AnyHospital – Patient-Facing Knowledge Base (RAG)

Version: 1.1 | Revised to exclude doctor names and focus only on hospital-level info.

AnyHospital – Patient-Facing Knowledge Base (RAG)

Version: 1.0 | Intended for use by the Hospital Virtual Assistant

Scope: Public patient information for discovery, guidance, and appointment workflows.

Note: This sample document is designed to be chunked for Retrieval-Augmented Generation (RAG). Use headings, FAQs, and tables as chunk boundaries.

1. About AnyHospital & Locations

AnyHospital is a multi-specialty healthcare network focused on accessible, quality care. We provide preventive, diagnostic, surgical, and rehabilitative services across multiple campuses.

Mission & Values

Patient-first care and safety

Evidence-based medicine and continuous improvement

Accessible services and digital-by-default experiences

Locations & Hours

Emergency services are available 24/7 at the Main Campus. Diagnostic centers operate by appointment at all locations.

2. Departments & Services

AnyHospital provides comprehensive medical and surgical specialties. Below is a non-exhaustive list used by the assistant for discovery.

Note: Availability may vary by doctor roster; the assistant will surface active slots from scheduling APIs where integrated.

4. Appointments: Booking, Rescheduling, Cancellation

Patients can book online, via the virtual assistant, or by calling the central scheduling line. The assistant supports guided flows.

Booking Policy

Provide full name, DOB, contact number, and reason for visit

Select preferred doctor/campus and available time slots

Receive SMS/email confirmation with booking ID

Reschedule & Cancel

Rescheduling permitted up to 24 hours before appointment (subject to availability)

Cancellations within 24 hours may incur a fee for certain services

No-shows may impact priority for future bookings

Telehealth

Teleconsults available for eligible specialties (e.g., GP follow-up, medication review)

Patients must ensure stable internet and privacy for the consultation

5. Visiting Hours, Amenities & Accessibility

Visiting Hours (General)

General Wards: 12:00–14:00, 18:00–20:00 (max 2 visitors)

ICU: Restricted; confirm with ward (usually 12:30–13:00, 19:00–19:30)

Maternity: Partner/support person allowed beyond standard hours with staff approval

Amenities

Cafeteria (Main Campus, Ground Floor): 7:00–21:00

Pharmacy (All campuses): OPD hours

ATM and Wi-Fi available in public areas

Accessibility & Transport

Wheelchair access at all entrances; loan on request

Parking: Basement Levels B1–B3 | Payment by card/e-wallet

Public Transport: Bus routes 11/22/33; Metro Line 2 (City Center Station)

6. Diagnostics & Procedure Preparation

Preparation instructions help ensure test accuracy and safety. The assistant provides reminders and safety checks.

Blood Tests (Fasting Profile)

Fast 8–10 hours prior; water permitted

Continue routine medications unless instructed otherwise

Inform staff about anticoagulants or bleeding disorders

MRI Scan

Remove all metal objects; notify staff of implants or devices

Inform if claustrophobic; mild sedation may be arranged if appropriate

Contrast scans require allergy and kidney function checks

CT Scan (with Contrast)

Inform about prior contrast reactions; hydration recommended

Some diabetic meds may need withholding; check with clinician

Ultrasound (Abdomen)

Fast 6 hours; avoid carbonated drinks

7. Insurance Panels, Pre-Authorizations & Billing FAQs

AnyHospital partners with multiple insurers. Coverage varies by policy; always confirm with your insurer.

Accepted Insurance Panels (Sample)

Billing FAQs

How do I get a cost estimate? → Provide procedure name and insurance plan; we will share a range.

What payment modes are accepted? → Cards, e-wallets, bank transfer; deposits for certain procedures.

Refunds for cancellations? → Subject to policy and timelines; processing time 7–14 working days.

8. Admissions, Discharge & Medical Records

Admissions Checklist

Photo ID, insurance card/policy details

Medication list and known allergies

Advance directives (if any)

Discharge Process

Doctor clearance and discharge summary

Pharmacy counseling and take-home medications

Follow-up appointment scheduling

Medical Records

How to request records: Submit request form with ID

Turnaround: 7–10 working days (standard)

Third-party release requires signed authorization

9. Emergency & Urgent Care

AnyHospital Main Campus provides 24/7 Emergency services. For life-threatening symptoms, call the emergency number immediately.

When to Use ER vs. Urgent Care

ER: Chest pain, shortness of breath, severe bleeding, stroke symptoms

Urgent Care: Minor fractures, sprains, mild asthma exacerbations, fever in adults

Hotlines

Emergency Hotline (24/7): +1-800-100-9111

Urgent Appointment Line: +1-800-100-2222

10. Contact Directory & FAQs

FAQs (Structured Q&A for RAG)

Q: Do you accept my insurance?

A: AnyHospital works with multiple insurers; coverage varies by plan. Provide your insurer, plan name, and procedure for confirmation.

Q: How do I book an appointment?

A: Use the virtual assistant, patient portal, or call Central Scheduling. Provide your details and preferred slot.

Q: What should I bring for admission?

A: Photo ID, insurance card, medication list, allergy information, and advance directives if any.

Q: How do I prepare for an MRI?

A: Remove metal objects, disclose implants, discuss claustrophobia. Contrast studies may require allergy/kidney checks.

Q: Can I get a cost estimate?

A: Yes. Share your procedure, campus, and insurance plan. We will provide an estimated range and pre-auth requirements.

Q: What are visiting hours?

A: General wards 12:00–14:00, 18:00–20:00; ICU restricted. Confirm with the ward for updates.

Q: How do I request my records?

A: Submit a request form with ID to Medical Records. Standard processing 7–10 working days.