



PATIENT GUIDE BOOK

Compassion, Care & Cure

We wish you a safe stay at Salya Hospital. Our endeavour is to provide you with health care services that match the highest quality standards in medical and nursing care.



Salya Hospital managed by Pure Health has been built with the sole purpose of providing world class health care to the residents of the area and surrounding towns and villages. The objective is to bring in new standards of medical care and treatment thereby raising the health standards and offering beneficial options of betterment.

This booklet contains information about the hospital, the various services being provided, the rules and regulations, and all other data which may prove useful for the patient and his relatives and well wishers.

We look forward to being of help to you whenever you need us.

Wishing you health and happiness



Vision

Salya Institute of Medical Science Managed by Pure Health Hospital & Medical Center Pvt. Ltd. will offer a ray of hope to the needy by providing improvements in people's welfare and a panacea of healthy living, besides, providing employment to India's burgeoning talent.

Mission

To deliver a state-of-the-art healthcare facility which provides an outstanding care experience that meets the unique needs of each and every patient from the region and entire state of India.

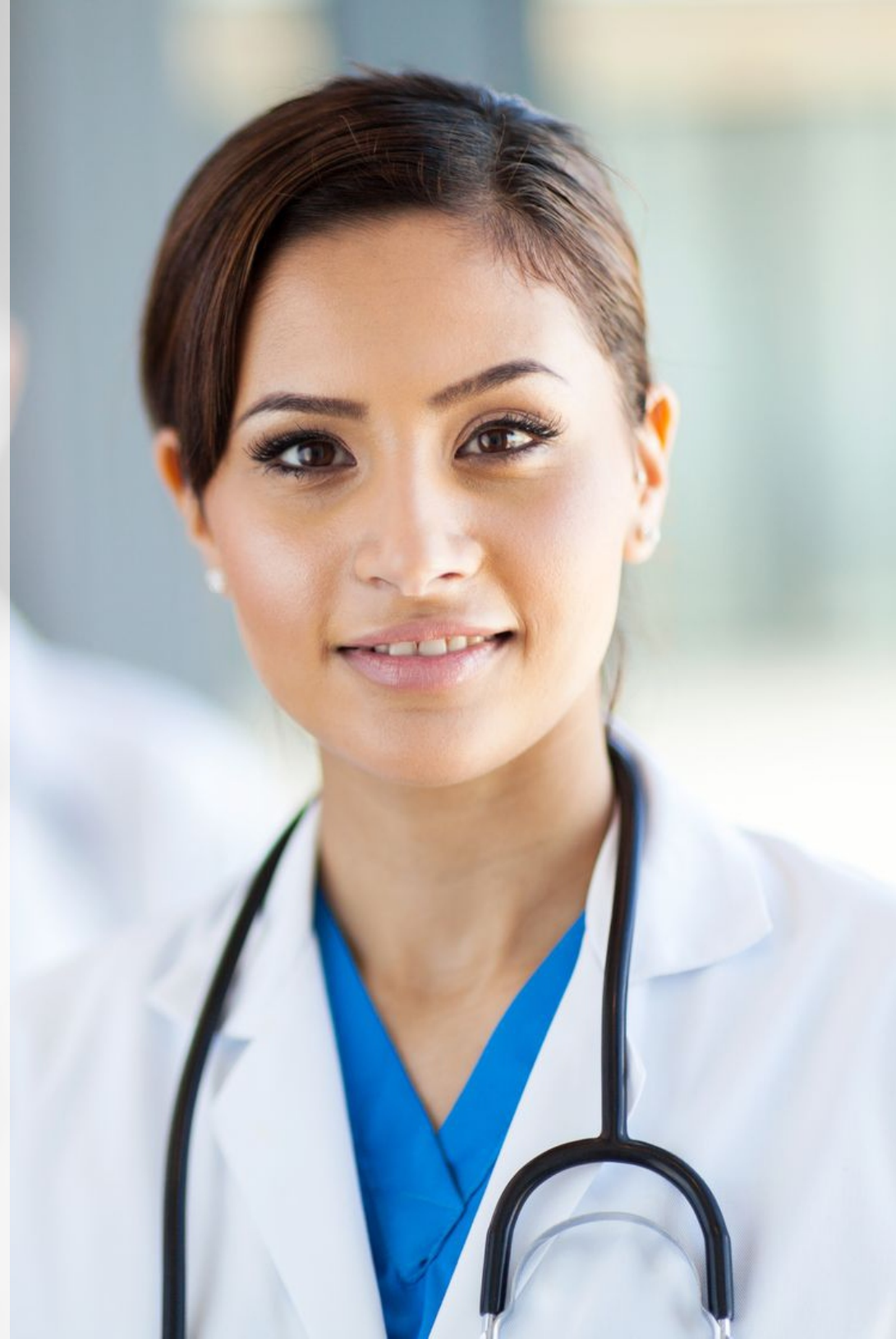
Objective

To deliver best Quality in Healthcare based on International Standards

Core Values

Be Healthy Be Happy:

To provide best health value to all.





