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The image shows the exterior of a large, modern hospital building. The building is light-colored with multiple wings and a central entrance. A prominent feature is a glass-enclosed section with the text "INDRAPRASTHA APOLLO HOSPITALS" displayed in red and white. The building is surrounded by green landscaping and trees. The entire image is framed by a thick yellow border.

INDRAPRASTHA
APOLLO HOSPITALS

Patient Guide

All you wanted to know about
Indraprastha Apollo Hospitals

<https://delhi.apollohospitals.com>



From the Desk of

Dr Prathap C Reddy

Chairman, Apollo Hospitals Group

"Most essential institutions in society have developed in response to an overwhelming need."

Forty years ago, I lost a patient in India who could not make it to Texas for an open heart surgery. But now our people have the opportunity to access the best that global healthcare has to offer, within our own precincts. Our state-of-the-art equipment and our world class professionals are on par with the best available in the developed world.

Apollo is, no doubt, a pioneer and a leader in revolutionizing healthcare in India. To this extent, Apollo's mission may have been accomplished, but we cannot be complacent. We realize that today, people measure an organization's strengths by an array of more demanding criteria than just who-came-first. Let me assure you that this is quite the way Apollo measures itself.

By constantly measuring our deliverables, we have succeeded in creating infrastructure that meets the needs of the future, one that incorporates the latest technology and also provides a superior healthcare delivery system. Our immediate agenda includes setting up secondary and tertiary healthcare facilities in all major Indian cities, primary level centres at all districts, pharmacies and a Health Maintenance Organization that will give millions of people access to all these facilities. This agenda, we feel, befits a country that is witnessing rapid growth and is poised to be a global economic force to reckon with.

Our mission is also to transcend the realm of curative care. With a new focus on preventive care, Apollo seeks to go beyond medical management of illness. And for the future generations of Indians, we stand committed to building a healthcare infrastructure that will create an environment to protect, nurture, cherish and enhance life.

Wishing you good health,

Dr Prathap C Reddy

Dear Patient,

We, at Apollo, are committed to providing the best medical care to meet your needs.

This guide provides the full scope of hospital services on offer during your stay. Do feel free to use any service for which our staff will gladly assist.

Should you have any questions or concerns, please feel free to contact your clinical care coordinator who is a qualified doctor. He/she manages all aspects of your care and, along with your nurse, communicates regularly with your treating doctor.

We value your confidence in our services and medical expertise. We strive to continually improve our services. Any comments you might offer will help us to serve you better. We thank you for choosing Apollo for your healthcare needs.

Management of Indraprastha Apollo Hospitals

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1. INFORMATION DESK

1.1 Information Deck

General information regarding hospital services and admitted patients is available at the Information Desk located in the Main Lobby at Gate No: 1. Ground Floor

3 Extn 1067, 1068

2. EMERGENCY SERVICES

Emergency is the first contact point for all seriously ill patients. The Department of Emergency & Trauma Services consists of Emergency Physicians who deal with life-threatening emergencies, accidents and trauma supported by a well equipped team of nursing staff. The hospital is geared to perform emergency operations round the clock.

Extn 2001, 2012/Direct Number: 26925888/26825555 Emergency: 1066 (Toll Free)

2.1 Ambulance

The Hospital has a network of ambulances available round the clock. They are equipped with state-of-the-art specialized medical equipment.

26925888, 1066 / 26825555

3. PHYSICIAN OFFICES

3.1 Gate No. 2

Ground Floor: A Wing Zap-X, Laboratory Services (Sample Collection) Extn. 2098, Cardio Diagnostics Extn. 1078. B Wing, Heart Institutes

Extn. 1080, 1081

First Floor: A Wing Apollo Health Check (Extn. 1070, 1071) B Wing Dental, Ophthalmology (Eye), ENT (Extn. 1180, 1181)

Second Floor: A Wing Internal Medicine, Psychiatry, Respiratory Medicine (Extn. 1270, 1271). B Wing Cosmetic Surgery, Orthopedics, Plastic Surgery, Spinal Surgery, Vascular Surgery Reception (Extn. 1280, 1281)

Gate No. 4

Ground Floor: Oncology, Center For Bone Marrow Transplant and Cellular Therapy, Paediatric Haematology/Oncology, Surgical-Gastroenterology, Medical Genetics and Diet Counselling (Extn. 1170, 1171)

Gate No. 10

Ground Floor: A Wing Dermatology, Nephrology, Rheumatology, Urology. Reception (Extn. 1050, 1051) B Wing Neurology Reception (Extn. 1060, 1061)

First Floor: ACODE (Extn. 1162) Urodynamic Lab (Extn. 2020)

Second Floor: II-C Wing Gastroenterology, (Renal Transpalant, General Surgery, 1250-1251) (II-D Wing Liver Transplatal Unit, Obs & Gynaecology, Paediatrics Extn. 1260, 1261)

3.2 Apollo Health Check Centre

Apollo Health Check Centre is located at the Gate No. 2, First Floor, "A" Wing. It offers various preventive checkup programs, designed to screen every part of your body meticulously and professionally. Based on different medical profiles, a number of Health Checks have been designed.

