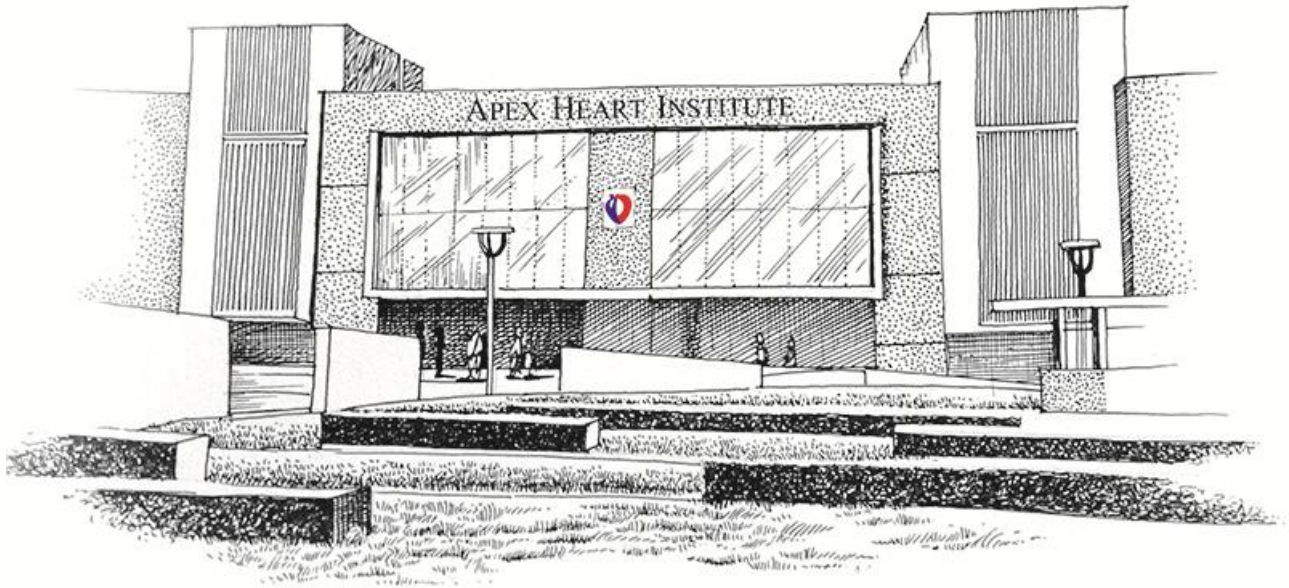


**APEX[®]
HEART
INSTITUTE**
(A Unit of TCVS Pvt. Ltd.)



Patient Handbook



Block : G-K, Mondeal Business Park, Nr. Gurudwara, S. G. Highway,
Ahmedabad-380059, Gujarat, India. • Medclaim: 9904407749
For Appointment: +91-79-4100 5922-25 (M) 9904407001
Emergency: 9904407755 • info@apexheart.in • www.apexheart.in

General Information

- **No bedding or bags** are allowed in hospital premises. Locker facility for the same is provided in Basement.
- **No Outside food** is allowed either for patients or patient's relatives.
- Visitors Cafeteria is provided on the ground floor for the patient's relatives. Relatives can have home food in basement.
- **No medicines** are permitted to be bought from outside.
- **No Children** as visitors are allowed on patient floor.
- **No Smoking / Gutka /alcohol** is not permitted within hospital premises.
- **No photography is allowed** in hospital premises.
- **No tipping** to employees.
- **No flowers** are permitted within hospital premises.
- Ensure proper Hand hygiene and cough etiquette. Wear mask if suffering from cough cold or fever.
- Relative should not leave Mobile with patient in ICU during Day or Night. Relative should keep Mobile in silent mode while in HDU / MICU.
- Please cooperate while screening baggage by the security guards.

