

MediConnect Channeling Center

Knowledge Base

1. Basic Profile / Data

Center Name: MediConnect Channeling Center

Address: 12 Health Avenue, Colombo 07, Sri Lanka

Phone: +94 11 234 5678/+94 76 123 4567

Email: support@mediconnect.lk

Working Hours: Weekday: 8:00 AM – 11:00 PM, Weekend: 9:00 AM – 10:00 PM

Departments Served: General Medicine, Cardiology, Neurology, Pediatrics, Orthopedics, Ear, Nose, and Throat (ENT), dental

Insurance Partners: Ceylinco Health, NDB Insurance, HNB Assurance

Cancellation Policy: Must cancel at least 24h in advance

Patient Privacy: All calls and data logged securely; consent required for sharing info

3. Symptom Triage Guidelines

Symptom	Urgency	Suggested Action
Mild headache	Low	Book general consultation
Fever > 38°C	Medium	Book doctor, recommend lab test
Chest pain	High	Advise urgent hospital visit ,Call emergency line immediately like 1990
Vomiting / dehydration	High	Advise urgent hospital visit
Back pain	Low	Schedule Orthopedics consultation

Available Services

1. General Medicine

- Routine Health Check-ups
- Chronic Disease Management (Diabetes, Hypertension, Asthma)
- Vaccinations & Immunizations
- Internal Medicine Consultations
- Geriatric Care
- Fever, Cold & Respiratory Care
 - Common Cold / Flu Management
 - Fever & Body Ache Relief
 - Mild Respiratory Infection Care
 - Symptomatic Medication

2. Cardiology

- Heart Health Screening
- ECG & Echocardiography
- Heart Failure & Hypertension Management
- Pediatric Cardiology Consultations

3. Neurology

- Stroke & Vascular Disorder Management
- Migraine & Headache Clinics
- Epilepsy & Seizure Management
- Neurodegenerative Disorders Consultation
- Pediatric Neurology

4. Pediatrics

- Routine Pediatric Check-ups
- Neonatal & Infant Care
- Pediatric Vaccinations
- Pediatric Cardiology
- Pediatric Infectious Disease Management

5. Orthopedics

- Joint & Spine Consultations
- Fracture Management & Casting
- Sports Injury Clinics

6. ENT (Ear, Nose & Throat)

- Sinus & Nasal Consultations
- Pediatric ENT Services
- Hearing Tests & Audiology
- Otology Consultations
- Tonsil & Adenoid Treatments

7. Psychiatry / Psychology

- Clinical Psychology & Counseling
- Mental Health Assessments
- Depression, Anxiety, and Stress Management
- Child & Adolescent Psychology
- Geriatric Mental Health Services

8. Laboratory & Diagnostics

- Blood Tests & Biochemistry
- Imaging: X-Ray, Ultrasound, MRI, CT Scan
- ECG & Echocardiography
- COVID-19 / Viral Testing
- Pathology & Microbiology Services

9. Oral Care / Dental Services

- Routine Dental Check-ups
- Teeth Cleaning & Scaling
- Cavity & Filling Consultations
- Orthodontic Assessments (Braces & Aligners)
- Pediatric Dental Care

Doctors

• Dr. Ananda Perera

- **Specialty:** Neurology
- **Sub-specialty:** Migraine & Headache Disorders
- **Experience:** 12 years
- **Professional Details:** Senior Consultant, Headache Clinic
- **Qualifications:** MBBS, MD (Neurology)
- **Certifications:** Member SLMA, Fellow of Asian Headache Society
- **Availability:** 4 PM – 10 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** ananda.perera@nhsl.lk
- **Fees / Insurance:** LKR 4,500 / All major insurances accepted

- **Current Hospital:** National Hospital of Sri Lanka

- **Dr. Sanduni Jayasuriya**

- **Specialty:** Neurology
- **Sub-specialty:** Epilepsy & Seizure Disorders
- **Experience:** 10 years
- **Professional Details:** Consultant Neurologist
- **Qualifications:** MBBS, MD (Neurology)
- **Certifications:** Member SLMA, Fellow Epilepsy Foundation
- **Availability:** 9 AM – 3 PM (Tue, Thu)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** sanduni.jayasuriya@nhsl.lk
- **Fees / Insurance:** LKR 4,000 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