- Apollo Pro Personalised Health Check
- Apollo Heart Check
- Apollo Prohealth Comprehensive Well Woman Check
- Apollo Child Health Check
- Apollo Pro Health Super
- Apollo Prohealth Whole Body Health Program
- Apollo Prohealth Program
- Apollo Prohealth Advanced Whole Body Program

Extn 1070, 1071 Direct Number: 011-71791070 / 71791071

Precautions while coming for a health check

- Please come on an empty stomach with overnight fasting. (Have 2 to 3 glasses of plain water)
- Kindly bring your morning sample of stool and urine in sterile containers.
- If you are pregnant, diabetic or have a cardiac problem, please inform the reception/doctor.
- Pregnant ladies or if suspecting pregnancy, please do not get any X-ray done.

For information and appointment (Prior appointment is mandatory)

Extn 1090, 1091

Board Lines: 26925858/26925801/71791600

For online appointment log on to www.apollo247.com / www.askapollo.com

3.3 Patient Transportation

On arrival at the hospital, if you require a wheelchair or stretcher to transport the patient, please take the assistance of our staff at the Information Desk or inform the doorman who will assist you without any delay. (OP Transport Extn. 1087)

3.4 Pharmacy

The 24-hour Apollo Pharmacy is located in the Atrium of the hospital.

Extn 1064, 1065 Direct Number: 41626200

3.5 Registration

If you are visiting Apollo for the first time, you need to get a one-time registration done for a nominal fee, at the respective reception counter. You will be issued a unique ID number.

3.6 Consultation

For Consultation with a doctor, it is recommended that you take a prior appointment. You are requested to fix an appointment with the concerned reception by quoting your ID No. For online appointment log on to www.apollo247.com. If you come without an appointment, please give your hospital ID No. at the Reception Desk. The team would facilitate your consultation at the earliest.

3.7 Out Patient Billing Counter

OP billing counter is located in the Atrium outside Gate No. 7. All payments for investigations are made here. We accept cash, demand drafts, all major credit cards and online UPI payments.

Extn 1093/1097

3.8 Investigations

In case an investigation is required, the consultant would fill a 'Request for Investigation Form Payment for the same is to be made at the respective Physician office reception. You would be guided to different diagnostic centers, where you would be required to present the payment receipt and have the investigations carried out. For MRI, CT & Ultrasound, you will need to fix up a prior appointment; however, subject to patient load, we will accommodate you suitably.

A Laboratory Services (Sample Collection)

All laboratories are located on the ground floor at Gate No 2. Blood, Urine & Stool samples may be given at the Sample Collection Center, Gate No: 2. The reports may be collected from the same counter on the due date.

Extn 2098

B. Radio-diagnostics

This includes X-ray, Ultra Sound, MRI, CT, 64 Slice CT PET Suite & other special investigations. These are located on the ground floor and may be reached through Gate No: 7. Some of the investigations require you to be on an empty

stomach or take special precautions. You would be informed about these when you take an appointment.

Extn 2026, 2027 (Radiology Main Reception) 2023 (CT, PET, MRI) 3070
(Ultrasound) 3062

C. Nuclear Medicine

Nuclear Medicine Tests, DTPA, VQ Scan and Bone Densitometry are done at the Department of Nuclear Medicine located on the ground floor. The entry is through the Radiology Department at Gate No: 7. Some of the investigations require prior appointment. Special instructions may need to be followed for some tests.

Extn 2036 (Reception), 2037

D. Dressing Room

The dressing room is located at Gate No. 2 2nd Floor (Extn 1208), Gate No. 4 Ground Floor (Extn 1153), Gate No. 10 2nd Floor (Extn 1273). Billing for dressing is made at the same location.

E. Vaccination Room

The vaccination room is located at Gate No. 10, 2nd Floor. Vaccination is given in consultation with the doctor. Billing for vaccination is done on the same floor at the Reception Counter.

Extn 1260, 1261 (Reception)

F. Endoscopy Lab

Endoscopy procedures are done at the Endoscopy Lab located at Gate No. 6, Ground Floor of the main building. To reach the lab, you may enter the main hospital building from Gate No. 6. All the billing of the procedures is done at the reception counter of Endoscopy Lab.

Extn 2481, 2482

G. Sleep Lab

The Sleep Lab is located on the 3rd Floor in Tower 1. The entrance is through Gate No 6. For appointments please call:

Extn 2366, 2367

H. Bronchoscopy Lab

All Bronchoscopy procedures are done in the Bronchoscopy Lab on the 3rd floor of the main building.

For appointments please call:

Extn 2381, 2383

I. Blood Centre

The Blood Centre is located along the Atrium at Gate No. 9. The Blood Centre does not sell blood/blood products and accepts only voluntary and replacement donors. Before planned surgeries, please contact the Blood Centre reception. The Blood Centre is open for donation from 08.30 am-1:00pm and 2.00pm 4.30 pm (Working 09.00 am-12noon days)

(Sundays and Holidays)Extn 2011,2015

J. Physiotherapy & Rehabilitation Center

The Physiotherapy Department is located at (-2) basement of the main building. The way to Physiotherapy is through Gate No. 6 in the Atrium. All billing for Physiotherapy is done at the reception counter of the Physiotherapy Department.

