



# CONTACT US

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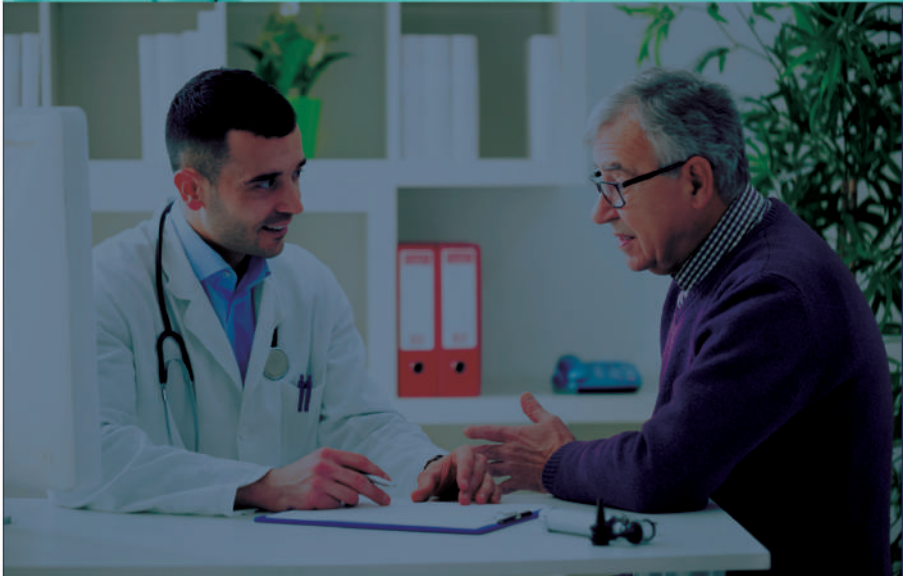
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[f](#) [t](#) [@](#) [v](#) \SGVPHH



sgvpholistichospital.org

# GUIDE HEALTH CARE



## GUIDED BY THE DIVINE BLESSINGS



यावज्जीवं च शुश्रूषा कार्या मातुः पितुर्गुरोः ।  
रोगार्तस्य मनुष्यस्य यथाशक्ति च मामकैः ॥

AS FAR AS POSSIBLE, SERVE ELDERS, PARENTS  
AND THE SICK THROUGHOUT YOUR LIFE.

- BHAGWAN SHREE SWAMINARAYAN (SHIKSHAPATRI 139)



"SAINTS ARE THE SEVAKAS OF SOCIETY."

- PUJYA SHASTRIJI MAHARAJ  
SHREE DHARMAJIVANDASJI SWAMI



"GRIEF IS MITIGATED THROUGH WORSHIP OF THE LORD."

- PUJYA JOGI SWAMI  
SHREE HARIPRAKASHDASJI SWAMI



"STRIVE TO SERVE MOTHER, FATHER, GURU, AND UNWELL FOR LIFE"

WITH THE CHANTING AND PENANCE OF AKHAND BHAGAVAD  
PARAYAN SHRI JOGI SWAMI, THIS PUBLIC WELFARE CONTINUED  
TO GROW AND HEAL THOUSANDS OF PATIENTS.

THE 'SHRI JOGI SWAMI HOLISTIC HOSPITAL' HAS BEEN  
CONSTRUCTED IN THE SACRED MEMORY OF THESE HOLY SAINTS.  
THE PURPOSE OF THIS HOLISTIC HOSPITAL IS TO KEEP THE BODY,  
MIND AND CONSCIOUSNESS OF HUMAN BEINGS HEALTHY IN ALL  
RESPECTS.

- SWAMI MADHAVPRIYADASJI (PRESIDENT - SGVP)

## FROM THE DESK OF COO

Vision provides a sense of purpose and direction. And when a group of Positive, Enthusiastic people come unite together for a cause for Humanity, Care and Driven by passion can bring a change.

Vision of Shree Jogi Swami SGVP Holistic Hospital has always been clear to be recognized for excellence and chosen for caring by precision of modern medicine with legacy of Ayurveda and Yoga, connecting with the world to improve health globally, creating a system that is transforming research and finally providing advance health care facilities today.



Dr. Hiren Kaswala

Our SGVP Holistic Hospital life journey began in year 2017, where our honorable Prime Minister - Shri Narendra Modiji inaugurated the hospital and we were empowered to serve the society with finest medical care ever round the clock with state-of-the-art technology with a host of Allopathy, Ayurveda and Yoga (our cultural roots).

Compassion and care are our belief, we are living up to the high Ethical and Professional practices ever could practice in this branch.

It gives me pride to share that SGVP Holistic Hospital has been awarded with the Guinness Book of World Records,2016-for the most number of participants in Shirodhara Event-1120 people simultaneously participated in the record breaking event.

We remain resolute in our belief that world class healthcare should not be a privilege for only Indians but also patients across the globe and e remain determined to work with best Doctors Team, Largest Team of Ayurveda Vaidya's, Best Nurses, Equipped and Trained potential staff, tirelessly towards bringing smiles to the faces of millions and building deeper roots with the communities we serve.

We hope this Guide book will enable us to provide information more effectively and emit greater interaction and communication.

# ABOUT HOSPITAL

VISION, MISSION & VALUES



## OUR MISSION

LEADING THE WORLD TO A HEALTHIER FUTURE BY ADVANCING HEALTH AND WELLNESS THROUGH A HOLISTIC AND INTEGRATED APPROACH

## VISION

WE SHALL BE RECOGNISED FOR EXCELLENCE AND CHOSEN FOR CARING

- BY INTEGRATING PRECISION OF MODERN MEDICINE WITH LEGACY OF AYURVEDA AND YOG
- BUILDING A HEALTHIER COMMUNITY
- CONNECTING WITH THE WORLD TO IMPROVE HEALTH GLOBALLY
- CREATING A SYSTEM THAT IS TRANSFORMING RESEARCH
- DELIVERING TOMORROW'S HEALTH CARE TODAY



