

INPATIENT SERVICES

Patient Accommodation-An Overview

If after examination the patient has to be admitted then the patient or his attendees can choose from amongst the variety of options, the accommodation which suited him/them the best for undergoing surgery or treatment. The selection of accommodation type rests entirely upon the patient as per his/her affordability and desired level of comfort.

We offer accommodation on free, subsidized and payment basis which is suggested to the patient during counseling. On the basis of comparison drawn from the counseling, the patient or his attendees can select the best package which suits or matches with their requirements.

For the surgeries which do not require hospital stay after surgery are charged accordingly. The package charges vary according to the type of accommodation selected for procedures other than the day care. Following are the different types of accommodation facilities available:

- Deluxe A/C Room
- Private Room (Non A/C)
- Semi-Private Room (Room-Sharing)
- Private Ward
- General Ward
- Outreach Free Ward

During stay at ShriSadguruSankalpNetra Chikitsalaya, Patient will get:

- Pre-operative Care
- Operative Care
- Post-Operative Care

Payment

On admission, a deposit equivalent to or approximate to the treatment or surgery charges will be collected. The balance if any will be collected / refunded at the time of discharge based on the surgery / treatment and the type of accommodation chosen. Bills are payable by cash only.

Discharge Procedure

Patients are requested to vacate the room before 10.00 am on the day of discharge. Instructions regarding post-operative care, medication, discharge summary will be explained by the ophthalmic assistants at the time of discharge.

A comfortable stay at SSNC



We welcome you to have a pleasant stay at SSNC. To support your needs, most of the rooms offered are of best standard. For your comfortable and peaceful stay in the private rooms, our hospitality staff will provide you round-the-clock assistance. If you come across any problem related to the room services and treatment procedure, kindly feel free to ask for help from the concerned floor coordinator. We will be pleased to help you.

In your room, you will find:

- ❖ Patient Kit
- ❖ Bath Room Kit
- ❖ Table and Chair
- ❖ Air-Conditioner
- ❖ Drinking water facility
- ❖ 24 x 7 attendant
- ❖ Emergency and disaster management facilities(including Fire Safety)

Food Facilities:

- ❖ Hygienic Food Facilities
- ❖ Food for patient is included in the package
- ❖ Fruits and Juices are available in our canteen

Ward Routine

The inpatient area follows well established set of protocols so that the best care can be offered to the patient. As soon as the patient is arrives at the hospital a volunteer will escort him to the bed and will show the layout of the ward.

Calling on emergency

The phone is located at the attainer's desk and should be used when the patient need to contact a member of the patient care team for help. The admitting staff will explain this system on the arrival of the patient to the ward.

Identity Card

The patient will be given an identity Card under the supervision of the Floor in charge for the correctness. It is very important that the patient do not remove his/her identity card at any stage during their stay in hospital as it is a vital part of your safety management. If the ID card gets damaged or removed, please contact the floor in charge immediately for a replacement.

Consent for Surgery

Patient or his attender will be asked to give consent before surgery. Patient will receive sufficient information about the proposed surgery/procedure, the possible alternatives and substantial risks so that he/she can make an informed and balanced decision. Parents or guardians must give consent for procedures on children under the age of 16 years.

Sickness/Insurance Benefit

If patient is entitled to claim sickness/insurance benefit, please ask your floor in charge prior to arrange necessary documents for the same

Visiting Arrangements

Visiting Hours

Though there are no rigid rules or timings for near and dear ones of the patients yet in the best interest of the patient we insist on minimum attenders with the patients. Such practice helps in protecting the patient from any sort of infection.

Personal Belongings

The hospital is not responsible for missing of any valuables, money or other articles in patient's or his attainer's possession. Personal items such as mobile phone, Walkman etc., will have to be taken care by the patient or his attender, the hospital will not be responsible for loss or stolen items. One should not leave his/her bag unattended while leaving ward/room.

Complaints/Comments/Feedback

The comments of patients, relatives and visitors are used as a gauge for quality service. We welcome suggestions or ideas on how to improve our service to patients. ShriSadguruSankalpNetra Chikitsalaya has a complaints procedure. If you have a complaint regarding your care you should direct it to the floor in charge. Manager in the first instance. If you do not wish to discuss your complaint at local level, you should write to the Administrative Officer.

Trust In Care Policy

The Trust in Care policy has been drawn up to ensure that patient's safety, welfare and dignity are upheld at all times and dignity is upheld at all times.

Other Services at reach

Staff Restaurant/Canteen

A coffee shop is situated on the ground floor beside the main reception desk and a restaurant near bank is open for visitors

Parking

There is parking area near to the general hospital and around the garden at SSNC. Patients and Visitors can keep their vehicle free of charge.

Bank

Just at the entrance banking facility is available in the form of Central Bank. An ATM counter will open shortly.

Prayer Hall (Guru DevMandir)

Within the premises of the trust, there is one prayer hall. **Gurudev Shri Ranchhoddasji Maharaji's and Lord Hanumanji's** images for remembrance are there for blessings and support for quick healing.

Medical Store

A medical store is available in the hospital premises.

Provision Store

For grocery and domestic important items there is one provision store situated near the Bank at the main entrance.

Laundry Services:

For cloth washing and ironing laundry services are provided as per patient's requirements. Kindly convey the requirement to the Hospitality Incharge.

Patient's Role in our service

A. Pre-operative care at Ward

- Before surgery, kindly bath properly and wash your face and head.
- Have the medication given by ward in charge.
- Kindly change your dress to one provided by the hospital.
- Do not carry any luggage/belongings while going for surgery or in OT (operation Theatre).

B. In the Operation Theatre

- Kindly follow the instructions given by OT in charge. Follow the rules of operation theatre.
- Kindly wear provided socks, cap, mask from OT.
- Please cooperate with our respective staff and kindly have patience and perseverance.
- In case of any uneasiness, chest pain, respiratory problem etc, during surgery then immediately inform the doctor or OT In charge.

C. Post-operative Care at Ward

- Not to sleep on the side of operated eye and do not take any position against your belly side on the bed.
- Not touch/remove the eye shield.
- Not to use dirty cloth to clean eye or face.
- In case of any uneasiness, vomiting after surgery then immediately inform Floor in charge.
- Keep the children away from the patient.
- After 4-6 hours of surgery, the eye shield will be removed and patient will be provided with the black goggle to wear.
- The visual acuity will be measured by the staff and the same will be communicated to the patient

Guidelines for vacating the room:

- ❖ Usually the room has to be vacant the next morning before 10 AM so that the same can be provided to the next patient. If in case the patient is not willing to have a discharge then the same has to be informed to the Floor Incharge so that alternative arrangements can be made.
- ❖ Kindly make sure every room item should be in their own place.
- ❖ Kindly get the post-operative discharge counseling from the in charge regarding the medication and precautions.
- ❖ Kindly have a discharge summary from the in charge for your future assistance.
- ❖ Kindly have the follow-up information so that you can avail better eye care services from the hospital side.

❖ During the discharge procedure our hospital incharge will come to have your signature on the assigned room stuffs checklist.

Follow –Up Guidelines:

- ❖ After being discharge from the hospital the patient should come to visit SSNC after one month for follow-up or as advised by the ophthalmologist.
- ❖ Kindly keep the discharge summary and follow-up ticket for your future assistance from SNC and to get the medical record file back during the follow-up visits to maintain your case history and to keep the whole information of your ailment.
- ❖ We would be pleased & privileged, if you visit us again.

Thank You