

Booking Information Sheet

We thank you for choosing P. D. Hinduja Hospital as your preferred center of medical care. Kindly go through the below-mentioned set of information regarding the bed booking done.

Types of Accommodation:

Category	Features	Charges*
Suite	Two elegant rooms (patient room & relative room) with attached bath with closet, nurse calling systems, personal lockers, bed for the relative, Sofa cum bed, attendants couch, mini fridge & electric kettle, microwave, Two TV sets, Two telephones, 4 course complimentary meals, newspaper, fruit basket, slippers.	₹ 24,000
Premium Deluxe	An exclusive private room with attached bath, nurse calling systems, personal lockers, Comfortable sofa cum bed & couch for patient's relative, TV, Telephone, 4 course complimentary meals, newspaper, slippers.	₹ 13,800
Deluxe	Aesthetically designed for a single patient, this exclusive room has essential amenities like a closet, attached bathroom, nurse call system, personal locker, and television with multiple channels. The deluxe room comes with a comfortable sofa couch, chair and writing desk, and patient meals as per the dietician's approval, Telephone, Complimentary newspaper, slippers.	₹ 10,200
Premium Twin Sharing	Specifically designed to comfortably accommodate two patient beds, the premium twin sharing room ensures an optimal level of privacy. Each patient is served meals as per the dietician's approval. The room comprises an attached bathroom, individual closets, and nurse calling systems, personal lockers, two televisions, and a separate sofa couch for each of patient's relatives, Complimentary newspaper.	₹ 5,200
Twin sharing	This room comprises of fully air conditioned rooms with common attached bathroom along with telephone for internal use, nurse call at each patient's bedside and a wardrobe. The rooms are compact and comfortable with seating arrangement for each of the patient's relative, Complimentary newspaper.	₹ 4,000

*Schedule of Deposits and all charges are subject to change without prior notice.

The admission process will be done at the following locations depending on booking type:

Regular Admission	Short Stay Admission	Day Care Admissions
Admission Counter, Ground Floor, IPD	Admission Counter, Ground Floor, IPD Link will need to be added	Admission Counter, Ground Floor, IPD

At Entry:

Please carry your booking form / Letter of admission from the treating doctor and HH card/number if already registered.

General Rules & Information:

- Reservation does not confirm the bed of your choice. While all effort will be made to give bed/class of your choice, this may not be always possible as it depends on the vacancy/discharge and medical status of previous occupant.
- Aadhar card & PAN Card copy to be submitted at the time of admission.
- H. H. No.: If allocated either in OPD or previous admission, please bring it on subsequent visit.
- Patient should be accompanied by a family member or a close relative (adult).
- Food, linen, blanket, **crocery**, **flowers** from outside are not allowed.
- Only vegetarian meals are served. **For patient meals / Jain meals request to be made in advance to the nursing/dieticians.**

- Home food may be permitted on "medical grounds". Relative meals will be provided by the hospital at an extra cost, except for Suite & Premium Deluxe bed categories
- Minimal Personal belongings to be carried in open carry bags.
- Rooms are provided with Wifi connectivity.
- Bed charges are calculated from 11:00 am (today) to 11:00 am (tomorrow). Half day charges are applicable on the day of discharge, i.e. 11:00 am to 3:00 pm.

P. D. HINDUJA HOSPITAL & MEDICAL RESEARCH CENTRE

Booking Information Sheet

- Only the billing department processes all inpatient payments.
- Our pharmacy provides all the medicines for inpatients. We do not permit medicines & consumables from outside.
- Please wear hospital clothes throughout your stay in the hospital.
- Help in keeping the number of visitors and the noise levels low.
- Please respect hospital and personal property.
- Hospital will not be liable for the loss of any valuables. Request to safeguard your valuables & mobile phone.
- Consumption of alcohol, smoking and chewing of tobacco is prohibited.
- Patients can be transferred to any other hospital / government hospital / nursing home in case of non-payment or any other administrative reason, or only if nursing care is required.
- Discharge of patient would be authorized as per doctor's opinion.
- We provide care with dignity, consideration and respect for privacy/ confidentiality.
- **For information regarding nearby hotel accommodation, please write an email request to – [Can we provide this list on the website itself](mailto:customercare.khar@hindujahospital.com)**
customercare.khar@hindujahospital.com.
- If you plan to avail TPA / Cashless facility, please process the documents at least 5 working days prior to the given admission date.