DIGNITY & UNITY

TRUST & TRANSPARENCY HONESTY & ETHICS

## CORE VALUES

RESPECT & RESILIENCE CARE & COMPASSION

QUALITY & EMPOWERMENT

# DEPARTMENT ALLOCATION

## BASEMENT

Auditorium  
Ayurveda OPD  
Biomedical Engineering  
Blood Storage area  
Central Store (General Store)  
ENT OPD  
General Maintenance  
House Keeping Department  
In Patient Pharmacy  
Linen Department  
Meeting / Conference Room  
Ophthalmology OPD  
Pathology Department  
Physiotherapy Department  
Purchase Manager Office

## GROUND FLOOR

Admin Manager Office  
Admission Department  
Billing Department  
Blood/ Sample Collection Room  
Children Play area  
Day Care  
Echo Room  
Emergency Room  
Feeding Room  
Health Checkup Department  
MAA Yojna Desk  
Main Reception  
Out Patient Pharmacy  
OPDs  
Radiology Department  
Directort Office  
Telecom Desk  
Temple  
TMT room  
TPA / Insurance

## 1ST FLOOR

Cath Lab  
Cath Lab Recovery Room  
Cath Lab - Doctor Lounge  
Operation Theater  
OT Recovery Room  
OT - Doctor Lounge  
OT Pharmacy  
Central Sterile Supply Department (CSSD)  
Intensive Care Unit- Medical  
Intensive Care Unit- Surgical

## ADMINISTRATION WING

COO Office  
Accounts/ Audit Department  
Human Resource Department (HR)  
HOD - Clinical & Quality Assurance Dept.

## 2ND FLOOR

### (AYURVEDA DEPARTMENT)

Nursing station  
Consultant Room  
Panchkarma Theatre- Female  
Ayurveda Administrator Office  
Medicine Preparation Room & Store  
Panchkarma Theatre- Male  
Reception Desk  
Yoga Hall and Prayer Room

### **3RD FLOOR**

Nursing Station  
Nursing Superintendent Office  
Dormitory  
Twin Sharing Rooms  
Dialysis Room  
Economy Rooms

### **4TH FLOOR**

Nursing Station  
Deluxe Rooms  
Special Rooms  
Suite Rooms  
Manger Operations Office & Sub store

### **5TH FLOOR**

Nursing Station  
Deluxe Rooms  
Special Rooms  
Medical Record Department  
Graphic Designer's Office  
Marketing department  
Isolation Ward  
Labor Room  
IT department and Server Room

### **BESIDE BUILDING**

Cafeteria  
Mortuary Room  
Bio Medical Waste Collection Area  
Medical Gas Storage Area  
Liquid Gas Plant

# HOSPITAL GLIMPSE

STATE OF THE ART ICU



OPERATION THEATER



VENTILATORS



DIALYSIS



CT SCAN



ADVANCED CATH LAB



EMERGENCY TRANSPORT







# MODERN & TRADITIONAL HEALTH CARE

## KEY HIGHLIGHTS

1,50,000 sq. Ft. & 7 floors ultramodern infrastructure

General & special wards

Deluxe & suites rooms

Soothing, calm and tranquil atmosphere

## MODERN HEALTHCARE

- 150 bed multi-speciality hospital
- 4 ultra-modern operation theatre
- Surgical and medical ICU
- Expert and renowned doctors
- Dialysis centre
- Preventive health check-up
- Physiotherapy & rehabilitation centre
- Cath lab
- Chemotherapy ward
- Isolation ward

## TRADITIONAL HEALTHCARE

Authentic Ayurveda wellness centre

20 specialised Panchkarma rooms

Most eminent team of Ayurveda Vaidyas

Expert yoga consultant and yoga hall

Yoga therapy and fitness yoga

In-house Ayurveda pharmacy

## OPD FACILITIES

Appointment can be booked through help desk, internet and website.



## IPD FACILITIES

IPD Facilities comprises 150 beds in the hospital & and ICU, dialysis center Cath Lab, Day Care, Chemo Therapy, Operation Theater.

All patients are kept on special diet as per the instructions by the doctor.



# SPECIALTY

## ALLOPATHY

Anesthesiology  
Arthroscopy & Sports Medicine  
Audiometry  
Bariatric Surgery  
Cardiology  
Cardiothoracic & Vascular Surgery  
Cancer Medicine And Cancer Surgery  
Clinical Psychology  
Cosmetology  
Critical Care & Intensive Care  
Dentistry  
Dermatology & Venereology  
Endocrinology  
Ent (Otorhinolaryngology)  
Gastroenterology  
General Neonatology & Paediatrics  
General Surgery & Laparoscopy Surgery  
Gynecology & Obstetric  
Haemato-oncology  
Infectious Diseases  
Internal Medicine  
Interventional Radiology  
Joint Replacement  
Nephrology

Neurology & Neuro Surgery  
Oncology (Medical & Surgical)  
Ophthalmology  
Orthopedic And Trauma  
Pain Clinic  
Physiotherapy & Rehabilitation  
Plastic Surgery  
Pulmonary Medicine (Respiratory)  
Rheumatology  
Spine Care Treatment And Surgery  
Urology  
Vascular Surgery

## SERVICES NOT AVAILABLE

- Radiation Oncology
- Transplant Service
- Pediatric ICU
- Neonatal ICU
- Blood Bank
- Gamma Camera
- Microbiology
- MRI
- PET Scan



## **AYURVED**

Nadi Pariksha  
Shirodhara  
Raktmokshan  
Suvarnaprashan  
Vaman Detoxification  
Panchakarma  
Basti  
Kshar Sutra  
Agnikarma  
Mukha Lepanam  
Akshiptarn  
Virechan  
Abhyanga  
Garbh Sanskar  
Nasya  
Obesity Slimming Centre

## **YOG**

Ashtanga Yoga  
Iyengar Yoga  
Yoga With Music  
Power Yoga  
Tibetan Yoga  
Teacher's Training Course  
Fitness Yoga  
Therapeutic Yoga