Scope of Services

24/7

Emergency Ward

Intensive Care Unit

Ambulance Services

Pharmacy

Pathology

Diagnostic Radiology, X-Ray and Ultrasound

General Medicine

General Surgeries

Neuro Physician

Laparoscopy Surgeries

Vascular Surgeries

Ortho Surgeries (THR, TKR)

Endoscopy

Dialysis Unit

Operation Theater

CSSD

Urology

Burns Unit

OPD

Oncology

Pediatrics

Emg. OBS / Gynaec

Physiotherapy

Dental



Patient Rights

- To receive medical services without discrimination based on race, colour, religion, national origin, gender, sexual orientation and disability
- To receive timely emergency care at hospital regardless of one's ability to pay
- To be well informed about illness, treatment, outcomes & cost in his own language
- To expect courteous & professional services in a timely manner from all hospital personnel
- To obtain information regarding scope of services, consultant's name and room charges as per his financial condition
- To refuse treatment and DAMA (Discharge Against Medical Advice)
- To have two visitor passes; one to stay with patient and the other for visitors
- To peaceful, safe, clean, properly ventilated & lighted environment required for speedy recovery
- To get nutritious & healthy diet as ordered by his consultant without any outside food
- To get diet education for preventive health care
- To get privacy & confidentiality of his health information & to receive copy for his/her medical record after paying nominal charges in MLC cases
- To report & complain about any hospital employee & consultant for unprofessional conduct
- To get copy of discharge care & follow up care summary

Patient Responsibilities

- To obey all hospital rules and regulations
- To report a complete medical history and information pertaining to his health
- To face consequences if he refuses any treatment or does not follow physicians' orders
- To decide billing class chosen on admission as per the financial affordability and assure that the financial bills of hospital care are paid on day to day basis
- Not to bring any outside food without prior authorization.
- In all accident cases, hospital decides MLC status. Patient will not receive original film of CT-Scan, MRI, X-ray and Sonography
- To follow the treatment plan recommended by his consultant
- Discharge may take a minimum of 3 hours. Patient co-operation is necessary
- No outside food is allowed in this hospital. Only food recommended by hospital dietician will be served
- You will be served food as prescribed by your doctor. If you have any special diet or food need, inform your consultant/dietician because kitchen will send you the food as ordered by your doctor. There will not be any service for relatives and visitors in the room
- The service sequence will be as follows : morning tea, breakfast, soup, lunch, tea, evening soup, dinner, health drink
- Hospital dietician will visit you once a day to get your feedback and discuss your diet plan
- Room service other than regular patient diets will not be provided. You can purchase snacks, juices, tea and coffee for visitors and patients from our canteen on ground floor and that will be allowed to be taken to the patient's room
- Mobile snacks service is available on the floor twice a day for your convenience.

Ground Floor



Ambulance Department

Ambulance services are available 24/7.

**Pick up from home
or outside hospital for MRI/CT Scan**

Emergency Department



Open 24x7 emergency room manned by experienced staff to take care of all emergencies.

For admissions : If you have a consultant of your choice then we admit under him. Otherwise you will be admitted under our full time hospital consultants.



Billing Department

Courteous billing staff assists you in all the admission and discharge matters.

Ground Floor

Insurance/ TPA



We are on the preferred hospital network of several insurance companies.
(list available at the billing desk/back office)



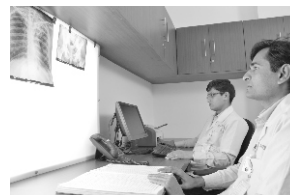
Administrative Block

All key administration offices; Medical Director, Hospital Administrator, Medical Administrator and Nursing Director available to make your stay comfortable.

Pharmacy



Open 24/7 with genuine branded medicine.



Radiology Department

Services available 24/7. The department is well equipped with latest machines.

Ground Floor

Pathology Department



Services available 24x7.



