

Our Locations:

Medanta - The Medicity

Sector-38, Gurgaon, Haryana 122 001

Tel: +91 124 4141 414 info@medanta.org www.medanta.org

Medanta - Ranchi:

P.O. Irba, P.S. Ormanjhi, Ranchi - 835 217, Jharkhand

Tel.: +91 651 7123 100 Fax: +91 651 7123 200

Medanta - Indore

Plot No. 8, PU4, Scheme No. 54, Vijaynagar Square, AB Road, Indore, MP

Tel: +91 731 4747 000 Fax: +91 731 4747 001

Medanta - Mediclinic Cybercity

UG floor, Building No. 10C, DLF Cyber City, Phase II, Gurgaon - 122 002

Tel: +91 124 4141 472

Medanta - Mediclinic

E - 18, Defence Colony, New Delhi - 110 024

Tel: +91 11 4411 4411

Visiting hours

- One 24 Hrs attendant pass will be issued at the time of admission for an attendant to stay with the patient in single, single/super deluxe and twin sharing bed.
- A fee of Rs. 100/- will be charged for attendant pass as applicable, which will be refunded at the time of discharge. The attendant pass cannot be used by visitors.
- Only one visitor is allowed to visit the patient admitted in wards between 5:00 pm to 7:00 pm.
- Only one visitor is allowed to visit the patient admitted in wards between 10:00 am to 11:00 am (additional) under Orthopaedics care. Evening ICU visiting hours and attendant pass (24 hrs attendant pass) is not valid for Orthopaedic patients. Orthopaedic ICU visiting time: 11:55 am to 12:00 noon.

Visiting timings for critical care

	Morning	Evening
• ICU-01	11:30 am to 11:45 am	and 06:30 pm to 06:45 pm
• ICU-02 / ICU-03	12:15 pm to 12:30 pm	and 07:00 pm to 07:15 pm
• ICU-04	12:00 pm to 12:15 pm	and 06:30 pm to 06:45 pm
• ICU-05 / ICU-07	11:30 am to 11:45 am	and 06:30 pm to 06:45 pm
• ICU-08 / ICU-09	12:15 pm to 12:30 pm	and 07:00 pm to 07:15 pm
• ICU-10	11:30 am to 11:45 am	and 06:30 pm to 06:45 pm
• Heart Command Centre	12:00 pm to 12:15 pm	and 07:00 pm to 07:15 pm
Observation/Day care/Emergency		
• Cath / ICU 6 / ICCU	12:00 pm to 12:15 pm	and 07:00 pm to 07:15 pm
• HDU (6 th floor)	11:30 am to 12:00 pm	and 05:30 pm to 06:00 pm
• HDU (7 th floor)	10:00 am to 11:00 am	and 05:00 pm to 07:00 pm
• HDU (8 th floor)	Frequent visits allowed	
• HDU (9 th floor)	11:00 am to 11:30 am	and 07:00 pm to 07:30 pm
• HDU (10 th floor)	10:00 am to 10:30 am	and 05:00 pm to 05:30 pm
• HDU (11 th floor) G.I.	09:00 am to 10:00 am	and 03:00 pm to 04:00 pm
• HDU (11 th floor) Gastro	09:00 am to 09:30 am	and 07:00 pm to 07:30 pm
	03:00 pm to 03:30 pm	
• HDU (12 th floor)	10:00 am to 10:30 am	and 05:00 pm to 05:30 pm

Post OP unit: In Post OP unit only one attendant is allowed to visit the patient for 5 mins. Please keep your pass safe. No second/duplicate visitor pass will be issued in case of a loss of the pass.

The attendants will have to immediately vacate the room, if patient is shifted to any critical care area or for a surgery/procedure.

Paid car parking/valet facility is available for patient/attendant/visitors .

No private arms/personnel security officers other than authorised police personnel, are allowed in patient care area.