For appointments please call

Extn 1960,1961

K. Corporate Help Desk

If your company has tied up with the hospital for medical services, you would be entitled to certain privileges as a corporate client. Please ensure that you are carrying an authorization letter from your company or your company's identity card as the case may be. For assistance, please contact the Corporate Helpdesk located in Atrium adjacent to Gate No. 6.

Extn 1846,Direct:41676555 Fax:26825567

L. TPA Helpdesk

If you are covered under a listed insurance company for medical services, the hospital will help you get your claims processed by your TPA. Please Note: In the event of cashless authorization request being rejected by the TPA, the patient will be required to settle the hospital bills and try to claim the expenses subsequently from the insurance company/TPA. For assistance, please contact the TPA Helpdesk located in the Atrium near Gate No. 6. Please note that post discharge medicines and certain exclusions are not covered by your insurance policy.

Extn 1843,2042 Fax:26825700

M. DIAL 77

Response time is an important indicator of service standards. We, at Apollo understand our patient's need and have provided a dedicated number 77 for any non-clinical assistance that they may require. The request for any non-clinical need can be made by the patient or any staff member in that area. This dedicated number allows us to respond to patients/ attendant's non-clinical need in shortest period of time.

4. INPATIENT SERVICES

4.1 Admission

In the event of your requiring admission, your doctor would fill out a "Request for Admission Form. The Reception Counter would send your file with the admission request to the Admissions counter. If your admission is planned, please contact the Admission counter before you reach the hospital. You will be allotted a bed category of your choice if available, or you would be given an alternate category of bed and subsequently shifted to the desired category of bed.

Extn 2058, 2060

4.2 I.P. Cashier(Billing)

- A.** At the time of admission you are requested to pay an advance amount equivalent to the estimated cost of the surgery/Procedure.
- B.** The payments at the time of admission, during the stay of the patient and at the time of discharge shall be made at the IP Cash Counter. The payments can be made in cash and/or by demand drafts and all major credit cards. Payments through Cheques are not accepted.

Extn 2056

4.3 Rooms

In case of patient being transferred to ICU, the assigned room has to be vacated and one attendant is allowed to wait in the ICU lobby. Charge of 1.5 times of room rent will be levied in a scenario where room is not vacated.

A. A/C Multi Bed Unit

It is air-conditioned and consists of 4, 5 or 6 beds, separated by curtain partitions. A common TV with cable connection and telephone for incoming calls are also provided in the ward.

B. Semi-Private

Each room accommodates 2 patients. A common television and separate telephones are provided. A single sofa cum bed is provided for the attendant. Washroom is common.

C. Single Room

These are single bed air-conditioned units with a TV, telephone and wardrobe with a large bathroom. A sofa cum bed is provided for the attendant.

D. Deluxe Room

The deluxe room is larger in size, and is provided with electronic bed and a refrigerator. It has a spacious bathroom and has all other facilities of a Single Room.

E. Suite

The suite room is the last word in patient comfort. Each suite is laid out with a large bath attached to the patient's room. A special electronically operated bed with remote control facility is provided for maximum patient comfort.

F. Day Care Rooms

Ambulatory Care at Apollo is one of its kind in India. The Day Care rooms are provided for ambulatory procedures and Day Surgeries, which do not require admission for more than 12 hours. Each room has a patient bed and a sofa for the attendant. Toilet facility is common for all the rooms. Each room is provided with a TV. Telephone facility is available through the Nursing Desk. Tariff is charged on hourly basis to contain costs for the patient.

Surgical Day Care Extn 2374, 2378 Medical Day Care Extn 2360

4.4 Intensive Care Units

The ICUs are equipped with most modern patient monitoring systems. Trained Intensivists are present in the ICUs round the clock.

In the interest of the critically ill patients, it is necessary to restrict the number of visitors to intensive care patient areas. One attendant is allowed to be in the ICU lobby for each patient. They may leave their contact number at the ICUS while leaving the ICU lobby.

Visiting Hours:

CTVS / Neuro ICU / Stroke ICU	04:00 pm to 05:00 pm
CCV / Renal ICU / Medical ICU	05:00 pm to 06:00 pm
Surgical ICU 1 & 2	06:00 pm to 07:00 pm
Extn 2155, 2189, 2191	

4.5 Doctors

While your primary consultant personally handles your treatment, round-the-clock medical cover is provided by junior medical staff. Please inform the nursing station if you need to contact the doctor.

4.6 Nursing

Our Nursing staff is highly skilled and dedicated to provide the best nursing care. In case you need to call the nurse, kindly press the Call Bell near the patient's bed. For any assistance, please contact the nursing supervisor of the floor.

4.7 In Patient Pharmacy

The In Patient Pharmacy will cater to all your requirements of medicine, which is open round the clock. In case of an emergency, the medicines will be used from the nursing stock and later replaced from the Pharmacy.

Extn 1865/1866

4.8 Dietician

Our team of dedicated and committed dieticians make sure that all patients get individualized attention. A Dietician would visit the patient and after assessing the nature of illness and Doctor's instructions, she will prescribe a tailor made diet and will also counsel the patient for diet restrictions as required. Diet schedule is revised according to daily progress, working in tandem with doctors and in co-ordination with the food services department. Our team also makes sure that diet counselling of patients is done at the time of discharge and follow-up visit is advised as per requirement.

