



INPATIENT GUIDE



Welcome to CARE Hospitals, Banjara Hills. Thank you for choosing us for your treatment.

This booklet provides information about the hospital services, procedures and external services. It will guide you on all critical information required to make your stay comfortable in the hospital.

Your doctor will be in charge of your care while you are with us. Our efficient team

of nurses and administrative staff will help your doctor deliver you the best experience here, because we want you to get back home soon and healthy.

Thank you once again for your trust in us.

Admission Process

You will be required to furnish the following details on arrival at the hospital at our admission desk:

1. Admission advice form / outpatient booklet
2. The financial counselling form (in case the counselling was done earlier)
3. Government approved ID proof (Aadhaar Card/Passport)
4. Insurance/TPA Card/Credit documents (if availing mediclaim facilities)
5. Medical records like doctor's prescription, investigation reports etc.

At the time of admission, you will be issued one pass for your attendant. The attendant should display the pass when asked while he/she is in the hospital premises to ensure patient security.

If the visiting pass is lost a replacement can be obtained for 650Rs/- through a application approved by the management.



Discharge Process

Once the discharge is advised by the treating doctor CARE hospital is committed to making your transition from hospital to home as easy as possible.

If you are under cash:

- Pharmacy returns & clearance will be done
- Discharge Summary (DS) will be finalized by the consultants
- File will be sent for billing
- Billing updating and finalization
- Bill payment and collection of checkout slip
- Submit checkout slip at the nursing station
- Once checkout is done, the nurse will handover the discharge summary, reports and also explain the medications that need to be taken

If you are under insurance:

- Pharmacy returns will be done
- Discharge Summary (DS) will be finalized by the consultants
- File will be sent for billing along with corrected discharge summary
- Insurance desk will send to the Insurance company for approval
- Once approval comes PRE will intimate the same to you. You will also get a auto generated SMS to your registered number
- Bill payment at cash counter
- Collect the checkout slip at billing near the cash counter
- Submit checkout slip to nursing station
- While vacating collect discharge summary and reports from nursing station. You will also be given photo copies of your reports

Insurance information: Proof of Insurance Coverage/Medicare and other insurance identifications are needed to verify eligibility for claims filed by the hospital. Referring doctor or family physician's information, name, address and telephone number should be provided. Please contact our insurance help desk in the lobby for guidance.

Please note:

Hospital will discharge you as per the advice of your doctor. The planning of your discharge begins on the day of your admission to ensure a safe and speedy discharge. Therefore, we will start assessing your discharge needs to be managed on the day of your admission and will continue to assess this at regular intervals. As part of this process, we will gather all information of your stay and pass this on to billing section, TPA desk etc. The whole process is managed by our floor coordinators, who are also your point of contact. If necessary, you will also receive logistics support like transportation, medical certificate, emergency essentiality certificate, rehab centre etc. Contact your floor coordinator for assistance.

For smooth discharge process submit the below documents at the time of admission.

Cash admission: Patient's photo ID card with complete address. (Preferably Aadhaar Card)

TPA admission: Patient's photo ID card, Insurance details/employee ID card /KYC form submit to the TPA desk.

Company & PSUs: Patient's ID card, company approval letter/employee ID card form to be submitted to the corporate desk.

What happens during hospital discharge?

During your discharge from the hospital, our medical team will provide the information you need to start taking care of yourself smoothly. Your medical team will discuss the following:

- Your medical condition at the time of discharge
- What kind of follow-up care you need
- Medication details What medical equipment you need and how to get it
- Instructions on food, drink, exercise and other activities
- Phone numbers to call if you have a question or problem
- Schedule of your follow-up appointments
- Information about how to make appointments

FOR ASSISTANCE/FEEDBACK:

Your feedback helps us improve our service.



To provide feedback DURING YOUR STAY, please scan the QR code.

Or kindly spare few minutes to give your feedback POST-DISCHARGE through the link that will be sent via WhatsApp/SMS. Our Patient Experience Officer will be available on to assist you.

Room Amenities

Suite Room

- Patient bed
- One attendant cot and chair
- TV, Microwave, Refrigerator
- Kettle with Tea maker kit
- Two complimentary water bottles per day
- One double seater & three seater sofa
- One attendant chair & two seater
- Attendee room
- Bathroom kit

Deluxe Room

- Patient bed
- One attendant cot and chair
- TV
- Two complementary water bottle (1L)
- Bathroom kit
- Double seater sofa

Single Room

- Patient bed
- One attendant cot & chair
- TV
- Two complimentary water bottles (1L)
- Bathroom kit

Twin Sharing Room

- Patient Bed
- Attendant cot & chair
- TV

Triple Sharing Room

- Patient bed
- Attendant chair
- Water dispensers are kept on the floors for hot and cold drinking water
- Additional water bottles can be purchased from the canteen.



Food and Beverages

Healthy diet is critical for your well-being, so food from outside is not allowed. Our dietitians and your doctor will assess your dietary needs as per the treatment. Your cultural / religious sentiments will be taken into consideration while deciding on the diet. Please inform the dietician about the same. Your attendant can purchase meals either in the cafeteria or through room service.

Cafeteria: Ground floor beside Paediatric Cardiology OPD

Coffee Shop: Ground floor

For F&B related queries, please call our F&B manager at

4 th & 5 th Floor	- 8125303637
6 th Floor	- 8639423795
3 rd Floor	- 9381820356
Short codes for canteen	- 18753 / 18752

Housekeeping Services

- Room will be cleaned twice a day
- Hot water is available
- Please press the patient bedside bell for housekeeping services / Nursing services
- Please keep windows and doors closed for air-conditioning to be effective
- Please use dustbin for all the used paper napkins, bandages, cotton etc



Visitors Guidelines

- Visiting hours are from 05:00 PM to 06:00 PM
- Only two visitors are permitted at a time
- No visitors are allowed in ICUs, except during counselling
- Children below 12 years are not allowed inside the hospital
- We request only one family member to be the point of contact for counselling and any information. Multiple attenders cannot be briefed. Group counselling will be done in ICU's

Inpatient Food Timings

- **Bed tea**
06:30 AM - 07:00 AM
- **Breakfast**
07:30 AM - 08:30 AM
- **Lunch**
12:30 PM - 01:30 PM
- **Mid-afternoon tea**
03:45 PM - 04:45 PM
- **Dinner**
07:00 PM - 08:00 PM





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