

# PATIENT EDUCATION MANUAL



JASLOK HOSPITAL  
A lifetime of care



## Our Mission

- To make Jaslok Hospital the most respected medical institution of India.
- Providing the highest quality patient care.
- Nurturing and delivering clinical excellence and research.
- Doing charity to humanity irrespective of caste, race or denominations.



## Our Vision

- To be the hospital of choice for patients, physicians and employees by providing state-of-the-art medical care with compassion and dignity.

## Jaslok Hospital & Research Centre

### OPD Appointments & Investigations:

**99301 92000**

8 AM to 8 PM (Mon to Sun)

### OPD Enquiry: (022) 6657 3200

8 AM to 8 PM (Mon to Fri) &  
8 AM to 5 PM (Sat)

### Boardline Numbers:

**(022) 6657 3333/4017 3333**

### Estimates: 88797 97914

8 AM to 8 PM (Mon to Fri) &  
8 AM to 5 PM (Sat)

**Emergency & Ambulance Services: 080 623 44444 • Patient Helpline Number: 9920166688**



# Index

1. Message from CEO	...	1
2. Jas Health Podcast	...	2
3. Our Accreditations	...	3
4. Services	...	4
5. Patients Rights & Responsibilities	...	5
6. Jaslok In-Patient Prerequisite for Admission	...	7
7. Room Amenities	...	9
8. Policies that will make your stay comfortable	...	10
9. Safe Medication Practices	...	12
10. Discharge Instruction	...	13
11. Billing Procedure	...	14
12. Refund Procedure	...	15
13. List of Accomodations nearby	...	16
14. JAS CARE – Door Step Sample Collection	...	17





## MESSAGE FROM CEO

Dear Sir / Madam,

We, at Jaslok Hospital and Research Centre, are highly grateful & would like to thank you for giving us the opportunity to serve you. From this moment onwards, consider yourself as part of the Jaslok family and feel free to share your feedback and/or concerns to us.

Jaslok Hospital endeavours to provide the best possible medical care using state-of-the-art technology for every single patient, irrespective of their socio-economic background. Reputed doctors, who are renowned internationally in their field of expertise, highly experienced nurses and support staff are the strength of the Hospital and play a vital role in providing the best possible clinical care to our patients, with a personalised touch as well as utmost empathy.

Believing in our motto of 'A Lifetime of Care', we would like to continue to serve our patients with the best possible overall experience at all points of time.

Write to us at [info@jaslokhospital.net](mailto:info@jaslokhospital.net)

For more information, visit our website: <https://www.jaslokhospital.net/>

Follow us on     

Thanking You,

**Jitendra Haryan**

CEO, Jaslok Hospital & Research Centre

# Jas Health Podcast

JASLOK HOSPITAL  
A lifetime of care



**FOR THE PEOPLE,  
BY THE EXPERTS**  
BY **JASLOK HOSPITAL**



Tune into  
**JAS-HEALTH**  
Podcast that will simplify  
**Health In Your Language**



## OUR ACCREDITATIONS



**National Accreditation Board  
for Hospitals**



**International Organization  
for Standardization**



**National Accreditation Board for  
Testing and Calibration Laboratories**



## SCOPE OF SERVICES / स्कोप ऑफ सर्विसेस

ANAESTHESIOLOGY  
अनेस्थिसियोलॉजी

ASSISTED REPRODUCTION & GENETICS  
असेसिटिड रिप्रोडक्शन एण्ड जेनेटिक्स

BARIATRIC SURGERY  
बेरियाट्रिक सर्जरी

BONE MARROW TRANSPLANT  
बोन मेरो ट्रांसप्लांट

CARDIOLOGY  
कार्डियोलॉजी

CARDIO VASCULAR & THORACIC SURGERY  
कार्डियो वैस्कुलर एण्ड थोरेसिक सर्जरी

RESPIRATORY MEDICINE  
रेस्पिरेट्री मेडिसिन

CRITICAL CARE MEDICINE  
क्रिटिकल केअर मेडिसिन

DERMATOLOGY  
डर्मटोलॉजी

DENTAL (OPD)  
डेंटल (ओपीडी)

EAR, NOSE & THROAT (ENT)  
इअर, नोज एण्ड थ्रोत (इएण्टी)

EMERGENCY MEDICAL SERVICES (EMS)  
इमरजेंसी मेडिकल सर्विसेस (ईएमएस)