- **Dr. Nimal Fernando**

- **Specialty:** Cardiology
- **Sub-specialty:** Interventional Cardiology
- **Experience:** 12 years
- **Professional Details:** Senior Consultant
- **Qualifications:** MBBS, MD (Cardiology)
- **Certifications:** Member SLMA, Fellow Cardiac Society
- **Availability:** 10 AM – 4 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** nimal.fernando@nhsl.lk
- **Fees / Insurance:** LKR 5,000 / All major insurances accepted
- **Current Hospital:** Colombo South Teaching Hospital

- **Dr. Chamara Perera**

- **Specialty:** ENT
- **Sub-specialty:** Otology & Skull Base Surgery
- **Experience:** 9 years
- **Professional Details:** ENT Specialist
- **Qualifications:** MBBS, MS (ENT)
- **Certifications:** Member SLMA, Fellow Asian ENT Society
- **Availability:** 9 AM – 3 PM (Tue, Thu)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** chamara.perera@nhsl.lk
- **Fees / Insurance:** LKR 3,500 / All major insurances accepted
- **Current Hospital:** Lady Ridgeway Hospital for Children

- **Dr. Ruwanika Silva**

- **Specialty:** Pediatrics
- **Sub-specialty:** Neonatology
- **Experience:** 7 years
- **Professional Details:** Consultant Pediatrician
- **Qualifications:** MBBS, MD (Pediatrics)
- **Certifications:** Member SLMA
- **Availability:** 8:30 AM – 2 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** ruwanika.silva@nhsl.lk
- **Fees / Insurance:** LKR 3,000 / All major insurances accepted
- **Current Hospital:** Lady Ridgeway Hospital for Children

- **Dr. Pradeep Wijesinghe**

- **Specialty:** Orthopedics
- **Sub-specialty:** Spine Surgery
- **Experience:** 15 years
- **Professional Details:** Senior Consultant Orthopedics
- **Qualifications:** MBBS, MS (Orthopedics)
- **Certifications:** Member SLMA, Fellow Spine Society
- **Availability:** 10 AM – 5 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** pradeep.wijesinghe@nhsl.lk
- **Fees / Insurance:** LKR 5,500 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

- **Dr. Anjali Perera**

- **Specialty:** General Medicine
- **Sub-specialty:** Internal Medicine
- **Experience:** 10 years
- **Professional Details:** Consultant Internist
- **Qualifications:** MBBS, MD (Internal Medicine)
- **Certifications:** Member SLMA
- **Availability:** 9 AM – 5 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** anjali.perera@nhsl.lk
- **Fees / Insurance:** LKR 4,000 / All major insurances accepted
- **Current Hospital:** Colombo National Hospital

- **Dr. Nadeesha Rajapaksha**

- **Specialty:** Neurology
- **Sub-specialty:** Stroke & Vascular Disorders
- **Experience:** 11 years
- **Professional Details:** Consultant Neurologist
- **Qualifications:** MBBS, MD (Neurology)
- **Certifications:** Member SLMA, Fellow Stroke Society
- **Availability:** 10 AM – 4 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** nadeesha.rajapaksha@nhsl.lk
- **Fees / Insurance:** LKR 4,500 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

• **Dr. Kasun Perera**

- **Specialty:** Cardiology
- **Sub-specialty:** Heart Failure & Hypertension
- **Experience:** 9 years
- **Professional Details:** Consultant Cardiologist
- **Qualifications:** MBBS, MD (Cardiology)
- **Certifications:** Member SLMA, Fellow Cardiac Society
- **Availability:** 10 AM – 4 PM (Tue, Thu)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** kasun.perera@nhsl.lk
- **Fees / Insurance:** LKR 4,500 / All major insurances accepted
- **Current Hospital:** Colombo South Teaching Hospital

• **Dr. Ishara Fernando**

- **Specialty:** ENT
- **Sub-specialty:** Sinus & Nasal Surgery
- **Experience:** 8 years
- **Professional Details:** ENT Specialist
- **Qualifications:** MBBS, MS (ENT)
- **Certifications:** Member SLMA
- **Availability:** 9 AM – 3 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** ishara.fernando@nhsl.lk
- **Fees / Insurance:** LKR 3,500 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

