



IMPORTANT EXTENSION NUMBERS

❖ Admission Unit	710
❖ Ambulance	717
❖ Blood Bank	727
❖ Canteen	714
❖ Drug Store	724
❖ Maintenance	818
❖ Pathology	725
❖ Patient Complaint Cell	707
❖ Radiology	729
❖ Reception	701
❖ Security	802

"EVERY PATIENT IS A PICTURE OF GOD,
TO SERVE HIM IS TO WORSHIP GOD!"

DADA J. P. VASWANI

INLAKE & BUDHRANI HOSPITAL

Multi-speciality Hospital

MORBAI NARAINDAS BUDHRANI CANCER INSTITUTE

State-of-the-art Cancer Institute

KIRPALANI & KUNDNANI EYE INSTITUTE

Super-speciality Eye Hospital

FABIANI & BUDHRANI HEART INSTITUTE

Heart Care Hospital

SADHU VASWANI COLLEGE OF NURSING



PATIENT GUIDE

P0055



INDEX

I.	Introduction	2
II.	Vision, Mission & Values	3
III.	Patient Rights & Responsibilities	4-5
IV.	Admission Procedure	6
V.	Types of Rooms	7
VI.	Guidelines	7-10
VII.	What to Expect	10
VIII.	Discharge Procedure	11
IX.	Other Important Information	12-14

Dear Patient,

Thank you for choosing this hospital for your treatment. We wish you a speedy recovery and hope that at the end of your stay you would feel that we have justified the trust you have reposed in us.

This booklet is designed to give you some useful information, in an effort to make your stay here more comfortable. Do spend a few minutes reading it. In case you have any difficulty while you are here please call our Reception at Ext. 701/910 (24 hrs x 7 days) or Administrative Officer at Ext. No. 707 (9 am to 5 pm).

Management

SMOKING, DRINKING OF ALCOHOL AND CONSUMPTION OF NON-VEGETARIAN FOOD & TOBACCO IN THE HOSPITAL IS STRICTLY PROHIBITED.

I INTRODUCTION

The Sadhu Vaswani Mission's Medical Complex is a unit of the Sadhu Vaswani Mission, which is a registered Charitable Trust under the Bombay Public Trust Act, 1950. The Mission is engaged in various charitable activities like education, animal protection awareness, healthcare services, service of the poor and the needy, etc. for over six decades.

The Sadhu Vaswani Mission's Medical Complex was born out of the vision of Dada J. P. Vaswani to create a "*Temple of Healing*" - Hospitals where every patient would be seen as a picture of God and treated with care, respect and dignity.

The multi-speciality Inlaks & Budhrani Hospital was inaugurated at the holy hands of Nobel Laureate, Mother Teresa on 9th January 1989. The state-of-the-art Morbai Naraindas Budhrani Cancer Institute was inaugurated on 24th November 1995 as an integral part of the Sadhu Vaswani Mission's Medical Complex. The Kirpalani & Kundnani Eye Institute, which started functioning since 2nd August 2003, was further developed as a super speciality Eye Hospital. Fabiani & Budhrani Heart Institute was commissioned on 4th June 2006 and Sadhu Vaswani College of Nursing was commissioned on 1st September 2006.

The ideal placed before the Hospitals by Revered Dada J. P. Vaswani is

*"Every patient is a picture of God,
To serve him is to worship God!"*

Today, we are a 369 bed Medical Complex with 7 operation theaters, staffed with eminent doctors and state-of-the-art equipments in various departments keeping with the latest trends.

The Medical Complex is unique for the following reasons:

- An Ethical Organization
- Fixed charges for Hospital Diagnostic Services
- A Mission driven Community Organization
- A Comprehensive Patient care approach
- Holistic Health Care Center

The aim of Sadhu Vaswani Mission's Medical Complex is to serve you. Full co-operation in every possible way can be expected from our staff. Your suggestions and observations in the Patient Feedback Form, which is given to every patient admitted here are welcome.