Out Patient Department

Out Patient Department is open between 8am and 8pm. Kindly book an appointment with our appointment booking team before you visit to confirm doctor timings. Available services include health check up, EEG, EMG, JMT, ECG and bone densitometry.

Cafeteria



Delicious and healthy food available for relatives and attendants.



Medical Records Department (MRD)

Patients' records after discharge are available with MRD department. Timing 9 am to 6 pm.

Ground Floor



ICU

Fully equipped with latest equipments and 24 hours under supervision by well trained staff.

Dialysis UNIT



Isolation ICU



First Floor

General Ward

Semi Ward

Special Ward

Deluxe Room

Super Deluxe Room

Suites

IT Department

Administrative Block

Directors Cabin

Room Categories

GROUND FLOOR

CLASS	ROOM NO.	NO. OF BEDS	FACILITIES
EMERGENCY	101-102	2	We can handle all types of emergency with all modern equipments
ICU	103-106	4	Ventilator, multipara monitors, infusion pump, syringe pump and all modern equipment related to ICU
ISOLATION ICU	107	1	All above facility and maintain negative, positive pressure
LABOUR HOLDING	108-109	2	Oxygen, suction, centralised A.C.
RECOVERY ROOM	110-115	6	Oxygen, suction, centralised A.C. + all facility like ICU
O.T.	COMPLEX	3 (2 Major + 1 Minor)	2 major + 1 minor O.T. setup with high profile & standard medical equipment
LABOUR ROOM	1	1	All types of Gynaec procedures to be done with standard medical equipments
NICU	WHOLE UNIT	5	Pt. warmer + dual photo therapy and with all standard medical equipment
DIALYSIS		3	All facility as per dialysis setup

FIRST FLOOR

SUITE ROOM	201	1	Oxygen, suction, centralised A.C. + luxurious facility
DELUXE ROOMS	202	1	Oxygen, suction, centralised A.C. + luxurious facility
DELUXE ROOMS	203	1	Oxygen, suction, centralised A.C. + luxurious facility
GENERAL BEDS	204-207	4	Oxygen, suction, centralised A.C.
GENERAL BEDS	208-212	5	Oxygen, suction, centralised A.C.
SEMI SP ROOMS	213-214	2	Oxygen, suction, centralised A.C.
SEMI SP ROOMS	215-216	2	Oxygen, suction, centralised A.C.
GENERAL BEDS	217-222	6	Oxygen, suction, centralised A.C.
SEMI SP ROOMS	223-224	2	Oxygen, suction, centralised A.C.
GENERAL BEDS	225-228	4	Oxygen, suction, centralised A.C.
SEMI SP ROOMS	229-230	2	Oxygen, suction, centralised A.C.
SEMI SP ROOMS	231-232	2	Oxygen, suction, centralised A.C.
SPECIAL ROOM	233-237	5	Oxygen, suction, centralised A.C. + luxurious facility

for any complains please contact PRO at billing department
Please mention the rooms and other details

Room Services for your Care

1. Food and beverages

- The diet is an integral part of your medication. Our nutritionists, in association with your doctor, will assess your diet needs and specify diet instructions. You are advised to follow the instructions specified by them for speedy recovery.
- Religious sentiments of the patients will be considered while deciding on the diets. Kindly inform the dietician of the same.

You will be given choices for Breakfast, Lunch & Dinner.

Food from outside source is prohibited

Our service timings are :

Bed Tea / Coffee	06.30am – 07.00am
Breakfast	07.30am – 08.30am
Juice / Soup	10.00am – 10.30am
Lunch	12.30pm – 01.30pm
Evening	
Tea with Light Snacks	04.00pm – 04.30pm
Dinner	07.30pm – 08.30pm
Milk	09.00pm – 09.30pm

Any other order besides these services will take 45 minutes from the time of order and will be charged separately, please contact room service.

- Please feel free to discuss any doubt regarding your diet with your dietician.
- Once a diet has been designed for your specific needs we do not advocate any change in quantity or otherwise, it may prove detrimental to your health.
- Diet counseling : If you wish to consult on any nutritional or diet related matter, please contact our Dieticians between 09.00 am to 5.30 pm.



2. House keeping

- Housekeeping Department will look after the cleanliness and hygiene of your room. Your room will be cleaned twice daily.
- The housekeeping desk can be contacted for change of linen, additional cleaning etc.
- Newspaper is provided for patients in private & above.
- Kindly avoid flushing any materials like cotton bandages, sanitary napkins etc. in toilet.
- Guest laundry services are available on payment.

