

Hospital Overview

Indian Hospital



Location and Branches:

- **Headquarters:** Chennai, Tamil Nadu, India
- **Branches:**
 - Bengaluru, Karnataka
 - Hyderabad, Telangana
 - Mumbai, Maharashtra
 - Delhi, India

Contact Details:

- **Phone:** +91-9876543210
- **Email:** contact@indianhospital.com
- **Website:** www.indianhospital.com

About Indian Hospital

History

Established in the year 1995, Indian Hospital has been a pioneer in providing world-class medical care across multiple specialties. With a vision to revolutionize healthcare services in India, we have grown into a multi-specialty hospital network known for excellence in patient care, medical research, and education.

Vision

To be the most trusted and innovative healthcare provider in India, ensuring world-class treatment with compassion and integrity.

Mission

- To provide accessible, affordable, and high-quality healthcare services.
 - To integrate cutting-edge technology with medical expertise for superior patient outcomes.
 - To create a patient-centric environment with holistic and ethical healthcare practices.
 - To foster medical education and research for continuous advancement in healthcare.
-

Accreditation and Certifications

Indian Hospital adheres to the highest standards of quality and patient safety, holding the following accreditations:

- **NABH (National Accreditation Board for Hospitals & Healthcare Providers)**
 - **JCI (Joint Commission International)**
 - **ISO 9001:2015 Certified for Quality Management Systems**
 - **NABL (National Accreditation Board for Testing and Calibration Laboratories) for Diagnostic Excellence**
-

Ethical Standards and Commitment to Patient Care

At Indian Hospital, we are committed to upholding the highest ethical standards and patient-centric care:

- **Transparency & Integrity:** We ensure honest communication about diagnosis, treatment options, and costs.
- **Compassionate Care:** Every patient is treated with dignity, empathy, and respect.
- **Patient Rights & Safety:** We strictly adhere to patient confidentiality and informed consent.
- **Innovation & Excellence:** Continuous improvement in medical practices and adoption of the latest technology for enhanced healthcare solutions.
- **Social Responsibility:** Conducting free medical camps, awareness programs, and affordable treatment for the underprivileged.

Departments & Specialties

Indian Hospital offers a comprehensive range of medical departments and specialties, ensuring world-class healthcare services under one roof. Our state-of-the-art facilities and expert medical professionals provide exceptional patient care across various disciplines.

1. Cardiology

- **Services Provided:**
 - Advanced heart diagnostics (ECG, echocardiography, stress tests)
 - Interventional cardiology (angioplasty, stenting)
 - Coronary artery bypass grafting (CABG)
 - Electrophysiology and pacemaker implantation
 - Heart failure management and rehabilitation
-

2. Neurology & Neurosurgery

- **Services Provided:**
 - Stroke management and neurocritical care
 - Brain and spine surgeries (tumor removal, aneurysm clipping)
 - Treatment of neurodegenerative diseases (Parkinson's, Alzheimer's)
 - Epilepsy and movement disorder management
 - Minimally invasive neurosurgical procedures
-

3. Orthopedics & Trauma Care

- **Services Provided:**
 - Total knee and hip replacement
 - Arthroscopic surgeries and sports medicine

- Fracture management and trauma surgery
 - Pediatric orthopedics and scoliosis treatment
 - Spine surgery and rehabilitation services
-

4. Oncology (Cancer Care)

- **Services Provided:**
 - Medical, surgical, and radiation oncology
 - Chemotherapy and immunotherapy treatments
 - Advanced radiotherapy techniques (IMRT, IGRT, Proton Therapy)
 - Bone marrow and stem cell transplants
 - Cancer screening and genetic counseling
-

5. Gastroenterology & Hepatology

- **Services Provided:**
 - Diagnostic and therapeutic endoscopy (gastroscopy, colonoscopy)
 - Liver disease treatment (hepatitis, cirrhosis, liver transplant)
 - Management of pancreatitis and gallbladder disorders
 - Bariatric (weight loss) surgery
 - GERD and acid reflux treatment
-

6. Nephrology & Urology

- **Services Provided:**
 - Dialysis and kidney transplant services
 - Treatment for kidney stones, urinary tract infections (UTIs)
 - Prostate disease management and laser surgeries
 - Minimally invasive urological procedures
 - Pediatric nephrology care
-

