



# PATIENT GUIDE



Lilavati Hospital and Research Centre

*More than Healthcare, Human care*

NABH Accredited Healthcare Provider

# LILAVATI HOSPITAL AND RESEARCH CENTRE

*The premier multi speciality tertiary care hospital of India has been acknowledged globally as centre of medical excellence. The kind of confidence, trust it has developed on strong foundation of the state-of-the-art facilities, best medical and non-medical expertise, research, education and charitable endeavors; that today it serves patients from all walks of life – national and international. Lilavati Hospital has a continuous commitment to quality human care which truly reflects the essence of its motto “More than Healthcare, Human Care”*

## MISSION

*To provide  
affordable healthcare of international standard  
with human care*

## QUALITY POLICY

*We at Lilavati Hospital & Research Centre are committed to provide World Class Healthcare services; and to achieve absolute Customer Satisfaction by consistently meeting/exceeding our customer expectation*

## OWNERSHIP

*Lilavati Hospital is a trust run hospital. It is the creation of Lilavati Kirtilal Mehta Medical Trust, formed in 1978*

# REGISTRATION PROCESS



**REGISTRATION IS MANDATORY FROM  
JANUARY 01, 2010 ONWARDS...**

## **What is Registration?**

Registration is ONE TIME activity wherein an individual registers himself/herself for availing any kind of services offered by Lilavati Hospital and Research Centre (LHRC); be it IP (Admission), OP (Consultation with Doctors), Health Check-up, Investigations (Radiological & Pathological).

## **Why should one get registered (Benefit of getting registered)?**

- Registration helps in retrieving your past records as and when required.
- Registration enables you to get vital information (through emails, SMS alerts etc) about new developments, new schemes related to Lilavati Hospital and Healthcare sector on services of your interest and preference.
- Registration makes the hospital services much easier and faster by eliminating the need for you to repeatedly provide the same information.

## **When to get registered?**

- A) When you come to LHRC for availing our services **OR**
- B) It can be done beforehand also for future use  
(This will help you in saving time)

## **Where to get registered?**

For In-patients - at admission counter

For Out patients - at respective OPD counters

# ADMISSION

## Before Admission

- Kindly contact the admission counter and provide them with the details e.g., Date of Admission, Treating Doctor, Preference class of Accomodation, etc.
- Planned Surgical / Maternity cases are required to pay deposits (Reservation Deposit) as per schedule
- On the date of admission, if you don't receive a call from us on the telephone number given by you, please call for confirmation at 022-69318080/022-69318081 to confirm your bed allocation on the date of admission. Intimation of admission does not confirm the bed of your choice. While all efforts will be made to provide a bed/class of your choice this may not always be possible.
- We accept deposits/payments only in cash (cash upto 1,95,000 per patient), DD/ Credit card/ Debit card/ RTGS/NEFT/IMPS/Google pay/Paytm.
- Reservation deposits paid is not refundable / transferable
- Covid test is Mandatory (For all Surgical / Non Surgical cases) as per prescribed by Doctor

## During Admission

- Patients are admitted in the hospital either through Doctor's reference letter or reference of casualty medical officer (incase of emergency) Admission note is compulsory.
- Passport & VISA/PIO is to be produced by Foreign National's/NRI's/OCI failing which the admission of the patient will be denied.
- Stipulated deposit has to be paid at the time of admission or latest within 24 hours of admission (incase of emergency only). The amount of such deposit will depend upon the category of room and surgery to be performed. The deposit amount will be adjusted against the final bill.