• **Dr. Harsha De Silva**

- **Specialty:** Pediatrics

- **Sub-specialty:** Pediatric Cardiology
- **Experience:** 10 years
- **Professional Details:** Consultant Pediatrician
- **Qualifications:** MBBS, MD (Pediatrics)
- **Certifications:** Member SLMA
- **Availability:** 8:30 AM – 2 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** harsha.desilva@nhsl.lk
- **Fees / Insurance:** LKR 3,500 / All major insurances accepted
- **Current Hospital:** Lady Ridgeway Hospital for Children

• **Dr. Chamila Wijeratne**

- **Specialty:** Orthopedics
- **Sub-specialty:** Joint Replacement
- **Experience:** 12 years
- **Professional Details:** Senior Consultant Orthopedics
- **Qualifications:** MBBS, MS (Orthopedics)
- **Certifications:** Member SLMA, Fellow Joint Society
- **Availability:** 10 AM – 5 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** chamila.wijeratne@nhsl.lk
- **Fees / Insurance:** LKR 5,500 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

• **Dr. Nishantha Perera**

- **Specialty:** General Medicine
- **Sub-specialty:** Infectious Diseases
- **Experience:** 11 years
- **Professional Details:** Consultant Internist
- **Qualifications:** MBBS, MD (Internal Medicine)
- **Certifications:** Member SLMA
- **Availability:** 9 AM – 5 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** nishantha.perera@nhsl.lk
- **Fees / Insurance:** LKR 4,000 / All major insurances accepted
- **Current Hospital:** Colombo National Hospital

• **Dr. Maheshi Fernando**

- **Specialty:** Neurology
- **Sub-specialty:** Neurodegenerative Disorders

- **Experience:** 10 years
- **Professional Details:** Consultant Neurologist
- **Qualifications:** MBBS, MD (Neurology)
- **Certifications:** Member SLMA, Fellow Neuro Society
- **Availability:** 10 AM – 4 PM (Tue, Thu)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** maheshi.fernando@nhsl.lk
- **Fees / Insurance:** LKR 4,500 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

• **Dr. Prabath Silva**

- **Specialty:** Cardiology
- **Sub-specialty:** Pediatric Cardiology
- **Experience:** 9 years
- **Professional Details:** Consultant Cardiologist
- **Qualifications:** MBBS, MD (Cardiology)
- **Certifications:** Member SLMA
- **Availability:** 10 AM – 4 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** prabath.silva@nhsl.lk
- **Fees / Insurance:** LKR 4,500 / All major insurances accepted
- **Current Hospital:** Colombo South Teaching Hospital

• **Dr. Gayani Perera**

- **Specialty:** ENT
- **Sub-specialty:** Pediatric ENT
- **Experience:** 8 years
- **Professional Details:** ENT Specialist
- **Qualifications:** MBBS, MS (ENT)
- **Certifications:** Member SLMA
- **Availability:** 9 AM – 3 PM (Tue, Thu)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** gayani.perera@nhsl.lk
- **Fees / Insurance:** LKR 3,500 / All major insurances accepted
- **Current Hospital:** Lady Ridgeway Hospital for Children

• **Dr. Ishani Wijesekara**

- **Specialty:** Pediatrics
- **Sub-specialty:** Pediatric Neurology
- **Experience:** 7 years

- **Professional Details:** Consultant Pediatrician
- **Qualifications:** MBBS, MD (Pediatrics)
- **Certifications:** Member SLMA
- **Availability:** 8:30 AM – 2 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** ishani.wijesekara@nhsl.lk
- **Fees / Insurance:** LKR 3,500 / All major insurances accepted
- **Current Hospital:** Lady Ridgeway Hospital for Children

• **Dr. Roshan Perera**

- **Specialty:** Orthopedics
- **Sub-specialty:** Sports Injuries
- **Experience:** 10 years
- **Professional Details:** Consultant Orthopedics
- **Qualifications:** MBBS, MS (Orthopedics)
- **Certifications:** Member SLMA
- **Availability:** 10 AM – 5 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** roshan.perera@nhsl.lk
- **Fees / Insurance:** LKR 5,000 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

