

PATIENT HELP GUIDE



Breach Candy Hospital Trust

Your Care Is Our Concern

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We welcome you at Breach Candy Hospital Trust. This guide gives important information. Please do spend a few minutes reading it. On behalf of the entire team at our hospital, we wish you a comfortable stay and a speedy recovery

BOOKING OF SERVICES

To begin the process, you or a member of your family will need to meet our Executive at the booking office situated at the ground floor. Kindly bring the admission note from your treating doctor for the same. The allotment of a specific room when made is based on the situational availability.

The registration form will have to be filled in with the necessary information, which is mandatory for us to register you as a patient. (In case you are not already registered with us). The slot for your surgery will be booked by your treating surgeon. In case of cancellation of the surgery due to non medical reasons, cancellation charges of Rs. 5000 will be levied. Cancellation charges for OT bookings will be borne by the patients.

The deposit for admission has to be paid at least 48 hours prior to admission if it is Cash/ Credit Card/ Pay Order/ Online (for online payment, please refer our website) if cheque payment 5 working days prior to expected date of admission, failure of the same would result in cancellation of the booking. In case you want to avail cashless services, please contact the TPA desk in advance to help you with the requisite formalities.

LIST OF INDIVIDUAL AND CORPORATE INSURANCE APPROVED BY HOSPITAL IS PROVIDED ON LAST PAGE.

ADMISSION TO THE HOSPITAL

All confirmed admissions are done between 4-6 pm everyday. You are requested to meet the executive at the main reception for the admission process. Please produce your registration slip and the receipt of the deposit paid to the counter staff. In case you are availing the cashless facility, also handover your pre authorization form. In case your TPA approval is not sanctioned or you do not provide the approved pre authorization form at the time of admission you will be treated as a self paying patient. **DAY CARE PATIENTS** are requested to report for admission minimum 2 hours prior to surgery. Please note the following additional points:

- It is mandatory to bring your concerned medical records at the time of admission.
- Ladies are requested to kindly remove all nail polish prior to admission to facilitate accurate observations by the anesthetist.

NOTE : PLEASE CARRY GOVT. APPROVED ID PROOF PREFERABLY AADHAAR CARD, OF THE PATIENT AT THE TIME OF ADMISSION.

YOUR STAY AT THE HOSPITAL

Your Personal belongings

Pack light when you come to the hospital for admission. You will be provided with hospital clothing (with the exception of children and bariatric surgery cases). You may bring your own clothes, slippers and toilet articles if so desired. The toiletries can also be provided to you by the hospital, at a minimal cost. Please ensure that all your jewellery is removed and kept at home or in the safe custody of your relatives.

SERVICES

Telephone

Every private room has a telephone that enables you to make calls within the hospital. Please dial 23667 and then the room number to make calls directly to the room from outside. For eg, dial 23667501 for room no. 501. No calls are permitted in the critical care units.

Wifi Facility

Hospital has secured optional Wifi facility, details can be provided on enquiry.

Television

A package of channels is provided to each single room. Additional channels, if required can be provided on request and at a cost.

Room Transfer

Request for room transfer / change if any, has to be provided to Booking Office by filling up the relevant transfer form. Room transfer is not allowed on the same day of admission. In case of ICU transfer, the relatives are requested to vacate the room immediately. At any given time each patient can occupy only one bed.

NOTE : TRANSFER REQUEST WILL BE PRIORITY SUBJECT TO AVAILABILITY OF ROOM CHOICE.

Dietary Services

Food is an important part of the services rendered. The menu is personally supervised by our team of dieticians. There is a choice of vegetarian and non vegetarian menu, both Indian and Continental. You may give your choice of cuisine at the time of booking or to the dietician after admission. You are requested not to leave food in the room, as this attracts the pests. The hospital does not permit food from outside. Food is not permitted in the room for the attendant.

