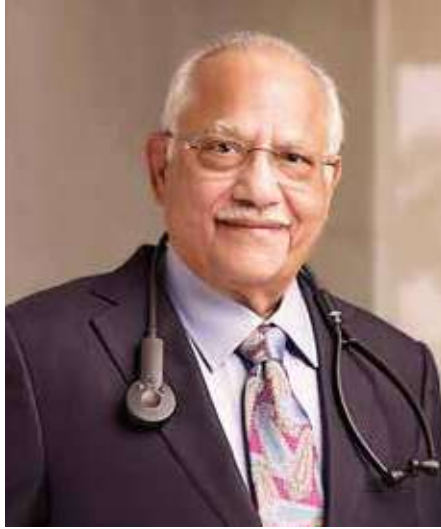




# PATIENT INFORMATION GUIDE





**Dr. Prathap C. Reddy**

Chairman, Apollo Hospitals Group

#### MISSION STATEMENT

*"Our **mission** is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity".*





## **WELCOME TO APOLLO SPECIALITY HOSPITALS, VANAGARAM**

Apollo Specialty Hospitals, Vanagaram offers high-end tertiary care across various medical disciplines, which is committed to the standards of excellence in medical care. As an integral part of the group, the 300-bedded hospital's strength lies in the perfect balance of excellent infrastructure, latest technology and dedicated manpower, all orchestrated to provide patient service of the highest standards.

Our primary concern is to ensure that your health and comfort receives special attention and that you are given the best possible care once you enter our hospitals. This booklet is specially prepared to familiarize you with our services in the various areas. We hope that you will find this useful in your stay at our hospital.

For additional information and assistance, our staffs are always available round the clock for your service.

**Please feel free to contact us at 044 - 6620 7777 / 044-2653 7777 / 044 - 3020 7777 /**

**(Duty Manager) - +91 7299922333**



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## INDEX

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<b>Title</b>	<b>Page No</b>
Admission & registration	1
Facilities	2
Dial 30	5
Patient rights and responsibilities	6
Patient Safety	9
General Guidelines for Surgery	13
Food & Drug Interaction	16
Safe Medication... be an informed patient	17
Infection Control	20
Safe use of medical equipment's	21
Guide for Billing and Payment Procedures	25
Diet and Nutrition	27

# ADMISSION REGISTRATION

Kindly contact the 24 x 7 Admission counter for any guidance or information regarding the hospital.

## REGISTRATION

Patients who are visiting Apollo Specialty Hospitals, Vanagaram for the first time, needs to register. You will be issued a Unique Hospital Identification number (UHID) with name and a hospital record file. This is a lifetime registration number for all Apollo Hospitals in Chennai. If you have already registered in Apollo Main Hospital or Apollo Heart Centre, you can directly go for the consultation. If registered in any other Apollo Hospitals/ Clinics in Chennai, kindly provide the UHID Number at the registration desk, to continue a free registration.

Self-registration through QR code / Kiosk is available

## ADMISSION

A comprehensive range of facilities ensure that all expertise necessary to your well-being is made available.

For room reservation please contact the Admission Counter along with the doctor's admission request.

In case of emergency, you will be first admitted in the Emergency unit and later shifted to the room.

When patient is shifted to CT ICU/CCU/MDCCU/HDU/NICU/PICU the attendants may vacate the room and avail the services of the waiting hall.

Patients availing credit facility have to provide an authorization / credit letter from the company, which should be handed over at the admission counter during the time of admission.



# FACILITIES

All the rooms at Apollo Hospitals are designed to suite your individual comfort.

## TYPES OF ROOM\*

Royal Suite Room	MDCCU
Suite Room	ICU / CCU
Deluxe Room	NICU / PICU
Private Room	Isolation Rooms
Semi Private Room	HDU
Premium Standard Bed	Labour Room
Standard Room	

\*Tariff of each type can be enquired at admission counter

### NOTE:

- All room confirmations are subject to availability.
- Diet is complimentary to the patient.
- Room Rent does not Include Doctors and Nurses' Professional charges.
- Service Charges on Investigation, Operation Theatre and Doctors fee will differ according to the room category.
- Only One attendant is permitted to stay with the patient.
- Visitors found in rooms during non-visiting hours will be charged a fine of Rs.250/
- On admission initial deposit is collected depending upon the category of room and nature of illness. The deposit will be adjusts against the bill and the balance, if any, will be refunded at the time of discharge



