



## OUR FACILITIES:

### Max Super Speciality Hospital, Saket

1, Press Enclave Road, Saket, New Delhi - 110 017, Ph: 91-11-6611 5050, Fax: 91-11-6611 5077

### Max Devki Devi Heart & Vascular Institute, Saket

2, Press Enclave Road Saket, New Delhi -110 017, Ph: +91-11-2651 5050, Fax: +91-11-2651 0050

### Max Balaji Hospital™, Patparganj

108 A, Indraprastha Extension Patparganj, New Delhi - 110 092  
Ph: +91-11-4303 3333, Fax: +91-11-2223 5563

### Max Hospital, Gurgaon

Block-B, Sushant Lok-I, Gurgaon, Ph:+91-124-6623 000, Fax: +91-124 6623 111

### Max Hospital™, Pitampura

Near TV Tower, Wazirpur District Centre, Pitampura, New Delhi - 110 034  
Ph: +91-11-2735 1844, Fax: +91-11-2735 7229

### Max Hospital™, Noida

A-364, Sector 19, Noida-201 301  
Ph:+91-120-254 9999, Fax:+91-120-253 5557

### Max Medcentre™, Panchsheel Park

N-110, Panchsheel Park, New Delhi -110 017  
Ph: +91-11-2649 9870, 4609 7000, Fax: +91-11-2649 9860

### Max Speciality Clinic (Eye Care & Dental Care), Panchsheel Park

S-347, Panchsheel Park, New Delhi - 110 017, Ph: +91-11-2649 9870, 2649 9880, Fax: +91-11-2649 9860

## INPATIENT INFORMATION



 **Max  
Super Speciality Hospital**  
Caring for you...for life

## PATIENT & FAMILY RIGHTS AND RESPONSIBILITIES

### Patient & Family Rights

- To receive high quality care appropriate to the Patient's needs and consistent with the scope of the hospital.
- To receive considerate care regardless of race, gender, ethnicity, religious beliefs or age.
- To know the name of the Physician who has the primary responsibility for coordinating care.
- To receive information about the illness, treatment and prognosis and to have any questions answered.
- As and when appropriate, to be educated about the medication, diet, prevention and other aspects of the disease process, including unanticipated outcome.
- To be provided with privacy and confidentiality during examination or treatment.
- The Patient is assured of the confidential treatment of medical records and has the opportunity to approve or refuse the release of such information.
- To receive counseling regarding the estimated cost of treatment and payment schedule at the time of admission, as well as subsequently.
- The Patient can request a second opinion about the diagnosis or treatment plan.
- The Patient can refuse a recommended treatment to the extent permitted by law, and be informed about the medical consequences of the refusal.
- In case a transfer to another facility is required, to be provided complete explanation including alternatives to the transfer.
- To be informed and be asked if the patient wishes to participate in medical research when it is being conducted at the hospital.
- To be able to lodge a complaint and be made aware of the process of redressal

### Patient & Family Responsibilities

- To provide complete and accurate information including full name, address, home telephone number, date of birth, insurance details, and employer details whenever necessary.
- To provide accurate and complete information concerning present complaints, past medical history, hospitalisations, medications and other matters relating to the Patient's health.
- To follow the treatment plan advised by the Physician, including the instructions of nurses and other health professionals as they carry out the Physician's orders
- To make it known whether the Patient understands the course of the medical treatment and seeks clarifications if required.
- To treat hospital staff and other Patients with dignity and respect and not to conduct any activity that will disrupt the work of the hospital.
- To be respectful of the privacy of others and the property of the hospital.
- Not allowed to bring alcohol, unauthorised drugs or weapons into the hospital, ever.
- To respect that the hospital is a non smoking zone.
- To follow visiting hours of the hospital.
- Leave valuables at home and bring only those items necessary during hospital stay.
- Assure that the financial obligations of Patient's care are fulfilled as per the hospital policy.
- The patients are responsible for their own actions should they refuse treatment or their Physician's advice.



## F & B SERVICES

Listed below is the Food & Beverage schedule of the institute. We make sure that you get carefully selected food, best suited to your dietary needs as proper diet plays an important part in your overall treatment.

