is "Not Transferable" & if found with any other person then the person whose name is on the pass; the pass will be confiscated & a fine will be imposed.

The visitor pass is to be returned to cashier on discharge.

- Visiting hours:- (Entry restricted to pass holder only)
 5 p.m. to 7 p.m. - Monday to Saturday
 10 a.m. to 11 a.m. - On Sunday and Hospital holidays
 & 5 p.m. to 7 p.m.

Admission

BEFORE ADMISSION

- Reservation is done for Operation Theatre / Bed or Day -Care.
- In case if you have been advised surgery, kindly get the date for the operation confirmed by the consultant. Prior allotment of Operation Theatre is required.
- All patients for admission are requested to sign a declaration for payment as per the hospital charges.
- Kindly decide your choice of room and inform the Admission & Billing Department.
- For Day-Care, contact the Day-Care receptionist on Tel No : 24447512.
- The Day-Care caters to patients undergoing procedures that do not require an overnight stay (7:00 a.m. to 8:00 p.m.) in the hospital.
- For confirming a surgery, you are requested to pay a Reservation Deposit in case of no show the reservation deposit amount will be forfeited.
- The medicines you are currently consuming and all concerned Medical Reports and X-rays, are to be brought to the hospital.
- A list of any known allergies and sensitivities to be informed.
- Personal toiletries, slippers / footwear to be carried to the hospital.
- Keep some cash for miscellaneous purposes in case of emergency.
- Only a surgeon/consultant can cancel/postpone a surgery on medical grounds & authorize a refund. Please contact the Admission counter after cancellation.
- On the Date of Admission if you don't receive a call from us on the Tel. No. given by you, you are requested to call on 2444 7530 / 2444 7531 / 2444 8524 after 1:00 p.m. to confirm your bed allocation.
- Reservation does not confirm the bed of your choice. While all efforts will be made to give bed/class of your choice, this may not be always possible as it will depend on vacation/discharges and medical status of previous occupant.

AT ADMISSION

Please present the following...

- 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 with billing class or Identity Card for Emergency Admission to be shown for reference.
- After telephonic confirmation of bed, the patient may be brought to the hospital. He / She will be given a Admission Number after the formalities.
- Please quote the Admission Number for any enquiry in future.
- 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 Lobby Receptionist.

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 will be after minimum 4 days stay, and payment of all dues.
- Everyday you will receive an SMS on your registered mobile no at hospital stating the billing position, 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.
- 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.

- If patient is required to be transferred to the ICU/ICCU/NICU or PICU, the room/bed that patient was occupying prior to the transfer is to be vacated by the patients relatives.
- During the stay of the patient, if an additional deposit requested has not been cleared, the hospital reserves the right to transfer/discharge the patient on administrative ground.
- Please wear hospital clothes throughout your stay in the hospital.
- Help in keeping the number of visitors and the noise levels low. We issue only one pass for patients relatives in shared / common wards and two passes for Special, Deluxe & Suite classes.
- Please respect hospital and personal property.
- Sparing use of Mobile phones will be appreciated.
- Consumption of alcohol, smoking and chewing of tobacco is prohibited.
- Home food may be permitted on "medical grounds". Patients relatives meals can be provided in the hospital at extra cost.
- We don't allow outside pillows, blankets, etc. as they may be a source of infection. Visitors are not permitted to sleep on the floor.
- Our pharmacy provides all the medicines for inpatients. We do not permit medicines & consumables from outside. Charity provision is made available for economically weak patients.
- Patients can be transferred to any other hospital / government hospital / nursing home in case of non-payment or any other administrative reason, or only if nursing care is required.
- Discharge of patient would be authorised as per doctor's opinion.

Utility Services

Medical Insurance & TPA Services

Cashless hospitalization means as a policyholder, one will be able to avail medical services at designated hospitals and bills will be settled through TPAs (third party administrators) rather than direct out-of-pocket-payment.

Pre Admission and Admission Requirements

In case of a planned admission, you would have first consulted a doctor who in turn would have advised you on the probable date of hospitalization. In such a case, you must apply for approval of the estimated hospital expenses directly by your TPA at least 4-5 days prior to the date of hospitalization.

In case you have not applied for pre-authorization sufficiently in advance or if the doctor treating you advises you to get hospitalized immediately after the consultation, our Corporate Help Desk (Phone: 022-24460649 / 24447543) will assist you through the pre-authorization procedure. Normal working hours are from 8.00 a.m. to 8.00 p.m., Monday to Saturday and on Sunday / Hospital Holidays from 9.00 a.m. to 5.00 p.m.