## After Admission

- The charge for the bed is billed at the end of each calendar day. Check-in time is flexible. Accommodation charge will be applicable for minimum one day even if the patient occupies the bed for a short duration.
- A daycare patient will be kept under observation for a maximum of 8 hours, after which he will either be admitted as a regular patient into the hospital or discharged.
- Upgrade/downgrade of the class of bed affects your billing. Transfer to different classes will be based on availability only.
- When you move up (upgrade) to a higher class from your preferred class, the billing from day one will be as per the higher class.
- When you move down (downgrade) to a lower class the billing from day of transfer will be as per the lower class subject to approval from management.
- When the patient is shifted to the critical care unit, relatives have to vacate the room.
- Patient admitted in Special/ Deluxe/ Super Deluxe/ Executive Suite class may be allowed to retain their allotted room while the patient is transferred to ICU. Room retention is allowed subject to availability and only for the duration that the patient is admitted in the ICU. Patients relative should be prepared to vacate the room immediately if the hospital requires the bed to admit another patient. The stipulated room retention charge includes bed tea only, any other food item that is ordered will be charged extra.
- The cut-off time for transfer is 11 am. For each calendar day the highest room charge applicable between 11 am to 12 midnight will be billed after considering transfers, if any.

# GUIDELINES FOR CORPORATE PATIENTS / PATIENTS COVERED UNDER MEDICLAIM POLICY

Cashless hospitalisation facility is available only to corporate and TPA's having official tie-up with the hospital. Information on corporate and TPA's having tie-up with the hospital is available with the corporate/TPA assistance cell. To avail cashless hospitalisation the patients needs to submit the following

## For Corporate Patients

### **Planned Hospitalisation**

The patient needs to submit the Credit letter from the corporate duly signed by the authorised signatory. The credit letter should mention the name of the patient, entitled class of accommodation, date of admission / validity of letter and any other details as decided between the hospital and corporate. Stipulated deposit needs to be paid incase credit letter is not submitted.

### **Emergency Hospitalisation**

Incase of emergency, cashless admission can be granted on producing valid identity card. The patient should submit the authorisation letter from the corporate before discharge or on next working day whichever is earlier. Stipulated deposit needs to be paid incase credit letter is not submitted as mentioned above.

## For Mediclaim (TPA) Patients

### **Planned Hospitalisation**

The patient needs to submit the authorisation letter from the TPA. Stipulated deposit needs to be paid incase credit letter is not submitted.

### **Emergency Hospitalisation**

Incase of emergency, cashless admission can be granted on producing valid identity card/Policy copy. The patient should submit the authorisation letter from the TPA before discharge or on next working day whichever is earlier. Stipulated deposit needs to be paid incase credit letter is not submitted as mentioned above.



## Please Note :

1. Change in settlement type (from Self Payee to Corporate/TPA and vice versa) is not allowed after admission
2. Assistance to initiate procedure for availing cashless facility is provided by the corporate / TPA assistance cell during working hours/days
3. Criteria of deciding emergency hospitalisation will be by the hospital or as per the terms and conditions of the agreement between the hospital and corporate/TPA.
4. Follow-up for the authorisation letter / enhancement letter is the sole responsibility of the patient
5. In case of HDFC Ergo 10 % of cashless approval amount to be paid by Patient/ Relative at the time of discharge.
6. At the time of discharge patient's final bill and discharge summary will be sent to the concerned TPA / Insurance Co. for final approval. Patient has to wait till the final approval is received by the hospital from TPA / Insurance Co.

## DOCUMENT REQUIRED FOR CASHLESS

(Cashless hospitalization subject to prior approval from TPA only)

Below mentioned documents should be submitted to TPA department within 48 hours.

### **Pre-Authorization Form**

Please fill preauthorization form completely; it should be signed by insured / patient & treating doctor. Personal details to be filled by insured / patient & clinical details to be filled by treating doctor.

### **Photo ID Proof**

(Pan Card / Aadhaar Card) of Patient & Insured.

### **Health Insurance ID Card / Policy Copy**

(This document should be submitted within 48 hrs to admission counter to avail the status)

### **Positive Investigation Report Supporting Diagnosis**

**Discharge Card** ( Previous Hospitalisation )  
(For Chemotherapy / PTCA / CABG / D J stent removal patients)

### **Doctor's First / Previous Consultation Paper**

(Related to treatment for which patient is getting admitted)

### **Grade Of Surgery**

(Please Consult Your Doctor)