Extn 2083, 2092

4.9 Food Service

F&B department coordinates meals for all non-referred patients. Food quality and timely service of food are also assured. Option card is provided for selection of cuisine for patients in single rooms and above.

Room Service Extn. 2090, 2091

In the interest of your Patient's safety Food from outside is not permitted in the Hospital.

4.10 A-Platinum Lounge (Extn. 3040/3000)

Designed to reflect the essence of medical excellence with comprehensive care. Exclusively designed to provide our patients with comfort, privacy and unmatched facilities in truly luxurious settings.

- Exclusive Personalized Care
- Exclusive Medical Consultations
- Complete Privacy ensured
- Minimized Waiting Time

- Dedicated registration Desk
- Competant and comprehensive outpatient services
- Priority Appointments with Specialists
- Tranquil Ambience.

B-International Patient Lounge

The International Platinum Lounge provides facilities like Visa assistance, Airport transfers, Travel arrangements, Accommodations for Patient & Companions, coordination of all medical appointments, International staff translators, Internet with wi-fi, mobile sim cards, lockers, shopping & recreational options and cuisine to suit your palate. Extn. 1084/1085, Fax: 41676772

International Patients' Lounge (Extn. 11084/1085)

4.11 Television

Televisions are placed in all patient wards/rooms. A detailed guide and operating instructions are available with each TV set. During the silence hours i.e. from 2 pm - 4 pm and from 10 pm 6 am, televisions in multi bed units and shared rooms are to be switched off.

Eng Help Desk 1910/1917

4.12 Telephones

The telephone provided in your room/ward has the same number as your Bed/Room Number. Please get in touch with your ward secretary and fill the necessary application for availing zero dialing in shared, single rooms and above. With the exception of General Ward, local calls and STD calls can be made from the room by dialing '0'. No ISD facility. Please dial '9' for operator. At the time of processing the patient's discharge from the Hospital, this facility is withdrawn. If you still need to make a call, dial- 9 for the operator.

4.13 Maintenance

If you require any assistance for TV, AC, Telephones, etc., you may contact our technician either directly or through the Floor Manager/Ward Secretary.

Extn 1910/1917

4.14 Lockers

In case you need to keep your cash or valuables, a locker is provided by the Hospital. You will be required to make a deposit of Rs. 1000/- out of which Rs. 900/- will be refundable at the time of discharge. Please contact the Security Control Room for further assistance.

Locker facility is also available in deluxe rooms & above. You are requested to avoid bringing any valuables or expensive items to the hospital. In case of any theft or loss, the management shall not be held responsible.

4.15 Cloak Room

For convenience of patient's attendants, a cloakroom is located at basement. Extra luggage may be kept there. Please contact security to avail this facility.

Extn 1926/1983

4.16 Laundry

We provide laundry service for attendants. The rate list will be provided to you on request. You will be billed for the same at the time of patient's discharge.

Extn 1912

5. VISITORS

Our visiting hours are from 4pm to 7pm. Please restrict the number of visitors, and help reduce disturbance and likelihood of infection. Children are not allowed to be in any inpatient area except under very special circumstances. You are requested to maintain silence while in the hospital. Kindly avoid using cellular phones, since this causes interference with sophisticated patient monitoring systems and causes disturbance to other patients.

Note: Outside food and flowers are not permitted in the hospital.

5.1 Attendant's Pass

- All attendants should always carry the pass (s) issued to them at the time of admission.
- Two attendant passes are issued for patient below 12 years of age.
- Except for suite room, only one attendant pass is issued for all room Categories including ICU/HDU and Day Care.

5.2 Visitor Timings 1600 hrs. to 1900 hrs (For Wards).

Outside food policy: Outside food for the patient is only permissible after producing a written consultation from the treating physician. The attendant is required to show the letter of consent given by the physician at all the entry points of the hospital

6. DISCHARGE

- Process starts after doctor confirms discharge.
- Billing department at 3rd floor will make the final bill.
- At this time, patient's pending payment must be cleared.

- After final payment, 'Discharge Intimation Slip" will be given by Billing Department.
- This slip should be handed over to the Ward Secretary or nurse on the floor where patient is admitted.
- After getting the slip, nurse will hand over all reports and discharge summary to patient or patient's attendant.
- Patient's attendant should hand over the attendant pass to the ward secretary and can now leave with the patient.

*Incase of TPA, the discharge process may take a little longer to complete due to approvals from TPA.

7. BILLING

At the time of admission you are required to make a deposit, which would be adjusted against your final bill. During your stay in the hospital, interim bills are generated and you are requested to make 'On Account' payments as per the outstanding amount.

Extri 3359/3360/2356 (2355-TPA)

7.1 Policy for computing bed charges

Minimum admission is for a day. Hospital follows a single discharge time at 9.00 a.m. Discharges beyond 9.00 a.m shall be charged one day bed charges.

In Day Care and Emergency ward, the bed charges are computed on an hourly basis.

