



Satguruji's Message

HUMAN CARE BEYOND COMPARE

Because I know for myself, just how important was human welfare in the ideology of *Satguru Partap Singh Ji*, I have been consciously aware of his earnest desire to some day have a Hospital of International standards in the services of his people. This valuable aspiration of His, I always have held close to my heart waiting for the right opportunity.

By the Divine grace of Satguruji, the time has come to transform His cherished dream into a reality of setting up a multi-speciality hospital to world class level, in collaboration with Apollo Hospitals Group, the renowned healthcare experts. I feel elated that now the project SATGURU PARTAP SINGH APOLLO HOSPITALS is fully functional with a commitment of quality medical care to all strata of society.

May the healing touch be with you throughout your stay with us.

- Satguru Jagjit Singh Ji



Director's Message

"Good Health and Well Being For All" is Sri Satguru Jagjit Singh ji's Ideology. His ability to empathize with the sick and needy is well known. Even before this hospital project was conceived and executed he sponsored nearly 100 Open Heart Surgeries in various hospitals. Sri Satguru ji wanted to bring excellent healthcare facility in this region and so the collaboration with the Apollo Hospitals Group. It is for the first time that such a large investment has been made in this region.

This Hospital amalgamates medical & operational excellence with the hospital's motto of

"Human care beyond Compare".

We assure you that we shall put all our effort to give you the best of care and wish you a speedy recovery. We take pleasure in serving you and will take that extra step to meet your expectations.

- Jugdiep Singh



1) INFORMATION AND TARIFF DESK

1.1 *May I Help You*

General information regarding the hospital services, consultants and admitted patients is available at the May I Help You desk located in the Main Lobby.

The information regarding the Room tariff can be obtained from the same counter.

Extn. - 19110

1.2 *Facilities available*

- * MRI Machine :- Advanced 1.5 Tesla MRI
- * CT Scan :- Dual Slice Spiral CT scan
- * Computerized Radiography (CR) System
- * Mammography
- * 24 Hours Pharmacy
- * Flat panel cath lab
- * Health Check
- * Endoscopy/Colonoscopy/ERCP
- * Bronchoscopy
- * Dialysis
- * Blood Bank
- * Multi speciality OPD offices
- * 24 Hrs Ambulance (ICU on wheels)
- * Non Invasive + Invasive Cardiology
- * EEG, EMG
- * Lab Services

- * Physiotherapy
- * Diet clinic

2) EMERGENCY SERVICES

Our Emergency and Trauma team consists of specialists from Traumatology, Cardiology, Cardiothoracic Surgery, Neurology, Neurosurgery, Orthopaedics, Plastic Surgery, Gastroenterology, Gynaecology, Nephrology, Urology, Internal Medicine and Anesthesiology. Our team is fully geared to perform emergency operations including round the clock cardiac surgery.

Extn. 7708, 7709, 7710

Direct Number : 0161-5037710,5037708, 5037709

2.1 *Ambulance*

The ambulances are equipped with state-of-the-art specialised medical equipment.

Direct Number : 5037708, 5037709

3) OUT PATIENT DEPARTMENT

3.1 *Main OPD Block*

All the specialities are located in the main OPD (Ground floor, First floor & Fifth floor). The information Desk in the OPD guides you to the speciality you seek.

Ground Floor OPD Extn. 10003, 12400

- * **Internal Medicine**
- * **Orthopaedics**
- * **Cardiology**
(Interventional Cardiology)
- * **Cardiothoracic Surgery**
- * **Non Invasive Cardiology Lab**
(TMT Holter, Echo, ECG)
- * **Oncology**

- * **Neurology**
- * **Neuro Surgery**
- * **MHC**
(Apollo Health Cheq)

First Floor OPD

Extn. 11000, 11001

- * **Paediatrics**
- * **Paediatric Surgery**
- * **Obstetrics & Gynaecology**
- * **Urology**
- * **Nephrology**
- * **ENT**
- * **Pulmonary Medicine**
- * **Gastroenterology**
- * **Gastrosurgery**
- * **Endocrinology**
- * **General Surgery**
- * **Rheumatology & Immunology**

Fifth Floor OPD

Extn.15480

- * **Gastro - Enterology**
- * **Ophthalmology**
- * **Dental**
- * **Dermatology**

For further information & appointment, please call the appropriate extn. number or the OPD Information Desk

Extn. 19110

Hospital Tel No. 0161-5024444, 5037777

3.2 Neurosciences OPD

The Neurology and Neurosurgery Out Patient facility is located in the Main Lobby opposite the Pharmacy. For information and appointment

Extn. 10004 & Direct No. 0161-5037777

3.3 Nephrology OPD & Dialysis

The Nephrology Out Patient facility and dialysis is located on first floor.