We solicit your cooperation and support in keeping your hospital clean. You are requested not to chew betel leaf / betel nut / smoke or consume alcohol in the hospital premises.

3. Visitor's information

One attendant is allowed per patient in the room. It is mandatory to carry the attendant pass issued at the time of admission. The attendant should vacate the room / ward when the patient is shifted to OT / ICU.

4. Guest Services

Attendants and all other visitors can also buy meals and refreshments from the hospital food court, located at main entrance gate.

5. Entertainment

Private rooms & above are provided television with cable TV connection. There is a choice of programs in various languages.

6. Additional Services

Fax, Internet, Xerox facility is available. **(Charges Apply)**

For your convenience Bank ATM facility available in the hospital premises.

Telephone : This service is chargeable. You can make STD / ISD / Local calls while you are in the hospital, the amount will be included in your final bill. (This amount is not covered under insurance)





Patient Privileges

1. On admission, admission form should be filled with patient's date of birth, room category selected and an identity proof of the patient. In case you don't have one at the time of admission kindly arrange by next day
2. Patient check out time on discharge is 2 pm. If the patient stays in hospital after 2 pm next day charges will be automatically charged in your bill
3. In case of payment by cheque, patient or his relatives have to give the name and approval of a guarantor
4. Surgery : Kindly contact billing personnel to guide you for surgical estimates. Surgery charges will include surgeon's fees, OT usage, anesthesia and other services (if any). Thus kindly reconfirm your proper estimated amount before surgery from billing department
5. Excess deposit refund : Refund will be given only between 9am and 6pm (Monday to Saturday) and not on public holidays and Sundays.
In case of deposit/refund kindly submit previously paid all original deposit receipts along with copy of photo id proof. (any refund more than Rs. 10,000 will be made by cheque)
6. Patient's relatives will be issued 2 visiting passes. During visiting hours relatives without passes will not be allowed to go upstairs. Kindly carry them with you to avoid any inconvenience and breach of security protocols. Such restrictions are in the best interest of the patients to avoid infections and to facilitate functioning of healthcare workers
7. Please insist your relatives to see patient in visiting hours only. Any untimely visit will not be permitted as it affects the quality of care
8. Food services
 - a) Outside food is not allowed
 - b) Hospital will provide patients food as recommended by the doctor and dietician and the same will be served as per the following schedule
Morning tea 6 am, breakfast 7.30 am soup 11 am, lunch 12.30 pm, evening tea 3.30 pm, soup 5.30 pm dinner 7pm and milk at 10 pm
9. Hospital has 3 types of eating places (kindly fill details)
10. Children below 16 years are not allowed as visitors in the hospital as children are vulnerable for catching infection
11. Please report any non cooperative unsatisfactory service from any staff. You are free to enter your complaints in feedback form or report to any of the following authorities
 - a) Nurse in charge on your floor
 - b) Hospital/ Medical administrator
 - c) Medical director



Patient Care & Treatment

1. Patient care and Treatment

Your care and treatment in this hospital will be based on the best and most recent advancement in healthcare. As an inpatient, you will have a team working together to assure that you receive the finest care available. You and your family members are the most important part of this team. We encourage you to ask questions and offer your opinions in your treatment and care. If you have any concern about your care, we encourage you to contact your Medical Officer or the nurse in-charge in your respective area.

2. Consent to Treatment

While you are in hospital, doctors will explain any proposed treatment to help you to decide whether to agree to it or not. We must by law obtain your written consent to any operation and any other procedures (including investigations). There are duty doctors on each floor who will explain in the language which you understand the risks, benefits and any other alternatives. We encourage you to ask questions.

You will then be asked to sign a consent form. If you have doubts regarding your treatment proposed please speak to your treating consultant. Some procedures do not require formal written consent, but staff will explain all the risks, benefits and alternatives before asking for your verbal consent.

3. Diagnostic Tests

During your stay you might have to undergo various tests to find out more about your condition.

The attending staff will arrange your test at a convenient time.

4. Medical Information

Whenever you come to hospital, we will ask you for some information, which is relevant to your care.

Please tell staff if you :

- a) Have an allergy to any specific medicines or foods
- b) Have been taking any medicines.

5. Preparation before surgery

- a. Things to tell

If you let your care provider (doctor / nurse) know these things they can take better care of you :

- How to contact your family
- Foods you do not like or food allergies
- Any unusual allergies to medicines or tests
- Eye or hearing problems
- Who will be with you at home after surgery
- Whether you are on any blood thinner for example :
Aspirin or Ceruvin

b. Consent Forms

You or your relative has to sign the Consent Form prior to the surgery or procedure.

c. Pre-Anesthetic Check (PAC)

PAC will be done prior to your surgery by a qualified anesthetist to ensure that you understand the procedure to be undertaken and the likely postoperative course.