7.2 Bed Transfer

In the event of a bed transfer to a different ward during the course of treatment, the higher category bed charges will be applicable from the day of transfer.

7.3 Admission through Emergency

When a patient is admitted to the Emergency Ward and the desired category of bed is not available, you would be charged for the desired category of bed, if the same is lower than the emergency ward bed. Alternately, the charges applicable to emergency ward bed would prevail. If you have any queries, please contact your Ward Secretary.

8. PATIENT FEED BACK

Our strong commitment on providing personalised care translates to best efforts from our team on ground. Your honest opinion about your experience of our services would help us in bringing our service standards even higher. After discharge, one SMS will be sent to your mobile phone with a link for your feedback. Please take a few minutes and provide your valuable feedback.

9. MEDICAL RECORDS DEPARTMENT(MRD)

When you register at Apollo Hospitals, you are issued a unique hospital ID Number (UHID) and a file will be made in your name. This file will be retained in the hospitals Medical Records Department. The UHID number issued to you will be used for identifying your record. MRD ensures that the Medical Records are available for both OP consultations (with prior appointment) and at admission. The MRD facilitates in:

- Completion of insurance claim forms
- Amendment in Out patient / In patient record against valid documentary proof, in the event of incorrect entries at registration
- Issue of Transaction Slip for getting Birth and Death Certificate from Citizen Service Bureau, MCD office, Ring Road, Lajpat Nagar, New Delhi

Extn 1957, 1964, 1966

10. OTHER SERVICES

10.1 Car Parking/Valet Parking

Car Parking is available at the entrance of the hospital campus. Valet Parking is available at main porch on payment basis.

10.2 Temple

Lord Ganesha temple is located in the campus. It is open from 7:30 am to 11:30am and 4:00pm to 8:00 pm.

In case the patient or the family has any special religious needs, kindly inform the ward secretary or charge nurse, who would facilitate the same.

Extn 1059

10.3 Gift Shop

A gift shop is located in the Atrium. It sells cards, magazines, books and other items.

Extn 1056

10.4 Communication Center

The Communication Center located in the Atrium provides STD and ISD phone services, fax and photocopying facilities.

Extn 1052

10.5 Bank & ATM PNB

The PNB has an extension counter in the Atrium at Gate No. 10. ICICI & PNB banks have their ATMs in the Atrium.

10 Extn 1054, 1055

For the convenience of patient's attendants, visitors and outdoor patients, Food Courts are located in the Atrium.

10.6 Food Court

For the convenience of patient's attendants, visitors and outdoor patients, Food Courts are located in the Atrium.

10.7 For query/Appointments

Health Check/Doctor's appointment-011-26925858/01

For physical/Audio/Video Consultation - visit our website www.apollo247.com

To check your Out-Patient reports online, download our Apollo247 app.

11. SPECIAL PRIVILEGE

11.1 Apollo Health Check Privilege for Attendants

One attendant of every patient admitted in the hospital will be given 15% discount on all preventive health check packages. This coupon is handed over to the patient at the time of admission.

12. YOUR RIGHTS AND RESPONSIBILITY AS A PATIENT OF APOLLO HOSPITALS

12.1 Your rights as a patient of Apollo Hospitals

- To be treated with respect, consideration, compassion, dignity and self worth at all times regardless of your age, gender, race, caste, origin, sexual orientation or disabilities
- To privacy and confidentiality of care and information
- To receive care in a safe environment which respects your spiritual and cultural beliefs
- To receive information on expected cost of treatment and payment policies
- To refuse or discontinue treatment and/or leave the hospital against medical advice
- To seek second opinion regarding clinical care
- To receive information about your diagnosis, risk and benefits of each treatment, expected outcome and change in medical condition by the attending medical team
- To be informed of any proposed research or clinical trial that may be considered in your care
- To voice complaints about your care

- To access your clinical records as per the hospital protocol
- To assessment and management of pain and respectful compassionate care at the end of life
- To identify who can participate in your care decisions

12.2 Your responsibility as a patient of Apollo Hospitals

- To provide complete and accurate information including personal details, medical information about current and past illnesses, medications, any other matters pertaining to your health including any allergies etc., whenever required
- To participate in the decision-making process about your treatment plan
- To keep your doctor, nurses and other healthcare providers informed of the effectiveness of your treatment
- To follow treatment plan recommended by your doctor / healthcare team
- To express concerns, if any regarding the ability to comply with your treatment plan
- To take care of your valuables and personal belongings
- To treat all hospital sta, other patients and visitors with courtesy and respect
- To abide by the hospital rules and safety regulations; be considerate of noise levels, privacy and number of visitors; and comply with the 'No Smoking' policy

13. ORGAN DONATION

In case you or any of your family member or friends would like to pledge your/their organs for donation, kindly contact the counselor for detailed information (9958290614).

14. IN HOSPITAL SAFETY TIPS

We want to make sure you have a safe and comfortable stay at Indraprastha Apollo Hospitals. And in this, we need your help. That is why we have developed this guide for patients and families.

ASK QUESTIONS

There may be a number of people involved in your care. Feel free to ask questions about your care and express your preferences and concerns. You may want to bring a family member, friend or caregiver with you during your admission. A friend or a family member can put you more at ease, remind you to ask certain questions and help you recall special instructions later on.