The meal service timing for the patients is as follows:

Service	Timing
Early Morning Tea	6.00 am - 7.00 am
Breakfast	7.30 am - 8.30 am
Mid Morning	10.00 am - 11.00 am
Lunch	12.30 pm - 1.30 pm
Evening Tea	3.30 pm - 4.30 pm
Dinner	7.00 pm - 8.00 pm
Bed Time	9.00 pm - 10.00 pm

You are requested to have the meals at the designated time to avoid inconvenience.

MEDICAL CARE SERVICES

Medical Treatment

Your consultant doctor at Breach Candy Hospital Trust will be responsible for your specific medical treatment while you are in hospital.

Nursing Care

Our nursing staff will attend to you after admission to the ward. She will familiarise you with the room, the bed head panel switches and the Nurse Call device which you may use to call the nurse. She will also inform you about the rules regarding the tea, breakfast and meal timings.

In case you have specific nursing needs please inform the Nursing In Charge of the floor.

Blood Bank Services:

Blood bank is a department / service where in blood is collected, separated into blood components and then made available to the patient as per the requirement.

Information for the admitted patients to the hospital:

- Prior to patient's admission to the hospital, the relatives should confirm with their consulting/treating physician for the requirements of the number of blood & blood products for their respective surgeries / admission .
- All patients must get in touch with blood bank while registering for the treatment at the hospital in case they require blood / blood products transfusion
- Outstation patients are requested to contact the blood bank well in advance in order to arrange donors.
- Kindly note that Rh negative blood groups are prevalent in only 5% of the population and arranging donors in advance is advisable.
- For apheresis platelets (SDP), donors of the same blood group as patient preferably are screened and then the procedure done. The entire process may take upto 2 hours
- **Note:** The blood bank also provides the additional option of NAT testing on request. NAT is Nucleic Acid Amplification Testing for reducing the window period of blood borne viruses. For NAT testing, donors have to donate 2 days prior to the blood requirement and before 12 noon.

DONATION TIMINGS OF BLOOD BANK

Monday to Friday - 9.00 a.m. to 2.00 p.m.

Saturday - 9.00 a.m. to 11.00 a.m. (Sunday closed)

Pharmacy

Your medication will be prescribed by your doctor. It will be provided by the hospital pharmacy. Hospital policy does not permit medicine to be sourced from outside. All medicines are sold at MRP only.

Ambulance Services

The hospital co-ordinates different service providers for its ambulance services. Please contact the main reception at 7995 / 7997 for availing the services of the same.

VISITOR'S INFORMATION

An Attendant pass & a Reliever pass will be provided at the time of admission. In the rooms/ward only one attendant may stay with the patient 24X7. Separate passes are issued for Operation Theaters (wherever applicable). At the time of transfer, please get the bed no. updated on both the passes from the reception counter.

The security staff will ask to see this pass, therefore, you are requested to cooperate with the security and keep the pass ready for check.

The passes are to be returned to the hospital after the discharge of the patient.

Fresh Flowers are not allowed in the Inpatient Areas.

Visiting Norms

Area	Weekdays	Sundays and Public Holidays
Wards	5-7 pm	11 am-12 pm and 5-7 pm
Maternity wards	11 am-12 pm and 5-7 pm	11 am-12 pm and 5-7 pm
Critical Care Units	11 am-12 pm and 5-7 pm	11 am-12 pm and 5-7 pm

Visitors are not permitted at any other time. No children are allowed in the hospital during the morning visiting hours. Nurse may ask visitors to leave the room if the patient's condition so warrants or if hospital policies are not being followed. Your co-operation is solicited.

Tipping

We discourage tipping of the hospital staff. If you wish to donate, please contact the Nurse In Charge of the floor.

No Smoking Policy

Smoking and consumption of alcohol is prohibited for all patients and visitors in the hospital premises. Strict adherence to the same needs to be maintained .

Maintenance

Preventive maintenance of all equipment in the room is routinely and thoroughly done before admission of a new patient. If you need any assistance regarding any air conditioning, electrical or plumbing issues in your room, please inform the In Charge nurse on the floor.

Valuables

Please do not keep valuables or excess money with you. The hospital does not accept responsibility for loss or damage of your possessions .

