

Arogya Med-City Hospital - RAG Data Source

1. Core Knowledge / Static Reference Documents

a. Hospital Directory

Hospital Name: Arogya Med-City Hospital

Main Address: 123 Health Avenue, Med-City, 431001

Main Phone Line: (555) 100-2000

Website: www.arogyamedcity.com

Departments:

- **Cardiology:**
 - **Description:** Provides comprehensive care for heart-related conditions, including diagnosis, treatment, and prevention of cardiovascular diseases like hypertension, coronary artery disease, and heart failure.
 - **Location:** Wing A, 3rd Floor
 - **Contact Extension:** 3100
- **Pediatrics:**
 - **Description:** Specializes in the medical care of infants, children, and adolescents. Services include routine check-ups, vaccinations, and treatment of common childhood illnesses.
 - **Location:** Wing B, 1st Floor
 - **Contact Extension:** 1200
- **Orthopedics:**
 - **Description:** Focuses on conditions involving the musculoskeletal system. Treats injuries and diseases of the bones, joints, ligaments, tendons, and muscles.
 - **Location:** Wing C, 2nd Floor
 - **Contact Extension:** 2300
- **Neurology:**
 - **Description:** Deals with disorders of the nervous system, including the brain, spinal cord, and nerves. Manages conditions like stroke, epilepsy, and Parkinson's disease.
 - **Location:** Wing A, 4th Floor
 - **Contact Extension:** 4100
- **Oncology:**
 - **Description:** Provides diagnosis and treatment for various types of cancer, including chemotherapy, radiation therapy, and immunotherapy.
 - **Location:** Wing D, Ground Floor
 - **Contact Extension:** 500

- **Radiology:**
 - **Description:** Offers diagnostic imaging services, including X-rays, CT scans, MRI, and ultrasound.
 - **Location:** Wing C, 2nd Floor, East Wing
 - **Contact Extension:** 2500
- **Emergency Room (ER):**
 - **Description:** Open 24/7 for immediate medical emergencies.
 - **Location:** Main Entrance, Ground Floor
 - **Contact Extension:** 911 (Internal Emergency Line)

Doctors & Staff Profiles:

- **Dr. Priya Sharma**
 - **Specialty:** Cardiology
 - **Credentials:** MD, FACC (Fellow of the American College of Cardiology)
 - **Languages Spoken:** English, Hindi, Marathi
 - **Availability:** Mon-Fri, 9:00 AM - 5:00 PM
 - **Contact Extension:** 3101
- **Dr. Arjun Gupta**
 - **Specialty:** Pediatrics
 - **Credentials:** MBBS, DCH (Diploma in Child Health)
 - **Languages Spoken:** English, Hindi
 - **Availability:** Mon, Wed, Fri, 10:00 AM - 6:00 PM
 - **Contact Extension:** 1201
- **Dr. Sameer Khan**
 - **Specialty:** Orthopedics (Joint Replacement Specialist)
 - **Credentials:** MS (Orthopedics)
 - **Languages Spoken:** English, Hindi, Urdu
 - **Availability:** Tue, Thu, Sat, 8:00 AM - 4:00 PM
 - **Contact Extension:** 2301
- **Dr. Ananya Reddy**
 - **Specialty:** Neurology
 - **Credentials:** DM (Neurology)
 - **Languages Spoken:** English, Telugu, Hindi
 - **Availability:** Mon-Thu, 11:00 AM - 7:00 PM
 - **Contact Extension:** 4101
- **Dr. Fatima Ahmed**
 - **Specialty:** Oncology
 - **Credentials:** MD, DM (Medical Oncology)
 - **Languages Spoken:** English, Hindi, Bengali