It basically involves assessment of the general medical status and fitness for anesthesia.

Careful assessment is fundamental to the success of surgery and minimizes cancellation to unsuitable patients on the day of surgery. It is important to ascertain that the patient understands constraint on activities after general anesthesia, and that is made clear prior to surgery.

6. Preparation on the day of surgery

a. Nil by mouth (NBM)

The reason for this NBM is to prevent you from vomiting during anesthesia administration, which may then cause complications during surgery. Fasting periods are six hours for food and two hours for clear fluids before you surgery. However, if you drink tea / coffee, then semi skimmed milk is recommended rather than full cream milk.

These guidelines are for patients having a general anesthesia. Patients who are having surgery under local anesthesia are allowed to eat and drink as normal. If your mouth gets too dry, you can rinse it with water but DO NOT SWALLOW IT.

b. Things for your family to ask

Your family should ask for the following information from your nurses before you go to the operating room :

- The time of surgery
- Waiting place for your attendants while you are in surgery
- Progress reports – who will give them and how often
- Your location after surgery
- Items you can have in intensive care, if you are shifted there
- What is to be done for your clothing, glasses, hearing aid, dentures etc?

c. Things done to your body

There are few things, which might be done to your body like removing body hair, cleaning the skin with betadine, removing nail polish and cleaning the lipstick etc.

d. What to wear

On the day of surgery you should wake up early take a shower, shave your face (men) and brush your teeth. You will be given a gown to wear to the operating room.

You will be asked to remove dentures, hairpins, jewelry, hairpieces, nail polish, make up including lipstick, contact lenses, artificial body parts and all undergarments.

e. Shift to the Theatre

You will be wheeled into the theatre on stretcher / wheelchair accompanied with your nurse on the scheduled time and day.

After you leave the room, your family should take your things and go to the waiting room. You may not be returning to the same room after surgery. Your relatives may accompany you till the preparation room and then shall be requested to leave. We do this to prevent infection and expect you to support us in doing so.

f. Anesthesia and Administration

Your anesthetist, as a part of his anesthetic technique, may ask you to breathe oxygen through a mask and tubing for approximately two minutes. Although this is sometimes claustrophobic, it is an important part of your anesthesia. You may feel more comfortable holding the mask on your face.

Your anesthetist is always with you throughout your surgery and will wake you up at the end of the procedure. The time you are kept asleep is determined by the length of time your procedure takes.

When your operation gets over, you will be transferred to the recovery room where you may take some time to wake-up before you return to the ward. Anesthesia often causes amnesia so you may not remember anything of your visit to theatre.

DRIP :

You may have seen patients with bottles / bags of fluids connected to their arm either in hospitals you have visited or on television. This is known as “drip” there are a variety of reasons you may need a “drip” which will be determined and prescribed by a doctor. In theatres your anesthetist may prescribe a drip to maintain your fluid levels during surgery and throughout your postoperative period.

7. The instrument tables for the operating assistants will be set out with sterilized instruments. The operating area will be disinfected. Then you will be covered with a sterile cover.

The operating assistant assists the surgeon by providing support and ensure that operation runs smoothly. Every step of the surgery is well documented.

8. After the surgery

a. Length of stay in the Recovery Room

This depends on the type of surgery you have had, and the type of anesthesia. If you have had a general anesthesia you will be monitored for minimum of 20 minutes. If you are comfortable the team member caring for you will arrange for your shifting to the ward.

Each person responds differently to a general anesthesia.

If you have had an operation before and you are sick, tell the anesthetist when he/she comes to see you in the ward. Alternatively express your concerns to a team member if you have not seen the anesthetist.

Once in recovery we will make you as comfortable as we can, which may include anti-sickness medication.



b. Pain

Pain tolerance is an individual character. Everyone feels some pain after the surgery but the perceived magnitude of pain differs for each person. The first hours will be worst. Pain medicine will be ordered and given when needed. It lets you rest and move around with more ease.