7. Obstetrics & Gynecology

- **Services Provided:**
 - High-risk pregnancy care and maternal-fetal medicine
 - Infertility treatments and assisted reproductive techniques (IVF, IUI)
 - Laparoscopic gynecological surgeries
 - Menopause and hormonal disorder management

- Neonatal care and pediatric gynecology
-

8. Pediatrics & Neonatology

- **Services Provided:**
 - Neonatal Intensive Care Unit (NICU) for premature and critically ill newborns
 - Pediatric cardiology and congenital heart disease management
 - Child growth and development assessment
 - Pediatric immunizations and preventive healthcare
 - Pediatric endocrinology and metabolic disorders
-

9. Emergency & Trauma Care

Indian Hospital operates a 24/7 emergency department equipped with cutting-edge medical technology and highly trained professionals to handle critical cases efficiently.

- **Emergency Services:**
 - Advanced life support ambulances with trained paramedics
 - Trauma surgery and critical care unit
 - Stroke and cardiac emergency response team
 - Poisoning and toxicology management
 - Immediate resuscitation and intensive care services
-

Doctors & Medical Staff

At Indian Hospital, we take immense pride in our team of highly qualified and experienced doctors, nurses, paramedics, and healthcare professionals dedicated to providing world-class medical care. Our multidisciplinary team ensures patient-centric treatment with compassion, excellence, and integrity.

1. List of Doctors & Specialties

Cardiology Department

- Dr. Rajesh Kumar, MD, DM (Cardiology) – Senior Cardiologist & Interventional Specialist

- Dr. Priya Sharma, MBBS, MD (Medicine), DM (Cardiology) – Consultant Cardiologist
- Dr. Arvind Patel, MBBS, DNB (Cardiology) – Electrophysiologist
- Dr. John Carter, MBBS, MD (Cardiology) – Cardiologist

Neurology Department

- Dr. Anjali Menon, MBBS, MD (Neurology), DM – Senior Neurologist & Stroke Specialist
- Dr. Vikram Das, MBBS, MD (Medicine), DM (Neurology) – Epileptologist & Movement Disorder Specialist
- Dr. Peter Evans, MBBS, MD (Neurology) – Neurologist

Orthopedics & Trauma

- Dr. Sandeep Reddy, MS (Ortho), DNB – Consultant Orthopedic Surgeon
- Dr. Megha Gupta, MBBS, MS (Ortho), Fellowship in Joint Replacement – Knee & Hip Replacement Specialist

Oncology Department

- Dr. Neha Verma, MD, DM (Oncology) – Medical Oncologist & Chemotherapy Specialist
- Dr. Arjun Kapoor, MS (Surgical Oncology) – Cancer Surgery Specialist

Gastroenterology & Hepatology

- Dr. Prakash Iyer, MBBS, MD, DM (Gastroenterology) – Advanced Endoscopy & Liver Specialist
- Dr. Shalini Rao, MBBS, MD, DM (Hepatology) – Liver Transplant Consultant
- Dr. Jack Brown, MBBS, MD, DM (Gastroenterology) – Gastroenterologist

Obstetrics & Gynecology

- Dr. Sunita Nair, MBBS, MS (OB-GYN) – High-Risk Pregnancy & Fertility Expert
- Dr. Deepa Chandran, MBBS, DGO, MS (OB-GYN) – Laparoscopic Gynecological Surgeon

General Medicine

- Dr. Daniel Smith, MBBS, MD (General Medicine) – General Physician

Pulmonology Department

- Dr. Mark Johnson, MBBS, MD (Pulmonology) – Pulmonologist

General Surgery

- Dr. Thomas White, MBBS, MS (Surgery) – General Surgeon
-

2. Consultation Timings & Availability

- **General Consultation Hours:** Monday – Saturday, 9:00 AM – 6:00 PM
 - **Emergency Consultation:** Available 24/7
 - **Appointment Booking:** Call +91-XXXXXXXXXX or visit www.indianhospital.com
 - **Teleconsultation:** Available for selected specialties
-

3. Experience & Expertise of Doctors

Our doctors bring years of expertise in their respective specialties, having trained at top medical institutions and hospitals in India and abroad. They actively participate in medical research, conferences, and training programs to stay updated with the latest advancements in healthcare.

