

A Patient Guide

- ◆ A multi-super specialty hospital (150 beds) in the heart of Ahmedabad
- ◆ 12.5 kms from the airport and 6 kms from Iscon Circle, less than 0.3 km from S. G. Road
- ◆ Set over app. 17000 sq. yards
- ◆ Equipped with the state-of-the-art technology
- ◆ Wide range of services in areas of medicine, surgery, clinical research and education.



CIMS is a multi-super specialty hospital providing top-of-the-line diagnostic and interventional medical services to its patients.

At CIMS, our main priority is YOU. We take the utmost care to make you comfortable with our caring and polite staff, friendly environment, and of course our team of dedicated qualified doctors.

Our aim is to provide you the best treatment and care necessary for your healthy and speedy recovery.

The information given herewith is of great importance and we would appreciate your dedication in following the instructions given for your own safety.

At the time of Admission

1. Please go to the admission counter and fill in the form and complete the necessary formalities. You might be asked for a deposit* at the counter in accordance with CIMS policies.
2. Many patients are admitted in an emergency, but if your treatment is planned then please check your admission letter for any special instructions to be followed before admission.
3. Please do enquire as regards your estimated treatment cost.
4. Please inform the Insurance desk about your Insurance Details, so that processes get smoother for you, especially during discharge.
5. An indemnity / consent form will be needed to be signed for admission.
6. Diet for Inpatient is included in Tariff.
7. During the time of procedure, Cathlab/OT pass will be available from main reception for two relatives.
8. When the patient will be shifted to ICU, relatives need to vacate the room.

*Only cash and debit / credit card of major banks will be accepted.

Please bring with you

1. Personal toiletries and slippers
2. All reports, prescription, medicines, inhalers etc that you are currently taking
3. Spectacles, lenses, cases & solution and dentures
4. Insurance documents
5. A few things to help you pass your time like books, puzzles, etc.

During you stay

- 1 Games, cards etc. are available with floor coordinators.
2. Magazines and books will also be offered to you.
3. For suite class patients, a select list of DVD will be available for viewing.

Please do not bring

1. Any valuables or jewellery. The hospital will not be liable for any loss of valuables.
2. Outside food is not allowed in the hospital.



Consumption of tobacco and smoking is strictly prohibited in the hospital

- After your admission process is complete, one of admission staff members will escort you to your bed, explain where things are and introduce you to the staff on duty.
- You will be given an identity belt with your name and identification details on it. Please wear this all the time while you are in the hospital.
- After your admission, the on-duty doctor will examine you.
- For any medical queries or concerns, contact on-duty doctor or nursing incharge.
- For any Hospital service related concerns, contact floor coordinator.
- 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.
- If you are having an operation on a particular part of the body, this may be marked by the surgeon at this time and the part will be prepared.
- The nurses will check your personal details again before taking you to the operating theatre.
- Please give your costly ornaments, wrist watch, mobile, etc. to your relatives.
- Please collect your daily bill from Billing department.

Dormitory facilities are available for patients relatives at a nominal charge. For inquiries, contact main reception.

Use of mobile phone is restricted in clinical areas as this may interfere with the medical equipment. It also disturbs your co-patients.

General instructions for patients going in for surgery

The following is applicable if you are having general anaesthetic 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 should or should not be taken as per instructions of the consultant.
- Consult your doctor as regards food intake prior to the operation.
- Please go through the details given in anaesthesia consent form and discuss with the concerned anaesthetist on his visit before operation.

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.

The following is applicable if you are having a local anaesthetic:

- 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.

- Companion will be allowed in the room as per rules.
- Visitors must have visiting pass & also should observe the visiting timings.
- Please keep the noise level low.

□ At the time of Discharge

- Discharge of the patients will be authorized by the doctor in charge.
- You will be handed over your discharge file which will contain
 - All reports, discharge summary
 - Medical prescription
 - Other precautions and instructions, if essential
- Discharges are processed round-the-clock.
- Checkout time is 2.00 pm. After 2.00 pm, a new day charge will apply.
- Please submit your patient companion passes while leaving at IPD reception or a fine may be charged for the lost pass.
- Please take all your personal belongings at the time of your discharge.
- Please understand carefully how the medications are to be taken.
- Take follow-up appointments.
- The type of care you need at home will depend on the type of surgery you had.
- Please fill in the patient feed back form to help us serve better in the future.
- In case of any queries, contact the help desk (Extn No.: 1078)
- Service charges will be applicable on overall bill except the medicines and consumables charges.
- Discharge process will take minimum 2 hours after intimation of Doctors to nursing staff.