• **Dr. Chamara De Silva**

- **Specialty:** General Medicine
- **Sub-specialty:** Geriatrics
- **Experience:** 12 years
- **Professional Details:** Senior Consultant
- **Qualifications:** MBBS, MD (Internal Medicine)
- **Certifications:** Member SLMA
- **Availability:** 9 AM – 5 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** chamara.desilva@nhsl.lk
- **Fees / Insurance:** LKR 4,000 / All major insurances accepted
- **Current Hospital:** Colombo National Hospital

• **Dr. Lasantha Fernando**

- **Specialty:** Neurology
- **Sub-specialty:** Movement Disorders
- **Experience:** 11 years
- **Professional Details:** Consultant Neurologist

- **Qualifications:** MBBS, MD (Neurology)
- **Certifications:** Member SLMA, Fellow Neuro Society
- **Availability:** 10 AM – 4 PM (Mon, Wed, Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala
- **Email:** lasantha.fernando@nhsl.lk
- **Fees / Insurance:** LKR 4,500 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

- **Dr. Vasanthi Kumar**

- **Specialty:** Pediatrics
- **Sub-specialty:** Pediatric Infectious Diseases
- **Experience:** 8 years
- **Professional Details:** Consultant Pediatrician
- **Qualifications:** MBBS, MD (Pediatrics)
- **Certifications:** Member SLMA
- **Availability:** 8:30 AM – 2 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala, Tamil
- **Email:** vasanthi.kumar@nhsl.lk
- **Fees / Insurance:** LKR 3,500 / All major insurances accepted
- **Current Hospital:** Lady Ridgeway Hospital for Children

- **Dr. Arul Prakash**

- **Specialty:** Neurology
- **Sub-specialty:** Epilepsy & Seizure Disorders
- **Experience:** 10 years
- **Professional Details:** Consultant Neurologist
- **Qualifications:** MBBS, MD (Neurology)
- **Certifications:** Member SLMA, Fellow Epilepsy Foundation
- **Availability:** 9 AM – 3 PM (Tue, Thu)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala, Tamil
- **Email:** arul.prakash@nhsl.lk
- **Fees / Insurance:** LKR 4,000 / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

- **Dr. Meena Selvaraj**

- **Specialty:** General Medicine
- **Sub-specialty:** Geriatrics
- **Experience:** 12 years
- **Professional Details:** Senior Consultant
- **Qualifications:** MBBS, MD (Internal Medicine)

- **Certifications:** Member SLMA
- **Availability:** 9 AM – 5 PM (Mon-Fri)
- **Slot Duration:** 30 minutes
- **Languages:** English, Sinhala, Tamil
- **Email:** meena.selvaraj@nhsl.lk
- **Fees / Insurance:** LKR 4,000 / All major insurances accepted
- **Current Hospital:** Colombo National Hospital
- **Dr. Sangeetha Ramanathan**
 - **Specialty:** Psychiatry
 - **Sub-specialty:** Clinical Psychology & Mental Health
 - **Experience:** 9 years
 - **Professional Details:** Consultant Psychiatrist
 - **Qualifications:** MBBS, MD (Psychiatry), MSc Clinical Psychology
 - **Certifications:** Member SLMA, Fellow of Sri Lanka College of Psychiatrists
 - **Availability:** 9 AM – 3 PM (Mon, Wed, Fri)
 - **Slot Duration:** 30 minutes
 - **Languages:** English, Sinhala, Tamil
 - **Email:** sangeetha.ramanathan@nhsl.lk
 - **Fees / Insurance:** LKR 4,000 / All major insurances accepted
 - **Current Hospital:** National Hospital of Sri Lanka
- **Dr. Kamini Perera**
 - **Specialty:** Dentistry
 - **Sub-specialty:** General & Pediatric Dentistry
 - **Experience:** 10 years
 - **Professional Details:** Senior Consultant Dentist
 - **Qualifications:** BDS, MSc Dental Surgery
 - **Certifications:** Member SLDA
 - **Availability:** 9 AM – 3 PM (Mon-Fri)
 - **Slot Duration:** 30 minutes
 - **Languages:** English, Sinhala, Tamil
 - **Email:** kamini.perera@nhsl.lk
 - **Fees / Insurance:** LKR 3,500 / All major insurances accepted
 - **Current Hospital:** National Hospital of Sri Lanka
- **Dr. Ruwanthi Silva**
 - **Specialty:** Dentistry
 - **Sub-specialty:** Orthodontics
 - **Experience:** 8 years
 - **Professional Details:** Consultant Orthodontist
 - **Qualifications:** BDS, MOrth
 - **Certifications:** Member SLDA
 - **Availability:** 10 AM – 4 PM (Tue, Thu)
 - **Slot Duration:** 30 minutes
 - **Languages:** English, Sinhala, Tamil

