

Preparing for Your Stay At Fernandez Hospital



fernandez

Built for Birthing

Before your admission

- During your consultations with your doctor, please attend the Financial Counselling session as it will help you to decide on your room. It will also help us serve you better.
- Our financial counsellor 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 counsellor 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.

Admission process

- All admissions require an admission slip to be raised by the concerned doctor.
- You will need to carry this slip on the day of your admission.
- You need to submit the admission slip at the admission desk.
- Our admission 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
- Self/Spouse's/Guardian's Government-issued identity card such as Aadhaar, Passport, Driver's License or Voter ID
- Advance payments
- Insurance cards (for insurance holders)
- Financial counselling notes

Payment terms

- We accept cash and all major credit/debit cards/online payments. 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 shampoo, shower gel, dental kit, and a comb on request.

IMPORTANT

- You are responsible for your valuables and belongings during your stay in the hospital
- Fernandez Hospital is not responsible for any loss or damage to any of your belongings.
- Kindly remove your nail polish and jewellery before admission as it interferes with the interpretation of medical equipment

Discharge process

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

- Doctor confirms that you are fit to be discharged.
- 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 within 2 hours of receiving the final bill. The room needs to be cleaned and prepared for the next occupant.



Obtaining birth certificate

Please submit the following documents for a birth certificate:

- Valid ID proof (Aadhaar card)
- Baby discharge summary

Please contact any e-seva center in Hyderabad or Secunderabad after 11 working days.

Please ensure the documents submitted have correct details as those are reflected on the birth certificate.

Discharge time

- Cash payments: **4–5 hours**
- Insurance cases: **5–6 hours**
- If you are covered by insurance, your bill will need 2–4 hours processing time.

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.



For booking and appointments, you can reach us at: **+91 40 40222397 | 1800 419 1397**