



# INPATIENT GUIDE



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

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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.

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# Room Amenities

## Single Room

- Patient bed
- One attendant cot & chair
- TV, Microwave
- Two complimentary water bottles (1L)
- Kettle with Tea maker kit
- Bathroom kit

## Deluxe Room

- Patient bed
- One attendant cot and chair
- TV, Microwave
- Kettle with Tea maker kit
- Two complementary water bottle (1L)
- Bathroom kit
- Double seater sofa

## 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

## Twain 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 dieticians 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 **+91 9121002052**

## Housekeeping Services

- Room will be cleaned twice a day
- Hot water is available
- Please press the patient bedside bell for housekeeping 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
- Please use appropriate tags in case you need any assistance like - Make my room/Clean my room/Do not disturb
- For Housekeeping related queries, please call at **+91 9849555624** (for short dial from landline - 5756)



## 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 a pass for your attendant. The attendant should display the pass by wearing it while he/she is in the hospital premises.

Without a visitor pass, access to the patient will be denied by security. If the visiting pass is lost, a replacement can be obtained for 750 INR through a written 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 will be done
- Discharge Summary (DS) preparation and correction
- 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 preparation and correction
- 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
- 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

**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.

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.

**Cash discharge process:** Completed in 2 hours from preparation of bill, 30-minute bill clearance after floor executive's notification, 30-minute bed vacating after check-out.

**Insurance discharge:** Minimum 4 hours after bill is sent to insurance company, 30-minute clearance upon insurance approval, 30-minute bed vacating after check-out.

## 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 +91 8978733622 to assist you.

## 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
- Patients in ICUs can have only one person with valid attendant pass meeting them in the morning and in the evening as per the visiting hours.

## Inpatient Food Timings

- **Bed tea**  
06:30 AM - 07:00 AM
- **Breakfast**  
07:30 AM - 08:30 AM
- **Morning tea**  
09:00 AM - 10:00 AM
- **Mid-morning beverage**  
11:00 AM - 11:45 AM
- **Lunch**  
12:30 PM - 01:30 PM
- **Mid-afternoon tea**  
03:30 PM - 04:30 PM
- **Dinner**  
07:00 PM - 08:00 PM





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**[www.carehospitals.com](http://www.carehospitals.com)**