However, the Corporate Help Desk is only a facilitator and can in no way influence the decision on the approval. Your TPA may not grant approval due to any of the following reasons:

- If the ailment for which you are hospitalized is not covered in your policy.
- If the information contained in pre-authorization form is insufficient to approve the request, though most of the time the TPA will request the hospital if additional information is needed.
- If you have exhausted the sum assured for that year.

The pre-authorization procedure is detailed below:

Step 1: Establish contact with the Corporate Help Desk at the hospital.

Step 2: At the Corporate Help Desk, you need to present the original Health Insurance card issued to you by your TPA.

Step 3: Collect the pre-authorization forms pertaining to your TPA.

Step 4: Your pre-authorization form will have two sections-

- General details on the health insurance policy - to be filled in by you (the Corporate Desk will assist you in case you have any difficulty).
- The treatment recommended for you-to be filled in and duly signed by the doctor who is treating you (Do not attempt to fill this section, contact the Corporate Desk in case of any difficulty).

Step 5: Return the completed form to the Corporate Help Desk. along with the copies of the document mentioned in TPA check list. The personnel at the desk will verify the form for its completeness and let you know in case of any discrepancy.

Step 6: Once the form is complete in all respects, the Corporate Help Desk will upload the documents on the remedinet portal and transmit to the office of your TPA.

- Step 7: The Corporate Help Desk will revert to you on the approval/denial status, also status of approval is updated on registered mobile no as well as a display screen is available near the TPA desk in the lobby.
- Step 8: At the time of admission, you shall be required to pay differential amount of admission deposit and TPA approval. The differential amount would be refunded on discharge after receiving the final approval as per the final bill. A TPA deposit payment of Rs.7500/- has to be paid on admission, which shall be refunded post discharge, subject to completion of all formalities and payment received by the hospital.

Empanelled TPAs and Insurance

Getting Discharged

You shall be required to

- Settle the difference, if any, if your bill exceeds the designated insurance amount
- Pay for all non-medical expenses as your policy will not cover them.
- Check all the bills and prescriptions for any medicine that is billed but not administered to you.
- Note the total amount of the bill for your records for future purpose and also check approval copy.
- Submit all the medical documents including the lab reports, claim forms, discharge summary and final bill to the hospital before being discharged.
- The hospital, then, submits all necessary documents to TPA. TPA processes the bill on the basis of eligibility and actual cost. TPA makes the claim payment to the hospital and / or patient (as per the policy terms and actual cost). You shall, then, be refunded the deposit amount of Rs 7,500 with deduction if any.

What if the cost for treatment exceeds the approved sum?

- Generally the TPA only approves a part of the expenses of the treatment and only after the hospital sends the final bill along with the discharge summary and other reports does it approve the entire bill amount as per policy.
- At times the hospital will request the TPA to increase the amount approved if needed during the treatment as per the policy.

Empanelled TPAs and Insurance

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| <ul style="list-style-type: none"> • Paramount Health Services Pvt. Ltd. • UnitedHealthcare India (Private) Limited • Medi Assist India Pvt. Ltd. • Vidal Health TPA Services Ltd • Family Health Plan (TPA) Ltd • ICICI Prudential Life Insurance Company • Cholamandalam General Insurance Co Ltd • Apollo Munich Health Insurance co. ltd • Star Health and Allied Insurance Co Ltd • Aditya Birla Health Insurance Co. Ltd. • RELIANCE GENERAL INSURANCE | <ul style="list-style-type: none"> • Health India TPA Services Pvt Ltd • Dedicated Healthcare Services (I) Pvt Ltd • MD India • Vipul Medcorp TPA Pvt.Ltd. • Bajaj Allianz General Insurance • ICICI Lombard General Insurance Co. Ltd • Future Generali India Insurance Co Ltd. • Religare Health Insurance Co. Ltd. • HDFC ERGO General Insurance Co. Ltd. • Heritage Health Insurance TPA Pvt. Ltd. • Max Bupa Health Insurance Company |
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Emergency

In an emergency hospitalization, the important thing is to get the patient treatment at the earliest. The Corporate Help Desk will take up your case on a fast track basis with your TPA and is likely to receive approvals within 6 hours during any working day.

Step 1: Show your health insurance card and fill in the pre-authorization form.