ENDOCRINOLOGY & METABOLISM  
एंडोक्रायनोलॉजी एण्ड मेटाबोलिज्म

ENDOSCOPY  
एंडोस्कोपी

GASTROENTEROLOGY  
गैस्ट्रोएन्टरालॉजी

GENERAL SURGERY  
जनरल सर्जरी

GERIATRIC MEDICINE  
जेरिएट्रिक मेडिसिन

HEPATO-BILIARY SURGERY  
हेपेटो-बिलरी सर्जरी

INTERNAL MEDICINE  
इंटरनल मेडिसिन

INFECTIOUS DISEASES  
इन्फेक्शियस डिजीज़

INTERVENTIONAL RADIOLOGY  
इन्टरवेंशनल रेडियोलॉजी

## CLINICAL SERVICES / क्लिनिकल सर्विसेस

MEDICAL ONCOLOGY  
मेडिकल ऑन्कोलॉजी

NEPHROLOGY (INCLUDING DIALYSIS)  
नेफ्रोलॉजी (इन्क्लूडिंग डायलिसिस)

NEUROLOGY  
न्यूरोलॉजी

NEUROSURGERY  
न्यूरोसर्जरी

NUCLEAR MEDICINE  
न्यूक्लीअर मेडिसिन

OBSTETRICS & GYNAECOLOGY  
आब्स्टेट्रिक्स एण्ड गायनेकोलॉजी

OPHTHALMOLOGY  
ऑफ्थल्मोलॉजी

ORTHOPAEDIC & SPINE SURGERY  
ऑर्थोपेडीक एण्ड स्पाइन सर्जरी

PAEDIATRICS & NEONATOLOGY  
पीडियाट्रिक्स एण्ड नेओनैटोलॉजी

PAEDIATRIC SURGERY  
पीडियाट्रिक सर्जरी

PLASTIC & RECONSTRUCTIVE SURGERY  
प्लास्टिक एण्ड रीकन्स्ट्रक्टिव सर्जरी

PSYCHIATRY (OPD)  
साइकाइट्री (ओपीडी)

ORAL & MAXILLOFACIAL SURGERY  
ओरल एण्ड मैक्सिलोफेशियल सर्जरी

RADIATION ONCOLOGY  
रेडियेशन ऑन्कोलॉजी

RHEUMATOLOGY  
रूमटालॉजी

ROBOTIC SURGERY  
रोबोटिक सर्जरी

SURGICAL ONCOLOGY  
सर्जिकल ऑन्कोलॉजी

TRANSPLANT -  
ट्रांसप्लांट -

LIVER, HEART, LUNGS, RENAL, CORNEA  
लिवर, हार्ट, लंग्स, रीनल, कॉर्निया

UROLOGY  
यूरोलॉजी

## DIAGNOSTICS डायग्नोस्टिक्स IMAGING SERVICES इमेजिंग सर्विसेस

BONE DENSITOMETRY  
बोन डेंसिटोमेट्री

COLOR DOPPLER  
कलर डॉप्लर

MAMMOGRAPHY  
मैमोग्राफी

PET CT  
पेट सीटी

MRI  
एम आर आइ

MRFUS  
एम आर जी एफ यु एस

ULTRASONOGRAPHY  
अल्ट्रासोनोग्राफी

X-RAY  
एक्स-रे

FLUROSCOPY  
फ्लुअरोस्कोपी

# Patients Rights & Responsibilities

## Patient & family rights include:

1. Access to their clinical records.
2. Information on the expected cost of the treatment.
3. Informed consent before the transfusion of blood & blood components, anaesthesia, surgery, initiation of any research protocol & any other invasive/ high-risk procedures/treatment.
4. Information on the name of the treating doctor, care plan, progress & information Determining what information regarding their care would be provided to self & family.
5. Protection from neglect or abuse.
6. Respecting values & beliefs, any special preferences, cultural needs, & responding to requests for spiritual needs.
7. Respect for personal dignity & privacy during examination, procedures & treatment.
8. Right to seek an additional opinion regarding clinical care.
9. Right to complain and information on how to voice a complaint.
10. The refusal of treatment.
11. Treating patient information as confidential.





