

The B.D. Petit Parsee General Hospital

FAQs

• **Whom to contact for matters related to admissions and patient care?**

- You should contact the Medical Superintendent / Assistant Medical Superintendent for all matters related to admissions and patient care.
 - You can choose bed / room category based on your requirements and preference with the help of Reception/Admission desk.
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• **What is the Schedule of room / bed charges for different categories of beds available?**

- Schedule of room / bed charges for different categories of beds is available at the Reception/Admission desk.
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• **What are the formalities regarding admission to charity care beds?**

- If you want admission to charity care beds, your eligibility for such admissions will be assessed by the Hospital. You should:
 - Obtain a "Refer to Social Worker" (RSW) Form from the Reception/Admission desk.
 - Take the completed RSW Form to the Social Worker for his review and comments.
 - The Social Worker will send your duly completed form to the Management for a final decision.
 - Decision of the Management on your eligibility or otherwise for admission to charity care beds will be final and binding on you.
 - If after admission, it is determined on the basis of new information, that you are not entitled for charity care, you will be:
 - » Moved to the appropriate paying bed category and
 - » Pay appropriate charges as determined by the Management, from the date of admission.
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• **Is prior booking of beds facility available?**

- Prior booking of beds can be provisionally done, but bed availability is not guaranteed. All efforts will be made to accommodate a booked patient, but occasionally this may not be possible and thereafter Reception/Admission desk may be contacted for confirmation on the day of admission.
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• **What is the procedure of changing the bed category after admission?**

- A change of bed category from lower to higher category is permissible subject to availability of appropriate bed and payment of higher charges from the date of admission.
 - A change of bed category from higher to lower level may be permitted under special circumstances, subject to availability of appropriate bed and agreement of the Hon. Medical Consultant and at the sole discretion of the Management. Lower rates will be charged from the date of actual transfer. Bills for the earlier bed category should be cleared before transfer to the lower bed category.
 - The Hospital reserves the right to transfer a patient to lower bed category if running bills are not paid in time.
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• **What is the procedure for emergency admission?**

- Emergency Admission is made on 24 hour basis subject to assessment of the medical emergency by the Casualty Medical Officer in Consultation with Medical Superintendent and availability of the appropriate bed category.

- **What do Bed / Room Charges cover?**

Bed / Room Charges covers the following:

- Room rent, linen, meals for the patient, attendance by Junior Resident Doctor under instruction of attending Hon. Medical Consultant, Nursing and Housekeeping services.
- It does not cover cost of medical supplies, diagnostic test, operative procedures, physiotherapy, professional fees of attending doctors, charges for private nurses and attendants. These are payable in addition to the room rent.

- **When are the Emergency charges applicable during weekdays?**

- Emergency charges for carrying out diagnostic tests, use of operation theatre and professional fees of surgeons and anaesthetist for emergency surgery are applicable between 7 PM to 7 AM on all working days, after 1 PM on working Saturdays and on Sundays and all Hospital Holidays. These are 30% in addition to the normal charges for various services.

- **What are the Billing / Deposits paying procedures?**

- Advance deposit has to be paid at the time of Admission.
- All deposit receipts are provisional and should be preserved with care, as you are required to produce it at the time of settlement of final bill for claiming a refund.
- Additional deposit will be collected if you are transferred to the Intensive Care Unit, or undergo an operative procedure.
- Running bills are presented every week and are payable in full within forty-eight hours of presentation. Advance deposit paid at admission is not adjustable against any bills.
- An estimated bill will be presented at the time of discharge and is payable immediately before discharge.
- Final bill will be settled by post within four working days of discharge.
- All payments by cash and credit/debit card during office hours should be made at the cash counter, against an official receipt.
- Hospital accepts cheque payment. For your convenience, a special collection box of cheques has been placed at the enquiry counter. You may deposit your cheque accompanied with details of the patients' name, registration number and date of bill.
- All charges and deposits are subject to changes without prior notice, at the sole discretion of the Management.
- Please contact the Accounts Section for any billing problems.

- **Does the Hospital accept responsibility for loss of personal goods, valuables or jewellery from the Hospital premises.**

- No.

- **Are patients or their relatives permitted to pay tips to the staff?**

- No. If you wish to give some cash gift to the staff at the time of your discharge, please do not pay the staff individually but deposit your gift in the special cash collection boxes placed near each nursing station. This money is collected and distributed to all Lower Staff.

- **Are patients or their relatives allowed to store food materials in your room?**

- No because this attracts pests.
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• **Are patients or their relatives allowed to retain food trays for long hours?**

- No as this disrupts the staff's work schedule.
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• **Are patient relatives allowed to consume or store alcohol and or narcotic drugs in your room?**

- No. These are strictly forbidden.
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• **Are the patients allowed to keep domestic servants in the Hospital?**

- No, except under exceptional circumstances and only after obtaining prior written permission of the Management.
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• **Can the relative and private nurse attending the patient get meals from the Hospital?**

- Yes. They get with prior notice and these will be billed to your account.
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• **Is any loss of crockery and cutlery chargeable?**

- Yes. You are expected to take care of crockery and cutlery provided by the Hospital.
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• **How to obtain services of private nurses / attendants?**

- On your request, Nursing Superintendent can arrange for private nurses or attendants with prior notice and subject to their availability. The Hospital does not accept any responsibility for the actions of such outside staff hired on daily basis.
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• **Does Hospital provide ambulance service?**

- No. The Hospital does not have its own ambulance. But whenever the patient needs an ambulance they should contact the Reception/ Admission desk who will help in making these arrangements.
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• **What is the provision of meals for relative of the patient?**

- A cafeteria managed by RTI is open between 8 AM to 8 PM on all days for your convenience. This service is not managed by the Hospital.
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• **Where is the Hospital Chemist located?**

- A chemist shop is located within the Hospital campus for your convenience. You have the option to use or not to use the chemist shop located in the Hospital premises. The Hospital does not accept any responsibility for goods directly purchased by you from the chemist shop.
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• **What is the PARKING procedure?**

- Parking at owner's risk
 - For Night Parking – pass has to be obtained from security. Personal belongings, if any, may be brought to Hospital with security permission.
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• **Regarding conservation of electricity?**

- Please conserve energy by switching off lights, fans and air conditioners when not required. Please keep the doors closed when you are using air-conditioner.
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