

Under the Menu: Patient Experience

1

While clicking on

SERVICES AVAILABLE ON 24/7 BASIS AT THE HOSPITAL

Display the following information:

Available Services	Location	Contact Number
Emergency Department	In the Ground Floor of the Cardinal Block	9895756164 (To be used only for matters regarding the Emergency Department)
Gynecology Emergency Department / Labor Room	In the 6 th Floor of St. Augustine Block	0484-2402044 (To be used only for matters regarding the Emergency Department of Gynecology)
Hemodialysis Department	In the Ground Floor of St. Antony Block	
Radiology & Imaging – LIRRIS	In the Ground Floor of the Cardinal Block	9846057184 or 0484 2402044 with the following extensions: 5200, 3100
Pharmacy	In the Ground Floor of St. Augustine Block	
Laboratory Services	In the 3 rd Floor of St. Augustine Block	
Public Relations Services	In the Ground Floor of the Cardinal Block	9895756164

2

While clicking on

REGISTRATION PROCESS & ADVANCE BOOKING

The following page is displayed:

General Information regarding Registration and Advanced Booking

Location: St. Augustine Block, Ground Floor

Advance Booking Direct Number: 0484 2401141

You can also call 0484 2402044 and when asked for extension number, dial either of the following extension numbers: 5034, 5032, 5027

Validity of Patient Registration

All patient registrations are considered as lifetime registration. All consultations are valid for free for a period of 30 days for 2 visits for same doctor.

Available options for Booking

	Booking Counter (Reception)	Waiting (OP area Ground Floor)	Registration Counter	Patient Management Desk
Walk-in Patients (New) Booking at Hospital	✓ (starts at 6.45 am every day; get the token number; get the registration form to be filled before reaching the registration counter)	✓ (Wait for the token number to be called on information screen)	✓ (Payment is done; Receipt is received; MRD card is given; Token number for consultation is given)	✓ (Wait for the consultation token number to be called on the information screen)
Walk-in Patients (Review – No Payment) Booking at Hospital	✓ (starts at 6.45 am every day; get the token number)	✓ (Wait for the token number to be called on information screen)	✓ (MRD card is shown at Registration counter; get the non-payment receipt with token number for consultation)	✓ (Wait for the consultation token number to be called on the information screen)

Walk-in Patients (Review – With Payment) Booking at Hospital	✓ (starts at 7 am every day; get the token number)	✓ (Wait for the token number to be called on information screen)	✓ (Payment is done; Payment receipt is received with token number for consultation)	✓ (Wait for the consultation token number to be called on the information screen)
Advanced Booking over Phone for a new patient			✓ (Payment of Advanced booking and Registration are done; Receipt is received; MRD card is given; Token number for consultation is given)	✓ (Wait for the consultation token number to be called on the information screen)
Advanced booking over phone for review patient (No Payment)			✓ (MRD card is shown at the counter; Payment of Advanced booking is done; get the receipt with token number for consultation)	✓ (Wait for the consultation token number to be called on the information screen)
Advanced booking over phone for review patient to (Without payment)			✓ (MRD card is shown at the counter; Payment for both Advanced booking and Registration are done; Receipt is received; Token number for consultation is given)	✓ (Wait for the consultation token number to be called on the information screen)

Select the Booking Option you are planning

Are you a Walk-in Patient (New) Booking at directly at Hospital?

Are you a Walk-in Patient (Review – No Payment) Booking directly at Hospital?

Are you Walk-in Patients (Review – With Payment) Booking directly at Hospital?

Are you planning to do Advanced Booking over Phone as a new patient?

Are you planning to do Advanced booking over phone as a review patient (No Payment)?

Are you planning to do Advanced booking over phone as a review patient (Without payment)?

Are you being brought to the Emergency Department for registration?

When clicked on “**Are you a Walk-in Patient (New) Booking at directly at Hospital?**”, the following is displayed:

Guidelines for Registration of Walk-in patients (New) directly at the Hospital

1. The patients need to collect a token at the enquiry counter in the reception. New patients need to collect the registration form as well from the enquiry counter.
2. The walk-in patients with token in hand need to wait at the ground floor waiting area until their token number is called on the information screen.
3. The new patients, when their token number is called, need to go to the registration counter with the registration form already filled.
4. The registration counter staff will enter the details provided in the registration form into the appropriate module.
5. The patient pays for registration and gets the receipt and MRD card along with token number for consultation.
6. The Registration once done is valid for one month. It includes one free visit and one lab report visit within 10 days of the registration.
7. If the Registration card issued is lost or spoiled, a duplicate Registration card will be provided at an additional fee of Rs 20/-
8. When the registration process is completed, the patient waits in front of the Patient Management Desk for his consultation number is displayed on the information screen.
9. When the number is displayed on the screen, patient needs to go to the Patient Management Desk for further directions.

