



**BELLE VUE
CLINIC**

RULES

ADMISSION

Belle Vue Clinic is a fully air-conditioned hospital having variety of rooms as per details below. All admissions are done through emergency department except prior planned booking cases. RTPCR/RAT before admission is compulsory.

RUNNING IPD BILL

One can enquire and take a print out of front page summary bill from the reception (Schedule of Charges) between 9.00 AM - 5.00 PM. If detailed bill is required, it can be provided on request once in a week.

ROOM BOOKING

Reservation can be made by the Patient's Doctor through the Admission Office or by the Patient/Relative with a Doctor's prescription. The Clinic only takes tentative booking of rooms and for the type of room. Room and type of Room to be allotted depends solely on availability. Patients shall be responsible to pay for the occupied/used room and thereafter of the room shifted to. In case a patient desires a single room and is unable to wait, he/she may take admission in any other available room and pay the relevant charges. He/She shall be shifted to single room on availability and will be charged accordingly. Direct admission to HDU unit is not allowed except for Isolation cases. The HDU Beds are also rotation beds. In such case Isolation bed charge will become applicable. Only transfer to HDU is allowed from Critical Care Beds. A patient, if transferred from Critical Care Beds to HDU, subsequently requires ventilator support in HDU, it shall be considered as a Critical Care Beds, and Critical Care Beds charges will be applicable.

PAYMENT OF BILLS

Following amounts are required to be deposited at the time of admission or on the subsequent day by those who are not under cashless insurance coverage. The amount, however may vary depending upon the type of cases/room. All bills must be settled in cash, draft, pay order, electronic transfer, debit & credit card before leaving the clinic. Deposits should be made as per reminder given by floor sisters/staff/management/coordinators. Cash payment is limited up to INR 1,99,999 only as per Finance Act.

MLC (Medico- legal Case)

In appropriate cases MLC shall be prepared and sent to Shakespeare Sarani Police Station for necessary action. This is as per Government rules.

MATERNITY BOOKING DEPOSIT

For advance booking of maternity slots, a non refundable deposit of Rs. 7500/- has to be made which can only be adjusted against the final bill and settlement at the time of discharge.

MEDICLAIM INSURANCE (CASHLESS ADMISSION)

For patients desirous of availing of Cashless facility under Mediclaim insurance policies, prior authorization for planned admissions is necessary. Such facility can also be availed of in case of emergency admissions subject to subsequent authorization by the insurance providers. For this, patient should fill up the applicable form and have the relevant columns filled up by their surgeon/ physician as the case may be. Although the Clinic will make efforts to obtain the cashless authorization, the responsibility remains with the patient. Patients should, therefore, try to have clearance from their doctor on previous day to expedite preparation of final bill & enhancement of sanctioned amount timely thus avoiding payment for an additional day. From clinic's side full Co-operation shall be provided. Since insurance TPA does not sanction full estimate before discharge, final bill and discharge certificate have to be mailed for enhancement which will take time at the end of the insurance TPA for which clinic does not take responsibility and if the clearance comes beyond 12 NOON, one day's extra room charge will be levied. Patient should settle the non-admissible items of the bill and any amount in excess of authorization, at the time of discharge. All reports in original are to be forwarded to the insurance provider by the clinic including X-Ray, CT, MRI, Mammography, USG films.

Management reserves the right to refuse cashless facility at any time for any one or all TPA'S. In case any short payment is received from Insurance Co. or TPA against claim, Management reserves the right to claim the shortfall from the patient subsequently also.

Before taking admission please ensure that we have a tie up with your insurer/TPA.

CASHLESS DISCHARGE:

It will take 2 hours' time to prepare final bill. After sending final bill to the TPA, it may take long time for settlement. Clinic does not have any responsibility for this long timing and the approved amount which will be sanctioned by TPA.

PRIVATE NURSES

The Clinic is staffed with fully trained and qualified nurses and it is

our endeavour to give maximum attention to our patients. If, however, certain patients require private nurses, the N.S. Office may be requested who will try to arrange for such nurses from the Nurses Bureau. At the time of engaging the service of private nurses, preference will be given to serious cases and a decision in this regard will be taken by the clinic authorities. The charges of the private nurse is to

be settled directly with the nurse concerned. Please note private nurses will be provided only if available. The clinic does not take/accept any responsibility for the services of the private nurses. Also payments to them cannot be reimbursed by Insurance.