- **International Fellowships & Certifications:** Many of our doctors hold international certifications and fellowships in advanced medical procedures.
 - **Research & Publications:** Our specialists contribute to medical journals, ensuring evidence-based treatments for our patients.
 - **Patient-Centered Care:** Each doctor follows a patient-first approach, ensuring personalized treatment and recovery plans.
-

4. Support Staff (Nurses, Paramedics, Technicians)

In addition to our esteemed team of doctors, we have highly trained healthcare support staff to ensure seamless patient care.

Nursing Team

- Highly experienced in intensive care, surgical assistance, and post-operative care.
- Specialized in neonatal, cardiac, and emergency nursing.
- Available 24/7 to provide compassionate and efficient patient support.

Paramedics & Technicians

- Emergency medical technicians (EMTs) trained in life-saving interventions.
- Lab and radiology technicians ensuring accurate diagnostics and imaging.
- Physiotherapists and rehabilitation specialists aiding in post-surgical recovery.

Administrative & Patient Care Coordinators

- Helping patients with appointment scheduling, insurance processing, and hospital navigation.
 - Ensuring smooth admission, treatment, and discharge processes for a hassle-free experience.
-

Facilities & Infrastructure

At Indian Hospital, we are committed to providing world-class healthcare services with state-of-the-art infrastructure, modern facilities, and patient-centric care. Our hospital is equipped with cutting-edge medical technology and designed to offer comfort, safety, and efficiency for patients and their families.

1. Patient Care Facilities

Wards & Inpatient Services

- General, semi-private, and deluxe private rooms with modern amenities.
- Dedicated pediatric, maternity, and geriatric care units.
- Infection-controlled environment ensuring safety and hygiene.

Intensive Care Units (ICUs)

- Multi-specialty ICUs, including Medical ICU, Surgical ICU, Cardiac ICU, and Neonatal ICU.
- 24/7 monitoring with advanced life-support systems.
- Highly skilled critical care specialists and nursing staff available round the clock.

Emergency Rooms & Trauma Care

- Fully equipped emergency and trauma units operational 24/7.
 - Immediate triage and stabilization of critically ill or injured patients.
 - Dedicated stroke and cardiac emergency response teams.
-

2. Diagnostic Services

Radiology & Imaging

- Advanced MRI, CT scans, ultrasound, and X-ray facilities.
- Digital mammography for early breast cancer detection.
- AI-powered imaging diagnostics for accurate results.

Pathology & Laboratory Services

- Fully automated labs for quick and precise diagnostic tests.
 - Blood tests, microbiology, histopathology, and genetic testing.
 - Online test reports and consultation services.
-

3. Surgical Facilities

Operation Theaters (OTs)

- Modular, infection-free OTs equipped with advanced surgical tools.
- Specialized theaters for neurosurgery, cardiac surgery, and organ transplants.

Robotic & Laparoscopic Surgery Units

- Minimally invasive procedures ensuring faster recovery.
 - Advanced robotic-assisted surgeries for precision and efficiency.
 - Keyhole and laser surgeries reducing hospital stay duration.
-

4. Pharmacy Services

- **24/7 pharmacy** ensuring uninterrupted availability of medicines.
 - **Online prescription services** with doorstep delivery.
 - **Specialty medicines** for cancer, organ transplants, and rare diseases.
 - **Drug interaction checks** and pharmacist consultation for patient safety.
-

5. Blood Bank & Organ Donation Services

Blood Bank

- Round-the-clock availability of all blood groups.
- Stringent quality control and screening for safe transfusion.
- Plasma and platelet donation services.

Organ Donation & Transplant Services

- Ethical and transparent organ donation programs.
- Kidney, liver, heart, and corneal transplant facilities.
- National and international collaborations for organ procurement.

6. Ambulance & Emergency Transport

- **24/7 Advanced Life Support (ALS) ambulances.**
 - GPS-enabled ambulance tracking for real-time updates.
 - Air ambulance services for critical emergency transfers.
 - Trained paramedics providing pre-hospital emergency care.
-

Appointment & Consultation Process

At Indian Hospital, we strive to provide a seamless and efficient appointment and consultation process, ensuring accessibility and convenience for all our patients. Our hospital offers multiple channels for booking appointments, clear guidelines on consultation charges, flexible payment options, and the latest telemedicine services.