## **DHYAN**

Aura Dhyan  
Naad Dhyan  
Mantra Dhyan  
Chakra Dhyan  
Deep Dhyan





# HOSPITAL SERVICES

## 1. ROOM OPTIONS AND MEAL SERVICES

### 1. ECONOMY WARD

5 Services: Breakfast, Juice, Lunch, Evening tea/coffee/ Milk with Dry Snacks, Dinner



ECONOMY ROOM

### 2 TWIN SHARING ROOM

5 Services: Breakfast, Juice, Lunch, Evening tea/coffee/ Milk with Dry Snacks, Dinner + Bed Milk

TWIN SHARING



### 3. SPECIAL ROOM

5 Services: Breakfast, Juice, Lunch, Evening tea/coffee/ Milk with Dry Snacks, Dinner + Bed Milk

SPECIAL ROOMS



#### 4. DELUXE ROOM

5 Services : Breakfast, Juice,  
Lunch, Evening tea/coffee/ Milk with  
Dry Snacks, Dinner + Soup + Bed Milk



#### 5. SUITE ROOM

Breakfast, Juice,  
Lunch, Evening tea/coffee/ Milk with  
Dry Snacks, Dinner + Soup + Bed Milk  
+ Fruit baskets once a day



- Only one patient's companion pass for Economy Room, Twin sharing room, Single Room & Deluxe Room for 24 hours.
- Two patients companion passes during day and night in suite room.
- Dormitory Services - Priority will be given to I.C.U Patient's relatives.

### SERVICE TIMINGS

Bed Tea/Coffee 06:30 am -07:00 am

Breakfast 07:30 am - 08:30 am

Juice/Soup 10:00 am - 10:30 am

Lunch 12:30 pm-01:30 pm

Tea with light snacks 04:00 pm - 04:30 pm

Dinner 07:30 pm - 08:30 pm

Milk 09:00 pm - 09:30 pm

### ROOM CATEGORIES & SERVICES

SGVP Holistic Hospital offers a range of rooms to suit your aids and comfort levels. The different categories of Beds available in the hospital.

Every effort will be taken to provide you the room of your choice. However, sometimes it is possible that the room be requested by you may not be available because it is occupied or fully booked. In such case, you will be allotted the next available room. You can opt for a room change, for which a request can be made to the admission Desk on Ext.1053.

All rooms and ward beds are air conditioned. Separate couches have been placed in all the rooms except Economy ward for the attendants. Attendants of economy ward patients are provided with a comfortable chair for their rest.

## 1. FOOD AND BEVERAGES

A. The diet is an integral part of your medication. Nutritionists in association with your doctor, will assess your diet needs and specify diet instructions. You are advised to follow the instructions specified by them for speedy recovery.

B. Religious sentiments of the patients will be considered while deciding on the diets. Kindly inform the dietician for the same. You will be given choices for Breakfast, Lunch & Dinner. To ensure safety of patient, outside food is prohibited.

Any other order besides these services will take Approx 45 minutes from the time of order and will be charged separately. Please Dial 1882 for food services.

C. Once diet has been designed for your specific needs we don't advocate any changes in quantity or otherwise it may prove detrimental to your health.

D. Diet counselling: If you wish to consult on any nutritional or diet related matter, please contact our Dietician on Ext-1882 between 09:00 am to 05:30 pm.



## 2. HOUSEKEEPING

A. Housekeeping team will look after the cleanliness and hygiene of your room. Your room will be cleaned four times daily.

D. Kindly avoid flushing any materials like cotton, bandages, sanitary napkins etc. in the toilets.

We solicit your cooperation and support in keeping the hospital clean. You are requested not to chew betel nut and not to smoke or consume alcohol in the hospital premises. Please do not dispose waste / trash anywhere except into the bins provided for the purpose. Help us in making hospital an environmental friendly zone.



### **3. VISITORS INFORMATION**

One attendant is allowed per patient in the room. It is mandatory to carry the attendant pass issued at the time of admission. The attendant should vacate the room/ward when the patient is shifted to OT/ ICU. One relative of ICU patient is allowed in main atrium area.

Hospital Premises have Temple & Prayer area to offer prayers.

### **4. GUEST SERVICES**

Attendants and all visitors can also buy meals refreshments from the cafeteria.

### **5. ENTERTAINMENT**

All rooms are provided televisions with cable TV connection. There is a choice of program in various languages.





# PATIENT CENTRIC INFORMATION

## **REGISTRATION, ADMISSION AND PAYMENT**

### **A. REGISTRATION**

If you are visiting SGVP Holistic Hospital for the first time, need to do a one-time registration. To register, kindly fill-up the Initial Patient Information Form You will be issued a Unique Hospital Identification Number (UHID) and your hospital record file will be generated.

### **B. ADMISSION**

If your treating physician or consulting doctor has advised you to be admitted in the hospital for treatment, you or your representative will need to meet the personnel at the Admission Desk to complete the admission formalities.

At the Admission Desk, you will be requested to complete an Admission Form which will require necessary information to be filled in order to register you as an in-patient. This admission form also includes a consent section which is an approval for the hospital staff to provide you medical treatment and care. In case of children below 18 years of age, the parents or guardian will be requested to complete the admission form and the consent. In case payment is to be made by an insurance company, you will need to produce an authorization letter at the Admission desk. Room rent is inclusive of diet for the patient.

### **C. PAYMENT/ DEPOSITS**

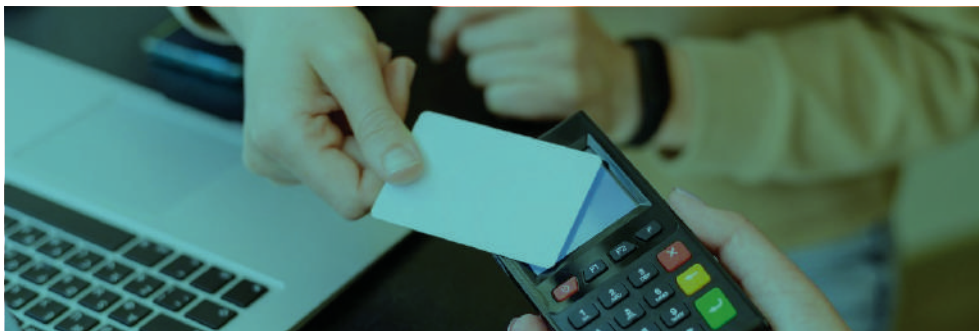
Depending upon the room requested and the nature of treatment, an initial deposit will be collected at the time of admission for which a receipt will be issued to you and this will be adjusted in your final bill.