- **Availability:** By appointment only.
- **Contact Extension:** 501

b. Appointment Policies & Procedures

- **Booking an Appointment:**
 - **Online:** Use the patient portal on our website: www.arogyamedcity.com/portal
 - **Phone:** Call the main line (555) 100-2000 and select the appointments option.
 - **Walk-in:** Visit the registration desk at the main lobby. Walk-in appointments are subject to availability.
- **Canceling/Rescheduling:**
 - Appointments must be canceled or rescheduled at least 24 hours in advance.
 - This can be done via the patient portal or by calling the appointments desk.
- **Required Documents for New Patients:**
 - Government-issued photo ID (e.g., Aadhar Card, Passport).
 - Valid insurance card.
 - Referral letter from a primary care physician, if required by your insurance.
- **Insurance Acceptance:**
 - We accept most major insurance plans. Please check our website's "Insurance" page for a full list.
 - Pre-authorization is required for certain procedures and specialist visits. Please contact your insurance provider.
- **Wait-Time Expectations:**
 - **General OPD:** 15-30 minutes
 - **Specialist Clinics:** 30-45 minutes
 - **Emergency Room:** Varies based on triage priority. Critical cases are seen immediately.

c. Visiting Hours & Rules

- **General Wards:** 4:00 PM - 7:00 PM daily.
- **Intensive Care Unit (ICU):** 5:00 PM - 6:00 PM. Only one visitor per patient at a time.
- **Maternity Ward:** 11:00 AM - 1:00 PM and 5:00 PM - 7:00 PM. Only immediate family members.
- **Pediatric Ward:** One parent/guardian is allowed to stay 24/7. Other visitors: 4:00 PM - 6:00 PM.
- **COVID/Contagion Protocols:**
 - Masks are mandatory in all patient areas.
 - Visitors with symptoms of illness (fever, cough) are not permitted.

- Follow all instructions from hospital staff regarding personal protective equipment (PPE).

d. Billing & Insurance FAQs

- **Payment Methods:** We accept cash, credit/debit cards, and UPI payments.
- **Co-pay/Deductible:** Your co-pay or deductible is determined by your insurance plan and must be paid at the time of service.
- **Insurance Rejection:** If your insurance claim is rejected, please contact our billing department at extension 8500. They will help you understand the reason and guide you on the next steps, which may include appealing the decision with your provider.

e. Emergency Triage Guidelines

- **Emergency (Call emergency services or go to ER immediately):**
 - Chest pain or pressure
 - Difficulty breathing
 - Severe bleeding
 - Sudden weakness or numbness, especially on one side of the body
 - Loss of consciousness
 - Severe head injury
- **Urgent (Contact doctor or visit urgent care):**
 - High fever that doesn't respond to medication
 - Sprains or strains
 - Minor cuts that may need stitches
 - Vomiting or diarrhea that persists
- **Routine (Schedule a regular appointment):**
 - Cold or flu symptoms
 - Routine check-ups
 - Medication refills
 - Minor aches and pains

f. Common FAQs

- **Q: How do I get my lab reports?**
 - A: Lab reports are available on the patient portal within 48 hours. You can also collect a physical copy from the records department in Wing D, Ground Floor.
- **Q: Where is the pharmacy?**
 - A: The 24/7 pharmacy is located in the main lobby, near the main entrance.
- **Q: What are the visiting hours for children?**
 - A: In the pediatric ward, one parent can stay 24/7. For other visitors, the hours are 4:00 PM to 6:00 PM. Children under 12 are generally not permitted to visit

patient floors.

- **Q: Can I get a second opinion?**

- A: Yes, we encourage patients to be fully informed. You can request a consultation with another specialist within our hospital or ask for your records to be sent to a doctor at another facility.

g. Contact & Escalation Protocols

- **System Failures (e.g., patient portal is down):**

- Contact IT Helpdesk at extension 9000.

- **Patient Complaints/Grievances:**

- Contact the Patient Relations department at extension 8800 or visit their office in Wing B, Ground Floor.

- **Medical Conflicts/Disagreements:**

- Speak with the charge nurse on the floor first. If unresolved, contact the Head of the Department.

- **General Support:**

- For non-urgent assistance, please visit the main information desk in the lobby or call the main line.