DISCHARGE INFORMATION

- i) Routine discharges are normally given upto 10 am daily basis.
- ii) Discharged patients are requested to vacate the room as early as possible, preferably prior to 11 am. Staying beyond this time will necessitate an additional charge. Your co-operation is requested.
- iii) An approval and written order from your consultant doctor is required for the discharge process to be initiated.
- iv) The discharge process takes up to 2 hours for completing all the formalities.
- v) Please handover the passes at the main reception while leaving the hospital, post discharge.

NOTE : IN CASE OF DELAY IN DISCHARGE DUE TO ANY REASON, HALF DAY CHARGES WILL BE LEVIED FROM 11.00 A.M. TO 4.00 P.M.

Billing

The hospital does not have a class system for any hospital services except the room tariff. The service charges will be higher for all services availed during off working hours, Sunday and Public holidays. Financial arrangements for your hospitalisation stay must be made prior to your admission. You may contact the billing department for updates on your bill during your stay. Hospital tariff for services is subject to change without prior notice. It will be advisable to ask your treating doctor (especially for surgery cases), details of doctor fees prior to admission.

NOTE : 1) CONSULTANT CHARGES ARE TO BE DECIDED BETWEEN PATIENT AND CONCERNED DOCTOR.

2) FOR ALL SERVICES RENDERED IN THE HOSPITAL (INCL. DOCTORS FEES) PAYMENT WILL HAVE TO BE MADE TO THE HOSPITAL ONLY AND NO ONE ELSE.

Refund

Refund below Rs.10,000/- are done by cash at the time of discharge. Refund above Rs.10,000/- is done by cheque after seven working days from the day of discharge . In case the payment is made by a credit / debit card, the refund cheque is issued in favour of the card after realization of the amount. Maternity Registration fees of Rs.10,000/- is non-adjustable & non-refundable .

Corporate Account / TPA

If your bill is to be settled by your company, please ensure that you bring a authorised letter from your company duly signed clearly accepting responsibility for all medical treatment and giving an undertaking to settling the bill. The hospital will provide treatment in the ward specified by your company. Any deviations from the instructions will be billed directly to you with information to the company.

Patients who are availing Third Party Administrators (TPA) facility are requested to enquire about their sanctioned amount on the day of their admission, from the admission counter. You are requested to obtain the authorisation from the TPA. The hospital will only act as a facilitator in such a situation. Please note that the hospital honours only corporate policies for cashless hospitalization. A security deposit is payable before admission even for cashless authorized patients to cater for disallowed billing.

Self Paying

In the case of self payment :- The deposit should be paid at least 48 hours before admission. The professional charges will be intimated by your doctor. The hospital charge can be obtained from the billing department.

All bills have to be settled either through Demand Draft / Cash / Debit Card / Pay Order. The hospital does not accept cheques. To avail facility of bank transfer of money, kindly contact billing.

As per Section 269ST of Income Tax Act, Hospital will not accept cash of Rs. 2 Lakh or More per Patient w.e.f. 1st April-2017.

CHARITY

Breach Candy Hospital Trust is a public charitable trust and patients seeking free / concessional treatments are required to meet the Medical Social Worker (MSW) for

further details . Those who fulfill the guidelines specified by the Public Trust act shall be considered for charity.

FEEDBACK AND REDRESSAL

We at Breach Candy Hospital, aim at providing quality care to you in view of which we take feedback from our patient/patient attendant continuously. We have a Feedback management system through which we would like to have feedback about your experience as a patient.

We have a Patient Experience Team, headed by the Chief Experience Officer - Mrs. Prajakta Hindlekar (Director-Nursing) along with Ms. Alka Nawar & Ms. Bina Kriplani (Patient Experience Executive). In case you have any concerns which need to be addressed during or after your stay you can get in touch with the Patient Experience Team through the Nursing Station.