If you are a corporate (credit) patient, you need to produce an authorization letter at the Admission Desk. Patient who fail to produce the Credit / Authorization letter will be requested to pay an initial deposit at the time of admission, which will be refunded after discharge on producing the same.

If it is a planned admission, you are requested to make the financial arrangement for the stay in the hospital prior to your hospitalization. Please ask your doctor to give an estimate based on the treatment and the duration of the stay expected.

In case you are being admitted for any surgery, you will be requested to pay the entire amount at the time of admission.

During your stay in the hospital, you will be given interim bills on a regular basis to keep you updated about your bill amount. Subsequent deposits will be intimated to you from time to time depending on your treatment. We accept cash/debit/credit cards.



### **D. CHECK OUT TIME**

Please contact the Billing Department for clarification regarding billing Ext 1059 or for payment, you may contact the personnel ground floor, besides Admission Desk (24 available).

Payments should be made only authorized billing counters.



# PATIENT CARE & TREATMENT

## **1. PATIENT CARE & TREATMENT**

Your care and treatment in this hospital will be based on the best and most recent advancement in the health care. As a patient, you will have a team working together to assure that you receive the finest care available. You and your family members are the most important part of the team. We encourage you to ask questions and offer your opinion in your treatment and care. If you have any concern about your care, we encourage you to contact your Doctor or Nurse in charge in your respective area.

## **2. GENERAL INSTRUCTIONS FOR PATIENT GOING FOR SURGERY**

Before you undergo any treatment, one of the team members/doctor will explain the line of treatment involved, the risks, benefits and alternatives and ask you to give your consent.

You will be asked to sign a consent form for surgery or any interventional procedure, if not already done so.

The nurse will check your personal details again before taking you to the operating theatre.

Call your doctor if you develop any new symptoms or signs of a cold or skin conditions before your surgery.

Do NOT wear make-up, jewellery, body piercings, nail polish, lotions or body powders hair pins or contact lenses to the hospital.

### **3. DIAGNOSTIC TEST**

During your stay, you might have to undergo certain tests to find out more about your condition. The attending staff will arrange your test at a convenient time.

### **4. MEDICAL INFORMATION**

Whenever you come to the hospital, we will ask you for some information, which is relevant to your care. Please tell staff if you:

- a) have an allergy to any specific medicine or food
- b) have been taking any medicines



### **5. IF YOUR OPERATION IS IN THE MORNING**

You must not have anything to eat or drink after 12 midnight; this includes chewing gum and sweets.

**IF YOUR OPERATION IS IN THE AFTERNOON:**

You should not consume anything orally after early morning.

### **6. THE FOLLOWING IS APPLICABLE IF YOU ARE HAVING GENERAL ANESTHESIA OR SEDATION:**

Stop smoking at least 10 days before surgery.

DO NOT drink alcohol 24 hours before your admission, as it will alter the effects of an anaesthetic or sedation.

Any medication that should be taken or to be discontinued, is to be acted upon as per consultant's order.

Consult your doctor as regards food intake prior to the operation.

## **7. THE FOLLOWING IS APPLICABLE IF YOU ARE HAVING A LOCAL ANESTHESIA:**

You do not need to starve before your operation, so you may have a light meal up to two hours before you come to the Hospital. Any medication should be taken as per instructions of the consultant.

All the rules of anaesthesia should be confirmed with a doctor or his assistant.



## **8. AFTER THE SURGERY**

### **A. LENGTH OF STAY IN THE RECOVERY ROOM**

This depends on the type of surgery you have had, and the type of anaesthesia. If you have had general anaesthesia, you might be monitored for a longer time. If you are comfortable, the team member caring for you will arrange for your shifting to the ward. Each person responds differently to general anaesthesia. If you have had an operation before and you are sick, tell the anaesthetist when he/she comes to see you in the ward. Alternatively, express your concerns to a team member if you have not seen the anaesthetist.

### **B. PAIN**

Pain tolerance is an individual character. Everyone feels some pain after the surgery but the perceived magnitude of pain differs for each person. During initial post-operative hours, it might be worst.

### **C. FOOD & DRINKS**

This depends on the type of the surgery you are having. However, if it is a minor surgery and you feel thirsty while in the recovery room, then sips of refreshing water will be offered to you. If you have had major surgery and are awake, then sips of water will be offered, provided you can take this without feeling nauseated. Then you will be allowed to continue to take small amount of fluids. Taking in food depends on the surgery you have had, your surgeon will be able to tell you about food intake.

## **9. ADDITIONAL INFORMATION**

### **A. VISITORS GUIDE**

#### **Patient Visiting Hours:**

We know this may be a time when you want to be with your loved ones as much as possible.

#### **VISITING HOURS ARE AS FOLLOWS:**

##### **WARDS**

Morning - 11.00 AM TO 01.00 PM

Evening - 05.00 PM TO 07.00 PM

##### **I.C.U**

Morning - 11.00 AM TO 12.00PM

Evening - 05.00 PM TO 06.00



Visitors are strictly prohibited in I.C.U. and O.T. Mobiles are not allowed in ICU area Please remember that other patients may be wishing to rest or sleep during visiting hours. It is important for your visitors to be considerate towards other patients while they are visiting. You are requested to restrict the number of visitors. Patient visitation by children is prohibited it is beneficial to the patient and/or children. Children under the age of 12 visiting the hospital are to be accompanied by a parent or responsible adult at all the times.

Visitors are restricted to 2 per patient at any time. Please keep conversation and activities in the hallway short. Being quiet outside patient's rooms is important to ensure the comfort of our patients & families.

We thank you for your assistance in maintaining a peaceful environment. Visitors are required to carry the Visitor's Pass at all the time. We honour privacy requests as long as our patients need them. If your loved one has requested not be seen and this is difficult for you, please ask our staff members for support.

## **B. FOOD & FLOWERS**

Flowers may look attractive but they are also potential source of spreading disease. If flowers are brought in to the hospital, there are chances for growth of infection because of the insects, pollen grains and fragrance of flowers.