In case, the patient wishes to discharge against medical advice, a form 'Discharge Against Medical Advice' will have to be signed by the patient. The hospital will not be responsible for the patient's condition thereafter.

We need your co-operation :

1. Please respect other patients around you who are sleeping and keep noise to a minimum.
2. Keep your room environment clean & hygienic and help us maintain standard of cleanliness
3. Keep the toilets clean & dry.
4. Use dustbin for disposal of any waste.
5. All meals are provided from the hospital. Only vegetarian and health promoting food is served.
6. Special diet will be served as prescribed by the doctor.
7. Meals are planned and their preparation is supervised by trained and competent dieticians.
8. Please do not sit /sleep on patient's bed and in any waiting area.
9. Please co- operate with the working staff to help them serve you better.
10. Please be calm, composed & positive to help you recover faster.
11. Please respect all hospital rules & regulations.
12. Only two visitors are allowed inside patient's room at a time during visiting hours.
13. Please bring to the notice of management, if any staff is asking for TIPS.
14. On request, ambulance service is provided for the patients who are getting discharged (Ext. 1078).
15. In-house Mortuary facility is available for registered patients.

Visiting hours : 12.00 noon to 1.00 pm and 5.00 pm to 7.00 pm (Monday to Sunday)

*If you have any queries about your Admission date or time,
please contact your Consultant or our Admission Desk at +91-79-3010 1080*

□ Patient-centric infrastructure: State-of-the-art ICUs & well-equipped rooms

- General Ward
- Twin rooms
- Single rooms
- Well-appointed Suites



Patient-centric services

- ◆ Quick and hassle-free admission & discharge
- ◆ Stay-in facility for patient relatives
- ◆ Round-the-clock pathology, radiology, pharmacy and cafeteria

International patient services includes

- Appointment Scheduling
- Treatment Packages in Advance
- Visa Assistance*
- Airport pick-n-drop facility
- Hotel reservations assistance
- International newspapers
- Ambulance pick-up, if required
- Assistance for dining services
- Follow up assistance for future appointment schedule after discharge

* subject to conditions



□ Infection Control education for patients and relatives

1. Please use the alcohol hand rub on the way into and out of the ward.
2. Please do not visit patients if you have cough, running nose, sneezing, fever, diarrhoea & vomiting.
3. Maintain good hygiene.
4. Please do not let children under 12 visit the patient.
5. Offer to take home surplus personal belongings so that the area around the bed can be easily cleaned.

State-of-the-art ICU



Pediatric ICU



Neonatal Warmer



Operation Theater



Cath lab



Sleep lab



High frequency Ventilator for Neonates



Pediatric Emergency Transport



ECP Machine



CT Scan



24 x 7 Dialysis Facility



Rehabilitation



Electric Trolley Bed



- Anaesthesiology
- Cardiology
- Cardio-thoracic Surgery
- Cosmetology
- Critical Care
- Dentistry
- ENT
- Family Medicine
- Foetal Medicine
- Gastroenterology
- Gastro & Intestinal Surgery
- General Surgery
- Gynecology and Obstetrics
- High Risk Pregnancy Unit
- Haemato-Oncology
- Health checkup
- Infectious and HIV disease
- Internal Diseases
- Joint Replacement Surgery
- Laparoscopic Surgery
- Neonatology and Pediatrics
- Nephrology
- Neurology
- Neurosurgery
- Obesity Management
- Oncology & Onco Surgery
- Ophthalmology
- Orthopedics / Arthroscopy and Sports Medicine
- Pain Clinic
- Pathology and Microbiology
- Pediatric Surgery
- Physiotherapy and Rehabilitation
- Preventive Health Care
- Pulmonology
- Radiology
- Sleep Medicine
- Spine Surgery
- Trauma Care
- Urology
- Vascular Surgery

NURSING CARE

- 6:00 am to 8:00 am : Sponge bath, Mouth care, Back care, Hair care, Bed making
- Apart from the above services, medicine administration and maintenance of Medical Administration Record (MAR) is done by nurses.
- There is a call button at your bedside to help you.