PATIENT AND FAMILY RIGHTS AND RESPONSIBILITIES

We at Breach Candy Hospital respect your individuality and dignity and indeed, "Your care is our concern". It is our goal to ensure that, your rights as a patient are respected, at all times.

1. Right to be adequately informed about your health care.

- The doctor will discuss with you, your illness, possible treatment and alternatives, and the likely outcome before and during treatment, in a language understandable to you. You will be informed about the approximate cost of treatment.
- Information on the safe and effective use of medication and potential side effects, diet and nutrition, immunizations required, possible complications and its prevention would be given to you.
- The names of doctors, nurses and other staff directly involved in your care will be made known to you on request.
- The hospital charges and payment methods at the commencement of treatment and any changes thereafter, will be made known to you in an understandable language. You may question the accuracy of the bills if you think it necessary.
- Your medical records may be reviewed, or a copy obtained as per the set regulations, except when restricted by law.

2. Right to privacy and upkeep of dignity.

- All the employees of the hospital will treat you respectfully.
- The hospital will give you the necessary healthcare services, to the best of its ability.
- Your privacy will be respected with regards to consultation, case discussion, examination and treatment. Within the confines of the law, all communications and documents pertaining to your treatment will be treated as confidential.

- The hospital will provide prompt life saving treatment in an emergency, without any account of economic status or source of payment.
- Any instance of physical abuse, or neglect in care delivery, will be addressed as promptly as possible
- Patient can ask for special preferences , cultural and spiritual needs.
- The hospital provides you the rights to determine what information regarding your care would be provided to you and your family.

3. Right to be involved in decisions affecting your health care.

- You may choose the doctor who will treat you.
- A written consent will be taken from you (from relatives in case of minors, mentally challenged, or where patient is unable to give consent) prior to the start of a specific non-emergency procedure, after your doctor has explained the details.
- A written consent will be taken from you (from relatives in case of minors, mentally challenged, or where patient is unable to give consent) prior to the start of blood and Blood component transfusion, after your doctor has explained the details.
- A written consent will be taken from you (from relatives in case of minors, mentally challenged, or where patient is unable to give consent) prior to the start of any research protocol, after your doctor has explained the details.

4. Right to refuse treatment.

- You may refuse any procedure, drug or treatment and be informed about the consequences of such a refusal.
- You may choose to take a second opinion at your own expense.
- You may leave the hospital, against the advice of your doctor, after signing the 'Discharge Against Medical Advice' form. However, neither the doctor nor the hospital will be responsible for the consequences.

5. Right to notify your grievances

- Any complaints with regard to violation of your rights may be voiced to the hospital authorities at any time. You may use the inpatient feedback for the same. The hospital will address these at the earliest possible, without any harm or penalty to you.

YOUR RESPONSIBILITIES AS A PATIENT

- To provide complete, accurate and adequate demographic and health information, and any other information that the hospital may ask for.
- To follow the treatment plan as advised, and express your concerns about it, if any. Ask for clarifications on any medical advice that is not clear.
- To treat the hospital staff, other patients and visitors with understanding and respect, and ensure that your visitors do the same. Respect other patient's rights as well.

- To observe all the rules of the hospital, particularly ones with regard to smoking, noise, use of cell phones and visiting hours.
- To avoid carrying any valuables with you during your stay.
- To accept the outcomes of refusing treatment, or not following doctors advice.
- To be prompt in paying the hospital and doctors bills.
- For all services rendered in the hospital (incl. doctors fees) you will make payment to the hospital only & not to any one else.

LIST OF TPA/INSURANCE CO.

