

Booking 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 regarding the bed booking done.

Types of Accommodation:

w.e.f - 1.4.24

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 re 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.	₹ 25,000
Deluxe	An exclusive private room with attached bath, Comfortable sofa for patient's relative, Electric kettle, TV (With amazon re 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.	₹ 14,500
Special	A private room with attached bath, Comfortable sofa for patient's relative, TV (With amazon re 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.	₹ 10,800
Median A	A twin sharing room with attached bath, Sofa for patient's relative, Telephone with STD/ISD facilities, Complimentary newspaper, welcome kit.	₹ 5,500
Median B	A twin sharing cubical with common bath in the wing, Sofa for patient's relative.	₹ 4,200
Median	4 to 6 patients in a cubical with common bath in the wing, Chair for patient's relative.	₹ 3,100

*Schedule of Deposits and all charges are subject to change without prior notice.
Kindly refer our website www.hindujahospital.com for more details and pictures.

The admission process will be done at the following locations depending on booking type:

Regular Admission	Short Stay Admission	Day Care Admissions
Ground Floor, West Block	4th Floor, West Block Refer link for more information about SSS admissions https://www.hindujahospital.com/sss/	Casualty Counter, West Block

At Entry:

Please carry your booking form / Letter of admission from the treating doctor and HH card/number if already registered.

General Rules & Information:

- 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.
- Aadhar card & PAN Card copy to be submitted at the time of admission.
- H. H. No.: If allocated either in OPD or previous admission, please bring it on subsequent visit.
- Patient should be accompanied by a family member or a close relative (adult).
- Food, linen, blanket from outside are not allowed.
- Only vegetarian meals are served. Request for Jain meal and patient's relative's meals should be made to nursing staff in advance.
- Home food may be permitted on "medical grounds". Relative meals can be provided by the hospital at an extra cost.
- Minimal Personal belongings to be carried in open carry bags.
- Facility of cloak room is available for luggage / baggage (for outstation patients)
- All rooms are provided with Wi - connectivity.
- Bed charges are calculated from 11:00 am (today) to 11:00 am (tomorrow). Half day charges are applicable on the day of discharge, i.e. 11:00 am to 3:00 pm.
- Charity provision is made available for economically weak patients.
- Charges are applicable for all outgoing calls.

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- 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.
- Please wear hospital clothes throughout your stay in the hospital.
- Help in keeping the number of visitors and the noise levels low.
- Please respect hospital and personal property.
- Hospital will not be liable for the loss of any valuables. Request to safeguard your valuables & mobile phone.
- Consumption of alcohol, smoking and chewing of tobacco is prohibited.
- 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 authorized as per doctor's opinion.
- We provide care with dignity, consideration and respect for privacy/ confidentiality.
- 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.
- For information regarding nearby hotel accommodation, please write an email request to **customerservicedepartment@hindujahospital.com**.
- If you plan to avail TPA / Cashless facility, please process the documents at least 5 working days prior to the given admission date.

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 pm to 7 pm & on Sunday and hospital holidays - 10 am to 11 am & 5 pm to 7 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 www.hindujahospital.com OR via NEFT transfer and carry payment receipt / bank acknowledgement with UTR Number. We accept Visa, Master Cards & American Express Cards (Maestro Cards are not accepted).
- 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. 01st April 2017.
- NEFT Bank Details: IndusInd Bank Account No: 100013463987; Account Name: National Health & Education Society; IFSC Code: INDB0000503.
- To pay online: <https://www.hindujahospital.com/for-patients/online-payment/index.aspx>
- 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.
- We accept "On Account Deposit" which can be utilised for indoor & OPD services.
- There is no surcharge on the hospital bill, however, all foreign nationals and NRIs will be levied 25% surcharge on the gross bill.
- 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.

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TPA Services:

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 preauthorization 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 am to 5.00 pm.
- 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:
 1. If the ailment for which you are hospitalized is not covered in your policy.
 2. 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.
 3. If you have exhausted the sum assured for that year.

Pre Authorization Procedure -

Step 1: Establish contact with the Corporate Help Desk at the hospital. (IPD Building Ground Floor)

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 + TPA Checklist + TPA undertaking form or download all these forms from <https://www.hindujahospital.com/for-patients/medical-insurance-tpa.html>

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 (completely filled and signed), along with the copies of the document mentioned in TPA checklist to the TPA Help Desk / **ELSE** make a **single pdf file** of all your documents (as per TPA checklist) and email to **tpacell@hindujahospital.com**, with subject as "**Patient's name, HH Number and mobile number**". 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 number 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 ₹ 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, which may take 45-90 days.

Empanelled TPAs and Insurance: (As of June 2023 and is subject to updation)

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|--------------------------------------------------|-------------------------------------------------------|
| • Paramount Health Services Pvt. Ltd. | • Apollo Munich Health Insurance Co. Ltd. |
| • Health India TPA Service Pvt. Ltd. (Corporate) | • HDFC ERGO General Insurance Co. Ltd. |
| • United Healthcare India (Private) Limited | • Star Health and Allied Insurance Co. Ltd. |
| • MD India Healthcare (Corporate) | • Aditya Birla Health Insurance Co. Ltd. |
| • Medi Assist India Pvt. Ltd. (Corporate) | • Heritage Health Insurance TPA Pvt. Ltd. (Corporate) |
| • Vipul Medcorp TPA Pvt. Ltd. (Corporate) | • Reliance General Insurance |
| • Vidal Health TPA Services Ltd. (Corporate) | • Max Bupa Health Insurance Company |
| • Bajaj Allianz General Insurance | • Care Health Insurance Co. Ltd. |
| • Family Health Plan (TPA) Ltd. | • East West Assist Insurance TPA |
| • ICICI Lombard General Insurance Co. Ltd. | • Future Generali India Insurance Co Ltd. |
| • ICICI Prudential Life Insurance Company | • IFFCO TOKKIO General Insurance Co Ltd. |
| • Cholamandalam General Insurance Co. Ltd. | • Niva Bupa Health Insurance Co. Ltd. |
| • Religare Health Insurance Co. Ltd. | • SBI General Insurance Co. Ltd. |

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Our empanelled TPA's and Insurance companies may change periodically. Please contact TPA desk for update.

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 ₹ 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.

Add on Services

CARE@HOME: At your doorstep sample collection & specialized services (Nursing care, Physiotherapy & X-ray)

- 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 8:00 am. - 8:00 pm on 022-4510 8181 / 6766 8181.
- The reports of all lab investigations can be sent to you by courier, on request or on your registered email id.

Pick Up & Drop Service

You can now avail premium, concierge accompanied, rides to P. D. Hinduja Hospital for your admission, through kinships, starting at just ₹ 249. Assured on-time pick up, with a concierge to help out in admission procedures at hospital & keep your loved ones updated. This service is not directly offered by Hinduja Hospital. To book or for details call kinships @ (9619543409). P. D. Hinduja Hospital, Mahim.

Important 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.
- For any assistance, write to us on customerservicedepartment@hindujahospital.com.
- Visit our website www.hindujahospital.com for more information.

Thank you for choosing Hinduja Hospital!!!