If you have any food allergies or intolerances, please tell your dietician when you get admitted. Food for attendants is available on payment from the Food and Beverage outlets displayed on "Attendant Room Service Information" card placed by your Bedside (Note: Kindly allow 30 mins for the order to be delivered). Listed below are Patient meal timings:

| Service             | Timing           |
|---------------------|------------------|
| Breakfast           | 0700 to 0800 Hrs |
| Mid Morning Service | 1030 to 1130 Hrs |
| Lunch               | 1300 to 1400 Hrs |
| Evening Tea         | 1600 to 1700 Hrs |
| Evening Service     | 1800 to 1900 Hrs |
| Dinner              | 2000 to 2100 Hrs |

*Note: Attendants in Suite room – Complimentary breakfast, lunch & dinner shall be served in the room.*



## F E E D B A C K

Max Super Speciality Hospital strives very hard to provide the best in healthcare and your feedback is an important step in that direction.

### We Value Your Feedback

We are committed to providing you with an accessible, fair and effective means by which you can express your views about the service you have received at this hospital.

Your suggestions and feedback, both negative and positive, are valuable and important to us and we are committed to listening and acting upon the same. They provide an opportunity for us to examine our services and clinical practices and ensure the quality of services we offer to all our patients.

### How to give your Feedback

#### During the Course of Admission:

If you wish to give your feedback following admission and/ or during your stay at the hospital, you should do by following means

- By Contacting the Mentor (Name and Number of Mentor is displayed near every Bed)
- By approaching any member of the healthcare team who are involved in your care.
- By asking for the manager of the concerned service.
- By Writing to any member of staff whilst you are in hospital
- By filling up TCEQ (Total Customer Experience Questionnaire)

All members of staff will do their best to resolve any difficulties you may have as promptly as possible.

#### After Discharge:

If you wish to give your feedback following your discharge from hospital, you should do by following means

- Address your letter to the Regional Director (South), Max Super Specialty Hospital, 1, Press Enclave Road, Saket, New Delhi - 17 or email it to [dbrar@maxhealthcare.com](mailto:dbrar@maxhealthcare.com)
- Log on to Max Healthcare Website [www.maxhealthcare.in](http://www.maxhealthcare.in). Visit 'Contact Us' section and mail us your feedback.

## DO'S & DONT'S

### DO'S

- Respect and Follow Hospital's Policies and Procedures as briefed during the course of your admission.

### DONT'S

- Do not bring flowers to the hospital.
- Visitors below the age of 12 years are not permitted in ward or any other inpatient area.
- Do not bring outside eatables inside hospital premises. The attendants can have their personal food under the garden umbrellas outside the visitor's cafeteria on the ground floor of Max Heart and Vascular Institute
- Please do not keep any Cash, Mobile, Jewellery and Personal Documents in the patient room. Hospital shall not be responsible for loss of any such personal belongings.
- Do not smoke in Patient Room or any other inpatient area. Smoking within the Hospital Premises is an Offence.

### FIRE PLANS & FIRE EXITS

- Please refer to the 'Fire Exit Plan' displayed at the back of the room entrance door.
- In case of fire dial '14'
- Fire Exit Locations – A member of our Healthcare team will brief you about the Fire Exit Locations.

### HOT WATER

Hot Water supply is available 4.30 am – 9.00 am and 5.00 pm to 6.00 pm.

### TELEPHONE FACILITY & ITS CHARGES

| Room Type      | Local Calls        | STD / ISD Calls                 |
|----------------|--------------------|---------------------------------|
| Suite          | Complimentary      | Charged as per applicable rates |
| Classic Deluxe | Rs. 5/- Per Minute | Charged as per applicable rates |
| Single         | Rs. 5/- Per Minute | Charged as per applicable rates |
| Standard       | Rs. 5/- Per Minute | Charged as per applicable rates |

### MENTOR PROGRAM

At the time of admission every patient is allotted a mentor, who is a senior team member and can be contacted in case of any problem during the stay. The name & contact No. of the Mentor is mentioned bed side.