MEAL TIMINGS

Breakfast 7.30 AM to 8.00 AM | Lunch 12.00 NOON to 1.00 PM

Afternoon Tea 3.45 PM | Dinner 7.00 PM to 8.00 PM

Sometimes the patients wish to get their meals from their homes, in such cases, the food should be brought only during the following timings and deposited with the Receptionist on the first floor who shall arrange to send it to the patient's room. Only Veg diet is served in wing B and on Tuesdays and first half of Saturdays in wing A and C. Further Veg food will be provided to all PPN Insurance Patients and WBGH Scheme Patients admitted in any bed. Non-veg is only served during day time.

Breakfast 7.30 AM to 8.00 AM

Lunch 11.00 AM to 12.00 NOON

Afternoon Tea 3.00 PM to 3.30 PM

Dinner 6.30 PM to 7.30 PM

Kindly note that it is essential to adhere to the above timings in order to enable us to serve the patients well.

Further, within 15 minutes, the person delivering the meal at reception should enquire from room about receipt of meal.

TELEPHONES

Telephone facility is available in the patient's room, except at the Critical Care Beds & HDU. The Telephone connection will be withdrawn if it is advised by the attending doctor or the patient/relatives so desire. In case of Trunk Call, the same will be charged.

PHARMACY - MEDICINES & IMPLANTS

The Clinic has a pharmacy to meet your requirements of medicines, baby food, toiletries, implants and cosmetics. All such requirements of patients shall be provided by the Clinic from the Pharmacy against prescriptions/advice of the treating Doctors. In case any medicine is not available in our Pharmacy, we shall try to procure from other outlets within the City.

AMBULANCE/HEARSE VAN

For 24 hours facility, you may contact Admission Office who shall arrange the same as per your requirement, charges for which shall have to be settled directly.

BLOOD CENTRE

Situated on 4th Floor of Wing C, open for 24 hours everyday Voluntary (and Replacement) blood donation is welcome. For planned surgery and transfusion, please contact Blood Centre at least 48 hours before. In emergencies, the same is provided subject to availability of the particular group. Replacement donation for same at a later date will be highly appreciated. Blood can be supplied with/without replacement within 1 hour of receiving the requisition and patient's Blood samples from floor.

However, anyone opting/advised for the particular donated unit to be provided for his/her patients, the same should be donated at least 48 hours before to enable us to comply with the mandatory testing formalities. In dire situations, for the latter option, minimum 4-6 hours should be allowed for processing the same before being made available to the patient for which an extra charge is levied.

Our Blood Centre is equipped to provide SAFE BLOOD to patients Tests for TTD (Transfusion Transmitted Diseases) are being carried out meticulously.

Procurement of Blood from outside Blood centres is discouraged. All blood requisition to be routed through blood centre. To go to Blood Centre on 4th Floor, our special pass is to be collected from Reception Counter from 8.00 AM - 7.00 PM and from Admission Office from 7.00 PM - 8.00 AM. The pass is to be surrendered at Blood Centre.

CORD CELL BANKING & NEWBORN GENETIC SCREENING

In case of maternity cases, the facilities of Umbilical Cord cell banking and Newborn Genetic Screening has been introduced for which details may be collected at Admission office at the time of booking. These facilities will be provided only through those organisations with whom clinic has made arrangements.

SAFETY

The doors & windows of the rooms and bathrooms should always be kept closed to prevent hot air getting into the room which affects the air-conditioning system of the clinic and also to keep the patients free from pollution. The clinic reserves the right without assigning any reason either to refuse admission to any prospective patients or to request any patient who has been admitted to leave the clinic. We shall be grateful for your cooperation and suggestions. Please help us in serving you better.

EVACUATION & FLOOR PLANS

We have displayed at strategic points our evacuation plan and floor plan. All are requested to study the same and follow it in case of any emergency. Please do not create any panic whatsoever.

COMPLAINT FORM

This is available with the N.S. Office and PRO Desk will be made available on request. Please write your complaint and mention your contact details. Please mention patient's name, bed/room no. and name of doctor under whom admitted.