- Email: ruwanthi.silva@nhsl.lk
- Fees / Insurance: LKR 4,500 / All major insurances accepted
- Current Hospital: Colombo National Hospital

Lab staff- technical specialists

1. Chamali Fernando

- **Role:** Senior Laboratory Technologist
- **Specialty:** Clinical Biochemistry & Hematology
- **Experience:** 12 years
- **Professional Details:** Head of Laboratory Services
- **Qualifications:** BSc Medical Laboratory Science, MSc Clinical Biochemistry
- **Certifications:** Member SLMLS (Sri Lanka Medical Laboratory Society)
- **Availability:** 8 AM – 4 PM (Mon-Fri)
- **Slot Duration:** N/A (walk-in/appointment-based testing)
- **Languages:** English, Sinhala
- **Email:** chamali.fernando@nhsl.lk
- **Fees / Insurance:** Hospital rates / All major insurances accepted
- **Current Hospital:** National Hospital of Sri Lanka

Covers: Blood tests, biochemistry, routine lab diagnostics

2. Nirosha Perera

- **Role:** Imaging Technician
- **Specialty:** Radiology & Imaging
- **Experience:** 10 years
- **Professional Details:** Senior Radiology Technician
- **Qualifications:** BSc Radiography, Diploma in Medical Imaging
- **Certifications:** Member SLRS (Sri Lanka Radiology Society)
- **Availability:** 8:30 AM – 5 PM (Mon-Fri)
- **Slot Duration:** N/A
- **Languages:** English, Sinhala
- **Email:** nirosha.perera@nhsl.lk

Covers: X-Ray, Ultrasound, MRI, CT Scan

3. Ruwantha Silva

- **Role:** Cardiology Diagnostics Technician
- **Specialty:** ECG & Echocardiography
- **Experience:** 11 years
- **Professional Details:** Senior Cardiology Technician
- **Qualifications:** BSc Cardiology Technology
- **Certifications:** Member SLCTS (Sri Lanka Cardiology Technicians Society)
- **Availability:** 9 AM – 3 PM (Mon-Fri)
- **Slot Duration:** 30 minutes per ECG/Echo session
- **Languages:** English, Sinhala
- **Email:** ruwantha.silva@nhsl.lk

Covers: ECG & Echocardiography

4. Vidhura Jayasuriya

- **Role:** Virology Lab Scientist
- **Specialty:** Viral & Infectious Disease Testing
- **Experience:** 9 years
- **Professional Details:** Head of Virology Lab
- **Qualifications:** BSc Microbiology, MSc Virology
- **Certifications:** Member SLMLS
- **Availability:** 8 AM – 2 PM (Mon-Sat)
- **Slot Duration:** N/A
- **Languages:** English, Sinhala
- **Email:** vidhura.jayasuriya@nhsl.lk

Covers: COVID-19, viral tests, infectious disease diagnostics

5. Malini Perera

- **Role:** Microbiology Lab Technologist
- **Specialty:** Diagnostic Microbiology & Cultures
- **Experience:** 10 years
- **Professional Details:** Senior Microbiology Technician
- **Qualifications:** BSc Microbiology
- **Certifications:** Member SLMLS
- **Availability:** 8 AM – 4 PM (Mon-Fri)
- **Slot Duration:** N/A
- **Languages:** English, Sinhala
- **Email:** malini.perera@nhsl.lk