- As per the hospital policy, if the patient is shifted to Critical care patient's relative need to vacate the room within 2 hours of the patient being shifted. We will facilitate accommodation for patient's relatives during this time. For further details please contact Duty Manager at +91 7299922333
- As part of our infection control practices, we provide hospital dress for our in patients. Patients are requested to comply with this procedure.
- For utilizing cashless hospitalization during an emergency admission, the Medclaim card has to be produce at the time of admission which will be processed with TPA. An appropriate deposit will be collected. Planned admission requires an approval prior to the admission. For further details, please contact the Corporate Desk located near Admission counter.
- Visitor policy to be adhered. Request to scan QR code for visitors to access the concern floor while visiting the patient

## AMENITIES AT ROOM

**Standard Beds:** Room with 8 beds, separated by a curtain. Attendant couch provided. Common wash room.

**Premium Standard Room:** 11 beds separated by cubicles with individual TV, telephone, and attender couch. Common washroom.

**Semi Private Room:** Room with 2 beds separated by a curtain each bed has a separate television, telephone and attendant couch. Common wash room

**Private Room:** Individual room with attached wash room. The room has television, telephone and attendant couch.

**Deluxe Room:** Elegantly designed room with attached wash room. Facilities include television, refrigerator, microwave, cupboard, attendant couch and Wi-Fi connectivity.

**Suite Room:** Furnished room with attached wash room, including remote control patient cot, attendant couch, television, refrigerator, microwave, telephone, Wi-Fi connectivity and wardrobe.

**Royal Suite Room:** A living room and dining room along with the facilities available in the Suite Room.



## OTHER FACILITY

### SAFETY LOCKER

Safe deposit lockers facility is available at the security office; patient can avail by reaching security office at Ground Floor / calling extension 7080 from your room. Kindly take care of your belonging as management is not responsible for any loss / theft, if in case of any such incident kindly report to security office. If any unclaimed item found in the hospital premises do request to handover to security office.

Hospital is under CCTV surveillance

### AMBULANCE

Ambulance services are available for pick up and drop. Please contact the Emergency department in ground floor.

### RELIGIOUS SERVICES

Ganesh temple is available inside hospital near portico, also Ganesha idol and Sai Baba statue is located in the ground floor lobby.

Mother Mary statue in 2nd floor main hospital building

Namaz room available at third floor

### TRANSLATORS

Language	Translator	Contact number
Telugu	Mr.Shripaul	+91 9841293899
Arabic	Mr.Noor	+91 9884689699
Hindi / Bengali	Mr.Swapan Das	+91 6900285297

### VISITING HOURS

Wards: 4 pm -7 pm

CCU: 10:30am -11 am /5 pm-5:30pm

### SMOKING

Our hospital is a No smoking Zone. Please comply with the rule.



# DIAL 30 SERVICE

To assist on the below mentioned needs

- House Keeping
- Billing & Insurance Assistance
- Food & Beverage
- Laundry / Guest Laundry
- Maintenance
- Guest Relations
- IT / WiFi