## Patients Rights & Responsibilities

### Patient Responsibilities:

1. Provide complete and accurate information about his / her health, including present condition, past illness, hospitalizations, medications and any other matters that pertain to his / her health.
2. Provide complete and accurate information including full name, address and other information.
3. To ask questions when he / she does not understand what the doctor or other member of the healthcare team tells about diagnosis or treatment.
4. To follow the prescribed treatment plan and carefully comply with the instructions given.
5. Not to take any medications without the knowledge of doctor and healthcare professionals. Not to give medication prescribed for him / her to others.
6. To be on time in case of appointments. To cancel or reschedule as far in advance as possible in case of cancellation or rescheduling of the appointments.
7. To respect that admitted patient and patients requiring emergency care take priority for your doctor.
8. Treat hospital staff, other patients, and visitors with courtesy and respect.
9. Abide by all hospital rules, regulations & policies.
10. Be considerate of noise levels, privacy, and safety prohibited on premises.
11. To accept the measures taken by the hospital to ensure personal privacy and confidentiality of medical records.
12. To accept, where applicable, adaptations to the environment to ensure a safe and secure stay in hospital.
13. To understand the charter of rights and seek clarification, if any.

# Jaslok In-Patient Prerequisite for Admission

Please Carry The Following Documents For Admission

## DOMESTIC PATIENTS

### Cash / Pay patients:

1. Doctor's Prescription  
(Admission note from Doctor)
2. Proof of Identity  
(Pan / Aadhaar / Passport /  
Driving License / Ration Card)
3. Estimate Letter



### Credit patients

1. Doctor's Prescription  
(Admission note from Doctor)
2. Proof of Identity  
(Pan / Aadhaar / Passport /  
Driving License / Ration Card)
3. Employee ID Card -  
incase of extension of stay,  
extension letter is mandatory,  
contact your marketing SPOC or  
PR manager on floor 9920166688
4. Credit letter from concerned  
company stating admission  
claim and length of stay (LOS)

**ESTIMATE:** Estimate cell Podium (ground floor) **Note:** Given in person

#### Estimate cell Podium (ground floor):

Timings: **Mon-Fri (9am - 7pm) Sat (9am - 5pm)**

Contact No: **8879797914**

## PROCEDURE FOR EXTENSION OF STAY FOR CREDIT PATIENTS

1. Doctors note to be provided to their company stating the reason of increasing the stay in the hospital.
2. An extension letter to be issued under the patients name from the credit company.
3. Please submit this original letter to the billing department.
4. For more information - the patient and their relatives can contact their Floor Patient Relation Executive (PRE) or their marketing coordinator.

## INTERNATIONAL PATIENTS:

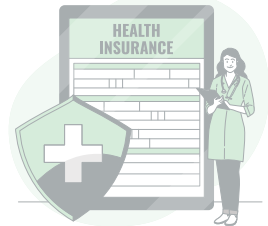
1. Passport of Patient
2. Valid Visa & Overseas Citizen of India (OCI)
3. Doctors Prescription (Admission note from Doctor)
4. Policy Paper (Only in case of TPA/Insurance marketing SPOC to be contacted)
5. Passport And Visa of Attendants
6. Translator Services Are Available



## INSURANCE PATIENTS:

Documents Required for Cashless Processing: Patients should submit the following documents for cashless approval:

1. A duly filled form by treating doctor or patient's relative (Personal Details).
2. A copy of the insurance policy or health card .
3. A valid photo ID (PAN Card, Driving License, Voter ID, Aadhaar Card, or Passport).
4. Copy of a cancelled cheque from the patient's account for deposit refunds.
5. Doctor's consultation paper.
6. Investigation reports confirming the diagnosis.
7. Proof of address (Ration Card, Driving License, Voter ID, Aadhaar Card, Passport, or Utility Bill).



Tel: 022 66573074 Email: [tpa@jaslokhospital.net](mailto:tpa@jaslokhospital.net)

**\*Please note :** Cashless facility is subject to approval, in case of denial because of any discrepancy in the documents submitted, Cash rates are applicable

## MODE OF PAYMENT

**Cash (Upto Rs 1,99,999/- Only)**

**NEFT /RTGS**

**Name: Jaslok Hospital And Research Centre/  
A/C No: 0902104000073219 (Saving)**

**Bank: IDBI BANK LTD**

**Card-Credit/Debit**

**IFSC: IBKL0000902**

**Swift : IBKLINBB004 (For Foreign Transfer)**



## Room Amenities

Class	Room Type	Attendant Bed	Wash room	TV	Fridge	Extra Chairs N Table	Attendant Room	Kettle	Attendant Meal	Wifi	Attendant Pass	Visitor Pass	Safe	Welcome Kit
Suite	Private	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3 Meal -1 Attendant	3 Connections	2	2	Yes	Yes
A Deluxe	Private	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3 Meal -1 Attendant	3 Connections	1	1	Yes	Yes
A	Private	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3 Meal -1 Attendant	3 Connections	1	1	Yes	Yes
B	Twin Sharing	Couch Recliners	Sharing	Sharing	No	No	No	No	Chargeable	No	1	1	No	Yes
E	Common	Chairs/ Couch	Sharing	None	No	No	No	No	Chargeable	No	1	1	No	No