II VISION

Our Vision is

- To be an Institution which is an embodiment of compassionate care; of curing and healing in a holistic manner.
- To be a preferred provider of Healthcare Services in Pune;
 - PREVENTIVE
 - PALLIATIVE
 - CURATIVE
 - REHABILITATIVE

MISSION

While accomplishing the Vision and the ideal placed before us by
Rev. Dada J. P. Vaswani:

'Every Patient is a picture of God;
To serve him is to worship God!'

We would want to be known as:

“A CHARITABLE HOSPITAL”

- Providing Quality Medical Care at Affordable Cost
- Following Ethical Standards & Practices
- Ensuring Safety Protocols

VALUES

- Reverence for life
- Integrity
- Transparency
- Ethics

III PATIENT RIGHTS AND RESPONSIBILITIES

RIGHTS OF PATIENTS

1. To get the best possible treatment irrespective of colour, caste, community or creed.
2. To get life saving treatment without considering the financial constraints.
3. Right to choose the Doctor in which case the patient / patient's relative has to give a written request otherwise the patient will be admitted under 'Consultant / Specialist On Call of the Day'.
4. Right to get treatment with dignity.
5. Right to accept or refuse the treatment and right to take decision after seeking Doctor's advice.
6. Right to considerate, respectful and non-discriminative care from all levels of staff including doctors.
7. Right to seek second opinion. Patient's next of kin has a right to take decision in case patient is not capable to do so.
8. Right to obtain names of the professionals involved in the patient care and right to ask questions about his own treatment.
9. Right to review and secure a copy of one's own medical record. Right to confidentiality.
10. Right to fair and objective review of complaints against the care provider or the hospital.
11. Right to be free from any form of restraint or seclusions that is not medically necessary.
12. Right to leave the hospital against medical advice after completing the necessary formalities.
13. Right to give informed consent before participating in any Procedure / Surgery / Research protocol.
14. Right to get approximate estimate of the bill as well as details of the bill.

RESPONSIBILITIES OF PATIENTS

1. Be honest with the Hospital and let the treating Consultant / Resident Doctors know about one's present and past illness.
2. Should inform the Hospital / Management in case of any doubt about treatment or instructions.
3. Should refrain from violent behavior or any verbal / physical abuse with hospital staff.
4. Should comply with all the hospital rules & undertakings as medically / legally required.
5. Should participate in decision making process about treatment and clarify doubts.
6. Should respect rights of other patients as well as hospital staff.
7. Should follow the treatment plan / care pathway given by the hospital.
8. Make timely payment for treatment promptly to the hospital.
9. Responsibility of the personal belongings / valuables lies solely with the patient/family members.
10. One of the tenets of Sadhu Vaswani Mission is 'Reverence for all Life'. Bringing of or advising and / or consumption of non-vegetarian food is strictly prohibited on the premises of the Hospital. Also, alcoholic drinks; tobacco products and smoking are not permitted on the Hospital premises.

IV ADMISSION PROCEDURE

WAYS OF ADMISSION

- i) Through the Casualty Medical Officer:
 - a) If you are in urgent need of medical attention, or
 - b) If you are referred to our Hospital by your Consultant, or
 - c) If you come without being referred and therefore need to be admitted under the appropriate Consultant.
- ii) Through Reception Counter:
 - a) If you are referred from Hospital OPD by the Consultants of the Hospital.

ADMISSION PROCEDURE

- i) Submit details of your case i.e. either your Consultant's admission note, which will contain instructions, or the Casualty Medical Officer's admission notes.
- ii) Select the class in which you would like to be admitted. (information about the types of rooms available will be provided by the Receptionist).

If a bed in a class of your choice is not available, then the hospital will allot you the bed available at that time and the Hospital will try to shift you to a class of your choice as and when the bed becomes available.

- iii) Fill in the following document:
Admission Form: This is to ensure you receive appropriate medical treatment while in our care.
- iv) Payment of Deposit at the Cash Counter.

V TYPES OF ROOMS

1. Nursing Home Room (Deluxe Room)
2. Special Room
3. Semi-Special Room
4. General Ward
5. Intensive Care Unit (I.C.U.)
6. Step Down Unit
7. Paediatric Intensive Care Unit (P.I.C.U.)
8. Neo-natal Intensive Care Unit (N.I.C.U.)

