

Post OPD Consultation Information Sheet

We thank you for choosing P. D. Hinduja Hospital as your preferred centre of medical care. We are happy to share some useful set of information that may help you for the next step. Applicability of the same will depend on advice from your doctor.

1. Locations for Diagnostic Investigation:

| Section | Location |
|---------------------------------------|---|
| Lab Sample Collection | OPD Building Ground Floor, Wing 4 (For Home Sample Collection facility, kindly contact 022-45108181 / 022-67668181) |
| East Block OPD X-ray Unit | OPD Building, 1st Floor, Wing 2 |
| Radiation Oncology | OPD Building, Ground Floor, Wing 2 |
| AKD (Artificial Kidney Dialysis Unit) | LG I Building, 8th Floor |
| Physiotherapy | OPD Building, 2nd Floor, Wing 3 |
| Ophthalmology | OPD Building, 1st Floor, Wing 2 |
| ENT | OPD Building, 1st Floor, Wing 3 |
| Neurology | OPD Building, 2nd Floor, Wing 1 |
| Dental | OPD Building, 2nd Floor, Wing 4 |
| Scopy | OPD Building, 3rd Floor, Wing 2 |
| Non-invasive Cardiology | OPD Building, 3rd Floor, Wing 3 |
| Pulmonology | OPD Building, 3rd Floor, Wing 3 |
| Medical Oncology | LG I Building, 14th Floor |
| Health check | LG II Building |
| Imaging | IPD Building, 1st Floor |
| CT Scan, MRI | IPD Building, Ground Floor |
| Reports Delivery Counter | OPD Building, Ground Floor, Foyer Right hand-side, 1st window |

2. If Hospitalization has been advised:

If Inpatient Admission is recommended by your consultant, kindly visit the booking counter of OPD 2nd floor wing no 4 (counter operational between 10:00 am to 1:00 pm and 2:00 pm to 6:00 pm) or Admission & Billing Department on the Ground Floor of IPD building (operational 24*7 all days). Please carry Doctor's note / OT booking form for Bed Booking.

Type of Accommodation:

- Kindly decide your choice of room and inform the booking staff

| 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. | ₹24,000 |
| 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. | ₹13,800 |
| 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. | ₹10,200 |
| Median A | A twin-sharing room with attached bath, Sofa for patient's relative, Telephone with STD/ISD facilities, Complimentary newspaper, Welcome kit. | ₹5,200 |
| Median B | A twin-sharing cubical with common bath in the wing, Sofa for patient's relative. | ₹4,000 |
| 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.

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2 If Surgery is advised -

In addition to bed booking, OT booking will also be required for which a OT reservation deposit is required to be paid at the time of booking, alternatively you may deposit the same online at Hinduja Hospital's web-page, www.hindujahospital.com/for-patients/online-payment/index.aspx (Pay Reservation Deposit section).

If you wish to avail Mediclaim facility for your admission:

If you have insurance, kindly check the list of empanelled TPA with our TPA Help Desk located on the Ground floor of IPD building. TPA Help desk is operational between 8am – 8pm, alternatively you may visit Hinduja Hospital web-page www.hindujahospital.com/for-patients/medical-insurance-tpa.html for updated information.

- The TPA Insurance form is filled by the Doctor/ Doctor's assistant and is to be handed over to the TPA Help desk, which further contacts the respective insurance company to ensure if cashless admission can be processed.
- Kindly ensure to complete these formalities 5 days prior to your admission.

Medical Insurance & TPA Services (details)

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 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 Hospital TPA Help Desk (Phone: 022-24460649 / 24447543) will assist you through the pre-authorization procedure. Normal working hours are from 8 am to 8 pm, Monday to Saturday and on Sunday / Hospital Holidays from 9am to 5pm
- However, the Corporate/TPA 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 TPA Help desk at the Hospital.

Step 2: At the TPA 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 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 TPA Help 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 TPA Help 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 check list 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 TPA Help Desk will upload the documents on the portal and transmit to the office of your TPA.

Step 7: The TPA Help Desk will revert to you on the approval/ denial status, also status of approval is updated on registered mobile number, as well as on the display screen available near the TPA Help desk in the ground floor 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, and may take 45-90 days.

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Empanelled TPAs and Insurance (as of June 2022 and subject to updations)-

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

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

Kindly contact the Customer Care on the Ground Floor Help desk counter for any further information between 8:00 am and 8:00 pm

3. 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
- Ambulance Booking: 09820885000

Visit our website www.hindujahospital.com for more information.

Thank you for choosing P. D. Hinduja Hospital