# BILLING, DISCHARGE & PAYMENTS

## Billing

- The billing department functions on all week days round the clock
- Charges of investigations, operation theatres & doctor fees will vary according to the room category
- Bed charges are inclusive of diet and nursing services. Additional food /beverages / mineral water for the patients will be charged extra
- Statement of account (SOA) is generated and emailed daily on email id. provided at the time of admission of Next of Kin. SOA will list the charges accrued to the patient along with a request to settle the same. SOA is not generated for package surgeries (viz, Angiography, Angioplasty, Bypass and Cataract).
- Emergency charge @ 1.25 times the routine rate will be applicable for any test/ procedure done on Sundays/ public holidays/ between 8 pm to 5 am For ICU, Emergency charges shall be applicable for 1st 24 hours, i.e. direct ICU admission / transferred to ICU. (Day & Time will be same as ward).
- OT Emergency charge @ 1.5 times the routine rate will be applicable for any procedure done on Sundays / public holidays / after OT working hours on an emergency basis
- Emergency visit charges are applicable between 11:00 pm to 06:00 am when the doctor is specially called to see the patient
- Intensivist visit will be charged on a per day basis during the period of stay in ICUs
- Intensive Monitoring care charges will be charged per day basis during the stay in ICUs / Stroke Unit.
- If more than one surgery is performed during the same session i.e. within a single theatre slot then the patient is charged as per multiple surgeries (please refer surgical tariff for further details)
- Cardiac packages are only for the patients admitted in Common and Economy class. Upgradation or Downgradation of the class within package is not permissible i.e. for Angiography, Angioplasty, Bypass and Cataract packages (please refer respective package tariff for further details).
- There is a surcharge of 20% levied on the final bill amount of all foreign nationals /NRI patients /PIO /OCI patients.





- You can redress your billing queries on 022-6931560/86 (timings 9 am to 5 pm for admitted patients and 2 pm to 5 pm for discharged patients)
- No billing queries will be entertained after 30 days from date of discharge
- Room charges (ward) more than 5,000/- per day shall be liable to tax @ 5% GST (2.5%CGST and 2.5%SGST). GST @ 18% is applicable for all cosmetic surgeries.

## Discharge

- Discharges are processed round the clock in the hospital.
- Discharge time is 10 am and the final bill has to be cleared before 11 am. If your discharge order is received for final billing beyond 10 am you will be charged for that day.
- Discharge of patient will be authorised as per the doctor's opinion. Please consult your primary doctor in order to enable him to inform the nurse/ RMO the previous evening of the discharge
- The nurse on duty prepares the discharge papers after receiving orders from the doctor and obtaining signatures of the doctor and relatives. The request is then entered into the computer and sent to billing department (via hospital staff) for preparing final bill.
- On receipt of request and discharge papers the billing department prepares the bill as per the auto computer generated serial number. On completion of the final bill the billing department informs the patient room for final settlement and has to be cleared within 45 mins.
- Relative has to approach the discharge counter for final settlement on receiving the telephone call
- Passes are to be submitted at the discharge counter without which the discharge slip will not be issued. Non-refundable fee of ₹ 500 per pass will be charged if the pass is misplaced / damaged or not surrendered before discharge.

# BILLING, DISCHARGE & PAYMENTS

- On final settlement discharge slip is issued in duplicate to the patient relative. The discharge slip is to be handed over to the nurse and security at the exit gate. On submission of the discharge slip the nurse will hand over the reports and discharge card
- After settlement of bill the room should be vacated within half an hour.
- In case the patient/relative wishes to be transferred to another hospital or be sent home against the advice of the doctor, the patient/relative would be required to sign a 'Discharge Against Medical Advice' declaration and the hospital will not be held responsible for any change in the patient's condition thereafter.