For each of the room occupancy:

- ☐ The charges are inclusive of the diet which would be common.
- ☐ Room Rent includes meals, linen and nursing. They do not include the Consultant's & Doctors visits, investigation charges, procedures and drugs for which additional charges are levied.
- ☐ Billing cycle for Room Rent from 12.00 noon to the following day 12.00 noon. Patients staying beyond 12.00 noon will be charged for the day. However grace period of 4 hrs. before (at the time of admission) and 4 hours after (at the time of discharge) would be allowed.
- ☐ Pre-Surgery Deposit:
In Surgical cases, Advance Deposit for surgeries will be based on the type of Operation. You are requested to pay the deposits well in advance, so that Operation Theater bookings can be done.

VI GUIDELINES

1. REGISTRATION

If you are visiting Sadhu Vaswani Mission's Medical Complex for the first time, you need to get a one-time registration done for a nominal fee (which is a life time registration). To register kindly fill up the 'Initial Patient Record'; and furnish all the data accurately. The cash can be deposited at the Registration Counter. You will be issued a Unique Health Identity Number (UHID) and your hospital file will be made.

2. BILLING:

- i) In case you need a rough estimate of the costs involved, please contact our Billing Office. The quality of medical care offered to you will not vary with the class. However, the comforts, catering and house keeping services vary with the class.

- ii) Charges for procedures will be billed according to the class of accommodation.
- iii) Transfer to higher class will mean paying all higher-class charges from the day of admission, and not the date of transfer.
- iv) Administrative charges as notified on the bill excluding the cost of medicines and O.T. consumables are applicable.
- v) To help you keep track, bills will be submitted to you once in 2 days. Settlement of the bill within 24 hours is mandatory. Deposit at the time of admission will not be adjusted against interim bill. However, Deposit for Surgery will be adjusted against interim bills.
- vi) In case you have to leave suddenly, a suitable deposit will be collected by the billing office. This amount will be adjusted against the final bill.
- vii) Documents required for deposit refund:
 - Final bill (original)
 - Receipts of all payments (original)
- viii) 10% discount is available to all Senior citizens on Bed Charges, Comprehensive / Executive Health Check-ups & Investigations subject to submission of proof of age of 60 years. Discount excludes cost of drugs and consumables and discounted investigations / packages. For details, please contact PRO Counter / Reception Counter / Administrative Officer.
- ix) All Consultants' fees will be paid through the hospital only.

3. PHARMACY:

- i) The hospital runs a well-stocked pharmacy, which is functional 24 hrs all 7 days of the week. The Pharmacy keeps almost all drugs that you would need. The hospital maintains the highest standards in selecting and storing the drugs available to our patients. The drugs are available on a cash and carry basis for OPD & General Ward patients. For other class of accommodation drugs are indented for the patients and amount included in the IPD bill.
- ii) Unused drugs supplied by the hospital pharmacy may be returned if strip is intact and bottle / tube is in sealed condition. Refund amount at the issue price will be paid across the cash counter on production of Discharge Summary and fully paid bill from Monday to Saturday between 10.00 a.m. to 3.00 p.m.

4. FOOD SERVICES:

- i) The hospital supplies food to all its patients based on their medical needs.

- ii) Eating or bringing of non-vegetarian food or consumption of alcohol & tobacco is strictly prohibited. It is strongly recommended that the patient is not given any outside eatables. The diets are specially designed by expert dieticians and are designed to meet specific patient needs.
- iii) For relatives/attendants, meals will be served in the Canteen of the hospital on payment of fixed charges. Coupons for this are available at the Reception counter between 9.00 a.m. to 10.30 a.m. and 1.00 p.m. to 3.00 p.m. For the night meal the coupons are available at the Reception Counter between 7.00 p.m. to 9.00 p.m.
- iv) A Snack Bar on the ground floor is open from 6.30 a.m. to 11.00 p.m., to cater for your needs.
- iv) In the Nursing Home (Deluxe Room), relatives may be served food with prior intimation. The Schedule of charges is available with the Sister In-charge.
- v) **FOOD TIMINGS**

Breakfast :	8.00 a.m. to 9.00 a.m.
Lunch :	12.00 noon to 1.00 p.m.
Dinner :	7.00 p.m. to 8.00 p.m.