1. How to Book an Appointment

To ensure hassle-free consultation, Indian Hospital offers various methods for booking appointments:

Online Booking

- Visit our official website: www.indianhospital.com.
- Select the preferred department, doctor, and time slot.
- Fill in the required patient details and confirm the appointment.
- Receive an SMS and email confirmation with appointment details.

Phone Booking

- Call our 24/7 helpline at **+91-XXXXXXXXXX**.
- Our representatives will assist in scheduling the appointment with the desired specialist.
- Appointment confirmation will be sent via SMS.

Walk-in Appointments

- Patients can directly visit the hospital's reception desk.
 - Walk-in patients are accommodated based on doctor availability.
 - Priority is given to emergency cases and pre-booked appointments.
-

2. Consultation Charges & Payment Methods

Consultation Fees

- General physician consultation: **₹500 per visit**
- Specialist consultation: **₹800 – ₹1,500 per visit**
- Super-specialist consultation: **₹2,000 per visit**

Payment Methods

- **Cash Payments** – Accepted at hospital billing counters.
 - **Credit/Debit Cards** – Visa, MasterCard, and RuPay accepted.
 - **UPI & Digital Wallets** – Google Pay, PhonePe, and Paytm supported.
 - **Health Insurance & Corporate Tie-ups** – Cashless facility available for partnered insurers and corporate health plans.
-

3. Telemedicine & Online Consultation

For patients unable to visit in person, Indian Hospital offers telemedicine services:

Steps for Online Consultation:

1. Visit www.indianhospital.com and navigate to the telemedicine section.
2. Select the desired doctor and available time slot.
3. Complete online registration and payment.
4. Join the video consultation via a secure link provided post-booking.
5. Receive an electronic prescription and medical advice.

Telemedicine Benefits:

- Access to top specialists from anywhere.
 - Secure and private video consultations.
 - Digital prescriptions and follow-up scheduling.
 - Reduced travel time and cost for patients.
-

4. Cancellation & Rescheduling Policies

We understand that unforeseen circumstances may require appointment changes. Below are the guidelines:

Cancellation Policy

- Cancellations made **24 hours before the appointment** are eligible for a **full refund**.
- Cancellations within **less than 24 hours** may incur a **50% cancellation fee**.
- No-shows without prior cancellation are **non-refundable**.

Rescheduling Policy

- Appointments can be rescheduled **at least 12 hours before** the scheduled time.
 - Rescheduling is subject to doctor availability.
 - Patients can modify appointments online, via phone, or by visiting the hospital.
-

Hospital Policies & Guidelines

At Indian Hospital, we are committed to providing quality healthcare while ensuring transparency, patient rights, and smooth administrative processes. The following policies and guidelines help create a patient-centric experience.

1. Patient Rights & Responsibilities

Patient Rights:

- Right to receive respectful and compassionate care.
- Right to be informed about diagnosis, treatment options, and costs.
- Right to confidentiality and privacy concerning medical records.
- Right to refuse treatment after understanding the consequences.
- Right to voice grievances and receive timely resolution.

Patient Responsibilities:

- Providing accurate medical history and information.
 - Following medical advice and prescribed treatments.
 - Respecting hospital staff, policies, and fellow patients.
 - Ensuring timely payment of hospital bills.
 - Adhering to visitation and safety protocols.
-

2. Admission & Discharge Procedures

Admission Process:

- Patients must present valid identification and medical records.
- Complete admission forms and consent documentation.

- Patients with insurance must provide policy details for cashless treatment approval.
- Patients will be assigned a room based on medical needs and availability.

Discharge Process:

- The attending doctor will approve the discharge based on medical recovery.
- Final bill settlement is required before discharge.
- Patients receive a discharge summary, medication prescriptions, and post-care instructions.
- In case of insurance coverage, final approval from the insurer is needed before discharge.