In case of loss of pass, please contact admission desk & security officer

### VISITING HOURS FOR WARD/ICU:

Monday to Saturday: 4:00 PM to 6:00 PM

Sunday- 10:30 AM to 11:30 AM & 4:00 PM to 6:00 PM

Single point of contact for any queries during IPD admission / during your stay. You can contact the Patient Relation Executive (PRE) of your designated floor or contact them through the patient helpline number 99201 66688



Scan to give us feedback about your stay or generate Requests

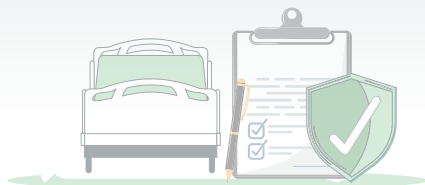


Download the Jaslok Genie App for easy access to multiple facilities at your fingertips



Scan to know about health check up packages

## Policies that will make your stay comfortable



### **BED UPGRADATION POLICY:**

- Upgrade are chargeable from day 1 of admission
- Please complete formalities for bed upgradation, for further assistance contact PR manager 9920166688

### **NO VALUABLES:**

- Avoid any jewellery & valuable items or large amounts of cash. Hospital will not be responsible for any loss of valuables & personal belonging

### **NO TIPS:**

- Refrain from giving monetary tips to any of our employees rather please nominate their names for outstanding service

### **COMMON POLICIES:**

- Children under the age of 12 are not permitted in patient areas
- Flowers /outside food /sharp metal lighter /matchbox and all potential hazardous tools are prohibited
- Outside food (approval of dietitian required), Linen and flowers are not allowed
- Do not use lift in case of fire
- Know your closest fire exit
- Maintain silence at all times
- Our security personnel is entitled to check the pass
- Smoking and spitting - not allowed in premises
- **ICU** visiting hours are the same as ward visiting hours
- Please deposit the pass with the security at the time of discharge



# Policies that will make your stay comfortable

## FOOD SERVICES

### PATIENT MEALS

Our dedicated clinical dieticians collaborate closely with our medical team and all meals are prepared with careful consideration of ongoing treatments, dietary restrictions and individual preferences to promote optimal recovery.

**Breakfast:** 8:00 am – 8:30 am    **Lunch:** 12:30 pm – 1:00 pm

**Dinner:** 7:30 pm – 8:00 pm



### ATTENDANT MEALS:

- For your convenience we serve all day attendant meals package at affordable rates with 3 meals delivered to the room
- Attendant meals will be served post patients meal
- Cafeteria is available within premises located just outside the main gate on the ground floor – For those who enjoy a refreshing cup of tea or a quick bite (24/7)
- We also have 2 in-house cafes within the premises

# Safe Medication Practices

## INFECTION CONTROL:

- Most efficient infection control technique is hand washing
- You are advised to use alcohol base handrub or wash hands before and after touching the patient/surrounding

## SAFE MEDICATION PRACTICES:

- "Understand what your medicine is for"
- Please CONFIRM the name of the Medicine, Expiry Date and Condition of the medicine pack / strip / bottle
- ASK questions about how to use the medicine
- Adhere to the food drug interaction ADVISED by your Doctor / Clinical pharmacist / Clinical Nutritionist
- Keep the medicines in ORIGINAL PACK
- Take EXACT DOSE of medicine as per Doctor's advice
- DO NOT share your medicines with Relatives, Friends, Family members
- ALWAYS STORE the medicine at a temperature mentioned on the pack.
- KEEP the medicines AWAY from children



# Discharge Instruction

1

Your discharge from the hospital will be as per the advice of your treating clinician based on your fitness.

2

You will be requested to vacate your room and move to the discharge lounge once discharge is advised.

3

If you are an insurance patient, your discharge clearance will take upto 3 - 4 hours after the preparation of final bill & Discharge Summary based on your insurance company/ TPA and the policy, T&C.