Food from outside is another source of spreading infection and hence it is strictly prohibited in this hospital. The patient is supplied with the diet prescribed by the doctor.

Please help the patients by refraining from bringing outside food and flowers.

## **C. FIRE SAFETY**

The hospital has regular fire drills to ensure patient safety and staff efficiency in the event of a real emergency. The sound of the fire alarm is often for drill purposes only; but always listen carefully to the instructions being announced on the public address system. When you hear the fire alarm, the location will be announced on the public address system.

Fire exit staircases, located in all areas of the hospital can be opened and used during any fire emergency. For your safety during a fire drill, please remain where you are. As soon as the drill is over, Deactivation will be announced. In the event of any emergency, Fire Exit plans are located at all floors & patient rooms. If you notice any fire, please dial 333 from your nearest phone.

## **D. SMOKING AND CONSUMPTION OF ALCOHOL**

SGVP Holistic Hospital has a smoke-free environment. Smoking is strictly prohibited within the premises. Similarly, the hospital policy strictly prohibits consumption of alcohol anywhere in the hospital premises.

## **E. PHOTOGRAPHS**

Patients and visitors are requested not to take any photographs inside the hospital.

## **F. TIPS**

As a service organization, we wish to extend courtesy to each of our patients. Hence, it's prohibited.



# DISCHARGE

When your doctor believes that you are fit to go home, he / she will inform you and indicate this in your medical record. The Floor Coordinator will inform you when your final bill is ready. You will have to go to Inpatient Billing Department, located at Ground Floor to settle the bill. The billing department will give you a Discharge Intimation Slip on settling the bill. A copy of the Discharge Intimation Slip has to be submitted to the Floor Coordinator who will then give you Discharge Summary and investigation reports. The entire process takes minimum 2-3 hours. Hence, kindly plan your departure accordingly.

In case you require wheel chair/stretchers or ambulance service, please inform Floor Coordinator for the same. Have your floor doctor informed you about your discharge medications? If not, please meet him before you leave. Please vacate the room at the earliest, as other patients will require the facilities.

Kindly ensure to return the attendant's and visitor's passes to the security personnel.

## **A. CHECKLIST TO FOLLOW WHEN LEAVING**

Going home is a happy time for you, but please care to remember following:  
Have you kept the copy of the hospital bill and all other documents given by your care givers?

This will help you in filing your insurance claim.

Have you checked the wardrobe, bedside storage and bathroom for personal items?

Have you received prescription from doctor and did you understand instructions?

Have you booked a follow-up appointment with your Doctor / Surgeon?

Have you returned your feedback form with suggestions to Patient Guest Relation Team?

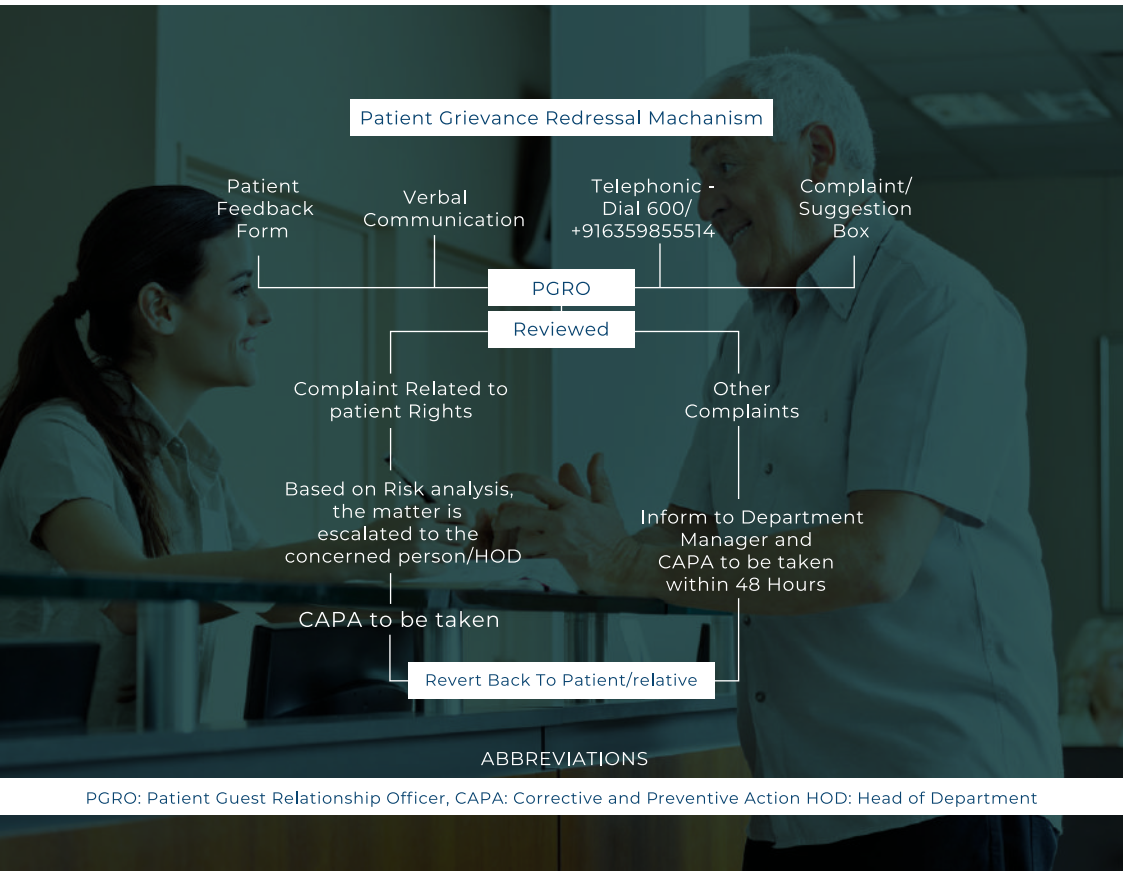


# COMPLAINTS, QUERIES, SUGGESTIONS

We welcome your views on our services to help us meet the patients' needs. We hope that your hospital visit will be a pleasant one and our staff will do all they can to ensure that we meet your expectations.