## VISITING HOURS

|                                                                        |                               | 24 Hour Attendant | Night Stay                                 |                  |
|------------------------------------------------------------------------|-------------------------------|-------------------|--------------------------------------------|------------------|
| <b>Surgical ICU</b>                                                    |                               |                   |                                            |                  |
| Bed No 1 to 3                                                          | 1200 to 1210                  | 1830 to 1840      | Not Allowed                                | 1 Attendant      |
| Bed No 4 to 6                                                          | 1210 to 1220                  | 1820 to 1830      | Not Allowed                                | 1 Attendant      |
| Bed No 7 to 9                                                          | 1220 to 1230                  | 1810 to 1820      | Not Allowed                                | 1 Attendant      |
| Bed No 10 to 11                                                        | 1230 to 1240                  | 1800 to 1810      | Not Allowed                                | 1 Attendant      |
| <b>Neurosurgical ICU Et Neurology ICU Et Stroke Unit</b>               |                               |                   |                                            |                  |
| Bed No 1 to 3                                                          | 1200 to 1210                  | 1820 to 1830      | Not Allowed                                | 1 Attendant      |
| Bed No 4 to 6                                                          | 1210 to 1220                  | 1810 to 1820      | Not Allowed                                | 1 Attendant      |
| Bed No 7 to 9                                                          | 1220 to 1230                  | 1800 to 1810      | Not Allowed                                | 1 Attendant      |
| <b>Paediatric Recovery</b>                                             |                               |                   |                                            |                  |
| Paediatric Recovery                                                    | 1200 to 1210                  | 1820 to 1830      | Not Allowed                                | 4th Floor        |
| <b>2nd, 3rd, 4th, 5th and 6th Floors</b>                               |                               |                   |                                            |                  |
| Suite                                                                  | 2 Visitors from 11 am to 8 pm |                   | 2 Allowed                                  | In Suite         |
| Classic Deluxe                                                         | 2 Visitors from 11 am to 8 pm |                   | 1 Allowed                                  | In Room          |
| Deluxe Bed                                                             | 1 Visitor from 11 am to 8 pm  |                   | 1 Allowed                                  | In Room          |
| Standard Bed                                                           | Not Allowed                   |                   | 1 Allowed                                  | In Room          |
| Economy Bed                                                            | 1 Visitor from 11 am to 8 pm  |                   | Not Allowed                                | Not Allowed      |
| <b>NICU A, NICU B, Et PICU</b>                                         |                               |                   |                                            |                  |
| Bed No 1 to 3                                                          | 1100 to 1110                  | 1600 to 1610      | Not Allowed                                | 3rd Et 4th Floor |
| Bed No 4 to 6                                                          | 1110 to 1120                  | 1610 to 1620      |                                            |                  |
| Bed No 7 Et 8                                                          | 1120 to 1130                  | 1620 to 1630      |                                            |                  |
| <b>Parents may be allowed unrestricted access</b>                      |                               |                   |                                            |                  |
| <b>Ortho HDU</b>                                                       |                               |                   |                                            |                  |
| Bed No 1 to 4                                                          | 1220 to 1230                  | 1830 to 1840      | Not Allowed                                | 1 Attendant      |
| Bed No 4 to 8                                                          | 1230 to 1240                  | 1820 to 1830      | Not Allowed                                | 1 Attendant      |
| <b>Medical ICU</b>                                                     |                               |                   |                                            |                  |
| Bed No 1 to 4                                                          | 1200 to 1210                  | 1820 to 1830      | Not Allowed                                | 1 Attendant      |
| Bed No 5 to 8                                                          | 1210 to 1220                  | 1810 to 1820      | Not Allowed                                | 1 Attendant      |
| <b>4th Floor</b>                                                       |                               |                   |                                            |                  |
| Suite                                                                  | 2 Visitors from 11 am to 8 pm |                   | 2 Allowed                                  | In Suite         |
| Classic Deluxe                                                         | 2 Visitors from 11 am to 8 pm |                   | 1 Allowed                                  | In Room          |
| Deluxe Bed                                                             | 1 Visitor from 11 am to 8 pm  |                   | 1 Allowed                                  | In Room          |
| Standard Bed                                                           | Not Allowed                   |                   | 1 Allowed                                  | In Room          |
| Economy Bed                                                            | 1 Visitor from 11 am to 8 pm  |                   | Parents may be allowed unrestricted access | Not Allowed      |
| <b>Night Stay for one attendant of patients in critical areas only</b> |                               |                   |                                            |                  |