

waiting area.

- Please safeguard your valuables and mobiles. The hospital will not be liable for any loss of money or other valuables.
- Please respect hospital and personal property.
- Consumption of alcohol, smoking and chewing of tobacco is prohibited.
- After admission, nurses will take patient vitals and inform the doctor about patient's status to carry out further instructions.
- For surgical patients, post receiving fitness for surgery, patient will be transferred to OT / Procedure room. After surgery is finished and patient is shifted to recovery, SSSU nurse will inform patient's relative. Based on patient's status, it may take 2-3 hrs to receive patient back in the unit. The patient is then monitored post-operatively and any post-operative orders related to investigations, diet, etc. are carried out. Finalisation of discharge summary is done after patient is declared fit for discharge.
- For medical patients, post assessment of patient's fitness for therapy, doctors give drug orders. Nurses then arrange, prepare and administer drugs for the patient. Patient is then monitored till completion of the therapy. Finalisation of discharge summary is done after patient is declared fit for discharge by the doctor.
- For patients undergoing chemotherapy, chemo initiation may take 1-2hrs from the time of admission depending on report review findings.

Discharge

- The doctors alone have the right to discharge a patient.
- Deposits/Payments are to be made in Cash/Bank Draft /Traveller's Cheque/Citi Diners, ICICI, Master and VISA cards.
- Please surrender the visitor's pass at the Billing Department.
- Final Bill will be prepared based on service rendered and as per admission class. After final settlement, billing staff will hand over two copies of discharge slip, white color copy to be handed over to nurse and pink color to be retained by you to be handed over to

security while leaving the hospital.

- After receiving the white slip, nurse will complete discharge formalities including removing IV line, if any, handing over of discharge summary / discharge card and explanation of and post discharge instructions including medication, etc.
- 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.
- If you have a Medclaim policy, and you are applying for bill reimbursement, you are required to approach the company directly for reimbursement of your bills for which you will need originals of: (i) the final bill, (ii) the detail bill, (iii) discharge summary, (iv) deposit receipt and (v) settlement slip. The final and detailed bill will be given by the cashier on settlement of dues. The discharge card will be given by the ward nurse at the time of discharge.
- Please give your valuable feedback by filling the feedback form and submit to the customer care department / drop in the feedback box.
- Kindly vacate the bed as soon as bills are settled.
- Any refund below Rs. 10,000/- is paid by a refund voucher, cash for which is to be collected from the bank counter as per bank timings. If the refund is collected after day of discharge, it will be given only by cheque.
- If the payment is done by credit card, the refund would be on credit card. The card holder should be present to sign the refund charge slip.
- Any refund more than Rs. 10,000/-, is payable only by cheque. Billing staff will collect details regarding on whose name the cheque should be prepared. After the cheque is ready, a call is given to patient. Please bring settlement slip and photo ID while coming to collect refund from billing section located on the ground floor, West Block. If the refund amount is to be remitted by NEFT / RTGS, a cancelled cheque and NEFT form is to be filled and given at the discharge counter.
- During non-banking hours, special provision is made for

payment through cash counters in the Billing Dept. Refund of more than Rupees Twenty Thousand will be paid by a Crossed Cheque made out in the patient's name.

- Please ensure to take follow up appointment from the call center / rebooking letter as suggested by your doctor.

Post Discharge

- For follow-up appointments with your consultant, please call 45108181 / 67668181.
- Please follow all discharge instruction as mentioned in the discharge summary.
- Be alert of signs and symptoms which, if experienced, need medical intervention. You may specifically look out for persistent fever, increasing pain, ongoing sickness, bleeding from the wound, redness around the area. Please also refer to your discharge summary symptoms specific to your treatment.
- Please feel free to call your doctor or SSSU at 024447902 for any queries. Qualified staff will be available to attend you.

CONTACT US

All working days, i.e. Mon. to Sat., 8 a.m. to 8p.m.

SSS Bookings: 024447500, Extn: 8276 / 3404

SSS Customer care: 9152888107/011-24447500, Extn:3473

SSS Nursing desk: 022 - 24447902 / 9152987907

Home sample collection: 45108181/67668181

Write at: sss@hindujahospital.com

Visit: www.hindujahospital.com

P. D. HINDUJA HOSPITAL & MEDICAL RESEARCH CENTRE

Veer Savarkar Marg, Mahim, Mumbai - 400 016 (INDIA)
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(PATIENT INFORMATION BOOKLET)

P. D. HINDUJA HOSPITAL
& MEDICAL RESEARCH CENTRE

March 2026

About Short Stay Services Unit (SSSU)

- The Short Stay Service Unit is a unique concept launched by P. D.Hinduja Hospital, wherein a patient can be admitted and discharged on the same day, thus saving valuable time. **It is located on the fourth floor of the hospital building. It is a 19-bed unit having 15 standard and 4 premium category rooms. The department is closed on Public Holidays and Sundays.** . Re-admission, if required, will involve discharge from the SSSU, followed by regular admission in wards.
- Two types of accommodation are available in SSSU:

Premium	A private room with attached toilet; chair-cum-bed, cable television and telephone. Two visitors allowed per patient	Rs. 10,200*
Standard	Cubicle with one patient, cable television, chair for patient relative, patient toilets in the wing. One visitor allowed per patient	Rs. 5,100*

* Tariff is subject to change without prior notice

* 5% GST on bed charges of Rs. 5000/- & above

- Unit has set of trained and dedicated nursing staff for best patient care.
- Unit has set of trained and dedicated customer care staff to offer personalised care to patients; taking care at every step, starting from booking till post discharge.
- Billing is done on a 24-hr basis.