## Payments

- Deposit payments are accepted in cash / credit card\* / pay order / demand draft / PayTM in favour of "LILAVATI HOSPITAL AND RESEARCH CENTRE". Payment can also be done through **RTGS / NEFT / IMPS / UBI Cheques only during banking hours** (for bank details contact the Inpatients billing department).
- Payment link : [bit.ly/paylilavati](https://bit.ly/paylilavati)
- Surgical deposit has to be paid before the surgery is performed. Please consult the surgeon/billing department for the grade of the surgery and estimate.
- Any refund above ₹ 25,000 will be paid by cross a/c payee cheque within a period of two days in the name of the patient. Request for drawing the cheque in another name can be made. Also, Refund cheques can be requested to be sent by courier

Refunds can also be requested through RTGS/NEFT (*for details contact IP billing department*)

- Patients PAN card has to be submitted at billing department for bill above ₹ 200,000/- ( patients who do not have PAN card has to fill form No.60 alongwith photocopy of identity and residence proof )
- **The Hospital shall not accept cash payment above ₹ 1,95,000/- per patient (IP No. ), as per section 269ST of Income Tax Act.**

# OUT PATIENT DEPARTMENT (OPD)

## Doctors Appointment

- Appointment with doctors associated with the hospital can be arranged over phone, please dial 022-69318050/51, 8657907751/52/53 for the appointment with the doctor.
- Appointment can also be requested through our website [www.lilavatihospital.com](http://www.lilavatihospital.com)
- List of doctors and their schedule is available at OPD Registration counter, Help Desk Counter and Lobby main reception counter and is also available on our website.
- OPD consultation is strictly by appointment / some doctor walking also

## OPD Consultation Timings

Hospital OPD	8.00 am - 4.00 pm
Private OPD	4.00 pm - 9.00 pm

## Billing & Payments

- The hospital OPD charges are fixed
- Follow-up consultation charges is valid for 30 days from the date of first consultation
- Billing for the consultations and all other OPD procedures and investigations is done at the OPD billing counter
- Payments / Deposits are accepted in cash / credit card / pay order / PayTM / demand draft in favour of "LILAVATI HOSPITAL AND RESEARCH CENTRE". Payment can also be done through RTGS Bank details for RTGS payments  
**Account Name : Lilavati Hospital And Research Centre**  
**Bank Name : Union Bank Of India**  
**IFSC Code : UBIN0531561**  
**Account No.: 315602011002440**
- OPD bill is valid for one month for testing or refund

# VISITORS POLICY



## Visitors Timings (To Visit Patient)

	Intensive Care Unit	Ward
Monday to Saturday All public holidays	5pm to 7pm	4pm to 7pm
Sunday	12pm to 1pm 5pm to 7pm	10am to 11am 4pm to 7pm

## Passes

- At the time of admission patients will be given passes as follows :

Room	Surgery Pass	Attendant Pass	Visitor Pass
Executive Suite	1	2	2
Super Deluxe	1	1	2
Deluxe	1	1	2
Special	1	1	2
Twin Sharing	1	1	1
Economy	1	1	1
Common	1	1	1
Paediatric	1	1	1
PICU/NICU	-	1	-
ICU/SICU/ICCU	-	1	-

- Additional pass (1) for 24 hours will be given to paediatric patients(below 12 year)
- Children below 10 years are not allowed as visitors in the hospital.
- A surgery pass issued half an hour before the scheduled time of surgery and is valid till the end of surgery. Relative can collect it from reception.
- Pass issued for CABG surgery is valid till next day 8 am
- Only one attendant is permitted to stay with the patients round the clock (except in Executive, Super Deluxe and Paediatric Rooms). Attendant pass is valid upto the date of discharge
- Attendant of the patient admitted in ICUs will remain in the hospital in the attended waiting area. He / She is permitted to spend the night in the prescribed area. Bunker beds are provided.
- Passes can be renewed at the Reception / Admission counter
- Patient / Relatives who requires the authentication (seal) on hospital documents or mediclaim papers shall be issued a pass for MRD from Reception between 9 am to 4.30 pm on all days except Sunday & Public Holidays.

# AT YOUR SERVICE IN MANY WAYS



## Visitor Dining

If you are looking for a delicious meal, try our cafeteria, which is located on 2nd Floor in front of elevators. Cafeteria is open from 7:30am to 9:30pm.

**Lunch:** 12:30pm to 02:30pm

**Dinner:** 07:30pm to 09:30pm

## Telephone

*For patient room*

**1st to 9th Floor:** Dial 69318 followed by bed no. e.g. bed no. 924; or 69318924

**10th and 11th Floor:** Dial 6931 followed by bed no. e.g. bed no. 1104; Dial 6931 1104

## Bank

To make your money transaction more safe and easy; Union bank extension counter is located at the Ground Floor.