**Please Press Call Bell for Clinical Assistance**

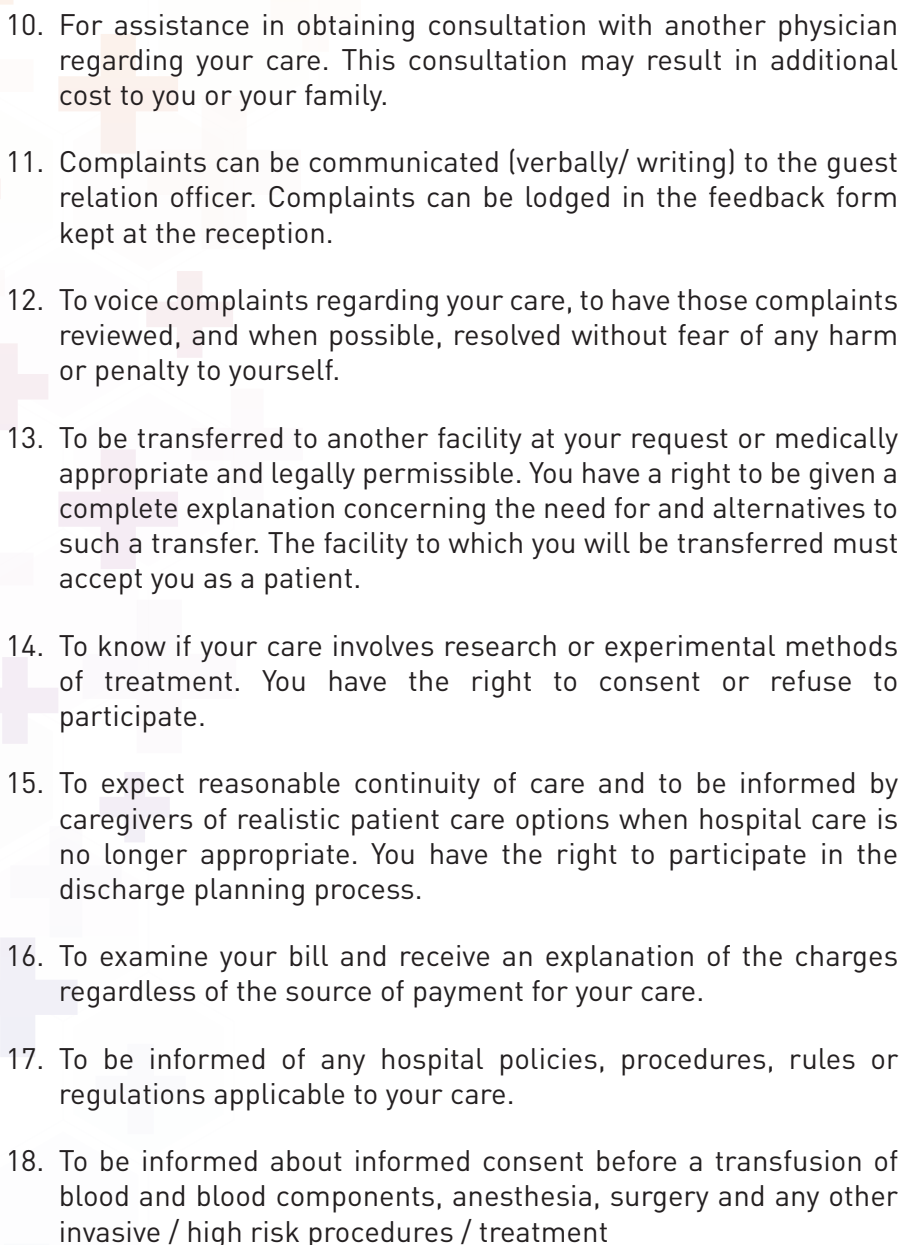


# PATIENTS RIGHTS AND RESPONSIBILITIES

## AS A PATIENT YOU HAVE THE RIGHT

1. To know the name, identity and professional status of all persons providing services to you and to know the physician who is primarily responsible for your care.
2. To get any special preference or specific spiritual & cultural needs fulfilled.
3. To be protected from physical abuse or neglect.
4. To receive complete and current information concerning your diagnosis, treatment and prognosis in terms that you can understand.
5. To have access to all information concerning your medical record through your primary consultant.
6. To an explanation in terms you can understand of any proposed procedure, drug or treatment. The possible benefit, the serious side effects, risks or drawbacks which are known, potential costs, problems related to recovery, and the likelihood of Success. The explanation should also include discussion of alternative procedures or treatments.
7. To personal privacy, care discussion, consultation, examination and treatment.
8. To expect that all communications and records related to your care will be treated confidentially.
9. For supportive care including appropriate management of pain, treatment of uncomfortable symptoms and support your psychological and spiritual needs if you have a terminal illness.



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10. For assistance in obtaining consultation with another physician regarding your care. This consultation may result in additional cost to you or your family.
  11. Complaints can be communicated (verbally/ writing) to the guest relation officer. Complaints can be lodged in the feedback form kept at the reception.
  12. To voice complaints regarding your care, to have those complaints reviewed, and when possible, resolved without fear of any harm or penalty to yourself.
  13. To be transferred to another facility at your request or medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for and alternatives to such a transfer. The facility to which you will be transferred must accept you as a patient.
  14. To know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
  15. To expect reasonable continuity of care and to be informed by caregivers of realistic patient care options when hospital care is no longer appropriate. You have the right to participate in the discharge planning process.
  16. To examine your bill and receive an explanation of the charges regardless of the source of payment for your care.
  17. To be informed of any hospital policies, procedures, rules or regulations applicable to your care.
  18. To be informed about informed consent before a transfusion of blood and blood components, anesthesia, surgery and any other invasive / high risk procedures / treatment