Dos and Don'ts



No flowers allowed



No outside electrical
appliances allowed



No combustible
item allowed



No children below 12
years allowed



No eatables from
outside allowed



No jewellery/valuables
allowed



No smoking/intoxicants
allowed



Cloakroom available in the 3rd
basement (for heavy luggage)

Billing procedure

A. Mode of payment

We accept payments by cash, demand drafts, bank transfer, credit and debit cards. Draft should be in favour of 'Global Health Private Limited', payable at Delhi/Gurgaon. We do not accept cheques.

BANK DETAILS:

Yes Bank Ltd., 48, Nyaya Marg, Chanakyapuri, New Delhi - 110021

Current Account No. - 000380200000292

IFS Code - YES0000003 | **MICR** - 110532002

Swift Code - YESBINBB | **PAN** - AACCG2681C

To confirm whether your payment has been received in Medanta, call us at +91 124 4141 414, Extn. 1070 or email us at vibha.thukral@medanta.org from Mon - Sat. 9.00 AM - 5.30 PM. Please provide the following information in order to obtain the confirmation - Patient name, UHID, amount transferred and UTR/ NEFT number (generated after the transfer is made).

Advance deposit

Room type

Medical case

Suite	Rs. 70,000/-
Single/Super Deluxe	Rs. 50,000/-
Single	Rs. 30,000/-
Twin Sharing	Rs. 20,000/-
ICU	Rs. 75,000/-

The above advance deposit is to be made in case of emergency admission. For surgical admission, the advance deposit needs to be made at least a day prior to surgery by 05:00 pm at counter No. 5, Cashier Desk, UG floor.

If the patient upgrades the room category at any point during hospitalisation, there will be retrospective increase in surgery/procedure charges as per the upgraded room category.

A minimum deposit of Rs. 10,000/- has to be maintained by the patient. Reminder calls will be made by the billing department if the minimum deposit is not maintained. Patients are requested to ensure there is sufficient advance deposit available at all times during the stay to avoid such calls.

B. Credit facility (Corporate, TPA, PSU, State Govt.)

Credit facility is offered only to our corporate members or to the patients who have insurance with a Third Party Administrator (TPAs) which has a tie up with Medanta - The Medicity.

Advance shall be taken from patients who do not have an authorisation letter. Even when the authorisation letter is available, nominal deposits can be asked for, to recover cost of non-payable/non covered items.

- For patients covered under medical insurance, it is not necessary to get an approval for cashless facility from the TPA before the patient is admitted. The patient can source the same within 24 hours of admission. If the patient is admitted in emergency, then the approval for cashless facility should be produced within 24 hours of admission.
- We will facilitate request with the TPA and try to procure the approval from TPA before discharge, but **the prime responsibility of the same remains with the patient/attendants only. While it is mandatory that the original reports and films are sent to the TPA, a copy of the reports will also be provided to patients. Additional films/CDs can be provided on payment of additional charges, which will be borne by patients.**

- If there is a partial approval/denial of request received from the TPA, the patient will be required to deposit 100% of the bill estimate for financial clearance for the surgery. For more information or any clarification, please contact TPA desk, room no. 5, upper ground floor.

Please note, costs/expenses like telephone charges, room retainment, non-medical exclusions and non-payable treatment are not covered by TPAs or insurance firms. These expenses are to be borne/paid by patients at the time of discharge.

Payment for ‘extra diet’ has to be settled in cash at the time of placing the order.

C. Billing policy

- Patient discharge time is 11:00 am.
- A stay extended upto 8 hours after the discharge time shall be charged as half day room rent.
- A stay beyond 8 hours will be considered a full day.
- Refund will only be done through cheques.
- Doctor consultation is charged 50% extra on Sundays, public holiday and after 10:00 pm.

