

Patient Information Guide



PATIENT INFORMATION GUIDE



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MISSION STATEMENT

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

Welcome to APOLLO HOSPITALS, Chennai

Apollo Hospitals is deeply committed to the highest standards of excellence in medical care. At the same time we place a lot of importance on the traditional values of hospitality and compassionate patient care.

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 hospital.

For additional information and assistance, our staff is always available round the clock. Please feel free to contact them.

INDEX

	Page No.
1. Patient rights and responsibilities	13
2. Patient Safety	16
3. General Guidelines for Surgery	19
4. Food & Drug Interaction	22
5. Safe Medication ...be an informed patient	25
6. Infection Control	28
7. Safe use of medical equipments	29
8. Guide for Billing and Payment Procedures	32
9. Diet and Nutrition	34

ADMISSION

You are requested to contact the Admission counter which functions round the clock for any guidance or information regarding the hospitals

REGISTRATION

If you are visiting Apollo for the first time, you need to register. You will be issued a UHiD number and a hospital record file.

ADMISSION

A comprehensive range of facilities ensures 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.

A cot or a couch will be provided in your room to facilitate the stay of your attendant. In the General Wards, a reclining chair is provided.

When patient is shifted to CT ICU / CCU the attendants may vacate the room and avail the services of the waiting hall that is located at the basement of the main block.

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

CATEGORY OF ROOMS

Standard Bed : This is similar to dormitory with 6 to 10 beds and a common washroom. Every bed is provided with a cupboard, footstool, food trolley, a screen between each bed.

Special Standard Bed : This is a room with 3 - 5 beds and a washroom and an attendant couch for each bed.

Standard Bed (Double Sharing) : This is an air-conditioned room with 2 beds separated by a screen and a common washroom. This has a television, telephone and a couch.

Semi-Private Room : Two air-conditioned rooms are interconnected by a washroom. Each room has a television, telephone and a couch.

Single Room : This is an individual air-conditioned room with attached washroom located on a specially designated floors. This room has a television, telephone and a couch.

Deluxe Room : This is an individual air-conditioned room larger than a single room. It comprises of a patient cot, an attendant cot, television, telephone, refrigerator, cupboard and sofa.

Suite Room : A suite comprises of larger air-conditioned room and a space as waiting area. It has a patient cot, an attendant cot, two televisions, sofa sets, two telephones, refrigerator, a dining table, computer with internet connection, wardrobe, microwave oven and a massage chair.

DEPOSIT / PAYMENT

Depending upon the room requested and nature of the treatment, an initial deposit will be collected at the admission counter, which will be adjusted in your final bill.

If you want to utilize a package deal, the cost of the package has to be paid in full before admission.

INFORMATION

For any enquiry regarding billing, you may contact the In Patient Billing section located at the mezzanine floor. Payments should be made only to billing department personnel and not to any other individual.

DIET

The Dietitian plans the diet based on the therapeutic needs. The diet charges are included in the room rent.

GUEST DINING HALL

The guest dining hall is situated in the basement, where breakfast, lunch and dinner are available. Room service is also available. 24 hrs coffee shop is situated at the ground floor.

GUEST RELATIONS (EXTN. No. 6574)

For guidance on any aspect of the hospital, please contact this department located on the IV floor of Sindoori Block. We would appreciate if you give your suggestions / feedback by filling up the feedback form.

HOUSE KEEPING

Guest laundry service is available between 9.30 a.m. and 12.00 Noon.

SECURITY

Safe deposit lockers are available at the security omce. I., Babe v, theft or loss, security may be notified immediately. Unclaimed items, found in the hospital premises, may also be handed over to security office at the ground floor.

TRANSPORT

Ambulance services are available for pick up and drop. Please contact ambulance department at the ground floor (Near Emergency).

SPECIAL NURSE

Special nurse services can be arranged through Nursing Department. Please contact your ward nurse for assistance.

PLACE OF WORSHIP

There is a temple of Goddess Krishnamariamman behind the hospital premises, a Namaz room available on the fourth floor L Extension and Prayer cell is located in the main block of the hospital.

POSTAGE

Postal facility is available at the Despatch Section in the ground floor near the security office.

INFORMATION

TELECOMMUNICATION SERVICES

Internet and e-mail facilities are available at the IT department on the third floor.

For your convenience, hospital telephones are located at your bedside. Dial 9 for operator assistance / STD / ISD.

VISITING HOURS

Patients Room - 4.00 PM - 7.00 PM

(Only 2 visitors allowed at a time)

CCU - 10.00 AM - 10.30 AM
5.00 PM - 5.30 PM

CTICU - 11.00 AM - 11.30 AM
7.00 PM - 7.30 PM

(Only one visitor allowed at a time & Children below 12 years are not allowed)

SMOKING

Our hospital is a Non-Smoking zone. Please comply with the rule.