## ATM

An ATM is located near Gate no 2 of the hospital, offering a variety of banking services.

## Dining Area

We have made provision for you to have your home cooked food. The dining place is beside hospital chemist shop.

# PATIENTS & FAMILY RIGHTS

## PATIENTS & FAMILY RIGHTS

1. Respecting their values and beliefs, any special preferences, cultural needs, and responding to requests for spiritual needs.
2. Respect for their personal dignity and privacy during examination, procedures and treatment.
3. Protection from neglect or abuse.
4. Treating patient information as confidential.
5. Refusal of treatment.
6. Seeking an additional opinion regarding clinical care.
7. Obtaining informed consent from them before the transfusion of blood and blood components, Anaesthesia, Surgery, initiation of any Research protocol and any other invasive/high-risk procedures/treatment
8. To Complain and information on how to voice a Complaint. 9. To have information on the expected cost of the treatment. 10. To have access to their clinical records.
11. To have information on the name of the treating doctor, care plan, progress and information on their health care needs.
12. Determining what information regarding their care would be provided to self and family.
13. To have education to make informed decisions and to be involved in the care planning and delivery process.
14. To have information and education in a language that they can understand about their healthcare needs.
15. To have non- discrimination in treatment on the basis of clinical/health condition, religion, gender, age, sexual orientation, linguistic OR geographical/ social origin.
16. To receive medical advice and treatment that fully meets the currently accepted standards of Quality of Health care.

# PATIENTS & FAMILY RESPONSIBILITY



## PATIENTS & FAMILY RESPONSIBILITY

1. Provide Complete and accurate information about his/her health, including present condition, past illness, hospitalizations, medications, natural products and vitamins 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 healthcare team tells about diagnosis or treatment. He/she should also inform the doctor if he/she anticipates problems in following prescribed treatment or considering alternative therapies.
4. Abide by all hospital rules and regulations given in patient information brochure, more importantly;
  - a. Comply with the no-smoking policy
  - b. Comply with the visitor policies to ensure the rights and comfort of all patients. Be considerate of noise levels, privacy and safety. Weapons are prohibited on premises
  - c. Treat hospital staff, other patients and visitors with courtesy and respect.
5. 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.
6. Not to give medication prescribed for him/her to others
7. Provide complete and accurate information for insurance claims and work with the hospital staff and doctors to make payment arrangements
8. To communicate with the healthcare provider if his/her condition worsens or does not follow the expected course
9. To pay for services billed for in a timely manner as per the hospital policies
10. To respect that some other patients medical condition may be more urgent than yours and accept that your doctor may need to attend them first
11. To follow the prescribed treatment plan and carefully comply with the instructions given
12. To accept, where applicable, adaptations to the environment to ensure a safe and secure stay in hospital
13. To accept the measures taken by the hospital to ensure personal privacy and confidentiality of medical records
14. Not to take any medications without the knowledge of doctor and healthcare professionals
15. To understand the charter of rights and seek clarifications, if any