When clicked “**Are you planning to do Advanced Booking over Phone as a new patient?**”, following is displayed:

Guidelines for Registration of a new patient booked using the Advance Booking Facility

1. The patient booked in advance need to come to the hospital only at the given time slot by the operator.
2. Once reach the hospital, the patient needs to go directly to the Registration counter without taking the token from the Reception.

3. The patient gives all the details to the staff at registration counter. The registration counter staff will enter the details into the appropriate module to generate the registration number.
4. The patient pays for advanced booking & registration and gets the receipt and MRD card along with token number for consultation.
5. The Registration once done is valid for one month. It includes one free visit and one lab report visit within 10 days of the registration.
6. If the Registration card issued is lost or spoiled, a duplicate Registration card will be provided at an additional fee of Rs 20/-
7. When the registration process is completed, the patient waits in front of the Patient Management Desk for his consultation number is displayed on the information screen.
8. When the number is displayed on the screen, patient needs to go to the Patient Management Desk for further directions.

When clicked “**Are you a Walk-in Patient (Review – No Payment) Booking directly at Hospital?**”, following is displayed:

Guidelines for Registration of Walk-in patients coming for Review (No Payment)

1. The patients need to collect a token at the enquiry counter in the reception.
2. The walk-in patients with token in hand need to wait at the ground floor waiting area until their token number is called on the information screen.
3. When the token number is called, he needs to go to the registration counter and produce the patient card.
4. He gets a non- payment receipt with token number for consultation
5. When the registration process is completed, the patient waits in front of the Patient Management Desk for his consultation number is displayed on the information screen.
6. When the number is displayed on the screen, patient needs to go to the Patient Management Desk for further directions.

When clicked, “**Are you Walk-in Patients (Review – With Payment) Booking directly at Hospital?**”, following is displayed:

Guidelines for Registration of Walk-in patients coming for Review (With Payment)

1. The patients need to collect a token at the enquiry counter in the reception.
2. The walk-in patients with token in hand need to wait at the ground floor waiting area until their token number is called on the information screen.
3. When the token number is called, he needs to go to the registration counter and produce the patient card.
4. He pays for the review & advanced booking and gets a payment receipt with token number for consultation

5. When the registration process is completed, the patient waits in front of the Patient Management Desk for his consultation number is displayed on the information screen.
6. When the number is displayed on the screen, patient needs to go to the Patient Management Desk for further directions.

When clicked, “**Are you planning to do Advanced booking over phone as a review patient (No Payment)?**”, following is displayed:

Guidelines for Registration of patients coming for Review (Without Payment) booked in advance

1. The patient booked in advance need to come to the hospital only at the given time slot by the operator.
2. Once reach the hospital, the patient needs to go directly to the Registration counter without taking the token from the Reception.
3. He shows the MRD card, pays for advanced booking and gets a receipt with token number for consultation
4. When the registration process is completed, the patient waits in front of the Patient Management Desk for his consultation number is displayed on the information screen.
5. When the number is displayed on the screen, patient needs to go to the Patient Management Desk for further directions.

When clicked, “**Are you planning to do Advanced booking over phone as a review patient (No Payment)?**”, following is displayed:

Guidelines for Registration of patients coming for Review (with payment) Booked in advance

1. The patient booked in advance need to come to the hospital only at the given time slot by the operator.
2. Once reach the hospital, the patient needs to go directly to the Registration counter without taking the token from the Reception.
3. Patient pays for review & advanced booking and gets payment receipt with token number for consultation
4. When the registration process is completed, the patient waits in front of the Patient Management Desk for his consultation number is displayed on the information screen.
5. When the number is displayed on the screen, patient needs to go to the Patient Management Desk for further directions.