You are requested to have your food as far as possible during the regular timings as it ensures better patient service and also does not come in the way of your medical care.

5. AMBULANCE SERVICE: Contact No. : 66099717 / 66099718

- i) Free Ambulance pick-up service for admission is provided by the hospital within Pune Municipal Corporation limits.
- ii) However, standard charges are applicable for Ambulance service on discharge of patients.
- iii) Ambulance service is available all 24 hours. For booking please contact the Reception counter.
- iv) Cardiac Ambulance service available 24x7. The charges from 8.00 am. to 8.00 pm. are Rs. 500/- per visit within PMC limits. From 8.00 pm. to next morning 8.00 am. the charges are Rs. 1000/- per visit within PMC limits.

6. VISITING HOURS:

11.00 a.m. to 12.00 noon & 4.00 p.m. to 7.00 p.m.

For ICU 11.00 a.m. to 12.00 noon & 5.00 p.m. to 6.00 p.m.

Children are not allowed in the hospital for their own safety. In the ICU, visits are restricted to 1 person at a time for 2-3 minutes.

7. ATTENDANTS :

- i) The hospital issues 1 'Attendant's pass' to each patient at the time of admission. (2 passes are issued only to patients in the Nursing Home [Deluxe Room]). You are requested to co-operate with the security when they restrict entry to only pass holders. Remember, over-crowding in the hospital only affects the quality of care that you receive in the hospital.
- ii) The Attendant's pass allows one person to stay with the patient (except in I.C.U.). Please return this pass when you leave.

VII YOUR HOSPITAL STAY AND WHAT YOU MAY EXPECT

You will be shown to your room after you are received at the Nurses Station on your floor.

You may expect the following:

- i) A freshly made bed or room readied for your occupancy. It is mandatory for patients to wear Hospital clothes.
- ii) A Resident Medical Officer will attend to you soon after you occupy your bed or room. In case of any delay kindly ask the Ward Sisters to get in touch with the Resident Medical Officer.
- iii) The Sister-in-charge or those she delegates will tell you your treatment regimen based on your Consultant's instructions.
- iv) To avoid pest menace, no personal effects like beddings or pillows are allowed.
- v) Your diet / food at the hospital, will be light and nutritious vegetarian food. It is a part of your therapy, to help you get well soon.
- vi) A call bell at your bed, which is connected with the Nursing Counter.

VIII DISCHARGE PROCEDURE

When you are well enough to leave the hospital, your Consultant will approve your discharge. Normally the process would take about 2-4 hours to complete all billing & discharge formalities.

The following is the procedure for discharge:

- i) Your Consultant will make an entry of discharge in your case file.
- ii) The Resident Medical Officer will then fill in your Discharge Summary with details and the further course of treatment.
- iii) The Nurse at the Nursing Station will hand-over a copy of your reports; X-ray films, to you and obtain your signature on the case file.
- iv) Your case file containing the relevant papers and vouchers will be sent to the Reception Counter for information and then to the Billing Department.
- v) The final bill is prepared after the deposit is taken into account. When you receive the final bill, payment has to be made at the Cash Counter in the lobby.
- vi) The paid bill and the final payment receipt to be shown to the Nurse at the Nursing Station, who will then hand-over your Discharge Summary.
- vii) You will be given a refund against unused drugs / medicines in unopened bottles, vials or complete strips of tablets on production of Discharge Summary, fully paid bill from Monday to Saturday between 10.00 a.m. to 3.00 p.m. This is not applicable to credit billing patients, whose unused drugs will be returned by the Sister In-charge of the Ward and the amount of refund will be adjusted in the bill.