QUESTIONS TO ASK YOUR DOCTOR

Regarding Medicines: Please read the Brochure on safe use of Medications carefully.

Regarding Tests

- What will this test reveal?

How will it affect my treatment?

- Are there any risks or side effects?

Regarding treatment or surgery:

- What are the benefits and risks?

- How soon will it improve my condition?

- Are other treatments available?

- Can you refer me to another physician for a second opinion?

- If surgery is needed, can it be done as an outpatient?

- If I need to be hospitalized, what will be the duration and cost?

STAFF IDENTIFICATION

All Hospital employees, volunteers and physicians wear name badges that identify their names and departments. If an employee, or physician is not wearing a name badge, please ask him or her to put it on, or ask for another staff person.

PATIENT IDENTIFICATION

The patient identification band (ID band) you receive on admission is important for many reasons. This band has your medical record number on it and this is how you are identified at Apollo Hospitals. Do not let anyone give you medications, conduct tests or procedures without them checking your ID band every time. When blood or urine samples are taken, make sure the sample containers are labeled with your name in your presence.

DESCRIBING SYMPTOMS

A physical examination, evaluation and medical tests provide valuable information about your condition, but your description of symptoms is the key to your diagnosis and treatment. When asked about your symptoms, try to identify when the symptoms started, what time of day they occur, how long they last, how often they occur, and if they are getting better or worse. The more details you can give us, the better.

UNDERSTANDING YOUR MEDICAL CONDITION

We will be happy to answer your questions about your condition. In addition, we have literature to help you learn more.

CALL FOR HELP!

A safety initiative for patients

Families and carers are ideally placed to identify signs of clinical deterioration because they spend time with the patient, providing additional surveillance to that provided by the healthcare team and the patient is well known to them.

Hence, to address the **needs of the patient in case of an emergency**, when you feel that the patient needs the attention of a doctor, you may kindly inform the nurse in your ward. You may also call on this helpline for **immediate help** when you feel your patient needs **immediate attention**. To access help, please call 66 from any hospital phone. A "CODE ORANGE" will be activated wherein, a team of medical professionals are alerted and will arrive in the room to assess the situation.

For details further please contact the Nurse or the Clinical Care Coordinator of your unit.

PREVENTING FALLS

- Wear slippers or shoes with non-skid soles. Hospital floors can be slippery. Get up slowly. Sit on the edge of your bed for a few minutes. If you feel dizzy or weak, put on your call bell. Be sure you know how to use your call bell. Try it while the nurse is in the room to be sure..
- Your hospital bed is probably higher and narrower than your bed at home. When needed, call for help getting into or out of bed. If the siderails are up, don't try to climb over or between them. Use your call bell to get help.
- If you have an IV line, use your call bell to get help to move with your IV line.
- Most of the furniture in your room is on wheels. Don't try to use it for support. Use your call bell to get help. Because wheelchairs tip easily, please ask for assistance when getting into or out of one. Keep items within easy reach. Ask your nurse or someone else to place your call bell, glasses, phone or other needed items where you can easily reach for them.
- Do not wait until the last minute to go to the bath room. Get up slowly and ask for help if needed. Make sure the light is on when dark.

SECURITY Extn. 1926,1983

We provide 24-hour security staff who make frequent rounds. The information contained in this booklet should not be considered specific medical advice and is not meant to replace professional medical service.

15. SAFE MEDICATION... BE AN INFORMED PATIENT

Unfortunately, medication errors happen. They happen in hospitals, in pharmacies, or even at home. And sometimes people get hurt because of these errors.

The more information you have, the better able you are to prevent errors and to take care of yourself. You have to ask your doctors and nurses about your medications, and you have to expect answers.

Your doctors, nurses and pharmacists work hard to keep you healthy, but you are also responsible. Learn what questions to ask. Expect answers--it's your life and your health!

WHAT YOU CAN DO

...AT HOME:

- Make a list of medications you are taking now. Include the dose and how often you take them.
- Any time that your medications change, change your list, too.
- Keep medications in their original containers. Many pills look alike, so by keeping them in their original containers, you will know, which is which and how to take them.
- Never take someone else's medication. You don't know if it will interact with your medications, the dose may be wrong for you, or you may be allergic to it.
- Read the label every time you take a dose, to make sure you have the right drug and that you follow instructions.
- Turn on the lights to take your medications. If you can not see what you are taking, you may take the wrong medicine.
- Don't store medications in the bathroom medicine cabinet or in direct sunlight. Humidity, heat and light can affect their potency and safety.
- Store medications where children can't see or reach them, for example, in a locked box or cabinet.
- Flush any old medications, including used patches, down the toilet. Children and pets might get hold of medicines that are thrown into the wastebasket, and some drugs actually become toxic after the expiration date.
- Don't chew, crush or break any capsules or tablets unless instructed. Some long-acting medications are absorbed too quickly when chewed, which could be unsafe. Other medications either won't be effective or could make you sick.

- To give liquid medication, use only the cup or measuring device that comes with it. Dosing errors can happen if you use a different cup or if you use the cup with other liquids, because the cups often are of different sizes or have different markings. Also, household teaspoons and tablespoons are not very accurate, which is important with some medications. Your pharmacist may give you a special oral syringe instead.