Amenities

- Parking for relatives for indoor patients is provided in the basement.
- The relative has to vacate the room whenever the patient is shifted to any critical care area or for surgery/procedure. The room can be retained subject to availability and on extra payment.
- Relatives of patients in HDU / MICU / SICU can use Basement for night stay. In case any relative wants a Bed / Blankets for usage they can approach front desk after 8:00 pm.
- Bathing facility for patient relatives is provided in basement.
- Visitor waiting area and wash rooms are provided on the ground floor.
- Blanket and pillow for relative of patients in rooms will be provided from nursing station of Rooms.
- In case the relative attending the patient wishes to take food in the room along with patient then he/she can approach the front desk staff for availing the coupon on extra payment.

<u>Relative Pass & Visiting Hours</u>				
Department/ Floor	Stair/ Lift No.	Relative Allowed with Patient	Allowed Time	Visiting hours
HDU (1 st)	3	1	8.00am- 8:00pm	11:00am-12:00 noon, & 5:00pm
MICU-01, 2 (1 st)	2	1	8.00am- 8:00pm	11:00am-12:00 noon, & 5:00pm-7:00pm
SICU-01 (2 nd)	3	No	No	Video Calling, 10:00am-11:00am & 5:00pm-6:00pm
SICU-02 (2 nd)	2	No	No	Video Calling, 10:00am-11:00am & 5:00pm-6:00pm
Special, Twin Sharing, Delux (1 st and 2 nd)	5	1	24 hrs	11:00am-12:00 noon, & 5:00pm-7:00pm
VIPSuite, Super (1 st and 2 nd)	5	2	24 hrs	11:00am-12:00 noon, & 5:00pm-7:00pm

Information regarding admission, advance payment and billing and discharge

Admission:

- Proper personal details of the patient should be given at the time of admission and once admitted, any changes in the personal details will not be entertained unless supported by legal proof.
- At the time of admission, you will be explained different packages / tariff chart indicating the likely cost of Procedure / Surgery and on the basis of which deposits to be paid by the patient. All the charges are linked to the class of admission / type of package selected by the patient. In case your doctor has not indicated the likely cost you may ask for these details even after the admission.
- During the course of your stay the doctor under whom you have been admitted will keep you apprised of your treatment, estimated cost and revision in cost that might be necessitated due to any unforeseen changes in your condition.
- There after, based on the billing you will receive periodic reminders for further deposits.
- The charges for hospital services will vary according to the class of admission. Bed charges are calculated on the basis of patient's accommodation.

Advance/ deposit:

- All patients are required to deposit money at the time of admission. This amount will depend upon the category of accommodation and type of treatment.
- There after regular requests for further deposits will be intimated as and when required. Such requests will largely depend on the amount of your bill.
- Kindly ensure to obtain stamped receipts for all payments. Carefully preserve all such receipts as they will have to be produced at the time of final settlement and discharge.

Discharge:

- Once the discharge order is given by the concerned doctor discharge procedure will take minimum 2-3 hours.
- Patients are advised not to leave without a discharge summary, bills and other reports. The documents handed over by the hospital should be checked by the patient / relative and any clarification should be sought at the time of discharged only.
- The medication will be explained by on duty doctor to the patient's relative. And nursing staff will hand over the documents of the patient.

Billing:

- At the time of discharge, the patients file will be sent to the billing department.
- The final bill is subject to audit by billing executive. Indoor patient billing is done from 9.00 am to 6.00 pm (Monday to Saturday). Billing procedure will take 30 minute for discharged patients.
- Walk in patients may settle their final bill either by cash, credit / debit card or demand drafts at the time of discharge.
- After completion of final billing discharge file, reports, and Information regarding medicines and follow up will be provided.
- For approved corporate, insurance companies and TPAs please contact Medclaim or TPA office where assistance for processing of claim, seeking authorization etc. will be provided (Ext. No. 314, 9904407749).