IX OTHER IMPORTANT INFORMATION

1. CASUALTY AND ACCIDENT / EMERGENCY SERVICES

- i) Our Emergency Department Services are available round the clock (24x7).
- ii) In case of an emergency, contact the Casualty Medical Officer on 020 - 66099999 / 66099718

2. HOUSEKEEPING:

Room cleaning is usually done in the morning between 7.00 a.m. and 9.00 a.m. Also during the day the rooms are cleaned once during each shift. In case you need any special cleaning services for the room or toilets please contact the Nurses at the Nursing Station.

You will be provided a fresh set of hospital clothes and linen each day.

3. MAINTENANCE:

The Hospital has maintenance staff on duty round the clock. Before you enter your room, it has already been checked to see that all facilities are in working order. In case you have any problems with your facilities kindly contact the Nurse on duty. The Hospital is provided with back-up generators, which immediately take over, the moment there is MSEB power failure.

4. MEDICAL TREATMENT:

The Consultant under whom you are admitted will be responsible for your treatment. The hospital also has full-time Resident Medical Officers to take care of you between Consultant's visits. The Resident Medical Officers are a vital link between the Consultant and the ancillary services. The Resident Medical Officers make periodic rounds to monitor your progress. They are only allowed to follow your Consultant's orders and hence should you require any major clarification about your illness, please obtain it from your Consultant.

5. NURSING CARE:

The hospital ensures that all its nurses are professionally qualified and are registered with the Maharashtra Nursing Council.

6. INTERNATIONAL PATIENTS

- i) Foreign Nationals / International Patients have to provide photocopy of the following documents:
 - a) Passport
 - b) Valid Visa
 - c) C Form
 - d) One Passport size photograph

A onetime Registration Fee is charged to all new admissions.

7. INSURANCE PATIENTS

If patient is desirous of cashless treatment through TPA's, the patient or relative must inform at the time of admission failing which patient is liable for the payment to the hospital.

- i) The Hospital provides cashless benefits to insured patients and corporations along with Third Party Administrators (TPAs). The Billing Personnel are trained to expedite the Admission / Discharge Process, so that your visit to the hospital is comfortable.
- ii) To avail cashless facility (TPA) an initial amount will be retained as deposit, which will be adjusted accordingly against the final bill.

8. BLOOD TRANSFUSION:

The hospital has an advanced Blood Bank, which is functional 24 hrs all 7 days of the week, which also provides all blood component units. Blood or its components are supplied to patients strictly against cash payment. Exceptions are only made for Corporate clients or Nursing Home (Deluxe Room) patients who are granted credit.

9. TELEPHONE SERVICE:

All Nursing Home (Deluxe Room) rooms and Special rooms are provided with telephones. For local calls dial '99' for the operator who will give you the call, charges for which will be included in your bill. We request you to make your calls as brief as possible, so that vital hospital lines will not get blocked.

10. CABLE TELEVISION:

Nursing Home (Deluxe Room) rooms and Special rooms are provided with a television with cable connection. In case you need any help with tuning for various channels please contact your Nursing Station.

11. PATIENT FEEDBACK:

The Medical Superintendent and Nursing Superintendent frequently visit patients to get a feedback from you about various services. At the time of discharge the ward nurse will give you a Feedback Form. Please be forthcoming with your suggestions so that we may continually improve our services.

12. PAID PARKING:

The hospital provides parking for cycles, 2 wheelers and cars on a 'Pay and Park' basis. The tariffs are available with the parking stand contractor.

13. YOUR VALUABLES:

The Management recommends that you DO NOT KEEP ANY VALUABLES WITH YOU WHILE YOU ARE IN THE HOSPITAL.

Please keep only enough money / credit card with you that you require for purchase of drugs or payment for services given in the Hospital. While we do try to provide you with as much security as possible, we cannot take responsibility in case there is loss of any valuables in the Hospital.

14. PRAYER ROOM

The "all faith" Prayer Room is situated on the ground floor.

15. ATM FACILITY

The Hospital offers the ATM facility.

X HEALTH CHECK-UP PACKAGES:

Various Health Check-up Packages ranging from standard health check-up to specific check-up packages are available. Details can be obtained from the Reception Desk.

** All information in this booklet is to facilitate patient stay at the hospital only. Please contact Administration Office for any clarifications / further information. All information is subject to change without prior notice.*