## AS A PATIENT IT IS YOUR RESPONSIBILITY

1. To provide all personal and family's health information needed to deliver appropriate care.
2. To participate to the best of your ability in making decisions about your medical treatment and to comply with the agreed plan of care.
3. To ask questions to your physician or other care providers when you have not understood any information or instructions.
4. To inform your physician or other care provider if you desire a transfer of care to another physician, caregiver, or facility.
5. To comply with facility policies and procedures, including those regarding smoking, noise and numbers of visitors.
6. To accept financial responsibility for healthcare service and settle bills promptly.
7. Kindly carry minimum necessary valuables and please be careful with it during your stay in the hospital.
8. To leave the ward only after the approval from the doctor and the ward nurse.



# PATIENT SAFETY

Our health care partnership begins with our commitment to your safety. Patients who are more involved with their care in the hospital tend to do better and stay safer. By working together with your health care team, you can lower your risk of injury and make your hospital stay as safe as possible.

Here is how you can make your stay a safe and positive experience

- Identify yourself. Wear your hospital I.D. Band at all times. If your band comes off, ask your nurse to provide a new one.
- Check the information on your hospital I.D. Band to make sure that your name and medical record number (UHID Number) are correct.
- Make sure that all staff members check your I.D. Band before any procedure, surgery or test is performed, or medicine is given.
- Ask questions if you do not understand. It is your body and your rights to know.
- Feel free to talk to your doctors and nurses about any concerns you may have. If you think of questions when your doctor or nurse is not present, write down so that you can ask them at a later time.
- Ask your care provider to arrange for an interpreter if you find a problem in understanding.



## MEDICINE SAFETY

While you're in the hospital, it's important for you and your doctor to talk about your medicines. Tell your doctor and nurse everything you're taking, including:

- Prescription medicines
- Over-the-counter medicines (like aspirin and cough medicine)
- Medicines that a family member or friend gave you.
- Vitamins
- Herbal product.

## TAKING YOUR MEDICINES

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- Let your doctor and nurse know if you have any allergies to foods or drugs or have had previous reactions to any drugs, food or latex.
- Ask your nurse about your medicine -what they are, what is their action, when they are given and what side effects should be expected and reported.
- Make sure that the staff checks your I.D. Band before giving you any medicine.
- Look at all medicines before you take them. If you do not recognize a medicine, let your nurse know.
- You must not take medicines that you brought to the hospital room home. You should give them to your nurse until you leave the hospital or give them to someone to take it home for you.
- Ask your nurse for a free copy of Apollo Hospital's educative pamphlet on "safe medications". View the educational video on the first channel of your room television.



## PARTICIPATING IN YOUR CARE

- Discuss your treatment plan with your doctor and nurse.
- Make sure that you understand and agree with that plan.
- Be informed about your treatment and ask when the treatment will be given and the purpose. Question anything that seems different or anything that you don't understand.
- If you are experiencing pain, inform your nurse or doctor. Most pain can be controlled. You and your health care team can work together to manage your pain.
- You may receive a lot of information at once and that can be confusing. You may want to take notes or ask a family member or friend to listen with you when a diagnosis, treatment plan, test results or discharge plans are explained.
- If equipment is used for your care, know what it is for.
- Designate one family member to interact with your healthcare team. This person can then pass along information to their family members and friends.
- We recognize the harmful effects of smoking and actively support a smoke - free environment.

## PREVENTING THE SPREAD OF GERMS

- Be aware that hand washing is the best way to prevent the spread of germs.
- Practice good personal hygiene.
- Let your nurse know if your gown or linen is soiled. Feel free to remind staff members to wash their hands or use hand rub before examining you or giving you your medicine.
- Ask friends and relatives who have cold, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital.



## PREVENTING FALL

- Ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place, and most falls occur when patients try to get out of bed on their own to go to the bathroom.
- Make sure the nurse call button at your bed side works and that you know how to use it.
- Let your nurse know if you have trouble reaching the call button.
- If possible, call for help before the need to get to the bathroom becomes urgent. Make sure that there is adequate light to see, and keep your eyeglasses within reach.
- Wear slippers with rubber soles to prevent slipping.
- Point out to staff of any spills or obstructions on the floor.
- Make sure the brakes are locked when you get into and out of a wheelchair of a wheelchair.