Visitor Policy:

- 1 attendant pass (24 hour pass) will be issued at the time of admission. Visitors to utilise the 24 hours attendant pass on a rotational basis to meet their patient.
- Relatives can visit their patient in rotation during the day (8 am to 8 pm), however only 1 attendant can be present with the patient at any given time (24 hours) and one attendant can wait in the IPD lobby area.
- Entry is restricted for children below 12 years of age
- Kindly maintain silence in the Hospital premises at all times. Please co-operate with the security & staff.
- Visitors who have experienced or are suffering from URTI (Fever, cough, sore throat, etc.) to be discouraged from visiting the hospital.
- Videography & photography is strictly prohibited.

Billing:

Payment Options:

- Deposits and Payments can be made in Cash / Bank Draft / Credit, Debit, Amex cards at the hospital. You may also make payments before coming to hospital online at <https://khar.hindujahospital.com/> OR via NEFT transfer and carry payment receipt / bank acknowledgement with UTR Number. We accept Visa, Master Cards & American Express Cards.
- Demand Draft / Pay Order is to be made in favour of " National Hospital & Medical Research Centre".
- Cash Transaction is Limit: ` 1, 99,999/- for admission w.e.f. 01st April 2017.
- GST of 5% will be applicable on room rent (excluding ICU) exceeding INR 5000/- per day w.e.f. 18th July, 2022
- **NEFT Bank Details : Axis Bank Account No : 921010011251900; Account Name: National Health & Education Society; IFSC Code: UTIB0000186.**
- To pay online: <https://www.hindujahospital.com/for-patients/online-payment/index.aspx> (need to confirm)
- Deposits as mentioned by your doctor give a tentative idea of bill amount. You may keep some cash for miscellaneous purposes in case of emergency.
- Mode of payment is by Indian Currency.
- All patients for admission are requested to sign a declaration for payment as per the hospital charges.

- We accept "On Account Deposit" which can be utilized for indoor & OPD services.
- There is no surcharge on the hospital bill; however, all foreign nationals and NRIs will be levied 25% surcharge on the gross bill **except for the pharmacy, materials and consumables.**
- .Refund amount, if applicable, will be credited from an account named "National Health and Education Society"

Booking Information Sheet

TPA Services:

Utility Services Medical Insurance & TPA Services -

Cashless hospitalization means as a policyholder, one will be able to avail medical services at designated hospitals and bills will be settled through TPAs (third party administrators) rather than direct out-of-pocket-payment.

Pre Admission and Admission Requirements -

- In case of a planned admission, you would have first consulted a doctor who in turn would have advised you on the probable date of hospitalization. In such a case, you must apply for approval of the estimated hospital expenses directly by your TPA at least 4-5 days prior to the date of hospitalization.
- In case you have not applied for pre-authorization sufficiently in advance or if the doctor treating you advises you to get hospitalized immediately after the consultation, **our TPA Help Desk (Phone: 022-61746035 will assist you through the preauthorization procedure. From Monday to Saturday normal working hours are from 9.00 a.m. to 7.00 p.m. on Sunday and public holiday you can contact admission desk.**
- However, the Corporate Help Desk is only a facilitator and can in no way influence the decision on the approval. Your TPA may not grant approval due to any of the following reasons:
 1. If the ailment for which you are hospitalized is not covered in your policy.
 2. If the information contained in pre-authorization form is insufficient to approve the request, though most of the time the TPA will request the hospital if additional information is needed.
 3. If you have exhausted the sum assured for that year.

Pre Authorization Procedure -

Step 1: Establish contact with the Corporate Help Desk at the hospital. **(IPD Building Ground Floor)**

Step 2: At the Corporate Help Desk, you need to present the original Health Insurance card issued to you by your TPA.

