

# HOSPITALISATION PROCESS

## PATIENT VISIT e-MAS HOSPITAL

- Nationwide panel hospital.
- Referral letter for non Emergency.
- Direct access for Emergency & Accident condition.
- 24/7 Hotline 03-9213 0104

### Tips

- Δ Know Your Doctor.
- Δ Always ask your Doctor if surgery can be avoided.



## HOSPITAL REGISTER PATIENT

1. Registration counter will request for your MyKad / e-MAS card.
2. Hospital to contact e-MAS to verify patient, eligibility and entitlement.
3. You may call e-MAS if facing any delay.

### Note:

- Hospital Response Time  
Subject to number of patients waiting for admission.
- e-MAS Response Time  
Immediately upon receipt of phone call.



## HOSPITAL FILL ADMISSIONS CLAIM FORM

- Verification completed.
- Admission claim form to be filled by hospital and treating doctor.
- Patient to provide consent by signing form.
- Completed form to be sent to e-MAS by hospital via email.
- Patient may call e-MAS if facing any delay.

### Note:

Hospital Response Time: Subject to number of patient waiting for admission.

e-MAS Response Time:  
30-45 minutes from receipt of complete documentation.

### Caution:

Make sure to know the treatment plan prior to providing the consent.  
Hospital may request for Deposit as per Hospital Policy.



## e-MAS GUARANTEE LETTER

- MRT approval for Admission
- Patient Administration Team Issue GL
- GL Sent to Hospital Admission Counter
- Patient can proceed for Admission with their known and trusted Doctor



## PATIENT RECOVERY

Treating Doctor will provide appropriate treatment.

With the GL Issued, the hospital will provide you the necessary treatments as per your policy terms and conditions



## e-MAS MEDICAL REVIEW

The e-MAS Medical Review Team (MRT) will perform the following verifications:

- Diagnosis verification
- Treatment plan verification
- Patient safety Factor
- Patient communication

## PATIENT READY FOR DISCHARGE

- Patient has recovered
- Doctor Approved Discharge
- You, patient notify e-MAS via WhatsApp at: 018-788 3627

Provide:  
Patient Name  
NRIC / Passport No  
Hospital Name  
Mention: Ready for Discharge



## e-MAS BILL REVIEW

- Complete Discharge Documentation received
- Excess Amount Calculated
- Excess notice sent to Hospital
- You, Patient Pay Excess at hospital before going home

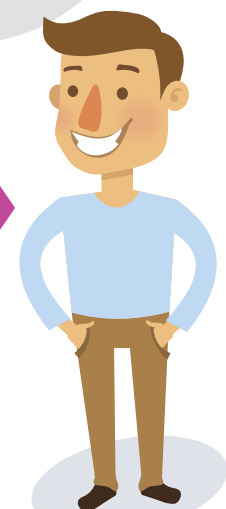
Response Time:  
30 - 60 Min



## e-MAS BILL REVIEW & FINAL GUARANTEE LETTER ISSUANCE

- Hospital bill reviewed by Medical Review Team
- Investigation completed (if any)
- Bill verified, no double billing or unnecessary charges
- Final GL issued to Hospital

Response time:  
Subject to response time from hospital and case complexity.  
Within 1-3 working days



## HOSPITAL PATIENT DISCHARGE PROCESS

- Doctor approves discharge after patient review
- Hospital prepares itemized bill
- Doctor signs discharge claim form
- Hospital to send final bill and all reports and documentation for verification purpose to e-MAS to request for Final Guarantee Letter (FGL)

## Key Contact Points

Phone : 03-9213 0104  
Email : [emas.patgl@crm.emastpa.com.my](mailto:emas.patgl@crm.emastpa.com.my)  
WhatsApp : 018-788 3627