4

Following written orders from the treating physician, discharge can take couple of hours for cash patients and up to four or five hours for insurance patients (subject to insurance company clearance).

5

Upon final approval, a refundable security deposit is collected in the case of insurance, T&C. Please make sure to enter your bank information for a refund on the link that was sent to your registered cellphone number at the time of admission.

6

Understand your discharge summary completely from the care givers for better care post discharge.

7

On discharge, clear all your doubts / queries regarding your care with our team members.

8

Ensure that you report for follow up as advised by your doctor. While leaving the hospital premises, ensure that all hospital belongings are returned safely to the respective team.

# Billing Procedure

## BILLING PROCESS:

- Mode of payment  
Cash (upto Rs 1, 99,999/- only)  
NEFT / RTGS  
Name: Jaslok Hospital And Research Centre /  
A/c No.: 0902104000073219 (Saving)  
Bank: IDBI Bank Ltd  
Card: Credit / Debit  
IFSC: IBKL0000902  
SWIFT: IBKLINBB004 (for foreign transfer)
- New and simpler mode – website: <https://www.jaslokhospital.net/>  
Select: Pay now option – enter UHID No. – enter amount – pay by debit /  
credit / UPI wallet
- Genie app – 1) my services – current bills & payment – patient bills  
2) my bills – patient bills
- Interim bill is shared on the registered mobile number
- For any queries related to billing contact department  
Landline: 022-66573132 / 0224017 3132  
Timing: 8am – 8pm (Mon – Fri), 8am – 5pm (Sat)  
Email id: [billing@jaslokhospital.net](mailto:billing@jaslokhospital.net)

## REPORTS:

- Kindly visit our website for online reports
- Jaslok Genie App: Registered members can view their OPD reports



## Refund Procedure

### REFUND PROCESS:

- Patient cancelled cheque / online bank statement / passbook copy
- In case of other bank details – cheque copy, NOC letter from patient and ID proof
- Please make sure to enter your bank information for refund on the link that was sent to your registered mobile number at the time of admission
- Excess amount refund will be processed in 7 – 10 working days
- Security deposit refund subject to clearance from TPA company approx (45 – 60 days)
- For any queries related to refund contact department

Landline: 022 6657 3111

Timing: 9am – 4.30pm (Mon – Fri) 9am – 12.30pm (Sat)

Email id: [iprefund@jaslokhospital.net](mailto:iprefund@jaslokhospital.net)

## List of Accomodations nearby

### PREMIUM HOTELS:

- 1. Hotel Four Seasons**  
No: 022 6982 8000  
1/136, Dr. E. Moses Road, Worli,  
Mumbai - 400 018
- 2. Hotel The St. Regis**  
No: 022 61628000  
462, Senapati Bapat Marg,  
Lower Parel, Mumbai - 400013
- 3. Hotel InterContinental**  
No: 022 66399999  
135, Marine Drive, Mumbai - 400020
- 4. Hotel Marine Plaza**  
No: 022 69451212  
29, Marine Drive, Mumbai - 400020
- 5. Hotel ITC Grand Central**  
No: 022 24101010  
287, Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai - 400012

### OTHER HOTELS AND APARTMENTS:

- 1. Hotel Girgaon Palace**  
No: 981986742  
47-F, Khotachi Wadi,  
Near Majestic Building,  
Charni Road East, Girgaon, Mumbai
- 2. Hotel Bombay International**  
No: 022 23016607  
Kady Compound,  
Nagpada Junction
- 3. Hotel Ripon**  
No: 022 23062222  
Ripon House, Sukhlaji Marg,  
Dalal Estate,  
Mumbai Central
- 4. Hotel Kalpana Palace**  
No: 9619433332  
Patthe Bapurao Marg,  
Navjeevan Society, Bharat Nagar,  
Grant Road East
- 5. Hotel Shalimar**  
No: 022 66641000  
August Kranti Road, Kemps Corner,  
Malabar Hill
- 6. Hotel Regal Palace**  
No: 022 236324120  
Sopariwala Estate, 1, Tata Rd 2,  
Near Roxy Cinema, Charni Road East,  
Opera House, Girgaon
- 7. Hotel Briteway**  
No: 022 23018484  
Maulana Shaukat Ali Road,  
Navjeevan Society, Grant Road East,  
Girgaon, Mumbai
- 8. Hotel Royal Castle**  
No: 022 23800800  
August Kranti Marg, Kemps Corner,  
Gowalia Tank, Tardeo
- 9. Studio Apartment**  
No: 9167559687  
Near Jaslok Hospital