# GENERAL GUIDELINES FOR FOR SAFETY

As a first step before undergoing surgery your surgeon will explain in detail about the procedure as well as details about duration of stay, risks, etc. Please do not hesitate to ask your doctor if you need further explanations or clarifications.

## FITNESS FOR SURGERY

- Your health history, including previous surgeries done as well as any drug allergies, will be noted.
- Some routine tests and examination will be done.
- You may be asked to have a check-up with the anesthesiologist to assess fitness for anesthesia and surgery. Nature of anesthesia (GA/regional) will be explained by him.

## ADMISSION

- You will be asked to arrive early to get prepared for surgery.
- Your stomach should be empty before an operation. You will be instructed not to eat or drink for at least 6 -8 hours before surgery.
- Leave jewellery and other valuables at home. If you wear jewellery, you will be asked to remove it before the operation. However, it would be preferable to leave jewellery and other valuables at home.
- Kindly avoid using make up.
- Your doctor should be informed about all the medications you are taking. Some medications (e.g., aspirin) need to be stopped a few days prior to surgery.
- Before any major surgery, blood will be matched and kept in reserve. If the blood loss is significant, blood may be transferred to replace it. Family and friends with the same blood group as yours can donate blood one or two days before the day of surgery, and this will be matched and kept in reserve for you.



## INFORMED CONSENT

As part of informed consent, your doctor will talk to you about

- Why you need the surgery?
- Risks of the surgery.
- Risks of not having the surgery.
- What will be done during the surgery?
- What other choices you may have?

You will be asked to sign a consent form before surgery. Consent form clearly states what surgery, what condition it is meant to correct and what the risks are. High risk consent will be taken for high risk patients.

## PREOPERATIVE PREPARATION

Just before surgery, some steps are taken to prepare you for the surgery

- You may be given a laxative or an enema to empty your bowels. You may be asked to pass urine.
- Inj. Tetanus toxoid, antibiotics, DVT prophylaxis (if indicated) will be ordered by your surgeon.
- You will be asked to remove the following items ;
- Dentures
- Hearing aids
- Contact lenses and glasses
- Jewelry
- Nail Polish



- The hair of your body where the doctor will operate may be clipped if indicated and will be cleaned.
- You may be given medications to help you relax. You may also be given other medications that your doctor has ordered.
- An intravenous (.V.) line may be started to supply your body with fluids, medication or blood & blood products during and after the surgery
- A tube called a catheter may be placed in your bladder to drain urine.
- You will be taken to waiting area inside the operation theatre where you will be under observation until the surgical team is ready for you. From the holding area, you will be taken to the Operating Room.

## IN THE OPERATING ROOM

You will be helped onto the operating table. A blood ressurecuff will be placed on your arm, an oxygen monitor probe on your chest. Your identity will be verified and reverified before starting anesthesia.

## AFTER SURGERY

You will be brought into the recovery room after your surgery. You will be in a large room with several other patients. Nurses will be measuring your pulse, breathing and blood pressure frequently. When you wake up, you may have an oxygen mask over your mouth and nose. Your stay in the recovery room will depend on the type of surgery you had.

After this you will be taken to your ward where you will stay until you are ready for discharge. The consultant, his team and the nursing staff will monitor your condition and progress. Pain medication will be administered as needed.

**Please feel free to clear any doubts with Doctors and Nurses.**



# FOOD/ DRUG INTERACTIONS

## WHAT YOU SHOULD KNOW ABOUT YOUR MEDICATIONS

### INTRODUCTION

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Medications, both prescription and over-the-counter, are used every day to treat acute and chronic illness. Medications may 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.

Food 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 within 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

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

With some drugs, it's important to avoid taking food, 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 may affect the action of medications. Always check with your pharmacist about possible effects of alcohol on your medications.



## THINGS TO KEEP IN MIND

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As you probably know, there is a wide variety of medication 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

# SAFE MEDICATION

## BE AN INFORMED PATIENT

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

You have to ask your doctors and nurses about your medications, and expect answers from your doctors, nurses and pharmacies who 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:

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- 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 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 are following the instructions.



- Turn on the lights to take your medications. If you can't see what you're taking you may take the wrong thing.
- Don't store medications in the bathroom medicine cabinet or in direct sunlight. Humidity, heat and light can affect medications, 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 may 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 measuring cup that comes with. Errors to dosage can happen if you use a different cup. Also, household teaspoons and tablespoons are not very accurate. Your pharmacist may give you a syringe instead.