# रुग्ण आणि त्याच्या कुटुंबियाचे अधिकार आणि कर्तव्य

## तुमचे अधिकार

- १) तुमची मूल्ये आणि श्रद्धा. कोणत्याही विशेष प्राधान्यकृत बाबी, सांस्कृतिक गरजा यांचा आदर करणे आणि आध्यात्मिक गरजांच्या पूर्ततेसाठी प्रतिसाद देणे.
- २) शारिरीक तपासणी, प्रक्रिया आणि उपचारादरम्यान स्वतःच्या वैयक्तिक प्रतिष्ठेचा आणि गोपनीयतेचा आदर करणे.
- ३) दुर्लक्षित व्यवहार किंवा गैरवर्तनापासून संरक्षण मिळवणे.
- ४) उपचार घेणाऱ्या रुग्ण्याची माहिती गोपनीय ठेवणे.
- ५) उपचार नाकारणे.
- ६) वैद्यकीय उपचारांसंबंधी अतिरिक्त मत घेणे.
- ७) रक्त आणि रक्त घटक चढविण्यापूर्वी, अर्नेस्थिजिया, शस्त्रक्रिया, कोणतीही संशोधन प्रक्रिया आणि अन्य कोणतीही इंजा होऊ शकणारी / उच्च जोखीम असणारी प्रक्रिया / उपचार करण्यापूर्वी तुमच्याकडून सूचित संमती मिळविणे.
- ८) तक्रारी/ सूचना मांडणे आणि तक्रारी/ सूचना कशा मांडाव्यात याची माहिती मिळविणे.
- ९) उपचाराचा अपेक्षित खर्च माहिती असणे.
- १०) स्वतःचे वैद्यकीय अहवालपाहता घेणे.
- ११) उपचार करणाऱ्या डॉक्टरांचे नाव, उपचार योजना, स्वास्थ्यविषयक प्रगती आणि आरोग्यदृष्ट्या वैद्यकीय गरजांची माहिती असणे.
- १२) आरोग्याच्या काळजीसंबंधी माहिती त्यांना स्वतःला आणि कुटुंबाला दिली जाणे.
- १३) संपूर्ण माहिती जाणून त्यानुसार निर्णय घेण्याचे शिक्षण घेणे आणि आपल्या आरोग्यासंबंधी काळजीचे नियोजन व त्याचे पालन करण्याच्या प्रक्रियेत सहभागी होणे.
- १४) स्वतःच्या आरोग्यविषयक गरजांविषयी समजेलअशा भाषेत माहिती आणि शिक्षण मिळवणे.
- १५) वैद्यकीय/ आरोग्यविषयक स्थिती, धर्म, लिंग, वय, लैंगिक भिन्नता, भाषिक किंवा भौगोलिक/ सामाजिक परिस्थितीच्या आधारावर उपचारात भेदभाव न करणे.
- १६) आरोग्य सेवेच्या गुणवत्तेसंबंधी सध्याच्या स्वीकृत मानकांची पूर्णपणे पूर्तता करणारे वैद्यकीय मत आणि उपचार प्राप्त करणे.

## तुमचे कर्तव्य

- १) रुग्णसेवकांना तुमच्या वर्तमान व पुर्व आजार, संवेदनशीलता (अॅलर्जी) आणि अन्य काही बाबी संबंधी बद्दल संपूर्ण माहिती पुरवा.
- २) तुमची वैयक्तिक माहिती पूर्ण व अचूक द्यावी. (पूर्ण नाव, पत्ता इत्यादी)
- ३) डॉक्टरांनी सांगितलेल्या उपचारासंबंधी शंका असल्यास डॉक्टरांना सूचित करावे.
- ४) रुग्णालयाच्या सगळ्या नियमांचे पालन करावे. (रुग्णमाहिती पुस्तकात लिहिल्याप्रमाणे)
  - (अ) धुप्रपान न करणे.
  - (ब) इतर रुग्णाला / रुग्णाच्या नातेवाईकांना त्रास होणार नाही याची काळजी घ्यावी.
  - (क) इतर रुग्णांशी / रुग्णाच्या नातेवाईकांशी नम्रतेने व आदराने वागावे.
- ५) डॉक्टरांची भेटण्याची वेळ निश्चित केली असल्यास त्या वेळेकडेच यावे, भेट रद्द करावयाची असल्यास आगाऊ सूचना द्यावी.
- ६) रुग्णास दिलेला वैद्यकीय सल्ला / उपचार दुसऱ्या कोणासाठीही वापरू नये.
- ७) इंशुरन्स क्लेमसाठी पूर्ण व अचूक माहिती द्यावी.
- ८) प्रकृती बिघडल्यास व अपेक्षित कोर्स पूर्ण न झाल्यास डॉक्टरांशी संपर्क साधावा.
- ९) रुग्णालयाच्या नियमांनुसार वेळेच्यावेळी बिले भरावीत.
- १०) इतर रुग्णांच्या वैद्यकीय परिस्थिती अधिक गंभीर असल्यास तुमच्या डॉक्टरांना त्याला प्राधान्य द्यायला लागेल, याचा आदर राखावा.
- ११) दिलेल्या उपचारांचे व सूचनांचे पालन करावे.
- १२) तुमच्यासाठी सुरक्षित वातावरण निर्माण करण्यासाठी रुग्णालय जर काही बदल करीत असल्यास त्याचा स्विकार करावा.
- १३) वैयक्तिक प्रायव्हॅसी (गुप्ततेसाठी) आणि वैद्यकीय माहितीसाठी रुग्णालयाने केलेल्या प्रयत्नांचा / नियमांचा स्विकार करावा.
- १४) डॉक्टरांच्या सल्ल्या शिवाय कोणतेही उपचार व औषधे घेऊ नयेत.
- १५) आपले अधिकार नीट समजून घ्यावेत आणि काही शंका असल्यास रुग्णालयाच्या सेवेकांना विचारावे.



