

PATIENT EDUCATION MANUAL



JASLOK HOSPITAL
A lifetime of care



Our Mission

To be the hospital of choice, where scientific excellence and compassionate care transform health for every life we touch.



Our Vision

We advance health and healing by integrating world-class medical research, technology and people-centric care to deliver exceptional outcomes and experiences for all our patients.

Jaslok Hospital & Research Centre

OPD Appointments & Investigations:

9930192000 / 8471006006

8 AM to 8 PM (Mon to Sun)

Boardline Numbers:

022 66573333 / 022 40173333

Emergency & Ambulance Services: 080 623 44444
Patient Helpline Number: 9920166688 • 8 AM to 8 PM (Mon to Sun)



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 Accommodations 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

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
असेसटिड 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 डिजीज्ज

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 नेओनॅटोलॉजि

PAEDIATRIC SURGERY
पीडियाट्रिक सर्जरी

PLASTIC & RECONSTRUCTIVE SURGERY
प्लास्टिक एण्ड रीकन्स्ट्रक्टिव्ह 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, लंग्ज, 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

MRGFUS
एम आर जी एफ यु एस

ULTRASONOGRAPHY
अल्ट्रासोनोग्राफी

X-RAY
एक्स-रे

FLUROSCOPY
फ्लुरोस्कोपी

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:

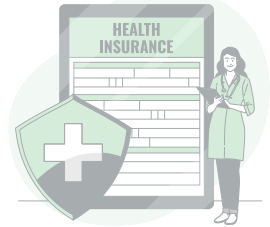
1. Passport of Patient
2. Valid Visa & Overseas Citizen of India (OCI)
3. Doctors Prescription (Admission note from Doctor)
4. Policy Paper (Only in case of TPA/Insurance marketing SPOC to be contacted)
5. Passport And Visa of Attendants
6. Translator Services Are Available



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

***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 couch	Washroom	TV	Refrigerator	Electric kettle	Attendant meals	Wi-Fi	Attendant passes	Visitor passes	Safe/locker	Welcome kit
Suite	Private	Yes	Yes	Yes	Yes	Yes	3 Meals for 1 attendant	3 Connections	2	2	Yes	Yes
A Deluxe	Private	Yes	Yes	Yes	No	On demand	3 Meals for 1 attendant	3 Connections	1	2	Yes	Yes
A Class	Private	Yes	Yes	Yes	No	On demand	3 Meals for 1 attendant	3 Connections	1	1	Yes	Yes
B Class	Twin sharing	Couch/Recliners	Sharing	Sharing	No	No	Chargeable	No	1	1	No	No
E Class	Common	Chair/Couch	Sharing	None	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

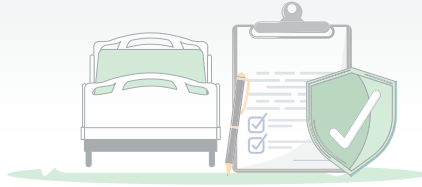


Download the Jaslok Genie App for easy access to multiple facilities at your fingertips



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

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

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

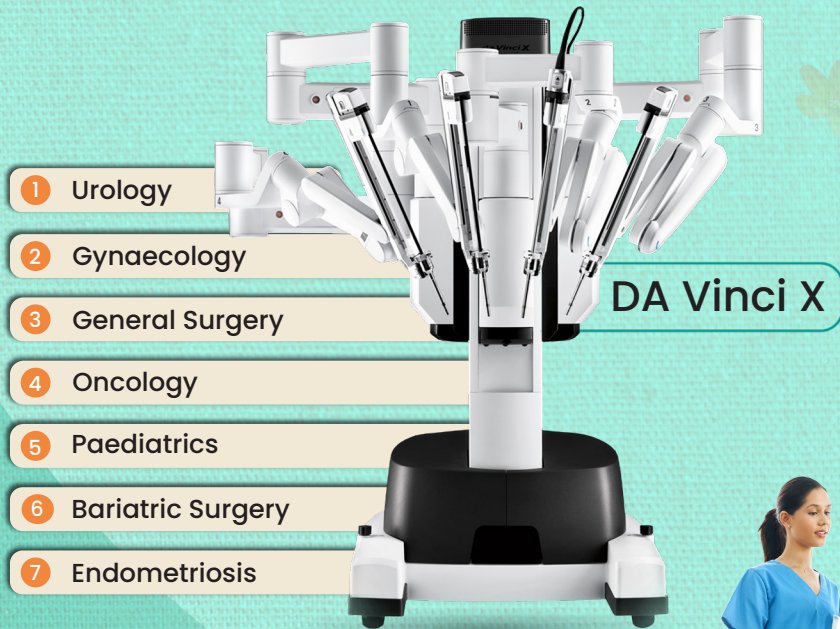


Cost Effective



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

9930192000

8471006006

8 AM to 8 PM (Mon to Sun)

Boardline Numbers

022 – 6657 3333

022 – 4017 3333

Patient Helpline Number

9920166688

8 AM to 8 PM (Mon to Sun)

Emergency & Ambulance Services

080 623 44444



For Online Appointments & Other Services
Download the Jaslok Genie App Or Visit Our Website
www.Jaslokhospital.net

