

TO PREPARE FOR YOUR STAY AT THE HOSPITAL

F FERNANDEZ
HOSPITAL



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F FERNANDEZ
OUTPATIENT CLINIC

Units of FERNANDEZ FOUNDATION

Before your Admission

- During your OPD visits, please attend the Financial Counselling session as it will help you to choose your room. It will also help us to serve you better.
- Our Financial Counselor will inform you about the estimated costs. You will be counselled on the types of rooms, mode of payment and deposit, insurance cover etc. The Counselor will hand you a form specifying the deposit amount and room category.
- While we have pictures and videos of various rooms, please feel free to see the actual room you wish to select for your stay.
- Kindly note that the room of your choice is subject to availability.
- For information regarding Muhurtham (Elective) C-section deliveries, please discuss with the Financial Counselor.

Admission Process

- All admissions require an Admission Slip to be raised by the concerned doctor.
- You will need to carry this slip with you on the day of your admission.
- You need to submit the Admission Slip at the IP desk, which is located in the Ground Floor lobby.
- Our IP Desk Executive will carry out the formalities pertaining to your room. However, the room is subject to availability.
- In case the desired room is unavailable at the time of admission, you will be offered the next best alternative. You will be transferred to the room of your choice as soon as it is available.

Admission Checklist

Before leaving for the hospital please make sure to carry the following items for a smooth and speedy admission process:

- Admission Slip
- ID cards of yourself and your spouse / guardian – A Government-issued identity document (*Passport, Driver's license, Aadhaar card*).
- Advance payments
- Insurance Cards (*for insurance holders*).
- Financial counselling notes

Payment Terms

- We accept cash and all major credit / debit cards. We do not accept cheques.
- On admission, you will need to pay the advance amount and submit your Insurance cards or papers.
- You will then be sent to the ward / room.

Useful items to bring from Home

- Towels
- Slippers
- Clothing
- Toiletries

Note: We provide a Toiletry Kit for each patient, including soap, shampoo, toothbrush, toothpaste and comb.

IMPORTANT

- You are advised not to retain any precious jewellery, large sums of money or other valuables during your stay in the hospital.
- Do not use nail polish as it interferes with the interpretation of electronic medical equipment.
- Please take care of your belongings. Fernandez Hospital is not responsible for any loss or damage to any of your belongings.

Discharge Process

After your treatment or delivery, you will be in the hospital for a few days as advised by your doctor. When the doctor is satisfied with your progress, you will be discharged. The discharge will be carried out as follows:

- Doctor informs you that you are ready for discharge.
- If any tests / reports are pending, they will be completed.
- The Discharge Summary is prepared and signed by the doctor.
- After medication reconciliation, the nurse will return any extra medication to the Pharmacy.
- The final bill is prepared.
- In case you are covered by insurance, the bill and a copy of your Discharge Summary will be sent to the Insurance Company. If the bill amount is equal to the approved insurance amount, the bill will be settled. Else, you will be required to pay the difference in amount.

- After the bill settlement, you will receive your Discharge Summary along with crucial information about your medication and post-discharge care.
- You will also receive a Receipt of bill paid along with the Gate Pass.
- At the exit gate, you will be required to hand over the Gate Pass to the Security personnel.
- Please vacate the room after paying your bill so a new patient may occupy the room.

Average time taken for Discharge Process

- Cash Payments: 4 to 5 hours
- Insurance Cases: 5 to 6 hours

Our staff work diligently to ensure a safe discharge for you. Please be patient!

IMPORTANT

- At discharge, ensure you have all the items you brought with you at admission. We are not responsible for any items forgotten or left behind by you in the hospital.
- Cross-check all your documents before leaving the Hospital.
- If you are covered by Insurance, your bill will need 2-4 hours processing time.

Note: Please read the Visitors Policy Brochure given in your kit.

Contact Details

- For Appointments call: +91 40 40222397
- For Emergencies call: +91 40 40222442 / 8790165436