Pain medication works best if you do not wait too long to ask for it. If you do not let your nurse know about your pain, he/she may think you do not have any pain.

c. Food / Drinks

This depends on the type of the surgery you are having. However, if it is a minor surgery and you feel thirsty while in recovery room, then sips of refreshing water will be offered to you. If you have had major surgery and are awake, then sips of water will be offered, provided you can take this without feeling nauseated. Then you will be allowed to continue to take small amounts of fluids. Taking in food depends on the surgery you have had, but your surgeon will be able to tell you.

d. Visit from your family after surgery

You family may be surprised when they see you after surgery, as you might look pale. You will begin to look better in just a couple of hours and will improve each day. They may touch you, hold your hands or kiss you. They may share greetings from family or friends, but visits should be very brief.

When your family goes back after seeing you, they should tell you and your nurse how they can be reached and when they plan to be back.

Depending on your recuperative abilities and the type of surgery you had, you will be shifted either to the ward or to ICU.

9. Additional Information

a. Visitors Guide

We know this may be a time when you want to be with your loved ones as much as possible.

Visitors are strictly prohibited in ICUs, OTs, Dialysis and Transplant Unit. Please remember that other patients may be wishing to rest or sleep during visiting hours. It is important for your visitors to be considerate towards other patients while they are visiting. You are requested to restrict the numbers of visitors.

Patient visitation by children is welcome. Provided it is beneficial to the patient and/ or children under the age of 12 visiting the hospital are accompanied by a parent or responsible adult at all times.

Visitors are restricted to 2 per patients at any time. Please keep conversation and activities in the hall way short. Being quiet outside patient's rooms is important to ensure the comfort of our patients & families. We thank you for assistance in maintaining a peaceful environment. Visitors pass at all times.

We honor privacy requests as long as our patients need them. If your loved one has requested to not be seen and this is difficult for you, please ask our staff members for support.

b. Food & Flowers.

Flowers may look attractive but they are also potential source of spreading disease. If flowers are bought in to the hospital, there are chances for growth of infection because of the insects, pollen grains and fragrance of flowers.

Food from outside is another source of spreading infection and hence strictly prohibited in this hospital. The patient is supplied with the diet prescribed by the doctor.

Please help the patients by refraining from bringing outside food and flowers.

c. Electronic Gadgets

Television with cable TV connections is provided in all patient and public areas of the hospital. As a policy we do not allow any patient's attendant to bring their personal electronic gadgets like DVD or music system etc.

d. Fire Safety

The hospital has regular fire drills to ensure patient safety and staff efficiency in the event of a real emergency. The sound of the fire alarm is often for drill purposes only; but always listen carefully to the instructions announced on the public address system. When you hear the fire alarm, the location will be announced on the public address system. Elevators in that area will be shut down. Please use fire exit staircases during any fire emergency. For your safety during a fire drill, please remain where you are.

As soon as the drill is over, "all clear" will be announced

If you notice any fire please dial your nearest Extension.

- e. Smoking and consumption of Alcohol
Salya hospital has a smoke-free environment.
Smoking is strictly prohibited within premises.
Similarly, the hospital policy strictly prohibits consumption of alcohol anywhere in the hospital premises.
- f. Photographs
Patients and visitors are requested not to take any photographs inside the hospital.
- g. Tips
As a service or organization, we wish to extend every courtesy to our patients. For this reason, the hospital employees have been instructed not to accept any tip or bribe. We appreciate your cooperation in maintaining this policy.

10. Discharge

When your doctor believes that you are fit to go home, he/she will inform you and indicate this in your medical record.

The Ward Secretary will inform you when your final bill is ready. You will have to go to inpatient billing department located in the main lobby on ground floor to settle the bill.

The billing department will give you a discharge intimation slip on settling the bill.

A copy of the discharge intimation slip has to be submitted to the Ward Secretary who will then give you discharge summary and investigation report. The entire process takes a minimum of 2 to 3 hours. So please plan your departure accordingly.

In case you require wheel chair/stretchers or ambulance service, please inform ward secretary for the same.

Please vacate the room at the earliest, as the other patients will require the facilities.

Kindly ensure to return the attendant's and visitors passes to the billing personnel.

a. Checklist to follow when leaving

Going home is a happy time for you, but still care to remember the following issues.

- Have you kept the copy of the hospital bill and all other papers given by your care takers? This will help you in filling your insurance claim.
- Have you checked the wardrobe, bedside furniture and bathroom for personal items?
- Have you received prescription from doctor and did you understand instructions?
- Have you booked a follow up appointment with your Doctor/Surgeon?
- Have you returned your feedback form with suggestions to ward secretary?
- Has your floor doctor informed you about your discharge medication? If not, please meet him before you leave.