WHILE IN HOSPITAL:

- Take your medications and the list of your medications with you when you go to the hospital. Your doctors and nurses will need to know what you are taking.
- After your doctor has seen them, send your medications home with your family. While you are in the hospital, you may not need the same medications.
- Tell your doctor you want to know the names of each medication and the reason you are taking them. That way, if anyone tells you anything different, you'll know to ask questions, which might prevent errors.
- Look at all medicines before you take them. If it doesn't look like what you usually take, ask why. It might be a generic drug, or it might be the wrong drug. Ask the same questions you would ask if you were in the pharmacy.
- Do not let anyone give you medications without checking your hospital ID band every time. This helps prevent you from getting someone else's medications.
- Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse and doctor if you have allergies.
- When you're ready to go home, have the doctor or nurse go over each medication with you and a family member. Update your medication list from home, if any prescription changes or if new medications are added.

...AT THE DOCTOR'S OFFICE:

- Take your medication list every time you go to your doctor's office, especially if you see more than one doctor. They might not know about the medications other doctors prescribed for you.
- Ask your doctor to explain what is written on any prescription, including the drug name and how often you should take it. Then when you take the prescription to the pharmacy, you can double-check the information on the label.
- Tell your doctor you want the purpose for which the medication is written on the prescription. Many drug names look alike when written poorly; knowing the purpose helps you and the pharmacist double-check the prescription.

16. INFECTION CONTROL

WHY

Infection control procedures are meant to provide protection to the patient and to the visitors.

HOW:

One form of providing protection to the patients and visitors is the wearing of specially designed clothing such as gowns, gloves and masks. These items protect patients and visitors. In addition to wearing specially designed clothing, good hand washing is **ALWAYS** recommended.

WHEN:

Sometimes extra precautions besides hand washing are required. This information will be on a card ("Barrier Nursing") on the patient's door. Report to the nurses station before visiting the patient to receive additional information on protective clothing.

Infection Prevention and Control Advisory

1. Please follow "Hand washing Guidelines"
2. Avoid visiting areas for which you don't have the permission
3. Avoid touching any working surface areas/instruments/needles/syringes or any article which is being/ has been used for patient care
4. Do not enter the patient care areas if you are suffering from any communicable disease (s) eg. Cold/cough/diarrhea/fever/lung T.B (Tuberculosis)
5. In case you are on immunosuppressants, it is strictly advised that you do not enter patient care areas
6. Flowers and eatables are not allowed in patient care areas
7. No children shall enter the hospital other than for treatment of self
8. The hospital follows a 'No Smoking Policy'

17. PAIN MANAGEMENT

While it may not be possible to completely eliminate pain, with treatment, most pain can be controlled.

Pain treatments work differently for different people. Your doctor will work with you to find the right pain medicine and treatment for you. You can help in the following ways:

- Talk with your doctor about pain-control methods that have worked well for you before, and discuss any concerns.

- Tell your doctor about any allergies to medicines you have.
- Ask about side effects that may occur with treatment.
- Tell your doctors what medicines you take for other health problems, since certain drugs, when taken with some pain medicines, can cause problems.

THERE ARE SEVERAL METHODS USED TO GIVE PAIN RELIEF MEDICATION:

- Most pain medicines are taken by mouth either in tablet or liquid form.
- Injection into muscle or skin are medicines given by shots. Injections into a vein are medicines given through a small tube called an intravenous (IV) catheter.
- Injection given into the spine are medicines given through a small tube in your back called an epidural/intrathecal catheter.
- Rectal suppositories are medicines that dissolve in the rectum and are absorbed by the body.
- Patches are medicines that are placed on a patch. The patch is placed on the skin, so the medicines can be absorbed into the body (transdermal patches).

WHAT CAN YOU DO TO HELP RELIEVE YOUR PAIN?

There are several non-drug pain relief methods that can be very effective:

1. Relaxation techniques

- Get into as comfortable a position as possible.
- Breathe in slowly while counting to three. Breathe out slowly while counting to three.
- Continue breathing in and out in the same pattern.
- Relaxation tapes may be helpful.

2. Imagery

- Get into as comfortable a position as possible.
- Imagine you are in a place you have found to be relaxing in the past, such as a beach or the mountains.
- Breathe in and out slowly while picturing this in your mind.

3. Music

- Get into as comfortable a position as possible.

- Listen to "easy" music or your favourite type of music with your eyes closed.

18. FOOD/DRUG INTERACTIONS

WHAT YOU SHOULD KNOW ABOUT YOUR MEDICATIONS

INTRODUCTION

Medications, both prescription and over-the-counter, are used every day to treat acute and chronic illness. Medications can help people live healthy lives for a prolonged period. Although these approved drugs are prescribed often, it is important to realize that they must still be used with caution.

Foods, and the nutrients they contain, can interact with medications we take. This can cause unwanted effects. A food/drug interaction occurs when a food, or one of its components, interferes with the way a drug is used in the body. This fact sheet describes common food/drug and drug/nutrient interactions. We hope this will help you see the potential for interactions and learn to avoid them. Be sure to talk to your doctor and pharmacist to get the maximum benefits from medication use.