RESIDENT DOCTORS

Qualified and Trained Hospitalist, Medical Officer and Clinical Care Coordinators are available in the hospital. They report to the consultant and update them on your general condition. They will take rounds to monitor and assess your progress. They only follow the orders given by your consultants. They will attend to you in case of emergency.

TREATMENT

Your consultant treating doctor at hospital is responsible for your treatment. And they will give necessary instructions for your laboratory tests and treatments.

DIETARY SERVICES

- Food is an important part of the services rendered. The hospital's dietician personally supervises the menu.
- Patient's companion can have their meals at the cafeteria situated in the basement. Food is not permitted in the room for the companion.
- Outside food is not allowed in the cafeteria.
- The dietician will visit you daily twice in a day. Please feel free to render suggestions about the food.
- Diet counseling and written guidelines are given to patient's at the time of discharge.

PHARMACY

- The pharmacy is open 24 x 7.
- Medicines are delivered by the pharmacy to the floor.
- Return of cut strips and open medicines or injections, etc. will not be accepted by the pharmacy.
- Our Pharmacy is backed up by well qualified Pharmacists.
- We have OPD and IPD based pharmacy.

PHYSIOTHERAPIST

- Physiotherapy referred patients will be attended twice (morning & evening) by the hospital physiotherapist. The timings, however, may vary.
- Physiotherapy & Rehab counseling along with written guidelines are given to referred patients on discharge.

HOUSEKEEPING

Your room will be cleaned daily by our housekeeping staff. If you require any additional cleaning, please inform our floor coordinators or nurse for assistance.

PATHOLOGY

- Aided by state-of-the-art fully automated instruments.
- Highly HPC registered Biomedical Scientists under constant supervision of Consultant Pathologist with High Quality Assurance.
- Well-equipped to carry latest tests.
- Services available for indoor as well as outdoor patients.
- Facilities for home visit available round the clock for all.

RADIOLOGY

- Digital x-rays system.
- IITV
- Various X-Ray procedures
- Ultra Sonography
- Color Doppler
- Mammography
- Computerized Tomography Scan(16 Slice CT Scan)

RIGHTS

Accessibility, Availability and Assessment

- To access to treatment irrespective of caste, colour, religion, nationality, disability or source of payment.
- To be provided immediate care at the time of emergency.
- To be assessed and to be managed for pain.

Information Exchange

- To know about the services provided, name of his/her treating doctor, diagnosis, treatment. options, complications and prognosis in the language understood by the patient.

Involvement In Decision Making

- To refuse treatment at own risk.
- To give or withdraw informed consent before the procedure starts.
- To be given an opportunity to ask questions.

Respect, Dignity And Consideration

- To receive respect for religious beliefs without affecting treatment, other patients and in accordance with the hospital policy.
- To receive end-of-life care.
- To get protection in case of elderly, pediatric, physically and/or mentally challenged.

Personal and Information Privacy

- To be provided privacy during examination, procedure or consultation.
- To maintain confidentiality of information.

Treatment Costs

- To be provided with a rough estimate of the cost of treatment.
- To get information of day to day bills in accordance with the hospital policy.

Complaint and Feedback

- To raise your complaint to the concerned authority.
- To provide feedback and suggestions.

