

## **Admission Related Information Sheet**

We thank you for choosing P. D. Hinduja Hospital, Khar unit 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 call informing you about the documents required at the time of admission. You will also be informed about the hospital protocols and the different modes of payments. A PDF file containing the same information will be shared via WhatsApp if your contact number has been shared with the hospital.
- In case of any expected delay in bed availability, our team will try to reach out to you to inform the arrival time, if your contact number is available with us.
- If the patient is not registered with us, the patient will need to complete the registration formalities. Post this the patient will be provided an unique HH number. This number can be referred to avail any service for this patient in future. He / She will be given a admission Number after completing the formalities.
- Please quote the Admission Number for any enquiry related to this admission in future.

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

- Copy of Pan Card / Aadhar Card of patient.
- Estimate and Doctor's admission 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 **transaction limit is upto Rs. 1,99,999/- for w.e.f 01-April -2017**/ Bank Draft / NEFT / Online payments/ **Credit card / Debit card / Amex Card**.
- Credit memo / letter (if applicable) with billing class. 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.
- 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.
- At the time of admission, if you have not been allocated the bed of your billing choice (higher or lower), kindly give your written request to the Admission staff on duty
- After admission the patient can be transferred on written request to higher / lower class including ICU, subject to the availability of beds.
- All charges shall be billed for a higher class retrospectively.
- For lowering of class, the charges will be applicable from the day of transfer.
- The written request to be from both the referring consultant & the patient and can be implemented with immediate effect / next day and payment of all dues.
- For all admissions from 6 am to 11 am, half day bed charges are applicable and any admission before 6 am, full day bed charges will be applicable
- For all admissions after 6 am and discharged on the same day by 11-59 pm, 1 day bed charges will be applicable.

### **Visitor Policy**

- 1 attendant pass (24 hour pass) will be issued at the time of admission. Visitors to utilise the 24 hours attendant pass on a rotational basis to meet their patient.
- Relatives can visit their patient in rotation during the day (8 am to 8 pm), however only 1 attendant can be present with the patient at any given time (24 hours) and one attendant can wait in the IPD lobby area.
- Entry is restricted for children below 12 years of age
- Kindly maintain silence in the Hospital premises at all times. Please co-operate with the security & staff.
- Visitors who have experienced or are suffering from URTI ( Fever, cough, sore throat, etc.) to be discouraged from visiting the hospital.
- Videography & photography is strictly prohibited.

## Billing   **Payment Options:**

- Deposits and Payments can be made in Cash / Bank Draft / Credit, Debit, Amex cards at the hospital. You may also make payments before coming to hospital online at <https://khar.hindujahospital.com/> OR via NEFT transfer and carrypayment receipt / bank acknowledgement with UTR Number. We accept Visa, Master Cards & American Express Cards.
  - Demand Draft / Pay Order is to be made in favour of " National Hospital & Medical Research Centre".
  - Cash Transaction is Limit: ` 1, 99,999/- for admission w.e.f. 01<sup>st</sup> April 2017.
  - GST of 5% will be applicable on room rent (excluding ICU) exceeding INR 5000/- per day w.e.f. 18<sup>th</sup> July, 2022
  - **NEFT Bank Details : Axis Bank Account No : 921010011251900; Account Name: National Health & Education Society; IFSC Code: UTIB0000186.**
  - To pay online: <https://www.hindujahospital.com/for-patients/online-payment/index.aspx> **(need to confirm)**
  - Deposits as mentioned by your doctor give 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.
  - All patients for admission are requested to sign a declaration for payment as per the hospital charges.
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- We accept "On Account Deposit" which can be utilized 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 **except for the pharmacy, materials and consumables.**
  - .Refund amount, if applicable, will be credited from an account named "National Health and Education Society"

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- Deposits as mentioned by your doctor give 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.
- 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. It is complimentary for Premium Deluxe & Suite room categories.
- 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.

#### **Clothes & Linen**

- It is mandatory that patients wear hospital clothes.
- Linen and blanket from outside are not allowed.
- The hospital clothes & linen are washed.
- Please help us to conserve sterilized linen.
- For any additional requirement of linen or linen size requests, you may contact the floor nurses.

#### **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.
- 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, Premium Deluxe, Deluxe and Premium Twin sharing.
- Television sets are tuned to receive various satellite channels. Please do not change the settings. Kindly request you to be empathetic to the adjacent patient while availing TV services.
- In case of any inconvenience, please contact the floor in charge or customer care between 7.00am to 10.00pm.

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## **Customer Care Department**

For any assistance or any other query, please feel free to call Customer Care Department between 7am to 10pm on:  
Phone: 022- 261746060, 8879001656 or Email your request to [customercare.khar@hindujahospital.com](mailto:customercare.khar@hindujahospital.com).

## **After Admission**

- At the time of admission, if you have not been allocated the bed of your billing choice (higher or lower), kindly give your written request to the Admission staff on duty
- After admission the patient can be transferred on written request to higher / lower class including ICU, subject to the availability of beds.
- All charges shall be billed for a higher class retrospectively.
- For lowering of class, the charges will be applicable from the day of transfer.
- The written request to be from both the referring consultant & the patient and can be implemented with immediate effect / next day and payment of all dues.
- Your room or relative's registered number will receive a call for the outstanding amount. 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/Billing counter after clearing the outstanding and paying surgery deposit.
- We request one relative to be in the room or ward during hospitalization 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.
- For all admissions from 6 am to 11 am, half day bed charges are applicable and any admission before 6 am, full day bed charges will be applicable.
- For all admissions after 6 am and discharged on the same day by 11-59 pm, 1 day bed charges will be applicable.
- 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 instructions will come on the registered number or the room 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 INR 500/- 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.
- Refund, if any applicable, will be ready in 10 working days after discharge or complete settlement of the hospital bill, whichever is later
- Requested to bring photo copy of pan card or aadhar card of the person who comes to collect the refund.
- Refund will be made to the account from which funds have been received or to the patient's account. In case if the patient is minor, refund will be made to the minor's parents' account, post provision of suitable documents.

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- Refunds done by debit card, the hospital will only **issue RTGS** 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.
- 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 refund 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.
- For follow-up appointments with your consultant, please call 022- 61548989 or 022-45108989
- 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: 022-61746032
- Appointment Booking/ Home Sample Collection: 9029442323.
- 24/7 Board: 022-61746000 / 022-6469999.
- Emergency: 022-61746098/6099.
- For Ambulance Booking: 022-61746099.
- Visit our website <https://khar.hindujahospital.com/> for more information.

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