# SERVICES AVAILABLE



- Inpatient Services
- Outpatient Services
- Day care Centre
- Critical Care
  - Intensive Care Unit (ICU)
  - Intensive Cardiac Care Unit (ICCU)
  - Surgical Intensive Care Unit (SICU)
  - Paediatric Intensive Care Unit (PICU)
  - Neo-natal Intensive Care Unit (NICU)
  - Paralysis & Stoke Unit
- Audiology & Speech Therapy
- ENT and Head & Neck Surgery
- Cardiology & Cardiothoracic Surgery
- Chest medicine & Sleep Lab
- Chronic Pain Management
- Dental
- Dermatology & Hair Transplant
- Diabetology & Endocrinology
- Nephrology & Dialysis
- Gynaecology & Obstetrics
- IVF
- Neurology & Neuro Surgery
- Psychiatry & Neuro Sciences
- Oncology & Onco Surgery
- Ophthalmology & Corneal Transplant
- Orthopaedic, Spine Surgery & Joint Replacement
- Paediatrics & Paediatric Surgery
- Rheumatology
- Urology & Kidney Transplant
- Colorectal Surgery
- GI & Liver Transplant
- General Surgery
- Plastic Surgery
- Reconstructive (plastic ) Surgery
- Bariatric Surgery
- Vascular & Endovascular Surgery
- Minimal access surgery
- Physiotherapy
- Imaging Services
  - X-ray
  - Sonography (USG)
  - CT
  - MRI
  - Nuclear Medicine
  - PET CT
- Laboratory Services
  - Pathology
  - Molecular Pathology
  - Microbiology & serology
  - Histopathology
  - Blood Centre & Transfusion services
- Free OPD

## 24 Hours Services

- Ambulance
- Emergency
- Pharmacy/ Chemist

# GENERAL INFORMATION

- Outside food is not allowed inside hospital for patients / patient's attendants. The hospital serves well-balanced vegetarian meals.
- Smoking, consumption of alcohol and non-vegetarian food is not permitted in the hospital premises
- Mobile phones are not permitted in restricted areas of the hospital viz, ICU, Operation Theatres, MRI, Maternity Ward.
- Photography is prohibited in hospital premises
- Patients are advised not to carry cash or wear or keep any jewellery during their hospitalization. The hospital is not responsible for any kind of loss.
- The hospital security has the right to check your baggage and ask for passes at any time.
- The admission counter / ward nurse will issue a feedback form. Please spend some time to let us know how we can serve you better.
- Reports can be collected from the ground floor central despatch department which functions from 8am to 9pm all days except Sunday & Public Holidays

- **Food Timings for the patient**

Bed Tea	06:00 am – 06:30 am	Afternoon Tea	03:30 pm – 04:30 pm
Breakfast	08:00 am – 09:00 am	Dinner	07:30 pm – 08:30 pm
Lunch	12:00 pm – 01:30 pm		

- **Feedbacks, Complaints & Suggestions**

You have the right to file a complaint regarding services provided by the hospital and also entitle to receive information regarding the hospital's mechanism for the initiation, review and resolution of such complaints.