3. Visiting Hours & Visitor Policies

Visiting Hours:

Department	Session	Start Time	End Time
Cardiology	Morning	10:00	12:00
	Evening	17:00	19:00
Neurology & Neurosurgery	Morning	11:00	13:00
	Evening	18:00	20:00
Orthopedics & Trauma Care	Morning	09:30	11:30
	Evening	16:30	18:30
Oncology (Cancer Care)	Morning	12:00	14:00
	Evening	17:30	19:30
Gastroenterology & Hepatology	Morning	10:30	12:30
	Evening	18:00	20:00
Nephrology & Urology	Morning	09:00	11:00
	Evening	17:00	19:00
Obstetrics & Gynecology	Morning	11:30	13:30
	Evening	18:30	20:30
Pediatrics & Neonatology	Morning	10:00	12:00
	Evening	16:00	18:00

Guidelines for Visitors:

- Visitors are requested to adhere to the scheduled visiting hours to ensure minimal disruption to patient care.
 - Only two visitors are allowed per patient at a time.
 - Visitors should maintain hygiene and avoid bringing outside food.
 - Children below 12 years are not permitted in critical care units.
 - Visitors must comply with hospital regulations and staff instructions for safety and security.
- General Wards: **10:00 AM – 12:00 PM & 4:00 PM – 6:00 PM**

- ICU: **Restricted Visits (only immediate family, 15-minute slots)**
- COVID-19/Isolation Wards: **No visitors allowed (digital communication available)**

Visitor Guidelines:

- Only **two visitors per patient** allowed at a time.
 - Visitors must **sanitize hands and wear masks** at all times.
 - Children under **12 years are not permitted** in critical care areas.
 - Mobile phone usage should be minimized to maintain a quiet environment.
 - Visitors must adhere to hospital security and safety protocols.
-

4. Insurance & Billing Process

Insurance Process:

- The hospital accepts major national and international insurance providers.
- Cashless treatment is available for policyholders with prior authorization.
- Insurance approval is subject to policy terms and conditions.
- Patients must provide insurance details at admission for verification.

Billing Process:

- Bills include consultation, diagnostic tests, medications, and procedures.
 - Payment modes: **Cash, Credit/Debit Cards, UPI, Net Banking.**
 - For insured patients, the balance after insurance coverage must be settled before discharge.
 - Itemized bills are available upon request for transparency.
-

5. Refund & Cancellation Policy

Consultation & Procedure Cancellation:

- Appointments canceled **24 hours before the scheduled time** are eligible for a **full refund**.
- Cancellations within **less than 24 hours** incur a **50% charge**.
- Missed appointments without prior notice are **non-refundable**.

Advance Payment Refunds:

- Refund requests must be submitted through the hospital billing department.
- Refund processing time: **7-10 business days**.
- Any service utilized before cancellation will be deducted from the refundable amount.

Ethical Practices & Compliance

Data Privacy & Patient Confidentiality

Indian Hospital is committed to upholding the highest standards of data privacy and patient confidentiality. We strictly adhere to **HIPAA (Health Insurance Portability and Accountability Act)** compliance and **national data security regulations** to protect patient information.

- **Patient Records Security:** Electronic Health Records (EHR) are stored securely with multi-layer encryption and controlled access.
- **Confidentiality Assurance:** No medical records or personal details are shared without the patient's explicit consent.
- **Data Protection Measures:** Regular audits, cybersecurity measures, and staff training ensure compliance with data security protocols.

Ethical Medical Practices

Indian Hospital follows stringent ethical guidelines to provide fair and unbiased medical treatment to all individuals. Our principles include:

- **No Discrimination:** Treatment is provided without bias regarding race, gender, religion, or socio-economic status.
- **Equal Treatment for All:** Every patient receives the same level of care and attention, regardless of financial background.
- **Medical Integrity:** Procedures and treatments are recommended solely based on medical necessity and best practices.
- **Respect for Patient Dignity:** All medical staff are trained to handle patients with empathy and professionalism.

Transparency in Pricing & Billing

We maintain clear and upfront pricing policies to ensure trust and clarity in all financial transactions.

- **Detailed Billing Statements:** Patients receive a comprehensive breakdown of charges, including treatment costs, consultation fees, and additional services.
 - **Pre-Treatment Cost Estimates:** Before any major treatment, cost estimates are provided for patient awareness and planning.
 - **No Hidden Charges:** We ensure complete transparency with no unexpected costs.
 - **Multiple Payment Options:** Cash, credit/debit cards, UPI, insurance, and installment plans for ease of payment.
-

Consent Procedures for Treatments & Surgeries

Patient autonomy is respected, and **informed consent** is mandatory for all medical procedures.