We have a tie-up with the following TPA / Insurance companies for Cashless hospitalization:

Corporate Policies

- 1) Aditya Birla Health Insurance
- 2) Care Health Insurance
- 3) Family Health Plan Insurance TPA Ltd.
- 4) Future Generali Insurance
- 5) HDFC Ergo Insurance
- 6) Health India Insurance TPA Ltd.
- 7) ICICI Lombard Insurance
- 8) MD India Health Insurance TPA
- 9) Mediassist India TPA
- 10) Paramount Health Services & Insurance TPA
- 11) Raksha Health Insurance TPA
- 12) Star Health Insurance
- 13) United Health Care
- 14) Vidal Health Insurance TPA services
- 15) Vipul Medcorp Insurance TPA

Individual Policies

- 1) Aditya Birla Health Insurance
- 2) HDFC Ergo Insurance
- 3) Kotak General Insurance (FHPL TPA)
- 4) Reliance General Insurance

Reimbursement process

For patients who do not avail the benefit of Cashless hospitalization or whose claims are denied for Cashless, they can do the following process.

	Patient	Doctor	Hospital
Before admission	Inform the insurance/TPA company (Planned cases - In advance) (Emergency case - within 24 hours of hospitalization)		
At Discharge	Fill the Reimbursement Form*, Fill the request form for Indoor case paper at the Reception	Fill the Medical Details in the Reimbursement form	TPA Desk will fill the Hospital details and provide the sign and stamp on the Reimbursement form #
After Discharge	Collect the Indoor case papers from the Medical records department		

Kindly check with your TPA/Insurance company regarding the requirement of a minimum duration of hospitalization of 24 hours for eligibility of your insurance claim.

* Please collect the form from your agent or the TPA/Insurance company.

Timing - between 9:00 a.m. to 5:00 p.m. from Monday to Saturday.

SCOPE OF SERVICES

BREACH CANDY HOSPITAL TRUST

Clinical Services

- Anaesthesiology
- Bariatric Surgery
- Cardiothoracic Surgery
- Cardiology
- Critical & Intensive Care
- Dermatology & Venereology
- Endocrinology
- Family Medicine
- Gastroenterology (Medical)
- General Medicine
- General Surgery including Laparoscopic Surgery
- Nephrology including dialysis
- Neurology
- Neurosurgery
- Obstetrics & Gynecology
including high risk pregnancy
- Oncology Medical including Chemotherapy
- Oncology Surgical
- Otorhinolaryngology (ENT)
- Ophthalmology
- Orthopedic Surgery
- Oral Maxillofacial Surgery (Dental)
- Paediatrics
- Paediatric Surgery
- Plastic and Reconstructive Surgery
- Psychiatry (only OPD)
- Respiratory Medicine
- Rheumatology
- Transplant Services (Kidney)
- Urology
- Vascular Surgery

Laboratory Services

- Clinical Biochemistry
- Clinical Microbiology & Serology
- Clinical Pathology
- Cytopathology
- Haematology
- Histopathology
- Immunohistochemistry

Diagnostic Services

- 2D Echo
- Bone Densitometry
- CT Scan
- DSA/Cathlab
- ECG/EEG
- EMG/EP Study
- Endoscopy
- Fluroscopy
- Mammography
- MRI
- Nuclear Medicine
- OPG
- PET/SPECT Scan
- PFT
- Stress Test
- Ultrasound (USG)
- X-ray

Transfusion Services

- Blood Bank
- Blood Transfusion Services

Pharmacy

- Dispensary

Professions Allied to Medicine

- Dietetics
- Physiotherapy

Support Services

- Ambulance

Services

- In Patient
- Out Patient
- Day Care
- Charitable wing

Executive Health Check-up Home Services

- Blood Collection
- Physiotherapy
- X-ray

Hospital Contact Numbers

Admission and Reception	23667224 / 7228 / 7997
Blood Bank	23667820
Booking and Reservation	23667667 / 7767
Dental Clinic	23667395 / 7396
Dialysis Unit	23667865
Emergency Medical Service	23667809
Endoscopy	23667848
Executive Health Check	23667985
Imaging Services	
• CT	23667840
• MRI	23667850
• PET	23667730
• X-Ray / Mammography / USG	23667830 / 7837
Out Patient Department	23667799 / 7800
Path Lab Reception	23667766 / 7819
Physiotherapy	23667858 / 7859
Report Despatch	23667993 / 7979
Stress Test and PFT	23667861
TPA / Insurance Desk	23667665
2D ECHO	23667875



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