## IN THE 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 reasons you are taking them. That way, if anyone tells you anything different, you'll know to ask a question, 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 the nurse doctor give you medications without checking your hospital ID bracelet 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 prescriptions change 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 to double-check the prescription.



# INFECTION CONTROL

## WHAT ARE HOSPITAL INFECTIONS?

Even though people get admitted to hospitals for treatment of infections, the same may be acquired even in hospitals at times. This may result in Pneumonia, Urinary Tract Infection (UT), etc.

## WHY DO WE WORRY?

Even though the hospital infections can be treated with antibiotics, they can prolong hospitalization and incur greater expenses.

## WHAT CAN WE DO TO CONTROL HOSPITAL INFECTIONS?

- Limit hospital stay. Do not insist on staying in hospital if the doctor feels that you are fit to go home.
- Limit attendants and visitors. The risk of infections increase with crowding. Advise elderly and unwell family members not to visit patients. Children below 12 years are strictly not allowed.
- Washing hands frequently while staying as a patient or attendant minimizes infection.
- Isolation precautions may be needed for certain types of infection. Please co-operate with caregivers.

## INFECTION CONTROL TO REDUCE RESERVOIRS OF INFECTION BATHING

Use soap and water to remove dried secretions, or excess perspiration.

## DRESSING CHANGES

Change dressings that become wet and/ or soiled.



## CONTAMINATED ARTICLES

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Place tissues, soiled dressings, or soiled linen in moisture-resistant bags for disposal.

## BEDSIDE UNIT

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Keep table surfaces clean and dry.

## BOTTLED SOLUTIONS

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Do not leave bottled solutions open for prolonged periods. Keep solutions tightly capped. Date bottles when opened and discard according to facility policy.

**Let us all work together to eliminate Hospital infections.**

# SAFE USE OF MEDICAL EQUIPMENTS

## TIPS FOR SAFE USAGE OF NEBULIZER

A nebulizer changes liquid medicine into fine droplets of aerosol or mist. Instructions on usage will be provided by your medical unit.

However following are general points to be borne in mind:

1. Medicine quantity should be exactly as instructed by your doctor.
2. Check the 'use before' date and ensure medication is usable.
3. Whether using face mask or mouth piece, ensure as tight a seal as is practically possible to ensure no loss of medicated mist.
4. Coughing need not be suppressed. Tissues can be used to collect and dispose of any secretions that come out during cough.
5. Wash hands with warm water and soap.



## EQUIPMENT CARE:

1. If nebulizer cup is re-usable, rinse with adequate amount of warm water and dry before returning it to the nebulizer base.
2. Nebulizer parts are not recommended to be put into dishwasher or any similar device for cleaning.
3. For cleaning exterior covers of electrical portion of the apparatus, ensure that unit is switched OFF and cloth used is only moist and not dripping wet.
4. Eye droppers or any similar measuring devices are also to be cleaned after each use.

## INSTRUCTIONS FOR INHALER USAGE

1. Store inhalers in hygienic conditions at all times.
2. Wash the interiors at least twice a week or as directed.
3. Follow the dosage and frequency as recommended by your doctor.
4. If no relief then please revert to the attending doctor.
5. Shake the medicine canister prior to fixing onto the inhaler device.
6. Use only warm water for cleaning the inhaler and dry after each wash.
7. Cover the open ends. Use the mouthpiece covers that some manufacturers provide.
8. In case of difficulty in comprehending usage consult the pictorial literature that is usually provided with each device that is usually supplied along with each device.



## TIPS FOR SAFE USAGE OF HOLTER

A Holter recorder is a device that records ECG continuously. Instructions on usage will be provided by your medical unit.

However following are general points to be borne in mind:

1. The Holter device being electrically operated should not become wet. Activities like swimming, with the device ON, are not allowed. Water should not be allowed to splash onto the unit.
2. Devices such as Microwave ovens & Mobiles can interfere with certain Holter designs and hence must be kept as far away as possible.
3. None of the keys other than such keys as 'Event (symptom)' that the Clinician has indicated should be pressed during the period the ECG is getting recorded.
4. Unless otherwise instructed by the clinician, do not attempt to STOP the recording.
5. If instructed by the clinician to record any symptom' along with pressing of any 'Event' or 'Symptom' key on the recorder-please follow the clinician instructions.
6. In event of any error messages noticed on the display such as 'Low Battery, 'Hardware Failure or any similar message please get in touch with the supplying authority and do not attempt corrective action.