For information and appointment

Extn. 11000 & Dialysis Extn. 11460

3.4 To Transport a Patient

On arrival at the hospital, if you require a wheelchair or stretcher to transport the patient to the OPD, please contact the Internal Transport counter located at the main entrance.

Transport Extn. 19310

3.5 Pharmacy (OPD)

The 24-hour Apollo Pharmacy is located in the Main Lobby.

Extn. 19260

3.6 Registration

If you are visiting Apollo for the first time, you need to get a one time registration done. You will be issued a Patient ID number and a file will be made in your name.

Extn. 19020, 19010

3.7 Consultation

If you wish to consult a doctor, you are advised to make an appointment with the counter quoting your ID number. This would ensure that your records are available with the doctor by the time you arrive.

If you come without an appointment, please give your hospital ID. No. at the Reception Desk. Your file will be brought from the Medical Records Department. The reception personnel will direct you to the doctor.

3.8 Investigations

For all OPD investigations the doctor recommends, he would fill out an Investigation Request Form. The payment for the same is to be made at the OPD Billing Counter. You will be directed to respective diagnostic areas based on your requisition. You will be required to present the payment receipt and have the investigations carried out.

3.8.1 Radio-diagnostics

This includes X-ray, X-ray Special Investigations, Ultra Sound, MRI and CT. These are located on the ground floor and can be reached through main entrance. Some of the investigations require you to be on an empty stomach or take special precautions. You will be informed about these when you take an appointment.

Extn. 10520

3.8.2 Lab Services

All labs are located on the first floor of the main building. The samples are given at the Sample Collection Centre, on the ground floor after making the necessary payment. The reports are to be collected from the same counter.

Extn. 10460

3.8.3 Blood Bank

The Blood Bank is located on the first floor. Apollo Blood Bank does not sell blood or blood products and accepts only voluntary and replacement donors. Before planning surgeries, please contact the Incharge of Blood Bank. The Blood Bank is open for donation 24 hours.

Extn. 11180, 11410

3.8.4 Endoscopy Lab

Endoscopy procedures are done at the Endoscopy Lab located on the fifth floor. Room no. 501-502

Extn. 15330

3.8.5 Bronchoscopy Lab

Fiber-optic Bronchoscopy procedures are done in the Bronchoscopy Lab on the fifth floor.

Extn. 15380

3.8.6 Perimetry Room

Eye Perimetry Procedures are done in perimetry Room no. 509

Extn. 15260

3.9 Apollo Health Cheqs™

The Apollo Health Cheq™ is designed to screen every part of your body meticulously and professionally. The checks are done at the ground floor, OPD Block. Based on different medical profiles, a number of Health Cheqs have been designed.

Apollo Master Health Cheq™

Apollo Well Woman Cheq™

Apollo Heart Cheq™

Menopausal Cheq™

Traveller's Visa Package

When you come for the Cheq™ please be on an empty stomach, but have 2 to 3 glasses of plainwater. Bring along morning sample of stool and urine. If you are pregnant, diabetic or have a cardiac problem, please inform the reception. For information and appointment

Extn. 10480 / 10002

3.10 Corporate Clients

If your company has tied up with SPS Apollo Hospitals for medical services, you would be entitled to certain privileges as a corporate client. Please ensure that you are carrying an authorization letter from your company or an identity card as the case may be. For assistance, please contact the Department of Corporate Relations.