Our Hospital is a JCI accredited facility.

For any patient safety or quality of care concern you can report at
<http://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue>

For any questions & concerns, or to receive more information about patient rights, please talk to your Doctor, your Nurse or call Guest Relations: 1515/6574

WEBSITE

For any information regarding the hospital, you can access to the below given hospital website address.

www.apollohospitals.com

PATIENTS RIGHTS AND RESPONSIBILITIES

PATIENTS AT OUR HOSPITAL, HAVE THE RIGHT.

- To be informed of their rights.
- To receive care regardless of race, colour, national origin, religion, age or gender.
- To know the name, identity and professional status of all persons providing services and to know the physician who is primarily responsible for their care.
- To request and receive care which respects their individual cultural, religious/spiritual and social values and beliefs.
- To receive care which is free of verbal, physical and psychological abuse or harassment
- To receive care which promotes their dignity, Self-worth, privacy, confidentiality, safety and comfort
- To have pain effectively assessed and managed including personal, cultural, societal influences on the patient's experiences with pain
- To expect efforts that will be made to provide continuous, Co-ordinated and appropriate care
- To be informed of their health status including the nature of illness, treatment options including potential risks, benefits, alternatives, unanticipated outcomes and costs and to participate fully in their health care decisions.
- To expect that we will communicate with them in a manner that they understand
- To make decisions regarding their care by being involved in care planning and treatment. This includes making informed decisions regarding their care as well as a right to accept or refuse recommended tests or treatment or to request other treatment
- To have access to visitors as per hospital policy
- To express complaints or grievances concerning the quality of care and to voice them without fear of discrimination or reprisal and to receive a prompt and

PATIENTS RIGHTS AND RESPONSIBILITIES

courteous response to their concerns

- To be allowed fair access to information contained in their medical records within a reasonable time of request through their primary consultant.
- To request and receive information regarding the charges for any treatment and to receive an explanation of bill upon request
- To receive care in a safe setting and environment including protection from assaults and specific safety issues for vulnerable patients
- To refuse care and a discharge against medical advice
- To receive second opinion without a fear of compromise to their care within or outside the hospital
- To have dying patients' need effectively assessed and managed including personal, cultural, societal influences
- To donate organs

PATIENT RESPONSIBILITIES

- To provide all personal and family health information needed to deliver appropriate care;
- To participate to the best of their ability in making decisions about medical treatment and to comply with the agreed care
- To be considered of others receiving and providing care
- To observe facility policies and procedures including those regarding no smoking, noise and visitors
- To accept responsibility for the protection of their personal belongings
- To accept financial responsibility for healthcare services and settle bills promptly.

To ensure that no hospital property is damaged and if any, they may be asked to pay the compensation.

PATIENTS RIGHTS AND RESPONSIBILITIES

- To be informed of any hospital policies, procedures, rules or regulations applicable to your care.

NOTE:

If you are unable to exercise these rights, your guardian, next to kin or legally authorized surrogate has the right to exercise these rights on your behalf.

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 number of visitors.
6. To accept financial responsibility for health care services 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 1. D Band before any procedure, surgery or test is performed, or medicine is given.
- Ask question 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 question 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

- 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 staffs check 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 from home. You should give them to your nurse until you leave the hospital or given 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 health care team. This person can then pass along information to their family members and friends.

PATIENT SAFETY

- 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 FALLS

- 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.

Patient education pamphlets are available in all the above areas of the floor.

GENERAL GUIDELINES FOR SURGERY

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 anaesthesia and surgery. Nature of anaesthesia (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 day 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
 - Jewellery
 - 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 (I.V.) line may be started to supply your body with fluids, medication or blood & blood products during and after the surgery.

GENERAL GUIDELINES FOR 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 pressure cuff will be placed on your arm, an oxygen monitor probe on your finger and a heartbeat monitor on your chest. Your identity will be verified and reverified before starting anaesthesia.

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

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 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.

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

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

FOOD / DRUG INTERACTIONS

true with older people. When people take multiple medications, food and drug interactions are more likely to occur.