Covers: Pathology, microbiology, cultures, lab tests

Prices

. General Medicine

- **Routine Health Check-ups:** LKR 2,500 – 3,500
 - **Chronic Disease Management (Diabetes, Hypertension, Asthma):** LKR 3,000 – 4,500
 - **Vaccinations & Immunizations:** LKR 1,500 – 3,000 (depending on vaccine)
 - **Internal Medicine Consultations:** LKR 3,000 – 4,000
 - **Geriatric Care:** LKR 4,000 – 5,000
 - **Fever, Cold & Respiratory Care:**
 - Common Cold / Flu Management: LKR 2,000 – 2,500
 - Fever & Body Ache Relief: LKR 2,000 – 2,500
 - Mild Respiratory Infection Care: LKR 2,500 – 3,000
 - Symptomatic Medication: Included in consultation
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2. Cardiology

- **Heart Health Screening:** LKR 5,000 – 6,000
 - **ECG & Echocardiography:** LKR 3,500 – 4,500 per test
 - **Heart Failure & Hypertension Management:** LKR 5,000 – 6,000
 - **Pediatric Cardiology Consultations:** LKR 4,500 – 5,500
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3. Neurology

- **Stroke & Vascular Disorder Management:** LKR 6,000 – 7,000
 - **Migraine & Headache Clinics:** LKR 4,500 – 5,500
 - **Epilepsy & Seizure Management:** LKR 5,000 – 6,000
 - **Neurodegenerative Disorders Consultation:** LKR 6,000 – 7,000
 - **Pediatric Neurology:** LKR 4,500 – 5,500
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4. Pediatrics

- **Routine Pediatric Check-ups:** LKR 2,500 – 3,500
- **Neonatal & Infant Care:** LKR 3,500 – 4,500
- **Pediatric Vaccinations:** LKR 1,500 – 3,000 (depending on vaccine)
- **Pediatric Cardiology:** LKR 4,500 – 5,500
- **Pediatric Infectious Disease Management:** LKR 3,500 – 4,500

5. Orthopedics

- **Joint & Spine Consultations:** LKR 4,500 – 5,500
- **Fracture Management & Casting:** LKR 5,000 – 6,000
- **Sports Injury Clinics:** LKR 4,500 – 5,500

6. ENT (Ear, Nose & Throat)

- **Sinus & Nasal Consultations:** LKR 3,500 – 4,500
- **Pediatric ENT Services:** LKR 3,500 – 4,500
- **Hearing Tests & Audiology:** LKR 2,500 – 3,500
- **Otology Consultations:** LKR 4,000 – 5,000
- **Tonsil & Adenoid Treatments:** LKR 5,000 – 6,000

7. Psychiatry / Psychology

- **Clinical Psychology & Counseling:** LKR 3,500 – 4,500
- **Mental Health Assessments:** LKR 4,000 – 5,000
- **Depression, Anxiety, and Stress Management:** LKR 4,000 – 5,000
- **Child & Adolescent Psychology:** LKR 3,500 – 4,500
- **Geriatric Mental Health Services:** LKR 4,500 – 5,500

8. Laboratory & Diagnostics

- **Blood Tests & Biochemistry:** LKR 1,500 – 3,500 (depending on panel)
- **Imaging:**
 - X-Ray: LKR 2,000 – 3,000
 - Ultrasound: LKR 3,000 – 4,000
 - MRI: LKR 8,000 – 10,000
 - CT Scan: LKR 6,000 – 8,000
- **ECG & Echocardiography:** LKR 3,500 – 4,500 per test
- **COVID-19 / Viral Testing:** LKR 3,000 – 4,000
- **Pathology & Microbiology Services:** LKR 2,500 – 5,000

9. Oral Care / Dental Services

- **Routine Dental Check-ups:** LKR 2,000 – 3,000
- **Teeth Cleaning & Scaling:** LKR 2,500 – 3,500
- **Cavity & Filling Consultations:** LKR 2,500 – 3,500
- **Orthodontic Assessments (Braces & Aligners):** LKR 5,000 – 8,000
- **Pediatric Dental Care:** LKR 2,500 – 3,500

Appointment Booking Details

1. By Phone (Call Center)

- **Number:** +94 11 234 5678
- **How:** Call during working hours Weekday: 8:00 AM – 11:00 PM, Weekend: 9:00 AM – 10:00 PM
- **Purpose:** Book, reschedule, or cancel appointments