*Introducing*



JASLOK HOSPITAL

A lifetime of care

For Door Step Sample Collection



**86 7888 9888**

(8 AM to 8 PM)



Certified Technicians



Fast. Reliable. Reports on  
WhatsApp in 24 hrs.  
(NABL accredited Lab)



Safe. Hygienic. Convenient

*Services Offered -  
Churchgate to Andheri, CST to  
Ghatkopar & CST to Chembur*



*\*Conditions apply*  
**Phlebotomy Charges: Rs 200/-**

# Transforming Knee Replacement Surgery with

## Robotic Technology

### Orthopaedic Robot VELYS



Precise Surgery



Minimal pain & Blood Loss



Faster Recovery



Reduced Hospital Stay

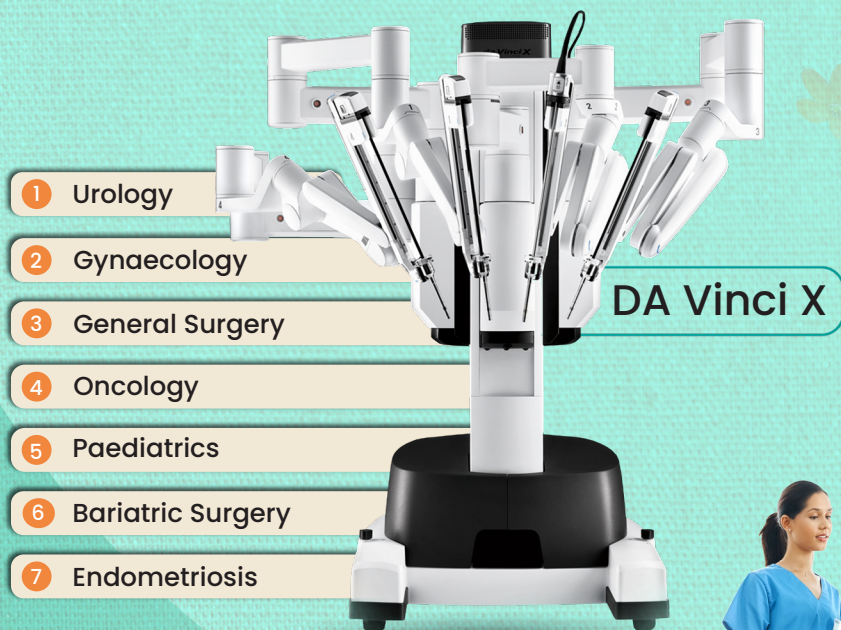


Cost Effective



# Transforming Surgery with ROBOTIC TECHNOLOGY FOR ALL

Advanced Solutions For  
The Most Complicated Surgeries





JASLOK HOSPITAL

A lifetime of care



## **We are happy to introduce**

### **New Revolutionary State-of-the art**

### **Siemens Ultrafast Cardiac & Total Body CT**

---

- Single beat coronary angiogram
- Subsecond scan of any body part
- Upto 60% radiation and contrast reduction
- Excellent for TAVI imaging
- No premedication required



JASLOK HOSPITAL

A lifetime of care

# Jaslok Health and Wellness Centre

Your healthier tomorrow begins here



## Health Check-up Guide

The Smart Way to Stay Healthy

Make your health a priority by  
exploring our range of health check up packages

Scan to know about  
Health Check-up packages



To get an appointment, call: 022 66573214 / 9987038677



JASLOK HOSPITAL  
A lifetime of care

# Namaste Jaslok Privileged to Help You



## Quick Access to Expert Care



OPD Appointments &  
Investigations: **99301 92000**  
8 AM to 8 PM (Mon to Sun)



Boardline Numbers:  
**(022) 6657 3333 / 4017 3333**



OPD Enquiry: **(022) 6657 3200**  
8 AM to 8 PM (Mon to Fri) & 8 AM to 5 PM (Sat)



Estimates: **88797 97914**  
8 AM to 8 PM (Mon to Fri) & 8 AM to 5 PM (Sat)



Home Care Services:  
**73 0190 0190**  
8 AM to 8 PM (Mon to Sun)



Patient Helpline Number:  
**99201 66688**  
8 AM to 8 PM (Mon to Sun)



For Online Appointments & Other Services  
Download the Jaslok Genie App Or Visit Our Website  
[www.Jaslokhospital.net](http://www.Jaslokhospital.net)