## PATIENTS SATISFACTION:

The wellbeing of our patients is our topmost priority. Our PRO team continuously works to get your feedback and improve your experiences. However, on occasions we may fail to meet the patient's expectations. You are free to file your complaints or grievances which will be suitably addressed.



### ABBREVIATIONS

PGRO: Patient Guest Relationship Officer, CAPA: Corrective and Preventive Action HOD: Head of Department

# PATIENTS' RIGHTS & RESPONSIBILITIES

## PATIENT'S RIGHTS

### ACCESSIBILITY AND AVAILABILITY

1. To be provided with appropriate and professional healthcare regardless of your caste, color, religion, gender, nationality, culture, language, socioeconomic status, sexual orientation or disability.
2. To be provided care at the time of emergency.
3. To access your clinical records.
4. To be given treatment in a safe environment and receive emotional support which may include minimal separation from your family within the limits of medical care provided.

### PAIN MANAGEMENT

1. Assessment and reassessment of pain.
2. Quick response to report of pain.
3. Information about pain and pain relief measures.
4. Dedicated pain relief specialists.

### INFORMATION EXCHANGE

1. To be entitled to information about your medical condition, treatment, possible result language that you understand (where possible) so as to make informed decisions.
2. To know about plan of care.
3. To avail information about the possible risks, side effects and alternative methods of treatment.
4. To know the names of the health care professionals responsible for your treatment care and to know any additional professional information regarding care provider.
5. To take decision regarding what information is to be provided to the family.
6. To seek second opinion.

## **INVOLVEMENT IN DECISION MAKING**

1. To knowledgeably make decisions regarding your medical care and receive information about any proposed treatment or procedure in order to give informed consent or to refuse care, treatment and services.
2. To make informed decisions about your care after being advised of material risks, benefits and alternatives.
3. To have your family or representative involved in care, treatment and service decisions.
4. To appoint someone legally to make decisions on your behalf if unable to do so.

## **CONCERNS AND FEEDBACK**

1. To register complaint and receive information on your complaint processing.

## **RESPECT, DIGNITY AND CONSIDERATION**

1. To receive respect for religious beliefs and values without affecting treatment, other patients and in accordance to the hospital policy.
2. To receive assessment and management when patient is dying.
3. To have your wishes followed concerning organ donation.
4. To have access to spiritual services.
5. To be free from all forms of abuse or harassment.

## **PERSONAL AND INFORMATION, PRIVACY & CONFIDENTIALITY**

1. To be provided with suitable privacy for undergoing examination. Certain procedures, treatment and transportation.
2. To be provided with suitable privacy whenever demanded by the patient/family.
3. To keep confidentiality and privacy of your medical and non-medical information and all aspects of care rendered.

## **TREATMENT COST**

1. To be entitled to financial counselling and an estimate of your hospital bill at your admission.
2. To get information of day to day bills in accordance to the hospital policy.
3. To get detailed bill at the time of discharge.

## **SECURITY**

1. To be protected from abuse, neglect, assault, harassment, unnecessary use of restraint, manhandling and other similar instances.
2. To safeguard patient's belongings in case of emergency patients and those patients unable to make decisions regarding their possessions.

## **CONSENT**

1. To give consent or refuse medical care or recommended treatment to the extent permitted by law.
2. To be informed about any research activity and to refuse to be a part of the study.



# **PATIENT'S RESPONSIBILITIES**

## **ACCESSIBILITY AND AVAILABILITY**

1. To follow the treatment plan advised by your care provider.
2. To provide contact details of at least one relative who can be approached in case of emergency

## **PAIN MANAGEMENT**

1. Ask the doctor or nurse what to expect regarding pain and pain management.
2. Discuss pain relief options with the doctors and nurses.
3. Work with the doctor and nurse to develop a pain management plan.
4. Inform when pain first begins.
5. Help the doctor and nurse assess the pain.
6. Tell the doctor or nurse if the pain is not relieved.
7. Tell the doctor or nurse about any worries regarding taking pain medication.

## **INFORMATION EXCHANGE**

1. To provide accurate and complete information about your present medical condition including any past illnesses, hospitalization, medications and other relevant details in order to receive appropriate and safe medical treatment.
2. To provide correct demographic and general information.
3. To give correct details regarding any past illnesses.
4. To provide information about any known allergy.
5. To give honest update on health status during course of treatment.

## **INVOLVEMENT IN DECISION MAKING**

1. To understand that any discontinuation in treatment advised by your care provider or leaving against medical advice would be at your own risk.

## **CONCERNS AND FEEDBACK**

1. To provide your valuable feedback and suggestions.

## **RESPECT, DIGNITY AND CONSIDERATION**

1. To behave in a polite and respectful manner to other patients, hospital staff and doctors.

## **PERSONAL AND INFORMATION PRIVACY & CONFIDENTIALITY**

1. To understand that though the confidentiality of records will be maintained, authorized statutory bodies, insurance companies or your payer would be allowed to view your records.

## **TREATMENT COST**

1. To provide TPA/Insurance details at the time admission.
2. To know day to day billing and to make timely payments.
3. To make deposit as per hospital policy.

## **SECURITY**

1. To take care of your valuables and belongings.
2. Not to damage hospital property and to comply with hospital policies (e.g. no smoking, no tobacco chewing, no spitting, maintaining silence etc.)

## **CONSENT**

1. To report whether you clearly understand the instructions given by your care provider.  
To ask for additional information or clarification if you do not understand any Cructions.





# IMPORTANT HEALTHCARE TIPS

## **1. PAIN MANNAGEMENT**

Though it may not be possible to completely eliminate pain with treatment, most pain can be controlled. Pain treatments work differently for different people. Your doctor will work with you to find the right pain medicine and treatment for you. You can help in the following way: Talk to your doctor about pain control methods that have worked well for you before and discuss any concerns. Tell your doctor any allergy to medicine you have. Ask about side effects that may occur with treatment.

## **2. BED SORES... PREVENTION IS BETTER THAN CURE!!!!**

Anyone who stays in bed, chair or wheelchair for a long time can get pressure sores (pressure ulcers or bed sores). Fortunately, most can be prevented or kept from getting worse.