## INSTRUCTIONS ON USING GLUCOMETER

The following are the general instructions for using a Glucometer:

1. Wash hands with soap and warm water and dry completely. The area could also be cleaned with alcohol swab if available and dried completely.
2. Prick the finger with a lancet or as instructed at time of using the device.



3. Hold the hand down and hold the finger until a small drop of blood appears.
4. Apply on test strip as directed in the manual.
5. Follow the instructions as told for inserting the test strip. If not received from the hospital consult the device manufacturer or his literature supplied along with the device.
6. Record the test result for future reference including data and time

#### TIPS:

1. Many devices use and give error codes when there is a problem with either the test strip or the quantity of blood sample. In that event, revert to the supplying entity.
2. Ensure that if the device is battery operated, there is enough charge left and the unit does not indicate a low battery.
3. Check often to see the expiry date on the box of strips.
4. Do not reuse the 'one time' useable lancets, to avoid infections
5. Keep strips away from sunlight and moisture.
6. Many machines have a 'coding' strip that comes with each strip box. This is a reference strip and the machine learns the code that is applicable for the 'strips' enclosed in the strip box. The supplier will insist that this be inserted as a reference for each new strip box. Follow this instruction if brought to your notice.
7. Only moist lint free cloth (that is not dripping wet) must be used to clean the instrument. No more than 70% alcohol for disinfecting and wiping may be used.



# GUIDE FOR BILLING AND PAYMENT PROCEDURES

Dear Guest,

Thank you for choosing Apollo Hospitals as your healthcare provider. It has been our constant endeavor to provide service of highest standards.

Financial arrangements for your hospital stay must be made prior to or at the time of admission. Please indicate the mode of payment you will use and make your preferences known before your admission. The responsibility for the payment of accounts will fall under one of the categories. For any assistance in billing please feel free to contact our billing staff at extn. 7007.

## CASH PAYMENT

In this case you may be asked for a deposit based on the estimated length of stay at the hospital as advised by your consultant. The deposit is payable on your admission. The initial deposit is only an approximate amount. This may not vary most of the time. However if the patient's condition warrants unscheduled surgical intervention, shift to CCU, use of ventilator& high-end antibiotics ,then daily or alternate payment slip will be raised. In this context, you are requested to update the deposit amount periodically. Final bill will be given at the time of discharge.