Extn. 10000

4) INPATIENT SERVICES

4.1 Admission

In the event of your requiring admission, your doctor would fill out a Request for Admission Form. The Reception Counter will send your file with Admission Request to the Admission Counter. If your admission has been planned, please contact the

Extn. 19020 / 19010

4.2 Surgery

If you require surgery, the doctor will write a Surgery Request. With prescription, you have to pay Rs 5000/- as OT booking charges (non-refundable) at the IP Cash Counter on the ground floor. This will be adjusted against your hospital bill. The computer generated form receipt should be brought back to the counter from where the booking for the Operation Theatre would be done. The doctor will inform you about the time you should report for surgery and the instructions to follow. It is only for OT booking not for Room Booking.

4.3 Rooms

Satguru Partap Singh Apollo Hospitals offer a choice of patient Rooms / Beds. All the rooms are air-conditioned. Effort is made to provide the type of room that you desire. However, in the event of non-availability of the room of your choice, you will be allotted the best alternative room available.

4.3.1 General Ward

Each ward which is air conditioned consists of 3 or 6 beds, separated by curtain partitions. A common TV with cable connection and telephone for incoming calls are also provided in the ward. A Dari and a Pillow will be provided for the attendant at night.

4.3.2 Semi-Private Room

Each room accommodates 2 patients. A common television, separate telephones and separate sofa cum beds are provided. Bedding will be provided for the attendant at night.

4.3.3 Private Room

These are single bed air-conditioned units facing the atrium. A television, telephone and a wardrobe are provided. It has a large bathroom. Couch is provided for the attendant at night.

4.3.4 Deluxe Room

The Deluxe Room is larger in size and is provided with a refrigerator & different interior. It has a spacious bathroom and all other facilities of a single room.

4.3.5 Suite

The Suite room is the last word in patient comfort. Each suite is laid out with a refrigerator, a microwave & a different interior. A large bath room attached to the patient's room. Special bed with remote control facility for various reclining positions considering patient comfort is provided and a separate bathroom for the attendants.

4.3.6 Day Care Beds

Patients coming for the day care surgery / procedure shall be admitted in Emergency.

4.4 Intensive Care Units

The ICUs are equipped with most modern patient monitoring systems. Round the clock physician coverage to all ICU patients is given.

In the interest of the critically ill patients, it is necessary to restrict the number of visitors to intensive care patient areas. One attendant is allowed to be in the ICU lobby for each patient. They may leave their contact number at the ICU reception while leaving the ICU lobby.

4.5 Doctors

While you are admitted, consultant personally handles your treatment, Medical facility will be provided round the clock by trained duty doctors posted on each floor. Please inform the nursing station if you need to contact the doctor.

4.6 Nursing

Our Nursing staff is highly skilled and dedicated to provide the best nursing care. In case you need to call the nurse,

kindly press the Nurse Call Bell near the patient's bed. For further assistance, please contact the nursing supervisor of the floor.

4.7 Pharmacy (IPD)

All your requirements of medicine will be catered for by the In Patient Pharmacy, which is open round the clock. In case of emergency, the medicines will be used from the nursing stock and later replaced from the Pharmacy.

Extn. 19250

4.8 Dietetics Department

Our team of dedicated and committed dieticians make sure that each patient gets individualized attention. On your admission, our dietician will visit you and after assessing the nature of your illness and doctor's instructions, she will prescribe a tailor-made diet. She will also help you understand and develop an insight into the dietary influence on the disease process. Dietary schedule of each patient is revised according to daily progress, working in tandem with doctors and in co-ordination with the food service department.

Extn. 11360, 19170

Diet Clinic

Out patient diet clinic is operational everyday on the first floor, from 11:00 a.m to 5:00 pm and provides diet counselling to outpatients.

Reception Extn. 11360

4.9 Ward Coordinators

Ward coordinators have been assigned to each floor. They are responsible for coordinating all patient-related problems / activities on the spot.

4.10 Television

TVs are placed in all patient wards / rooms. The TV will remain switched off during the following hours in the general wards.

02:00 pm - 04:00 pm

11:00 pm - 06:00am

4.11 Telephones for Private Rooms Only

The telephone provided in your room has the same number as your Bed / Room Number e.g. for private room having no. 535, extension is 15351. You need to add 1 before and after the room number. Please get in touch with your ward co-ordinator and fill the necessary application for availing the facility. With the exception of General Ward, local calls can be made from the room by dialing "0" For STD / ISD calls, please dial "9" for operator.