Step 3: Collect the pre-authorization forms pertaining to your TPA + TPA Checklist + TPA undertaking form or download all these forms from <https://www.hindujahospital.com/for-patients/medical-insurance-tpa.html> **(need to check)**

Step 4: Your pre-authorization form will have two sections:

- General details on the health insurance policy - to be filled in by you (the Corporate Desk will assist you in case you have any difficulty).
- The treatment recommended for you-to be filled in and duly signed by the doctor who is treating you (Do not attempt to fill this section, contact the Corporate Desk in case of any difficulty).

Step 5: Return the completed form (completely filled and signed), along with the copies of the document mentioned in TPA check list to the TPA Help Desk / **ELSE** make a **single pdf file** of all your documents (as per TPA checklist) and email to **tpacell@hindujahospital.com**, with subject as "**Patient's name, HS Number and mobile number**". The personnel at the desk will verify the form for its completeness and let you know in case of any discrepancy

Step 6: Once the form is complete in all respects, the Corporate Help Desk will upload the documents on the Remedinet portal and transmit to the office of your TPA.

Step 7: The Corporate Help Desk will revert to you on the approval/denial status, also status of approval is updated on registered mobile number as well as a display screen is available near the TPA desk in the lobby.

Step 8: At the time of admission, you shall be required to pay differential amount of admission deposit and TPA approval. The differential amount would be refunded on discharge after receiving the final approval as per the final bill. A TPA deposit payment of `10000/- has to be paid on admission, which shall be refunded post discharge, subject to completion of all formalities and payment received by the hospital, which may take 45-90 days.

Empanelled TPAs and Insurance: (As of June 2022 and is subject to updation)

- Paramount Health Services Pvt. Ltd.
- Health India TPA Service Pvt. Ltd. (Corporate)
- United Healthcare India (Private) Limited
- MD India (Corporate)
- Medi Assist India Pvt. Ltd. (Corporate)
- Vipul Medcorp TPA Pvt. Ltd.(Corporate)
- Vidal Health TPA Services Ltd. (Corporate)
- BajajAllianz General Insurance
- Family Health Plan (TPA) Ltd.
- ICICI Lombard General Insurance Co. Ltd.
- ICICI Prudential Life Insurance Company
- Cholamandalam General Insurance Co. Ltd.
- Religare Health Insurance Co. Ltd.
- Apollo Munich Health Insurance Co. Ltd.
- HDFC ERGO General Insurance Co. Ltd.
- Star Health and Allied Insurance Co. Ltd.
- Aditya Birla Health Insurance Co. Ltd.
- Heritage Health Insurance TPA Pvt. Ltd. (Corporate)
- Reliance General Insurance
- Max Bupa Health Insurance Company

Booking Information Sheet

Our empaneled TPA's and Insurance companies may change periodically. Please contact TPA desk for update.

Getting Discharged

You shall be required to:

- Settle the difference, if any, if your bill exceeds the designated insurance amount
- Pay for all non-medical expenses as your policy will not cover them.
- Check all the bills and prescriptions for any medicine that is billed but not administered to you.
- Note the total amount of the bill for your records for future purpose and also check approval copy.
- Submit all the medical documents including the lab reports, claim forms, discharge summary and final bill to the hospital before being discharged.
- The hospital, then, submits all necessary documents to TPA. TPA processes the bill on the basis of eligibility and actual cost. TPA makes the claim payment to the hospital and / or patient (as per the policy terms and actual cost). You shall, then, be refunded the deposit amount of ₹ 10,000 with deduction if any.

What if the cost for treatment exceeds the approved sum?

- Generally the TPA only approves a part of the expenses of the treatment and only after the hospital sends the final bill along with the discharge summary and other reports does it approve the entire bill amount as per policy.
- At times the hospital will request the TPA to increase the amount approved if needed during the treatment as per the policy.

Important Contact Numbers

- For any queries regarding Admission, Bookings: 022-61746032.
- Appointment Booking/ Home Sample Collection: 9029442323.
- 24/7 Board: 022-61746000/ 022-26469999.
- Emergency: 022-61746099/6098.
- For Ambulance Booking: 022-61746099.
- For any assistance, write to us on customercare.khar@hindujahospital.com.
- **Visit our website www.hindujahospital.com for more information.**

Thank you for choosing Hinduja Hospital!!!