Room charges and consults

Room type	Charges*
Twin sharing room	Rs. 4,500/-
Single room	Rs. 7,500/-
Single deluxe	Rs. 11,000/-
Super deluxe	Rs. 15,000/-
Suite	Rs. 22,000/-

Bed type

HDU (High Dependency Unit)	Rs. 7,500/-
ICU/CCU/HCC	Rs. 11,000/-
Day-care bed (up to 2 hrs)	Rs. 500/-
Day-care bed (up to 4 hrs)	Rs. 1,000/-
Day-care bed (up to 8 hrs)	Rs. 1,500/-
Day-care bed (8 hrs to 24 hrs)	Rs. 2,500/-

For further information on billing policy, interim bill and financial clearances, please contact financial counsellor in room no 3, upper ground floor.

Hot water is available 24x7 in the washroom.

* Charges are subject to change without notice.

Above charges are applicable to Indian patients only. International patients are requested to consult the **International services desk** for applicable rates.

Consultation

Consultation shall be charged as follows:

- Primary Consultant
- Secondary/referral Consultant
- Doctor consultation are charged 50% extra on Sundays, public holiday and after 10:00 pm.
- 2 visits in 24 hrs cycle of admission
- 1 visit in 24 hrs cycle of admission

Discharge

Please note that the discharge process takes 3-4 hrs from the time the doctor gives the discharge order. As soon as the bill is ready, the patient is informed. Final bill should be immediately collected from the cash counter located at the following place in order to clear all dues at the IPD Billing Counter in the LG floor:

- All wards - LG Floor
- ER - ER cashier
- Oncology ward - 10th Floor OPD
- Endoscopy and Chemo Day Care - 10th Floor OPD

There may be a delay in case a final authorisation is required from the (TPA) or insurance. During this time, whatever additional charges that get added to the final bill will have to be borne by the patient.

FandB services

Listed below is the Food and Beverage schedule. We ensure that your dietary needs are met as diet plays an important role in the overall treatment.

If you have any food allergies or are intolerant to certain food items, please inform the dietician at the time of admission.

A dietician or member of our food and nutrition staff will gladly answer all your queries regarding your diet. Please ask the nursing staff for any assistance or dial '0' to speak to your dietician directly.

Service	Timing
Bed tea and breakfast	07:00 am - 08:30 am
Mid morning	10:30 am - 11:30 am
Lunch	12:30 pm - 02:00 pm
Evening tea and snack	04:30 pm - 05:30 pm
Dinner	07:00 pm - 09:00 pm
Bed milk	09:00 pm - 09:30 pm



Patient meal options

Indian		Continental		South Indian		Middle Eastern
Veg/Non veg/ Jain food	OR	Veg/Non veg	OR	Veg/Jain food	OR	

Attendants and visitors including those of in-patients can access our round-the-clock food court located at Upper Ground floor or the cafeteria (07.00 am to 9.30 pm) located at the Lower Ground floor.

Alternatively they can bring food from outside and consume it in the ‘Dining hall for outside food’ near the ‘Emergency’ area.

Drinking water

We serve R.O. drinking water to your room at the below mentioned timings. For extra water requirement please dial **‘0’ from your room landline.**

Morning : 06:30 AM - 07:30 AM	Mid morning : 11:00 AM - 12:00 PM
Afternoon : 03:00 PM - 04:00 PM	Evening : 06:00 PM - 07:00 PM

Please note: Mineral water is chargeable, if you wish to order, please contact your pantry staff by dialling ‘0’.

D. Refund Policy

- Any applicable refund shall be made at the time of discharge.
- Patient attendant needs to bring a valid government ID card and all receipts for deposits made at the hospital to show to the cashier at the time of discharge for refund.
- For payments made using bank transfer or DD and credit/debit cards, refunds shall be made by cheque.
- A refund of more than Rs. 20,000/-, shall be made only in cheque.
- The refund cheque can be collected within 3 days of discharge from counter # 5 at Upper Ground floor, Admissions area.

Feedback

Feedback forms are available with the nursing staff on every ward floor. During your stay if you have any feedback please contact +91 124 4855 333/1025 (board phone) or email us at feedback@medanta.org.