4.12 SERVICES

- **House Keeping**
- **Food Services**
- **Maintenance**

4.12 House Keeping

The House Keeping Department will be responsible for the cleanliness of your room. The daily routine will include bed making, cleaning of the room and the toilet and changing toilet amenities (if required). For any complaints/ suggestions, contact Assistant manager-House Keeping

Ext. 15310

Food Services

The Dietician will prescribe your diet requirements. Our Food Service Department ensure the highest hygiene standard. Your diet is a part of your tariff.

Food from outside is not permitted to be brought into the Hospital.

Room Service Extn. 19160

Maintenance

If you require any assistance for TV, AC, Power point or Telephone you can contact through the co-ordinator at the respective nursing station.

Extn. 17777



5) VISITORS

Our visiting hours are from 11:30 am to 12:30 pm and 4pm to 7pm. Please restrict the number of visitors with a view to reduce disturbance and likelihood of infection. Children below 12 years are not allowed to be in any inpatient area except under very special circumstances. This is intended to be a child welfare measure. You are requested to maintain silence while in the hospital. Kindly avoid using cellular phones, since this causes interference with sophisticated patient monitoring systems.

Food and flowers from outside are not permitted in the hospital. Attendant's and visitor's passes will be issued on admission desk at the time of admission.

5.1 Attendant's Pass

One attendant pass per patient is normally issued on admission. Private room & higher category patients will be issued two attendant passes. For all ICUs, only one pass is allowed.

5.2 Visitor's Pass

Two passes will be issued on admission.

Pass valid from 11:30 am to 12:30 pm and 4 pm to 7 pm.

6) DISCHARGE

The discharge timings followed in the hospital are morning, afternoon & evening. Discharge process is initiated only after the doctor has recorded a suitable entry in the patient's file. It would take us approx. 4 hours to process your discharge. This includes the preparation of a discharge summary by the doctor, return of unused medicines, preparation of your bill and compilation of reports.

Once your bill is ready, the Billing Department will inform you requesting for settlement. You will then have to proceed to the IP Billing Counter on the ground floor from where you may

collect your bill. The payment will be made at the IP Billing Counter on the ground floor. You will be handed discharge slip which you may hand over to the Co-ordinator/Nurse, who will then hand over all the reports to you. Medicolegal cases are bound by certain rules, whereby the first X-ray film & all reports are required to be retained by the hospital.

7) BILLING

At the time of admission you are required to pay a deposit which would be adjusted against your final bill. During your stay in the Hospital, interim bills will be prepared, which are approximate and generally do not include the doctor's fees. Please arrange to have these paid within 24 hours of receipt.

Extn. 10450, 10540

7.1 Policy for Computing Bed Charges

Minimum admission is for a day except in Day Care and Emergency where rent is charged on hourly basis. Up to 6 hours is counted as half a day, 6 hours to 24 hours is counted as one day.

7.2 Bed Transfer

In the event of a bed transfer during the course of treatment, the higher category bed charges will be applicable for the day of transfer.

7.3 Double Occupancy

In case the patient is transferred to the ICU and you wish to retain your room, you will have to fill a Double Occupancy. This will entail the normal charges for the room in addition to the charges applicable to the ICU bed. Double occupancy will be allowed subject to availability of rooms.

7.4 Admission through Emergency

When a patient is admitted to the Emergency Ward and the desired category of bed is not available, you will be charged for the desired category of bed, if the same is lower than the emergency ward bed. In any other event, the charges applicable to emergency ward bed would prevail.

If you have any queries, please ask your ward co-ordinator.

Extn. 7708, 7709

8) ASSISTANCE

Each floor has a dedicated ward co-ordinator. He/She will be available in case any assistance is required. You can ask the operator at "9" to connect for concerned co-ordinator of that floor.

9) PATIENT FEEDBACK

All members of the staff are committed to provide excellent health care services. Your honest opinion about your experience here will help us assess our standard of service. Your suggestions will be invaluable in improving our services. Please take a few minutes to complete the Feedback Form and hand it over to the ward co-ordinator.