### **A. ARE PRESSURE SORES SERIOUS?**

Pressure sores can be serious, depending on how much the skin and skin tissues have been damaged. You should call your doctor if you think a sore is forming. Pressure sores usually develop over bony parts of the body that does not have much fat to pad them. Pressure sores are most common on the heels or on the hips. Other areas at risk for pressure sores include the base of the spine, the shoulder blades, the back and sides of the knees, and the back of the head.

## **B. HOW IS PRESSURE SORES TREATED?**

Three things help healing pressure sores: Relieving the pressure that caused the sore - do not lie on the pressure sores. Use foam pads or pillows to take pressure off the sores. Special mattress, mattress covers, foam wedges or seat cushions can help support you in bed or in a chair to reduce or relieve the pressure. Treating the sore itself - in order to heal, pressure sores must be kept clean and free of dead tissues. You can clean the sore by rinsing the area with salt-water solution. Improving the nutrition and other conditions to help the sore heal - Good nutrition is most important because it helps your body heal the sore. If you do not get enough calories, proteins and other nutrients, your body would not be able to heal, no matter how carefully you care for the pressure sores.

## **C. WHAT IF THE SORES GET INFECTED?**

Signs of an infected pressure sores include yellow or green pus, a bad smell, redness or warmth, swelling and tenderness around the sore. Signs that the infection may have spread include fever or chills, mental confusion or difficulty in concentrating, rapid heartbeats and weakness.

## **D. PREVENTION AND TREATMENT OF PRESSURE SORES**

Keep the skin free from moisture Improve nutrition Frequently turn or re-position someone who is confined to bed or to a wheel chair.

## **3. SAFE MEDICATION... BE AN INFORMED PATIENT**

Unfortunately medication errors happen. They happen in hospitals, in pharmacies, or even at home. And sometimes people get hurt because of these errors.

### **AT HOME**

Make a list of medications you are taking now. Include the dose and how often you take them. Any time your medication changes, list it. Keep medication in their original containers. Never take someone else's medication. Read the label every time you take a dose to make sure you have the right drug and that you are following the instructions. Turn on the lights to take your medications. Do not store medication under the direct sunlight. Store medications where children cannot see or reach them. Don't chew, crush or break any capsule or tablets, unless instructed. To take liquid medication, use only the cup or other measuring device that comes with it. Dosing errors can happen if you use a different cup or if you use the cup with other liquids, because the cups are often of the different sizes or have different markings.



## **IN THE HOSPITAL**

Bring your medication list every time you visit hospital.

Ask your doctor about the name of each medication and the reason you are taking them.

Look at all medications before you take them.

Do not let anyone give you medication without checking your hospital ID wristband every time. This helps prevent you from getting someone else's medications. Tell your doctor or nurse if you have any drug allergy.

## **4. PHYSICAL ACTIVITY**

Regular physical activity reduces the risk of developing a serious illness and we advise at least 30 minutes of moderate intensity exercise on most days of the week. Regular physical activity reduces the risk of heart diseases, risk of developing diabetes, the risk of developing high blood pressure, reduces the feeling of depression and anxiety, helps to build and maintain healthy bones, muscles and joints and promotes psychological well-being. Remember a moderate amount of physical activity can be achieved in variety of ways. Benefits are based on the duration, intensity and frequency. Believe it or not, washing and waxing a car or washing the floor and windows for 45-60 minutes can equal bicycling 4 miles in 15 minutes.

## **5. SAFETY TIPS TO PREVENT FALL**

Talk about risk for falling

A. Ask your nurse what puts you at risk for falls.

B. Work with your nurse on a plan to keep you safe from falls.

C. Ask your doctor, nurse or pharmacist about side effects of your medications that could make you dizzy or unsteady on your feet.

## **ASK FOR HELP :**

a. Ask for help to get out of bed and whenever you are going to walk, especially if you are not feeling well. Use your call button in the hospital.

b. Ask for help when go to toilet.

c. Ask for a cane, walker or other device to make walking safer.

d. Ask a family member or friend to sit with you.

e. Ask a family member or friend to bring in your glasses or hearing aid so that you can better participate in your care.

## TAKE STEP TO AVOID FALLING:

a. Avoid quick, sudden movements.

Change position slowly and carefully.

Sit on the side of your bed before standing.

Stand up slowly and fully, get your balance before you begin to walk.

b. Wear comfortable rubber-soled, low-heeled slippers or shoes that fit properly.

c. Check for a clear and safe path before you walk. Avoid walking on wet or cluttered floors.

d. If you feel unsteady or unbalanced on your feet, call for help and sit down again..

e. Use your call button to ask for help from your hospital bed.

Together with your doctors, nurses and your dear ones, you can prevent falls.

## 6. INFECTION CONTROL PRACTICES

### BIOMEDICAL WASTE MANAGEMENT

**GENERAL NON-INFECTIOUS WASTE**  
સામાન્ય કચરો

**Green Bag** લીલી બેગ



Office stationery  
Disposable paper cups  
Tissue paper used for  
domestic purpose  
Kitchen Waste

ઓફિસમાં વપરાતી સ્ટેશનરી,  
નિકાલ કરવાયોગ્ય પેપર કપ,  
સામાન્ય વપરાશમાં લેવાયેલ  
ટીસ્યુ પેપર, ખોરાકી કચરો.

**INFECTIOUS PLASTIC WASTE**  
ચેપી પ્લાસ્ટીક કચરો

**Red Bag** લાલ બેગ



Used & Disposable, Plastic Items  
like.. Blood bags, Infectious I.V. Sets,  
Infectious plastic tubings, Rubber  
catheters, Blood stained Gloves,  
Plastic/latex gloves cut then discard

વપરાસા પાટ નિકાલ કરવા યોગ્ય વસ્તુઓ...  
બ્લડ બેગ, રેબર કથેટર પ્લાસ્ટીકની નળીઓ  
રબરનાં ગ્લોવ્સ, લેટીક્સ ગ્લોવ, પ્લાસ્ટીક/લેટ  
વેટેક્સ ગ્લોવ કાપીને નિકાલ કરવા પાટે.