Step 2: The Corporate /TPA desk in the hospital will fast track the process for your cashless process but in case you cannot wait for the approval, you can pay the deposit demanded by the hospital and start the treatment and reimburse the expense later on.

Step 3: Generally the time taken to process an emergency case is 6 hours, but will depend upon the insurance co / TPA. You need to follow up with the TPA to know the status of the request.

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 a.m. to avoid half day's bed charges which are levied after 11.00 a.m. till 3.00 p.m.
- 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.
- 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 Rs. 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.
- Refunds amounting to Rs.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 a.m. to 5 p.m. 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 upto Rs. 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 - 09 : 00 a.m. - 6 : 00 p.m.

- During non-banking hours special provision is made for payment of refunds upto Rs. 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.

Services

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 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 toilets clean & dry.
- 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 p.m. - 9 p.m. 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.
- 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, 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.
- Do not change the setting of the 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 a.m. & 10.30 p.m. Please do not change the settings.
- In case of any inconvenience, please contact the sister in charge of the wards.

PATIENT RELATION DEPARTMENT (PRD)

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

AT YOUR DOORSTEP SAMPLE COLLECTION CARE@HOME

- The hospital provides laboratory collection services for all lab investigations at your home. Care@Home service for sample collection, specialised nursing care, physiotherapy and X-ray.
- The reports will be sent by courier to the address Email address on request given.
- To avail this service contact Care@Home service for prior booking between 8a.m. - 8p.m. on 022 - 4510 8181 / 6766 8181.

REPORT DELIVERY

- The reports of all lab investigations can be sent to you by courier, on request or on your registered email id.

CUSTOMER CARE DEPARTMENT

- It also acts as a grievance redressal cell of the hospital. In case you have any feedback, appreciation, complaint you may contact the department on 2444 7523 or Extn. 3023. to get a suitable appointment.

Lalita Girdhar Ward



P. D. Hinduja Hospital, in its endeavour to provide excellent quality healthcare for all, now extends its bed capacity in patient care services by additional 33 beds in Median Category and 25 in Median B Category.

Median Category consists of four to six patients in a cubicle, provided with seating facility for each patient's relative along with a washroom in the wing.

These beds are located on the 1st, 2nd, 12th and 13th Floor of Lalita Girdhar building, T. H. Kataria Marg behind Hinduja Clinic. The entire facility is centrally air-conditioned.

Every floor has one procedure room equipped with advanced monitors and surgical instrumentation.

Dedicated Clinical, Nursing and Support services working towards providing quality patient care, create an environment suitable for speedy patient recovery.

Members of our medical team and management services are available round the clock.

Accomodation

Room Tariff

Subject To Change*

Category	Features	Charges
Suite	Two elegant rooms (patient room & relative room) with attached bath with closet, Sofa and recliner chair for patient's relative, Pantry with mini fridge & electric kettle, Two TV sets (With amazon fire stick for personal entertainment), Two telephones with STD/ISD facilities, Electronic safe for keeping the valuables, Complimentary newspaper, Welcome kit with slippers, exclusive medicine box on discharge.	Rs. 20,000
Deluxe	An exclusive private room with attached bath, Comfortable sofa for patient's relative, Electric kettle, TV (With amazon fire stick for personal entertainment), Telephone with STD/ISD facilities, Electronic safe for keeping the valuables, Complimentary newspaper, Welcome kit with slippers, exclusive medicine box on discharge.	Rs. 12,000
Special	A private room with attached bath, Comfortable sofa for patient's relative, TV (With amazon fire stick for personal entertainment), Telephone with STD/ISD facilities, Electronic safe for keeping the valuables, Complimentary newspaper, Welcome kit with slippers, exclusive medicine box on discharge.	Rs. 9,100
Median A	A twin sharing room with attached bath, Sofa for patient's relative, Telephone with STD/ISD facilities, Complimentary newspaper, welcome kit.	Rs. 4,600
Median B	A twin sharing cubical with common bath in the wing, Sofa for patient's relative.	Rs. 3,300
Median	4 to 6 patients in a cubical with common bath in the wing, Chair for patient's relative.	Rs. 2,600

Our Inpatient Facility



Special Class



Lalita Girdhar Ward



Median



Median A



Deluxe



Facilities of suite class

P. D. HINDUJA HOSPITAL & MEDICAL RESEARCH CENTRE

Veer Savarkar Marg, Mahim, Mumbai – 400016 | Tel: +91-22-2445 1515
E-mail : info@hindujahospital.com | Website : www.hindujahospital.com