10) MEDICAL RECORDS DEPARTMENT

When you register at Apollo Hospitals, you are issued a unique Hospital ID Number and a file will be made in your name. The patient is not allowed to take away the Medical File (blue folder) made at the hospital, which is kept with the Medical Records Department.

The Medical Records Department ensures that the medical records are available at the OPD counters for OPD consultation, if prior appointment is taken. The following certificates are issued through the Department:

- ▶ **Medical / Fitness Certificate**
- ▶ **LIC Certificates**
- ▶ **Hospital Treatment Certificate**
- ▶ **Medical Attendants Certificate**
- ▶ **Mediclaime Certificate**
- ▶ **State Govt Staff**
- ▶ **Railway Concession forms for Heart and Cancer Patients**
- ▶ **Essential Certificate for reimbursement of CGHS beneficiaries**

The following amendments are also done by the Medical Records Department :

Death & Birth amendments against documentary proof. All OP / IP amendments

Extn. 19070, 12340

11) FOLLOW UP

After your discharge you may be required to return to the hospital for follow up. Your Consultant will inform you when this be necessary.

12) MISCELLANEOUS

12.1 Car Parking

Car parking is provided in the hospital campus. Rates depend on the duration of parking. Very minimum charges are applicable.

12.2 Communication Centre

The communication centre located in the main lobby (Ground Floor) provides STD & ISD facilities.

13) SPECIAL TO APOLLO

13.1 Apollo Health Cheq™ Privilege for Attendants

Two attendants of every patient admitted in the hospital will be given a 10% discount on Apollo Health Cheqs. These coupons are handed over to the patient on admission.

13.2 Gift Health Cheq™

You can gift a Health Check coupon to show you care. The gift cheques are available at the various OPD cash counters.

Telemedicine Centre

Telemedicine bridges the geographical distance and takes healthcare from the people who have it to those who don't have. Telemedicine applied in medical practice results in reduction in the need to transfer patients to a site of medical expertise. Patient gets more organized and less costly healthcare. It gives more effective and efficient use of medical and technological resources.

Telemedicine is effectively used for consultation, second opinion & follow - up treatment. It reduces mortality rate.



Fire Safety

In case of fire, dial Ext 15555 and use fire exit door. The path for the nearest fire exit door has been indicated in the map available in each room at all the floors

Remember the word RACE i.e.

R → **Rescue**

A → **Alarm**

C → **Confine**

E → **Exit/ Extinguish**



A Gentle Reminder

To ensure that you and your neighbour's stay are pleasant and comfortable, we would appreciate your assistance in the following.

- * Please do not smoke/ chew tobacco/ pan in the hospitals premises.
- * Keep children supervised & noise to a minimum.
(Children below 12 years are not allowed in to the patient areas).
- * Please adhere to the visiting hours to see your patient.
- * Do not leave your valuables unattended.
- * Do not have incoming calls after 9:00 pm
(Applicable if you are in a sharing room).

WE ARE CONCERNED ABOUT YOU			
May I Help You	19010	Vth Floor (Private)	15410
Telephone Exchange	9	IPD Pharmacy	19260
Registration Counter	19010	Dietitcs	11360
Admission Counter	19020	Physiotherapy	11690/ 11340
OPD Concerns		Housekeeping	15310
OPD Ground Floor	10003/ 12400	Kitchen	19160
OPD First Floor	11000/ 11001	Laundry	19210
OPD Fifth Floor	15480	In Patient Transport	19310
In Patient Concerns		Critical Concerns	
In Patient Billing Dept.	10450	Emergency Recp.	7708/ 7709
In Patient Office	13120	Emergency Ward	18888/ 7710
IIIrd Floor Nursing St.	13270/ 13350	CCU	7711
Semi Pvt. Nursing St.	13050	MICU	7716
Vth Floor Nur. St.	15440/ 15510	Birthing Centre	11490/ 11500

Sample Collection	10460		
Radiology Recp.	10520		
Pharmacy Concerns			
OPD Pharmacy	10240		
In Patient Pharmacy	19260		
Maintenance Concerns			
Engineering Dept.	7702		
Panel Room	17777		
Safety Concerns			
Panel Room (Electrical)	17777		
Fire	15555		
Security	19999		

touching lives