11. Complaints, Queries, Suggestions

We welcome your views on our services to help us meet the patients' need. We hope that your hospital visit will be a pleasant one and our staff will do all they can to ensure that we meet your expectations.

Unfortunately, there may be times when our service does not meet your expectation, in those circumstances, we need to know so that we can put things right. If you have any complaint, compliment or suggestion about any aspects of our service, please approach Executive-Operations / Service Line Manager or any other hospital staff and they will attempt to resolve things at the earliest. We will give you a patient feedback form at the time of your discharge. This is an opportunity for you to voice your observations. Positive feedback is also requested in order to boost staff morale and increase productivity. We consider this feedback as an opportunity to improve ourselves.



Important Health Care Tips

1. Instruction to parents of newborn babies

These simple suggestions are intended to help you in caring and bonding with your newborn baby. Each child is an individual and no two babies are alike. So never compare babies. Give lots of love, warmth, food and cleanliness and your baby will grow to be happy and healthy.



a. Arrival of a new born baby

Arrival of a newborn baby is always a happy moment for parents. We believe in bonding of your family and hence strongly recommend the father to be available to witness the birth of the baby.

b. Vaccination

Vaccines are very important for your child. It protects your child against various dreaded diseases like Tetanus, Diphtheria, Pertussis, Polio, Measles, Hepatitis B, Haemophilus, Influenza type B (which causes Meningitis and Pneumonia) and Tuberculosis etc. Please ensure that your child gets immunized as per the extended program of immunization of WHO protocols (EPI). To know the newborn vaccinations schedule, please consult your pediatrician.

c. Clothing

Dress the baby according to the temperature. Do not over wrap the baby in hot weather. Dress the baby in comfortable and washable clothes which are easy to dress and undress.

d. Skin Care

Bathe every day using warm water and unscented white soap

e. Care of the navel

Keep the navel clean and dry. Leave it uncovered and apply surgical spirit generously once daily at the base.

f. Care of the breast of the nursing mother

Wash the breast each morning with soap and water.

g. Feeding

Sit in a comfortable posture and hold the baby in a comfortable position. Feed the baby according to schedule within limits of reason usually not more often than 3 hours. Do not wake the baby to feed. When he/she awakes and seems hungry, by all means give a feed.

h. Vitamins

Breast-fed babies and infants on certain formulas will require vitamin supplements. Ask your own doctor what vitamins he wishes your baby to receive.

i. Bowel Movements

A baby can be expected to have several stools a day and breast-fed infants will usually have bowel movements after each feeding. If the stools become more frequent and loose (watery) please inform your doctor for advice. The use of buttocks cream during the first few weeks will help protect your baby's skin from irritation.

j. Safety first

Never leave the baby alone on a bed or sofa or a table even for a second or even when you are in the hospital. Please alert your nurse if you are unable to supervise the infant.

k. Review

A baby needs to be reviewed by a pediatrician at 2 – 3 weeks of age. First visit is very important as your baby will be checked for a variety of conditions.

2. Pain Management

Many times patient experiences pain which with medicines can be controlled.

- Share with your doctor pain control methods that have worked in the past
- Tell your doctor of any allergy you may have to certain types of medicines
- Ask about side effects that may occur with treatment
- Tell your doctor what medicines you may be taking for your other health conditions as some pain medicines may react.



3. Bed sore management

Anyone who stays in bed, chair or wheelchair for a long time can get pressure sores – pressure ulcers or bed sores.

Pressure sores can be serious depending on how much the skin and skin tissues have been damaged. They usually develop over bony parts of the body that do not have much fat to pad them. Pressure sores are most common on the heels or on the hips. Other areas include the base of the spine, shoulder blades, back and side of knees, and back of head.

Do not lie on the sores. Use foam pads or pillows to take pressure off the sores. Special mattresses, covers or cushions can help support you in bed or in a chair to reduce or relieve pressure.

Keep the area clean by rinsing with salt water solution. Better nutrition will help in healing the sores faster.