When clicked “**Are you being brought to the Emergency Department for registration?**”, following is displayed:

Guidelines for Registration of ED patients

1. In case of patients needing emergency attention they shall be immediately brought to the emergency department.
2. The bystander is directed to the bill counter in the emergency department from where he/she gets the registration card.
3. The bystander fills up the registration form and the operator enters the complete details of the patient in the system.
4. A registration number is generated and the attendant pays for the registration.
5. The receipt and the registration card is given to the attendant

3

While clicking on

CASHLESS INSURANCE SERVICES

Display the following Page:

CASHLESS INSURANCE SERVICES

Kindly bring the following documents at the time of admission:

1. Medical Records Department Card (MRD No)
2. Identity Proof: AADHAR CARD / PAN CARD / DRIVING LICENSE /ELECTION IDENTITY CARD
3. TPA Card / Policy Documents

Cashless Third Party Insurances Available

1. Star Health Insurance
2. E-Meditek
3. Dediacted Haelth Care
4. Family Health Plan
5. Future Generali
6. Good Health Plan Ltd
7. HDFC ERGO
8. Health India
9. ICICI Lombard
10. ICICI Prulife
11. Max Bupa
12. MD Assist India
13. Medi Care
14. Raksha TPA
15. Reliance

- 16. Religare
- 17. United Health Care
- 18. Vidal Health (TTK)
- 19. Vipul Med Corp

3

While clicking on

VISITING TIMINGS

Display the following Page:

VISITING TIMINGS

Applicable to everyday including holidays

Morning Session: 6 am to 8 am

Noon Session: 12 noon to 2 pm

Evening Session: 5 pm to 7 pm

4

While clicking on

ADMISSION POLICY

Display the following Page:

ADMISSION POLICY

Admission Policy for Elective Admissions

1. Admission Desk is situated at the ground floor of St Augustine's Block
2. Admissions are accepted 24X7 irrespective of holidays based on the services provided in Lisie Hospital and based on the availability of the beds.
3. All patients shall make necessary financial arrangements (advance payment) prior to admission. Minimum 70% of the estimate.
4. Admissions from Monday to Saturday are done from 9.30 am to 6.30 pm through the Admission desk situated in the ground floor of St Augustine's Block.
5. Admissions from Monday to Saturday from 6.30 pm to 9.30 am next day are done through the EMD PRO situated at the entrance of the Emergency Department situated in the ground floor of the Cardinal block.
6. Admissions on Sunday and other holidays is done through the EMD PRO situated at the entrance of the Emergency Department situated in the ground floor of the Cardinal block.
7. Patients who need immediate care will have the precedence in admission over other patients.
8. The PRO shall provide an estimate of the costs of the procedures where expected LOS is known. This estimate is subject to variation due to the length of surgery, number of days spent in the ICU, change treatment regime etc.

Policy for Admissions through Emergency Department

1. ED is situated in the ground floor of the Cardinal block.
2. Emergency admissions are accepted 24X7 at the ED
3. Since the admission through ED is not planned, provision of bed upon admission might take some time.
4. Patient admitted shall be shifted to the room/ward along with a ward boy.
5. Patients who need immediate care will have the precedence in admission over other patients.
6. The PRO shall provide an estimate of the costs of the procedures where expected LOS is known. This estimate is subject to variation.
7. While admitted to the ICU, it is the bystanders' responsibility to safeguard the valuables of the patients.
8. When a patient comes to the ED and beds are not available in any category, the patient shall be sent to the nearest and suitable hospital of the choice of the patient after stabilizing her in our ED.

5

While clicking on

CATEGORIES OF BEDS

Display the following Page:

CATEGORIES OF BEDS

- Suite Room
- A/C Rooms
- Non A/C Rooms
- Sharing Rooms
- General Ward

6

While clicking on

RESTRICTIONS WITHIN THE HOSPITAL PREMISES

Display the following Page:

RESTRICTIONS WITHIN THE HOSPITAL PREMISES

1. Children below 12yrs of age are not allowed to visit the patient.
2. Entry to patient room/ward is strictly on the basis of Attendant/Visitor Pass.
3. Visitors' Pass will be issued at the time of admission
4. Smoking and drinking (alcohol) in the hospital are criminal offences and such are strictly prohibited.
5. Violence against medical, paramedical, other hospital staff and damage to hospital property are punishable offences.
6. Photography & Videography using any devices including camera and mobile phone is strictly prohibited in hospital premises.

7

While clicking on

CONFIDENTIAL SUGGESTION FORM

Display the following Page:

CONFIDENTIAL SUGGESTION FORM

1. Suggestion forms will be provided to the inpatients in their rooms by the Medical Social Workers. It will be available in the nursing stations in each floor.
2. You can also give your candid observation about the service rendered by the hospital and please put it in the suggestion box kept near Nursing stations in wards or to the Medical social worker.
3. Your valuable suggestions & complaints will go a long way in improving our services further.

8

While clicking on

HEALTH CHECKUP SCHEMES

Display the following Page:

HEALTH CHECKUP SCHEMES

General Information

St. Augustine Block, Ground Floor (corridor between and C and D lifts), Mob: 9497713386,5099 (Monday to Saturday from 9 mam to 5 pm. Calls besides this time shall not be attneded)

Kindly contact Health checks department for any kind of help.