- **Clear Explanation of Procedures:** Doctors explain the risks, benefits, and alternatives before obtaining consent.
 - **Written & Verbal Consent:** Patients (or legal guardians) must sign consent forms before undergoing treatment.
 - **Right to Decline Treatment:** Patients have the right to refuse treatment after being informed of the medical implications.
 - **Emergency Situations:** In life-threatening emergencies, consent policies follow legal and ethical guidelines to ensure immediate care.
-

Medical Research & Clinical Trials

Indian Hospital actively participates in **medical research and clinical trials** to advance healthcare innovation. All research follows strict ethical guidelines:

- **Institutional Review Board (IRB) Approval:** Every study undergoes ethical review and regulatory clearance.
 - **Voluntary Participation:** Patients involved in clinical trials provide informed consent and can withdraw at any time.
 - **Patient Safety First:** All research ensures patient welfare, with monitored conditions and strict safety protocols.
 - **Contribution to Medical Science:** Research findings help improve treatments and advance medical knowledge globally.
-

Special Programs & Healthcare Initiatives

Free Health Check-Up Camps

At Indian Hospital, we believe in proactive healthcare and early diagnosis. Our free health check-up camps aim to provide quality medical assessments to the underserved sections of society. These camps include:

- Basic health screenings (blood pressure, blood sugar, BMI, etc.)
- Specialist consultations for general health concerns
- Preventive care education and lifestyle guidance
- Distribution of free medicines for common ailments
- Collaboration with NGOs and government health agencies

These camps are conducted in rural and urban areas, workplaces, and schools to ensure accessibility for all.

Vaccination Programs

Indian Hospital actively promotes immunization through dedicated vaccination programs. These initiatives cater to all age groups, ensuring protection against preventable diseases. Our services include:

- **Child Immunization:** Polio, Hepatitis, MMR, DTP, Rotavirus
- **Adult Vaccination:** Influenza, Pneumococcal, Hepatitis B
- **Travel Vaccinations:** Yellow Fever, Typhoid, Meningococcal
- **COVID-19 Vaccination Drive:** Booster doses and primary immunization

Our vaccination programs adhere to WHO guidelines and national immunization schedules, ensuring safe and effective administration.

Awareness Programs for Diseases

Understanding the importance of disease awareness, Indian Hospital conducts periodic educational programs to promote healthy lifestyles and preventive care. Our awareness programs focus on:

- **Cancer Awareness:** Early detection, risk factors, and lifestyle modifications
- **Diabetes Management:** Nutritional guidance, physical activity, and medication adherence
- **Heart Disease Prevention:** Hypertension control, cholesterol management, and stress reduction
- **Mental Health Awareness:** Stress management, depression screening, and counseling support

These programs involve expert talks, interactive sessions, and distribution of educational material to empower communities with essential health knowledge.

Senior Citizen & Maternity Care Plans

Senior Citizen Health Plans

To support the well-being of the elderly, we offer tailored healthcare plans that include:

- Regular geriatric check-ups and screenings
- Home healthcare services for chronic disease management
- Physiotherapy and rehabilitation programs
- Special discounts on diagnostics and medicines

Maternity Care Programs

Expecting mothers receive holistic care through our maternity care plans, which cover:

- Prenatal consultations, ultrasounds, and lab tests
- Lamaze and antenatal classes
- Comprehensive birthing plans and delivery packages
- Postnatal care, lactation support, and newborn screenings

Our dedicated teams ensure the highest standards of maternal and elderly care to enhance overall well-being and comfort.

Feedback & Grievance Redressal

How Patients Can Provide Feedback

At Indian Hospital, we value patient feedback as it helps us enhance the quality of our healthcare services. Patients and their families can provide feedback through the following channels:

- **Online Feedback Form:** Available on our official website www.indianhospital.com
- **Physical Feedback Forms:** Provided at the hospital reception and nursing stations
- **Patient Satisfaction Surveys:** Conducted post-treatment and during hospital stays
- **Email Feedback:** Patients can email their concerns to feedback@indianhospital.com
- **Dedicated Feedback Boxes:** Placed in various hospital departments for anonymous feedback
- **Verbal Feedback:** Patients can share their experience directly with the hospital administration

All feedback is analyzed to ensure continuous service improvements.