*Avenues available to voice your feedback, complaint OR suggestion:*

👉 **Feedback Form** Available with the floor nurse & Help desk - Ground Floor & Website

👉 **Complaint Form** Available at the reception counter Gr Floor & Website

👉 **Suggestion Form** Available at the reception counter Gr Floor & Website

(Extension number to register complaints: 8083)

- Tip to any staff of the hospital in cash or kind is strictly prohibited. Please use 'Feedback Form' or write a special note to appreciate the good work of our staff.
- Copy of Indoor Case Papers (ICP) of the patient will be provided on request within 4 working days (Application form is available with the reception counter)

# FLOOR DIRECTORY



Floor	"A" Wing	Lobby	"B" Wing
Ground Floor	OPD, Dental Clinic, Dermo cosmetology Clinic, X-ray, Sonography, CT, Nuclear Medicine, Sample collection Room, Chemist shop , Urology OPD	Admission, Reception, Central Dispatch, TPA, Help Desk	Casualty, MRI, Day Care, Operation Theatre Suite (7 & 8), Perioperative Care, Endoscopy, Billing, Discharge, Bank , Finance department , Security Room
1st Floor	Operation Theatre (1,2,3,4,5,6,9,11) Histopathology , SICU(101-113)	—	ICCU(114-132) Cath Lab (100-132), CSSD
2nd Floor	Pathology, Blood Bank	Cafeteria	Health Check Up, IVF, Cardiology, ENT, Ophthalmology, EMG, EEG, PFT, VISA ,BMD
3rd Floor	Executive Offices	—	Administrative Offices
4th Floor	—	Health Checkup Dining	—
5th Floor	—	Refuge Floor	—
6th Floor	ICU (601-648)	—	Artificial Kidney Dialysis (AKD)
7th Floor	Bed: 701- 720 (Economy, Deluxe , Special ) Physiotherapy unit	—	741 - 791 (Common Ward)
8th Floor	Bed: 801 - 819( Twin Sharing , Special and Deluxe ) 820-825(Stroke Unit )	—	830-835 (Chemotherapy Ward), 837-857( Economy, Twin sharing , Deluxe , Special )
9th Floor	Bed: 901 - 925(Twin Sharing , Special and Deluxe )	—	926 -946(Twin Sharing , Special and Deluxe )
10th Floor	Bed: 1001 -1017(Twin Sharing , Special and Deluxe )Gynec OT	—	1021-1032 ( PICU & NICU),1033-1051 ( Economy,Common, Twin sharing , Deluxe , Special , )
11th Floor	Bed: 1101 -1112(Super Deluxe , Executive Suite)	—	Bed: 1113-1123(Super Deluxe , Executive Suite)



## Important Telephone Numbers

<b>Emergency/Casualty</b>	<b>022-69318064, 8657907754</b>
<b>Ambulance</b>	<b>9769250010/98206 44429</b>
<b>Hospital Board Line</b>	<b>022-69318000/69301000</b>
<b>Admission Department</b>	<b>022-69318080/8081</b>
<b>Hospital Fax No. (TPA)</b>	<b>022-264005119</b>
<b>TPA Cell</b>	<b>022-69318089</b>
<b>Appointment- OPD</b>	<b>8657907751/52/53</b>
<b>Billing- Inpatient</b>	<b>022-2675 1560/ 20751586/85</b>
<b>Billing- OPD</b>	<b>022-69318053</b>
<b>Blood Bank</b>	<b>022-69318215</b>
<b>Health Check-up Appointment</b>	<b>8657896447(9:00 am- 5:00 pm)</b>
<b>Health Check-up Department</b>	<b>022-69318285</b>
<b>Report Dispatch Counter</b>	<b>022-69301620</b>
<b>MRI</b>	<b>022-69318066</b>
<b>X-Ray, Sonography</b>	<b>022-69318038/8030</b>
<b>CT Scan</b>	<b>022-69318044</b>
<b>Help Desk</b>	<b>022-69318083/84</b>
<b>Home Sample Collection 8879677193 (9.00am- 5..00 pm- Mon- Sat)</b>	



**Lilavati Hospital and Research Centre**

**NABH Accredited Healthcare Provider**

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