FOOD/DRUG INTERACTIONS

Foods can interfere with the stages of drug action in a number of ways. The most common effect is for foods to interfere with drug absorption. This can make a drug less effective, because less gets into the blood and to the site of action. Second, nutrients or other chemicals in foods can affect how a drug is used in the body. Third, foods may affect excretion of drugs from the body.

With some drugs, it's important to avoid taking food and medication together, because the food can make the drug less effective. For other drugs, it may be good to take the drug with food to prevent stomach irritation.

Alcohol can affect many medications. Always check with your doctor or pharmacist about possible effects of alcohol on your medication.

THINGS TO KEEP IN MIND

As you probably know, there are a wide variety of medications in the market today. Almost all medications have the potential to cause side effects. Many people take more than one medication. This is especially true with older people. When people take multiple medications, food and drug interactions are more likely to occur.

19. TELEMEDICINE

1. Tele Consult

If you want to consult a specialist, take a second opinion or understand your condition better, you can visit a partner center as referred by your Doctor. You must bring your medical records and images as appropriate; these would be uploaded to our system. During a consult, the doctor would talk to you and also analyze your medical reports and provide assistance in diagnosis.

2. Tele Consult for Continued Care

If you had travelled from your home to visit an Apollo facility and got a procedure done or underwent treatment, and have been recommended continued monitoring of your health, you now have the option of using VC facility of our Partner Hospital, Apollo Clinic or your nearest VC Center. As in Tele Consult, your reports will be uploaded on our system. At the appointed time, you could consult with your doctor, who would examine your case and provide appropriate advice.

3. Tele Consult for Critical Care

Tele Consult for Critical Care is a product designed for critical patients who are admitted in partner hospitals and need immediate access to Apollo Specialist Doctors.

In case such a request is made, Apollo would assemble a team of experts who would be connected by VC to the ICU and the doctors of the partner hospitals. Medical records and images would be uploaded to our system and analyzed by our team of specialists.

Frequently Asked Questions

1. What does Telemedicine mean to my family and me?

- Telemedicine is designed to bring quality health care and specialist services to remote areas, where they are not available
- Follow up care can be done from a telemedicine centre close to your home
- You and your family are saved the inconvenience and expenses involved in travelling long distances

2. How much time does it take to get a confirmation for the consult?

You would receive a confirmation within 24-48 hours.

3. If the service is not available in my town or locality, can I still avail of Tele Consult services?

If the service is not available in your town, Our officer would arrange for a consult in your town through our partner hospital/Reliance Webworld. This

would be arranged within 72 hours.

4. What exactly happens In a Tele Consult?

You or your relative contacts the nearest Telemedicine Consultation Centre and requests for a specialist consultation {details of your nearest centre could be obtained from our Telemedicine officer}. The Centre's officer fixes an appointment and gives advice on further management. The doctor examines you remotely through VC. A prescription with the specialist's signature is faxed to you. If reviews are required, a similar procedure is followed.

5. Do I get to meet the same specialist for follow up?

Yes, you will be able to get in touch with the same specialist for all your review consultations with prior appointment.

6. Why can't I come to Apollo Hospitals?

You can always come to Apollo Hospitals for a consultation; however, TeleHeal is a cost-effective and timesaving way of consulting with your doctor in selective cases. If you Tele Consult from your town, you would save time and cost of travel.

7. Is consultation through Telemedicine expensive ?

No. It will cost less than 10-20 percent of the amount spent on travel, food and accommodation, depending on the distance involved. Besides, you also save travelling time.

COMPLAINTS OR SUGGESTION?

Senior Management Team Contact Details for any Complaint regarding service

Director Medical Services	:	011 - 7179-3034
Deputy Director Medical Services	:	011 - 7179-3025
Chief Operating Officer	:	011 - 7179-1748
Chief Security Officer	:	011 - 7179-1926

TELEPHONE NUMBERS		* Direct Number ** Toll Free Number
Admission	2058,2060	
Ambulance	26925888* / 1066**	
Apollo Health Check Query	1090, 1091	
Billing	3359,3360	
Blood Bank	2011,2015	
Call Centre	1090, 1091	
Dietician	2083,2092	
Emergency	2012, 2001 / 26925888*	
Food Service	2090/2091	
House Keeping	1921,1982	
ICU Lobby	2155, 2189, 2191	
Information	1067,1068	
Maintenance	1910,1917	
Office Numbers		
Managing Director	2108	
Group Dir. Medical Services	2053, 2054	
Director Medical Services	3034	
Deputy Director Medical Services	3025	
Medical Supdt.	2117	
Nursing Director	2121	
Marketing	1711, 1715	
Corporate Helpdesk	1846 / 41676555*	
International Marketing	1719, 1849	
TPA/ Insurance Helpdesk	1843, 2042	
Medical Social Workers	2125	
OP Pharmacy	1064,1065 / 41626200*	
Patient Transport - OP	1087	
Patient Transport - IP	2415	
Platinum Lounge	3040,3000	
Radio-Diagnostics	2026,2027	
Sample Collection	2098	
Security Control	1926,1983	

Our Hospital is a NO SMOKING ZONE