Complaint Resolution Process

We have a transparent and efficient grievance redressal system to address patient concerns promptly. The complaint resolution process is as follows:

1. **Lodging a Complaint:**
 - Patients or caregivers can submit complaints through the hospital website, email, or feedback boxes.
 - Complaints can also be registered in person at the Patient Relations Desk.
2. **Acknowledgment & Initial Review:**
 - Every complaint is acknowledged within 24 hours.
 - A designated Grievance Officer reviews the complaint and forwards it to the relevant department.
3. **Investigation & Resolution:**
 - The concerned department investigates the issue and provides a resolution within 3-7 working days.
 - Patients are kept informed about the progress of their complaint.
4. **Escalation Mechanism:**
 - If not resolved satisfactorily, complaints can be escalated to the Hospital Ethics & Compliance Committee.
 - Critical cases are directly reviewed by senior hospital management.
5. **Final Response & Follow-Up:**
 - A final resolution is provided, and necessary actions are taken to prevent future occurrences.
 - Follow-up calls or emails are made to ensure patient satisfaction with the resolution.

Patient Support Helpline & Assistance

For immediate support, patients can reach out to our 24/7 helpline for assistance with queries, concerns, or emergencies. Our support services include:

- **Toll-Free Helpline:** +91-9876543210
- **Email Support:** support@indianhospital.com
- **WhatsApp Assistance:** Available for appointment queries and support requests
- **In-Person Assistance:** Dedicated Patient Relations Executives at the hospital to guide patients and families

Our patient support team ensures that every individual receives timely assistance, empathetic communication, and a seamless resolution to their concerns.

Emergency & Helpline Numbers

Emergency Contacts

Ambulance & Critical Care Services

- **24/7 Emergency Ambulance Service:** +91-XXXXXXXXXX
- **ICU & Trauma Care Transport:** +91-XXXXXXXXXX
- **Neonatal & Pediatric Emergency Transport:** +91-XXXXXXXXXX

Emergency Department Hotline

- **Emergency Room (ER) Assistance:** +91-XXXXXXXXXX
- **Burns & Poison Control Helpline:** +91-XXXXXXXXXX
- **Stroke & Cardiac Emergency Line:** +91-XXXXXXXXXX
- **Maternal & Neonatal Emergency Care:** +91-XXXXXXXXXX

Helpline Numbers for Medical Services

General Medical Assistance

- **Outpatient Services:** +91-XXXXXXXXXX
- **Specialty Consultation Appointments:** +91-XXXXXXXXXX
- **Diagnostic & Lab Services:** +91-XXXXXXXXXX
- **Pharmacy Support (24/7):** +91-XXXXXXXXXX

Critical Care & Specialized Support

- **Oncology & Palliative Care Helpline:** +91-XXXXXXXXXX
- **Mental Health & Psychological Support:** +91-XXXXXXXXXX
- **Rehabilitation & Physiotherapy Services:** +91-XXXXXXXXXX
- **Organ Donation & Transplant Coordination:** +91-XXXXXXXXXX

Grievance Handling & Support Services

Patient Feedback & Complaints

- **Grievance Redressal Officer:** +91-XXXXXXXXXX
- **Email for Complaints:** grievance@indianhospital.com

- **Online Complaint Submission Portal:** www.indianhospital.com/feedback

Patient Support Helpline

- **24/7 General Patient Support:** +91-XXXXXXXXXX
- **Insurance & Billing Queries:** +91-XXXXXXXXXX
- **Admission & Discharge Assistance:** +91-XXXXXXXXXX

For any emergency or assistance, please do not hesitate to reach out to the above helplines. Your health and safety are our top priority.

Indian Hospital is dedicated to ensuring that patients receive timely medical assistance and support in times of need. Our well-structured emergency response system, comprehensive helpline services, and robust grievance handling mechanisms ensure that every patient receives high-quality care with transparency and compassion. For any medical emergencies or assistance, please do not hesitate to contact us. Your health and well-being remain our highest priority.