Safe Medications

- Make a list of medications you take. Include the dosage and time schedule
- Keep medicines in their original containers/packing and always check before taking and follow instructions
- Do not take someone else's medication
- Keep all medicines out of reach of children and direct sunlight
- Keep the list updated
- Inform your doctor of all the medicines you take and of any medicine allergies whatsoever



Indoor Facilities

1. 60 bed multi super speciality hospital
2. State of the art facilities to treat specialty illnesses
3. 24 hours emergency services
4. Spacious and ultramodern ICU & NICU
5. Operation theaters and dedicated with highly advanced technology
6. Dialysis unit
7. Burns department
8. Orthopaedic department
9. Joint replacement department with computer technology
10. Gastro-enterology department with all endoscopes and endo-sonology
11. Provision for in house meals as prescribed by dietician

OPD Facilities

1. Full time consultants and honorary consultants
2. Complete health check up plans
3. Physiotherapy and rehabilitation department

Other Round the clock services

1. In house pharmacy
2. Ambulance with ICU facilities
3. Fully equipped pathology lab with fully Automatic Biochemistry Machine with electrolyte analyzer Immunoassay System, Blood Gas Analyser

List of Important Contact Numbers

GROUND FLOOR

Department Name	Extension No.	Department Name	Extension No.
Emergency	100	Superintendent	302
Emergency (Ambulance)	101	Pediatric OPD	303
ICU Physician	104	Gynaec OPD	304
OT - 1	109	Orthopedic OPD	306
OT - 2	110	Physiotherapy	308
NICU	112	Physician OPD	309
Help Desk (May I Help You)	114	Treatment Room	311
OPD Registration	115		
IP Admission	116		
TPA	117		
Hospital Fax (Ext. No.)	118		
Billing	119		
OPD Reception	120		
Canteen	128		
Pharmacy - 1	129		
Pharmacy - 2	130		
Pathology - 1	133		
Maintenance - 1	136		
Main Gate - 1	139		
Cafeteria	140		
House Keeping	141		
Billing	301		

FIRST FLOOR (ADMIN BLOCK)

DESIGNATION	Extension No.
In-charge - Medical Admin	207
Manager - Support Services	208
Nursing Station - 2 (1st Floor)	209
Suite Room Reception	212
Pantry	215
Nursing Station - 1 (1st Floor)	217
General Ward - 1	204 to 207
General Ward - 2	208 to 212
General Ward - 3	217 to 222
General Ward - 4	225 to 228

Speciality of Departments

PHYSICIAN

Blood Pressure, Diabetes, Jaundice, Thyroid, Liver & Lungs Disease, Fever (Typhoid Fever + Malarial Fever), Heart Failure, Poisoning Pts, Suicidal Cases, Snake Bite, Infectious Disease, HIV, TB, Dengue, Swine Flu, Paralysis

SURGEON

All Laproscopic, Bariatric (Weight Loss), Gastro & all Open Surgeries

ORTHOPAEDIC

Emergency & Trauma Care, Hip & Knee Replacement, Spine Surgeries, Arthroscopy & Sports Injury

PAEDIATRIC & NEONATAL

New Born Intensive Care Unit, Immunization Unit, Fever (Typhoid Fever + Malarial Fever), Jaundice, Abdominal Disease

NEPHROLOGY

All Kind of Kidney Diseases with Dialysis Unit

NEUROLOGY

EEG, EMG, NCV

GYNAECOLOGIST

Normal Delivery, LSCS, Hysterectomy (TAH, TLH), Infertility Treatment, Complete Obs. & Gyn. Workup of Pts. Routine ANC Care + Diet in Pregnancy + Exercise in Pregnancy

RADIOLOGY

• Body, Breast, Thyroid • Antenatal • X-Ray
• Digital X-Ray-Whole Body • Sonography
• Colour Doppler • Mammography • Bone
Densitometry • Carotid & Peripheral Vessel
Colour Doppler • Renal & Obs. Colour Doppler

CARDIOLOGY

TMT, 2D ECHO, ECG

PULMONOLOGY

All type of Lung Diseases With PFT & Bronchoscopy

PHYSIOTHERAPY

Massage and Exercise

BARIATRIC

For Weight & Fat Loss

PHARMACY

24x7 Pharmacy (In House Pharmacy)

AMBULANCE

24x7 ICU on Wheels with all Life Saving Equipment & Medicines

PATHOLOGY

All kinds of Lab Tests

24x7 SERVICE

Complete Body Profile Test, Widal, Dengue, Typhoid, Complete Urine & Stool Tests, Total Thyroid Profile, Total Cardiac Profile, LFT, RFT, Lipid Profile, Bld Gas Analysis, Ante Natal Profile

DVD & SKIN

All type of Skin Diseases with Laser Treatment

GASTROENTEROLOGY

Endoscopy, Colonoscopy & all types of Abdominal Diseases

 24x7	 All Services	 APPOINTMENT 02642-302300 76210 07691	 MEDICAL STORE 02642-302305 76210 07684
 EMERGENCY 02642-302301 73590 00999	 AMBULANCE 02642-302302 76210 07704		

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