RESPONSIBILITIES

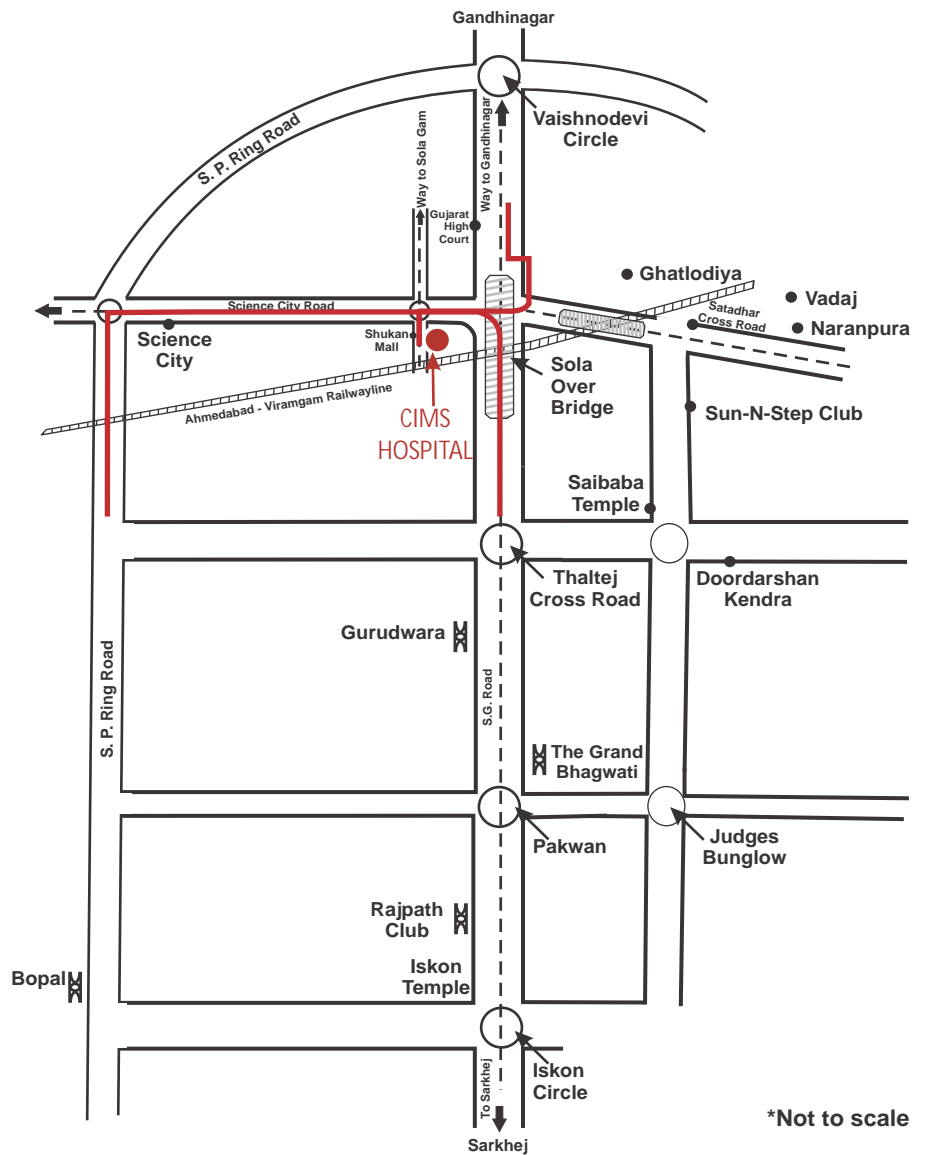
- To follow the treatment plan advised by your care provider.
- To provide complete and correct information about demographic, any treatment going under other doctor and known allergy to your care provider.
- To give honest update on health status during course of treatment.
- To understand that any discontinuation in treatment or to leave against medical advice would be at your own risk.
- To behave in a polite and respectful manner with other patients, hospital staff and doctors.
- 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.
- To provide TPA/Insurance details at the time of admission. To follow billing policy for deposit and TPA/corporate payments.
- To not to damage hospital property and to comply with hospital policies (e.g. no smoking, no tobacco chewing, no spitting, maintaining silence)

Hospital Extension Nos.

Main Reception	1078
OPD Reception	1000
Admission	1080
Billing	1082
Insurance	1085
Pathology	1036
Radiology	1031
Pharmacy	1002
Health Checkup	1088
Room Service	1921
Nursing Station-First Floor	1199
Nursing Station-Second Floor	1299
Physiotherapy & Rehab	1181
Emergency	1094
GICU (Ground Floor)	1096
NICU	1092
PICU	1090
CCU	1190
Premier CCU	1192
GICU-2 (First Floor)	1151
SICU	1290
Premier SICU	1292

Emergency : +91-9099011234

For dialing from outside
please dial 30101 before
Room No. e.g. for Room
No. 208 You dial 3010208



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Care Institute of Medical Sciences

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Ambulance & Emergency : +91-98244 50000, 97234 50000, 90990 11234