Booking for SSSU

- Booking for SSSU is decided by the Consultant. You need to produce the admission note given by your consulting doctors specifying name of patient, date of admission, reason for admission, and type of accommodation (Standard/Premium).
- A reservation number will be given to you, against a deposit of Rs. 5000/-. This amount will be adjustable in your final bill. In case of booking cancellation, amount will be refunded based on doctor's letter only.
- Patients from Corporates / having Mediclaim need to ensure that their admission authorisation letter mentions Short Stay Services Unit / bed charges entitlement which should be the same or higher than

the above mentioned bed tariffs. You may send the copy of your letter to 9152 98 7907 or fax at 022-24445907 to help us confirm your letter validity at least a day prior to admission.

- Patients availing cashless facility should ensure to submit preauthorization form duly filled and signed by their doctor to TPA desk located on West block Ground floor at least 3 days prior to expected admission date.

In case of Telephonic Bookings, you may fax the admission note at 24445907 mentioning your contact no. and your HH No. (if available) or email a scanned copy to sss@hindujahospital.com.

Please provide your mobile number at the time of booking, and ensure that the booking message is received from the hospital on that number. You may tally date of booking as required and as appearing in the message.

Patients are also requested to mention their email IDs for receiving their Laboratory reports through email, which should be mentioned to the reception staff during registration and booking. The laboratory reports can be viewed online on the Hinduja Hospital site where you need to mention your HH No./Order No. and followed by the OTP No. received on the registered mobile number with us.

- Reservation does not confirm the bed of your choice. While all efforts will be made to give a bed/class of your choice, this may not always be possible as it will depend on vacation/discharges and medical status of previous occupant.
- You will receive a confirmation call between **11 a.m. to 7 p.m.** from the customer care one day prior to your date of expected admission. In case you do not receive any confirmation call, please call at 9152 98 7907 b/w 7 p.m. to 8 p.m.
- Admission timings will be informed as per bed availability. Although complete care is taken to allot you a bed at the assured time, kindly bear with us in unforeseen circumstances.
- "25% surcharge will be levied on hospital bill for foreign national and NRIs"
- Scanned copies of IPD cashless approval documentation can be emailed to tpacell@hindujahospital.com please refer link for downloading forms www.hindujahospital.com

- For patients availing cashless service, original reports, final bill and discharge summary will be sent to TPA for claim settlement purpose.

Pre-admission Instructions

- Patients are admitted only on the day of procedure
- All pre-operative / pre-admission investigations as advised by your doctor should be done prior to admission. **Home sample collection services** can be availed at **45108181/67668181** between 8a.m to 8p.m. Charges range from Rs. 130 to Rs.200*/visit/person depending on the collection location.
- You may bring any other previous reports which may be used for reference.
- If any of the reports are outside normal limits, it would be advisable to inform the same to your doctor and SSS customer care before admission.
- You are requested to carry the medicines, inhalers which you are currently taking, a list of any known allergies and sensitivities, if any, and personal toiletries, and slippers / footwear.
- 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.
- Fasting instructions and pre-admission medication instructions should be confirmed with the doctor and adhered to.
- Please refrain from carrying any valuables in the hospital. The hospital is not responsible for any loss of money or valuables during stay.
- Female patients due for surgery need to remove make up, jewellery and nail varnish before admission.
- Luggage, blankets, outside food including fruits, flowers are not allowed in the hospital as part of infection control protocols.
- Arrange a ride home beforehand with a responsible adult, as you may feel drowsy after surgery/procedure.

Visitor Policy

- Only one attendant is allowed to accompany the patient in classes up to Median A / Standard and 2 attendants in classes above Med A, including Premium.

- Please help us in keeping the number of visitors and the noise levels low.
- Children below 15 years are not permitted at patient areas / bed side.
- There are no visiting hours in the hospital. Single pass can be transferred amongst visitors.
- All visitor passes need to be submitted at the time of discharge, else a charge of ₹.200* per pass will be applicable.

Admission

- You need to report in the SSSU located at 4th floor, West block building.
- Please show your booking letter to security to allow access to SSSU. You may call our customer care staff at 9152888107 for escorting you to SSSU.
- Please come with all reports as advised by the doctor.
- Admission process is done at the SSSU counter itself. Please produce doctor's admission note at the counter.
- All patients for admission are requested to sign a general consent and declaration for making payment as per the hospital charges.
- Bed allotment is done as per availability.
- All cash paying patients need to pay complete surgery deposit / package amount / deposit as advised by the doctor at the time of admission. Please keep all original deposits receipts safely to be produced at the time of discharge.
- Patients seeking cashless service in SSSU need to make payment of Rs. 7500/- as security deposit. This amount is subject to refund as per clauses of the bill settlement by insurance company / TPA.
- Please wear hospital clothes as well as the Patient ID band throughout your stay in the hospital.
- Home food for patient may be permitted only on "medical grounds".
- Wi-Fi services can be availed in the hospital premises. Please contact customer care for the same.
- Mobile phone charging facility is available in the patient