**INFECTIOUS NON PLASTIC WASTE**  
ચેપી તીક્ષ્ણ કચરો

**Yellow Bag** પીળી બેગ



Human organs, body parts  
and tissues, Personal protective  
Equipment, Disposable gown,  
Mask, Cap, Infection dressing  
Material, like gauze, cotton etc.,

માનવ સરીરનાં અંગો, પેશીઓ,  
સ્વ સજ્જના સાધનો જેવાકે નિકાલ  
કરવાયોગ્ય ગાર્બન, માસ્ક કેપ, ચેપી  
ડ્રેસિંગ મટીરીયલ, રૂ, પાટાપીટી.

**INFECTIOUS SHARP WASTE**  
ચેપી તીક્ષ્ણ કચરો

**Blue Bag**



**વાદળી બેગ**

Glass Bottles  
Glass Ampoules  
Injection Vials  
Glass Materials

કાચની બાટલીઓ,  
કાચની એમ્પ્યુલ્સ,  
ઈન્જેક્શન વાયલ્સ,  
કાચની વસ્તુઓ.

**CYTOTOXIC WASTE**  
સાયટોટોક્સીક કચરો

**Yellow Bag** પીળી બેગ



Cytotoxic Waste,  
Expiry date  
Medicine, Radio Active  
Substance Waste

સાયટોટોક્સીક કચરો,  
એક્સપાયરીડેટ્ડ કાચની દવાઓ,  
રેડિયો એક્ટિવ વેસ્ટ.

**INFECTIOUS & INJURIOUS SHARP WASTE**  
ચેપી અને ઈજા પહોંચાડી શકે તેવો તીક્ષ્ણ કચરો

**Puncture Proof Can** પંચર પ્રૂફ સફેદ કેરળો



Used Needles Used Scalpel  
Blades Blades, Cannula Sytlet,  
Lancets Broken glass slides,  
cover slip, Pre-filled Syringe.

વપરાયેલ નોડ, વપરાયેલ  
સ્કાલપેલ બ્લેડ, કેન્યુલાનું સ્ટ્રીલેટ  
લેન્સેટ, તુટેલી કાચની સ્લાઇડ,  
કવર સ્લીપ, પ્રિફીલ્ડ સિરીજ.

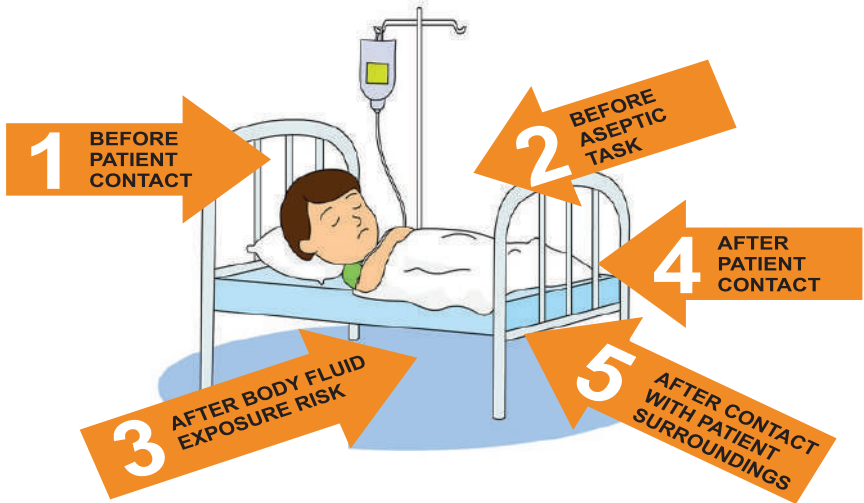
## HAND HYGIENE FOR PATIENT SAFETY

Preventing infections is one of the most important goals at the Hospital. While not every infection is preventable, many can be prevented by taking certain precautions.

1. Please use the alcohol hand rub on the way into and out of the ward/ICUS.

2. Please do not visit patients if you have cough, running nose, sneezing, fever, and diarrhea & vomiting.
3. Maintain good hygiene.
4. Please do not let children under 12 visit the patient.

## 5 MOMENTS FOR HAND HYGIENE



## 7 STEPS OF HAND WASHING



**STEP 1**  
Palm to Palm  
હથેલી થી હથેલી



**STEP 2**  
Palm of right hand over back of left hand & palm of left hand over back or right hand  
એક હાથની હથેલીની ઊપર હાથમાં પંજાનો એક હાથનો ભાગ એવી જ રીતે ઊપર હાથની હથેલીથી પહેલા હાથના પંજાનો પાછળનો ભાગ સાફ કરવો



**STEP 3**  
Palm to Palm with finger interlaced  
હથેલી થી હથેલી સાથે આંગળીઓની વચ્ચે સાફ કરવું



**STEP 4**  
Back of finer to opposing palms with fingers interlocked  
આંગળીઓની પાછળનો ભાગ એકબીજા હાથની આંગળીઓને ઘેરવેલોક કરવા



**STEP 5**  
Rotational rubbing of right thumb clasped in left palm and vice versa  
આંગુઠાને ફેરવવા ફેરવવા સાફ કરો અને તે જ પ્રમાણે ઊપર હાથે સાફ કરવું



**STEP 6**  
Rotational rubbing, backwards and forwards with closed finger of righthand in left palm and vice versa  
આગળ પાછળ ઊંચી કરેલી આંગળીઓ જમણા અને ડાબા હાથમાં ફેરવવા સાફ કરવી અને તે જ પ્રમાણે ઊપર હાથે સાફ કરો



**STEP 7**  
Rub both wrists in a rotating manner, rinse and dry thoroughly  
બંને હાથના કંડાં વચ્ચે રોટરી રીતે સાફ કરવા પછી બંને હાથ પાણીથી ધોઈને ટોરા કરવા

**Time Duration**  
30 to 60  
**Seconds**

# IMPORTANT CONTACT NUMBERS

Emergency: +91 95122 00121

Main Reception & Admission: 1006/1007/1008

OPD Allopathy Reception: 1096

OPD Ayurveda Reception: 1999

Billing: 1059

TPA(Insurance): 1051

Health Checkup: 616

Pathology(Laboratory): 1912

Radiology: 1091

OP Pharmacy: 1031/1032

IP Pharmacy: 1932

Food Service: 1881

Floor Co-ordinator: 600