PATIENT'S RIGHTS AND RESPONSIBILITIES

RIGHTS	RESPONSIBILITIES
ACCESS TO CARE	
<ul style="list-style-type: none"> To access medical care facilities that are appropriate to your needs. To be provided with immediate care at the time of emergency. Patient and family have a right to seek an additional opinion regarding clinical care. 	<ul style="list-style-type: none"> Be on time for appointments. Cancel or reschedule appointments-if required, well in advance.
PRIVACY, CONFIDENTIALITY AND DISCLOSURE OF INFORMATION	
<ul style="list-style-type: none"> To be provided with privacy during consultation, examination, treatment and various investigative procedures. To confidentiality of personal health information which will be disclosed only with your consent, except where disclosure is required by law or by an order of the court. To disclosure of information regarding your health to your family members with your consent, except in case of minors and individuals who are incapable of exercising rational decision-making. To information access to only those personnel in the hospital, who are involved in the care of the patient or specially authorized by the hospital. 	<ul style="list-style-type: none"> To provide complete and accurate information regarding your personal details, about your health, including present condition, past illnesses, medications or any other matter pertaining to your health.
COMMUNICATION AND PARTICIPATION	
<ul style="list-style-type: none"> To be informed about the services available and not available at the hospital. To have information about your care providers, related to their professional competence. To be informed about your disease, plan of care, alternative plans and possible outcomes & sequels. To be educated about safe and effective use of medicines and their potential side effects, diet and nutrition requirements, immunization, prevention of infection as applicable. To be given the above information in a language and format that you can understand. To receive information concerning your treatment, including a copy of your medical record from the hospital. Patient and family have a right to have an access to his / her clinical records. Right to be involved in decisions about your care. Right to informed consent to accept or refuse the medical treatment. To give your informed consent before treatment begins and to withdraw the consent and refuse treatment at any time during the course. However, you will be informed about and will have to take responsibility of such decision. 	<ul style="list-style-type: none"> To follow the treatment plans established by the consultant doctor, nurse and other members of the healthcare team. To ask relevant questions regarding the treatment plans and inform the doctor if you anticipate any problems in following the plan. Accept responsibility for the consequences of decisions you may take like discontinuation of treatment or leave against medical advice.
BILL AND PAYMENT	
<ul style="list-style-type: none"> To know the estimated cost of treatment, the relevant tariff list is available to patients. To get regular information on dues to the hospital in accordance with hospital policy. Patient and/or family are informed about the financial implications when there is a change in the patient condition or treatment setting. 	<ul style="list-style-type: none"> Pay for billed services in a timely manner, as per the hospital rules. Provide complete and accurate information for insurance claim and co-operate with the hospital in processing the claims. make the payments if insurance claim is denied.
DIGNITY AND RESPECT	
<ul style="list-style-type: none"> To be treated with dignity and respect. To be protected from abuse, neglect, assault, harassment, unnecessary use of restraint, manhandling and other similar instances. To be responded to your spiritual, cultural and religious beliefs in a polite and respectful manner in accordance with the hospital policies. 	<ul style="list-style-type: none"> Treat hospital staff and fellow patients with dignity and respect
SAFETY AND SECURITY	
<ul style="list-style-type: none"> To receive medical care in accordance with reasonable professional standards of care. To have a safe and protected environment in the hospital 	<ul style="list-style-type: none"> To comply with NO SMOKING policy. Protect hospital property. To take care of your belongings in the hospital premises
CONDUCT AND COMPLAIN	
<ul style="list-style-type: none"> To voice your concerns and complaints regarding your care and hospital services to appropriate authority in the hospital. To seek feedback on complaints registered by you. To complain to concerned hospital authority in case of any delay or improper services without the care being affected. 	<ul style="list-style-type: none"> To abide by the hospital policies and visitor timings To display proper behaviour and refrain from using abusive language

For Complain/Grievance Contact:
Admin Supervisor: +91 99244 90412

For Feedback Contact:
PRO: +91 99044 07001

Grievance forms are available at: IP Lobby, Front desk & All Nursing Station.
Suggestion box available at Front desk. **AHI-IMC-PI-PRR-08/23**

**Scan QR Code
to share your
feedback**