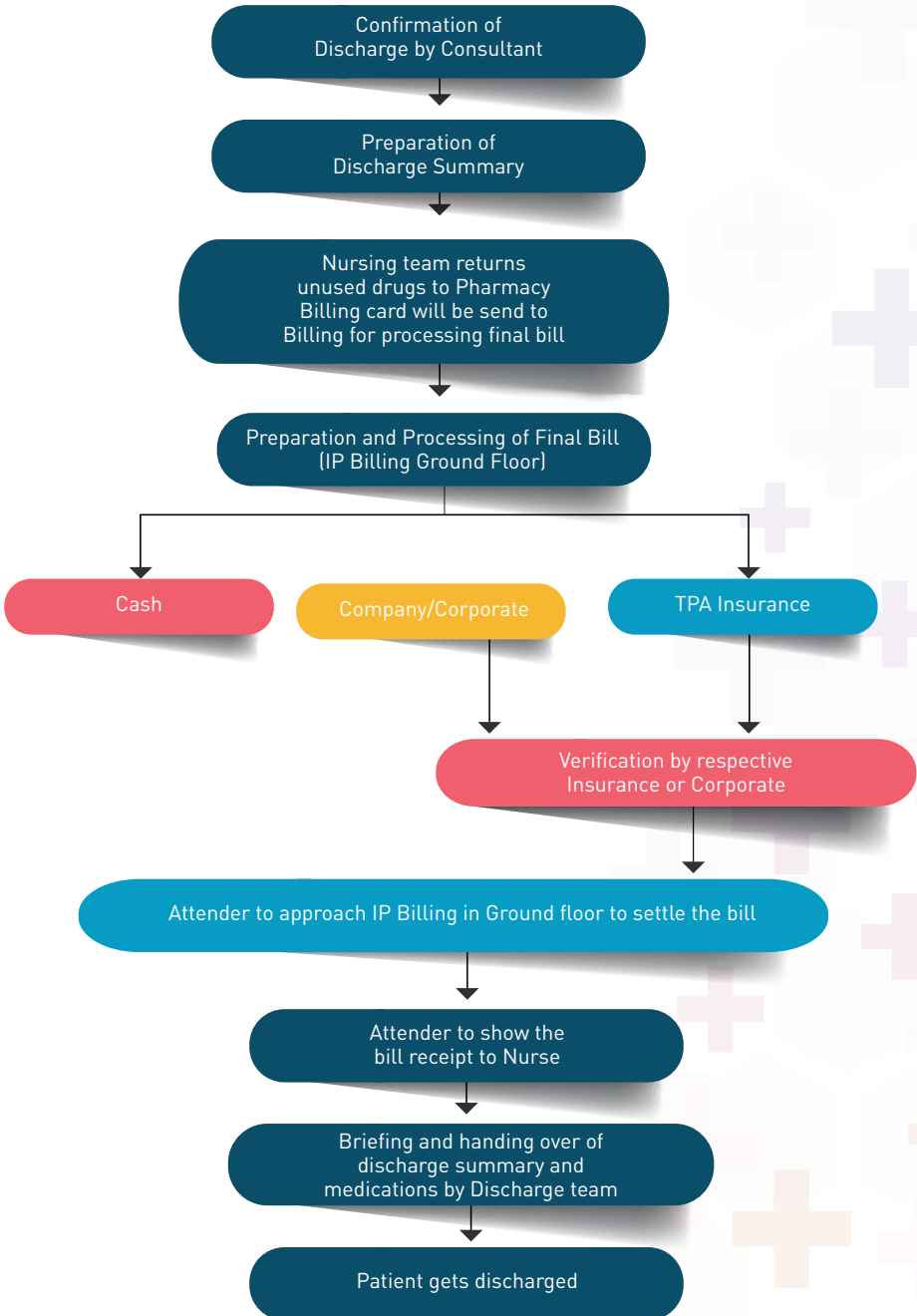
All bills have to be settled either through Demand Draft/Cash/Credit Card/Debit Card. The hospital does not accept cheques.

## COMPANY / CREDIT PAYMENT

If your bill is to be paid by your company, please ensure that you bring with you a signed letter from your company clearly accepting responsibility for all medical treatment. The hospital will provide treatment in the bed category specified by your company. Any deviations from the instructions will be billed directly to you. The hospital will be willing to share with you in advance, approximate cost of treatment, investigations, hospital charges etc. Such information can be obtained in advance from the Billing personnel.



## DISCHARGE PROCES



## IMPORTANT CONTACT NUMBERS

<b>IP Billing Desk Ground Floor</b>	<b>Insurance Help Desk Ground Floor</b>
Extn: 044 3020 7007 Duty Mobile: +91 7824821038	Mr. Sathish Extn: 04430207005 / 044 6620 7005 Mobile : +919841221212
For any queries on discharge, please contact Duty Manager - 7299922333	

Note: Documents required to be submitted at the insurance helpdesk for organizing a cashless treatment from Insurance providers:

1. TPA card or Current year policy copy
2. All previous treatment papers with investigation reports
3. Aadhar card of patient and policy holder

Photograph of patient and policy holder

## DIET AND NUTRITION

- On admission, the consultant prescribes the diet and the Dietitian visits, counsels and translates the diet into food according to the patient's requirement.
- Dietitian visits patients who are on normal diet without any diet restrictions only on admission and as and when clinically required.
- All patients on therapeutic diet are visited by the Dietitian on admission to explain the diet restrictions in detail and whenever there is a diet change.
- A variety of food choices, appropriate for the patient's nutritional status and consistent with his or her clinical care, are regularly available.



- Food appropriate for the patient's age, cultural and dietary preferences, is available on a regular basis. The patient participates in planning and selecting foods. Everyday menu card is provided to get choice for all patients on oral diet by the ward waiter.
- All in -patients are expected to have food from the hospital only. For patients on liquid diet, feeds are provided every 2nd hourly from 6 am 8 pm and the last feed.
- All patients on therapeutic diets are given detailed diet counseling by the Dietitian on discharge and diet chart is handed over personally. When appropriate, patients and families are educated about food and drug interactions. If you have any queries about your diet, you can speak to your dietician.





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