Examples of Food / Drug Interactions			
Drug Class	Food that Interacts	Effect of the Food	What to do
Analgesic Paracetamol (Crocin)	Alcohol	Increases risk for liver toxicity.	Avoid Alcohol
Antibiotic Tetracyclines	Dairy products, iron	Decreases drug absorption.	Do not take with milk. Take 1 hour before or 2 hours after food / milk.
Amoxicillin Pencillin	supplements	Decreases drug absorption.	Take 1 hour before or 2 hours after meals.
Zithromax Erythromycin	Food	Decreases GI distress, slows drug absorption	
Nitrofurantoin	Food		Take with food or milk.
Anticoagulant Warfarin (Coumadin)	Foods rich in Vitamin K	Decreases drug effectiveness	Limit foods high in Vitamin K : liver, broccoli, spinach, kale, cauliflower, sprouts
Anti Convulsant Phenobarbital	Alcohol	Causes Increased drowsiness.	Avoid Alcohol
Primidone	Vitamin C	Decreases drug effectiveness	Moderate intake of Vitamin C
Antifungal Griseofulvin	High-fat meal	Increases drug absorption	Take with high-fat meal

Examples of Food / Drug Interactions			
Drug Class	Food that Interacts	Effect of the Food	What to do
Antihistamine Diphenhydramine (Benadryl) Chlorpheniramine	Alcohol	Increased drowsiness	Avoid Alcohol
Anti Hyperlipemic Lovastatin	Food	Enhances drug absorption	Take with food
Anti hypertensive Felodipine Nifedipine	Grapefruit juice	Increases drug absorption	Consult your physician or pharmacist before changing diet
Anti - inflammatory Naproxen (Naprosyn) ibuprofen (Brufen)	Food or milk Alcohol	Decreases GI Irritation Increase risk for liver damage or stomach bleeding	Take with food or milk Avoid alcohol
Diuretic Spironolactone (Aldactone)	Food	Decreases GI irritation	Take with food
Psycho therapeutic MAD inhibitors : Isocarboxazid Tranylcypromine Phenelzine	Foods high in tyramine: aged cheeses chianti wine, pickled herring Brewer's Yeast, Lava Beans	Risk for hypertensive crisis	Avoid food high in tyramine

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 pharmacists 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 :

- 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 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

SAFE MEDICATION

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 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

SAFE MEDICATION

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 doublecheck 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 (UTI), 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

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

BEDSIDE UNIT

Keep table surfaces clean and dry.

BOTTLED SOLUTIONS

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 NEBULISER

A nebuliser 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 nebuliser cup is re-usable, rinse with adequate amount of warm water and dry before returning it to the nebuliser base.
2. 'Nebuliser 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.

SAFE USE OF MEDICAL EQUIPMENTS

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 end/s. 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 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, is 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 receiving 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 of strips.
4. Do not reuse the 'one time' usable 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 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 endeavour 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.

CASH PAYMENT

In this case you may be asked for a deposit based on the estimated length of your 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.

Cash payment accepted upto 2 Lakhs above that online payment / RTGS/NEFT

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.

GUIDE FOR BILLING AND PAYMENT PROCEDURES

Please note that all your inpatient billing payments are to be made only at the billing office. No other person is authorized to collect any payment from you.

INSURANCE PAYMENT

In case your payment is covered by a third party administrator (TPA), please contact the Corporate Help Desk, Extn - 6022 located in the front lobby next to admission counter, functioning from 8 AM - 8 PM, all days of the week providing guidance and the assistance that you may require.

During your stay at the hospital, if you have any concerns regarding Billing / Credit / Insurance, please feel free to contact our staff at the billing department Extn : 6529, 6685, 6022 & intercom : 1216

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. A weekly cyclic menu is offered to patients, which has a wide variety such as, South Indian, North Indian, Jain, Arabic, Bengali, and Continental menu.
- 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 patient 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 6am - 8pm and the last feed at 9pm. Liquid menu card is handed over to the patient on liquid diet, along with the first feed.
- All patients on therapeutic diets are given detailed diet counselling by the Dietitian on discharge and diet chart is handed over personally.
- When appropriate, patients and families are educated about food and drug interactions. (Eg. Acitrome or Warfarin).
- If you have any queries about your diet, you can speak to your dietitian over phone - Extn. 6637.

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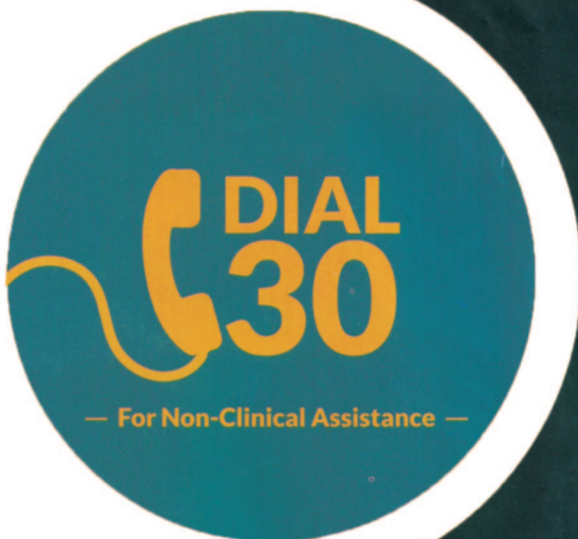
*As per The Week - A.C. Nielsen survey

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