Online / Website Portal

- Website Link: www.mediconnect.lk/appointments
- How to Book:
 1. Go to the portal
 2. Select the department / specialty
 3. Choose doctor and available time slot
 4. Fill in patient details
 5. Confirm appointment and receive confirmation email/SMS
- How to Cancel / Reschedule:
 1. Log in to the portal
 2. Go to My Appointments
 3. Select the appointment to cancel or reschedule
 4. Confirm action at least 24 hours in advance

Mobile App (MediConnect App)

- How to Book:
 1. Download the app from Google Play or Apple App Store
 2. Register / Login
 3. Select appointment type and doctor
 4. Choose time slot
 5. Confirm appointment and receive notification
- How to Cancel / Reschedule:
 1. Open the app and go to My Appointments
 2. Select the appointment to cancel or reschedule
 3. Confirm the action at least 24 hours in advance

Walk-in

- Visit the center during working hours
- Check availability at the **reception desk**

How to Give a Review/feedback

1. Via Website / Online Portal

- **Website Link:** www.mediconnect.lk/feedback
- **Steps:**
 1. Go to the **Feedback / Reviews** section of the portal
 2. Select the **doctor or department** you want to review
 3. Rate your experience (e.g., 1–5 stars)
 4. Write **comments / suggestions** if desired
 5. Submit your review

2. Via Mobile App

- **App Name:** MediConnect App
- **Steps:**
 1. Open the app and go to **My Appointments**
 2. Select the **appointment you attended**
 3. Tap “**Give Review / Feedback**”
 4. Rate your experience and optionally write comments
 5. Submit

3. Via Email

- **Email:** feedback@mediconnect.lk
- **Steps:**
 1. Compose an email with your **experience, doctor name, and department**
 2. Send it to the above email address

4. Via Call

- **Phone:** +94 11 234 5678
- **Steps:**
 1. Call during working hours
 2. Ask to **leave feedback / review**
 3. Provide your **experience and rating** verbally

Patient Guidelines

1. What to Bring for First Visit

- **Insurance Card / Policy Details** (if using insurance)
- **Previous Medical Reports / Prescriptions**
- **List of Current Medications** (if any)

2. Pre-Consultation Instructions (Expanded)

- **Blood Tests / Lab Work:**
 - Some tests (e.g., fasting blood sugar, lipid profile) require 8–12 hours fasting.
 - Drink only water unless instructed otherwise.
 - Avoid alcohol and caffeine 24 hours before certain tests.
- **Imaging / Scans:**
 - Wear loose, comfortable clothing; remove metal accessories, jewelry, and belts.
 - For MRI scans, remove any electronic devices, watches, or credit cards.
 - Some scans may require contrast media; follow instructions regarding eating or drinking.
- **Medications:**
 - Take routine medications unless the doctor advises otherwise.
 - Inform the doctor of all current medications and supplements.
 - Certain medications may need to be paused before specific tests (e.g., blood thinners).
- **Appointments:**
 - Arrive 10–15 minutes early for registration and paperwork.
 - Bring all necessary documents, including ID and insurance card.
 - Inform staff if you need assistance or special accommodations.
- **Health Conditions:**
 - Notify the hospital of chronic conditions (e.g., diabetes, hypertension, heart disease).
 - Mention allergies, especially to medications or contrast agents.
- **Diet & Lifestyle:**
 - Follow dietary restrictions provided for specific tests.
 - Avoid strenuous exercise before certain lab tests.
- **COVID-19 / Infectious Precautions:**
 - Wear a mask if symptomatic or as per hospital policy.
 - Use hand sanitizer and follow social distancing guidelines.
- **Children / Elderly Patients:**
 - Bring caregivers or guardians for assistance.
 - Ensure comfort items for pediatric patients during procedures.

