Admission

The information given herewith is of great importance and we would appreciate your dedication to following the instructions for your own safety:



- Please go to the admission counter and fill in the form and complete the necessary formalities. You might be asked for a deposit at the counter in accordance with Aadicura policies.
- Please inform the insurance desk about your Insurance Details and submit all necessary documents within 24 hours from the time of admission, so that processes get smoother for you, especially during discharge. For planned procedures or surgeries, we would recommend processing the cashless insurance at least 1-2 days in advance.
- An indemnity/consent form will be needed to be signed for admission.
- Diet for the admitted patient is included in Tariff.*
- During the time of the procedure, Cathlab/OT pass will be available from the main reception for two relatives.
- When the patient is shifted to the ICU, relatives need to vacate the room. A nearby hotel can be utilised for relatives' stay while their patient is under ICU care at Aadicura.

On Admissions

- Please submit patient and close relative's identification proof photocopy at the Admission Desk during a hospital stay.
- After your admission process is complete, one of the hospital staff members will escort you to your bed, explain where things are, and introduce you to the staff on duty.
- You will be given an identity belt with your name and identification details on it. Please wear this all the time while you are in the hospital.
- After your admission, the on-duty doctor (RMO) will examine you, and make a note of your medical history and regular medicines. For any medical queries or concerns, contact the on-duty doctor or nursing in charge.
- For any hospital service-related concerns, contact the floor coordinator/PRO.
- Please give your costly ornaments, wristwatch, mobile, etc. to your relatives.
- The billing education team will give a daily update about the bill to the patient/relative. We would recommend a timely payment of hospital dues.
- A companion will be allowed in the room as per rules.
- In case of loss of companion pass, a nominal charge will be applicable for a duplicate companion pass.
- Visitors must have a visiting pass & also should observe the visiting timings.
  ICU Visiting Time: 4:30pm to 5:30pm)
  General / Semi Special / Special / Deluxe / Suite room time - 4pm to 7pm
- Please keep the noise level low to allow a better environment for all our patients.

General instructions for patients going for surgery





- Before you undergo any treatment, one of the team members/doctors will explain the line of treatment involved, the risks, benefits and alternatives and ask you to give your consent.
- You will be asked to sign a consent form for surgery or any interventional procedure, if not already done so.
- The nurse will check your personal details again before taking you to the operating theatre.
- Call your doctor if you develop any newsymptoms or signs of a cold or skin conditions before your surgery.
- Do NOT wear make-up, jewelry, body piercings, nail polish, lotions, or body powders hairpins or contact lenses to the hospital.

The following is applicable if you are having general anesthetic or sedation:



- Stop smoking at least 10 days before surgery.
- DO NOT drink alcohol 24 hours before your admission, as it will alter the effects of an anesthetic or sedation.
- Any medication that should be taken or be discontinued, is to be acted upon as per the consultant's order.
- Consult your doctor regarding food intake prior to the operation.
- Please go through the details given in the anesthesia consent form and discuss with the concerned anesthetist on his visit before the operation.

If your operation is in the morning, then you must not have anything to eat or drink after 12 midnight; this includes chewing gum and sweets.
If your operation is in the afternoon, then you should not consume anything orally after early morning.





The following is applicable if you are getting a local anesthetic:

- You do not need to starve before the operation, so you may have a light meal up to two hours before you come to the hospital.
- Any medication should be taken as per instructions of the consultant.
- All the rules of anesthesia should be confirmed with a doctor or his assistant.





Discharge

- Discharge planning for your stay starts during admission to the hospital. Our goal is to plan for your discharge by 11:00 am on the day your doctor team feels you are ready to leave the medical center. Our healthcare team will work diligently to have you ready at this time, knowing that individual circumstances could cause this time to change.

- Discharge instructions are determined by your doctor/ doctor team and will be given to you prior to leaving the hospital. If you have questions regarding your discharge instructions, we recommend that you ask your physician or nurse in charge of your care prior to leaving the hospital.

- Discharge of the patients will be authorized by the doctor in charge.

Discharge

- You will be handed over your discharge file which will contain:
  - All reports, discharge summary
  - Medical prescription
  - Other precautions and instructions, if essential.
- Discharges are processed round-the-clock.
- Any refund will be paid by cheque.
- Please submit your patient companion passes while leaving at IPD reception. You will be charged for the lost pass.
- Please take all your personal belongings at the time of your discharge.
- Please understand carefully how the medications are to be taken.
- At the time of discharge, a follow-up appointment date will be given.
- The type of care you need at home will depend on the type of surgery you had.
- Please fill in the patient feedback form to help us serve better in the future.
- Discharge process will take a minimum of 2 to 4 hours after intimation of Doctors to nursing staff.
- For any medical certificate for insurance purposes, please contact IPD Reception Desk.
- In case the patient wishes to discharge against medical advice, a 'Discharge Against Medical Advice' form will have to be signed by the patient. The hospital will not be responsible for the patient's condition thereafter.