Preventive health checks schemes provided by the hospital

1. Child Health checks
2. Basic Health Checks
3. Executive Health Checks
4. Complete Health Check up for Men
5. Complete Health Check up for Women
6. Holistic Health Check up for Men
7. Diabetes Health Checkup
8. Pre Employment Check up

9

While clicking on

BILLING AND DISCHARGE

Display the following Page:

BILLING AND DISCHARGE

1. Billing cycle is from 12 midnight to 12 midnight, subject to a minimum of one day rent. However on the day of discharge if the patient vacates the room by 2 pm, no room charges shall be levied for that day. In case patient vacates by 6 pm, half day room charge shall be levied and beyond 6 pm, full day charge will be levied. The discharge time is subject to the time taken for discharge summary to be signed by the concerned doctor, payment of the discharge bill etc. These can vary depending on the days when the doctor is doing OP or cases in Theatre or any unexpected things. Hospital cannot assure a fixed time for the provision of discharge summary. It is only at the presentation of paid discharge bill at the admitted nursing station, the discharge summary will be provided to the patient and the discharge process gets completed.
2. Payments are to be made in advance and whenever intimation for advance deposit is given to the patient bystanders, they need to pay immediately.
3. Cash will be accepted up to Rs 2 lakhs only during one admission to discharge period. All payments of Rs 2 lakhs and above shall be made by the way of transfer to the account of the Lisie Hospital by way of RTGS/NEFT/IMPS or any other approved method of transfer. Swiping of cards can also be made. Repayment of excess amount remitted will be made through the credit of party's account only. For this purpose, patient/bystander shall provide IFS code, Account number and name of bank and branch etc at the bill counter while settling the final bill.

4. For any problems regarding billing, please contact Billing in-charge or Senior Manager Finance.

10

While clicking on

PARKING FACILITY

Display the following Page:

PARKING FACILITY

1. At present there are two pay and park facilities near the hospital. They are located along the Spices Road and ...Road near the old OP.
2. The parking fee is Rs 20 from 6 am to 10 pm and Rs 30 from 10 pm to 6 am.
3. The hospital provides free parking for the patients coming to the Dialysis Unit. This provision is subject to the free parking lot at a given time.
4. Drive-in patients are given a slip by the security staff while they drop the patient at the drop-in bay in front of the reception of the hospital. The drivers with this slip will have priority in the above mentioned parking lots.

11

While clicking on

MAY I HELP YOU VOLUNTEERS

Display the following Page:

MAY I HELP YOU VOLUNTEERS

1. May I Help you desk is located in front of the Registration counter in the ground floor of St Augustine Block.
2. The volunteers shall be available to help the OP patients from 7.30 am to 12.30 pm
3. Their help includes to help the patients to locate different counters in OPD, pharmacy, laboratory, X-Ray, ECG, ultrasound etc; to assist in filling different forms; to inform about the OP days and time of doctors.

12

While clicking on

FOOD SERVICES

Display the following Page:

FOOD SERVICES

Lisie Diner, the main dining area is located near the adoration chapel and is accessible easily from all the three blocks. A Cafeteria is situated at the OPD on the ground floor of St Augustine Block and a second cafeteria is situated in the corridor that leads to the St Antony's Block from the Emergency Department.

Timings of the Food services

Inside the Lisie Diner	6.30am to 10.30 am 11.30 am to 3.00 pm 3.30 pm to 6.00 pm 6.30 pm to 9.00 pm
Room Service	6.30am to 7.30 am 11.30 am to 12.30 pm 3.00 pm to 3.45 pm 6.00 pm to 7.30 pm
Cafeteria at the OPD, Ground Floor, St Augustine Block	8.00am to 5.00 pm
Cafeteria near Emergency Department	5.00am to 7.00 pm

13

While clicking on

FOOD SERVICES

Display the following Page:

PASTORAL CARE SERVICES

Services provided by the Pastoral Care team of the hospital to the individual patients

Holy Communion	Inform the nursing staff
Confession	Inform the nursing staff
Prayer before Surgery	Regularly provided even without request
Counseling	Inform the nursing staff

Holy Mass

1. Timings during weekdays: 6.00 am and 7.00 pm
2. Timings on Sundays: 6.00 am, 8.00 am and 6.00 pm
3. The patients can participate in the Holy Mass in their rooms via TV by selecting the Lisie Vision channel at number 882 on their remote controls.

Adoration

There is an adoration chapel open from 6.45 am to 6.45 pm every day. It is located in front of the Lisie diner.