3. Post-Consultation Instructions

- **Prescriptions:**
 - Fill prescriptions at the **hospital pharmacy** or any **authorized pharmacy**.
 - Verify **dosage and timing** with the pharmacist if unclear.
 - Ask about **possible side effects** and interactions with other medications.
- **Follow-up Appointments:**
 - Schedule the next consultation **as advised by the doctor**.
 - Use the **online portal or mobile app** for easy rescheduling if needed.
 - Keep reminders for **lab tests or imaging** before the follow-up visit.
- **Lab / Imaging Results:**
 - Collect results **as instructed by the hospital staff**.
 - **Delivery Options for Reports:**
 - **Email:** Reports can be sent directly to the patient's registered email.
 - **In-person Collection:** Reports can be collected physically at the hospital or lab office.
 - Bring reports to **specialist consultations** for better diagnosis and treatment.
 - For urgent results, **contact the hospital** to confirm the preferred delivery method.
- **Special Care Instructions:**
 - Follow any **dietary restrictions, physical activity limits, or medication guidelines** given by your doctor.
 - Monitor vital signs if instructed (e.g., **blood pressure, blood sugar, temperature**).
 - Keep a **log of symptoms or medication adherence** if recommended.
- **Emergency Signs / Red Flags:**
 - Contact the hospital immediately if:
 - Severe pain, chest pain, or shortness of breath occurs.
 - Sudden high fever or worsening infection symptoms appear.
 - Any **unexpected allergic reactions** to medication occur.
 - Use the **emergency hotline: +94 11 999 9111**
- **Patient Education:**
 - Read **informational materials** provided by the doctor or hospital.
 - Follow advice for **rehabilitation, physiotherapy, or mental health support** if recommended.
- **Children & Elderly Patients:**

- Ensure **caregivers** follow post-visit instructions carefully.
- Monitor children and elderly for **medication compliance and recovery progress**.

Terms & Privacy

- **Data Protection & Consent:**
 - All patient data is stored securely and handled according to **hospital privacy policies**.
 - Personal and medical information is only shared **with authorized personnel** or with patient consent.
 - Patients may be asked to **provide consent** before sharing records, lab results, or appointment details.
- **Terms of Service (Portal / App Use):**
 - Users must **register with accurate information** to access the portal or mobile app.
 - The portal/app is for **personal healthcare management** only; misuse is prohibited.
 - Patients are responsible for **maintaining the confidentiality** of their login credentials.
 - The hospital or service provider may **update terms and privacy policies**; continued use implies acceptance.
 - Users must comply with **local laws and regulations** regarding healthcare information.
- **Communication Consent:**
 - Appointment reminders, lab results, and notifications may be sent via **email or SMS**.
 - Patients may opt-out of certain communications, except those required for **medical care or legal compliance**.

Directions & Parking

- **Location & Maps:**
 - **Address:** 12 Health Avenue, Colombo 07, Sri Lanka
 - **Landmarks:** Near Colombo City Hospital and opposite Health Tower
 - **Google Maps Link:** MediConnect Channeling Center
- **Parking:**
 - **On-site Parking:** Available for patients and visitors.
 - **Capacity:** Approximately 50 vehicles.
 - **Charges:** Free for first 2 hours; LKR 50 per additional hour.
 - **Accessibility:** Wheelchair-accessible parking spaces near the main entrance.
- **Public Transport:**
 - Bus stops and taxi services available within walking distance.
 - Patients are encouraged to plan travel ahead during peak hours

Insurance & Payment Details

- **Accepted Insurance Partners:**
 - Ceylinco Health
 - NDB Insurance
 - HNB Assurance
 - All major insurances accepted by individual doctors (refer to doctor profiles for specifics)
- **Payment Methods:**
 - **Cash:** Accepted at hospital reception or lab.
 - **Card:** Visa, MasterCard, American Express accepted.
 - **Online Payment:** Available via portal or mobile app for appointments and selected services.
 - **Insurance Claim:** Direct billing available for partnered insurance providers. Patients may need to provide **insurance card and consent form**.
- **Co-Payments & Estimated Fees:**
 - Doctor consultation fees vary by specialty and experience; check individual doctor profiles.
 - Lab and diagnostic service fees may apply separately.
 - Co-payments depend on insurance plan coverage; some insurance plans require **partial payment at time of service**.
- **Tips for Patients:**
 - Always **verify insurance coverage** before booking.
 - Bring **insurance card and ID** for verification.
 - Keep receipts for **insurance reimbursement** if required.