A Patient Guide

A multi-specialty hospital (350 beds) in the heart of Ahmedabad

Equipped with the state-of-the-art technology

Wide range of services in areas of medicine, surgery, clinical research and education.

Patient first always

CIMS
Care Institute of Medical Sciences
Earning Trust with World-Class Practices
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On Behalf of the Board, Management, Employees and Medical Staff, we welcome you to CIMS Hospital and thank you for trusting us with your care.

Whether you come to CIMS for diagnosis, treatment or both, we assure you that you will be taken care of in the most personalised manner by our team who will take the utmost care to make your stay comfortable and safe.

At CIMS, we have imbibed the values of Care, Compassion, Courtesy and Competency in each member of Team to deliver the highest quality of care in the most humane manner.

Our focus remains on the humanity and dignity of our patients and their families.

It is normal to feel anxious about staying in the hospital. But remember, you will not be alone. You will have an entire healthcare team focused on your safety and well-being. You are an important part of that team, and we want you and your family to take an active role in your healthcare during your stay with us.

We have created this patient guide to help you understand more about your hospital stay. Please keep it with you and read it when you can. The information will be useful for you and your family.

Thank you for choosing CIMS Hospital.

-CIMS Management
VISION

To be one of the most trusted hospital in India by providing personalized care for best patient experience.

MISSION

Care
Innovation
Manage Lives
Save Lives

To provide superior quality Health Care using Innovation to Manage and Save lives.

VALUES

- Patient’s well-being: It will be our top most priority
- To Serve with a Smile
- Adopt and encourage ethical practices
- Provide a safe and comfortable working environment to employees and associates
- Embrace technology and innovation in the delivery of healthcare
- Provide socially responsible and safe healthcare
- Comply with all applicable laws and regulations
Correct Identification of a Patient (Using two Identifiers Registration Number and Full Name)

Effective communication amongst care givers (Verbal / telephonic communication, critical test result reporting and hand over of a Patient)

Safety of High Alert Medications (Narcotics and psychotropic drugs, High concentrated electrolytes, high risk medication, Look alike and sound alike medication, chemotherapeutic drugs)

Ensuring correct-site, correct-procedure, and correct-patient surgery (Sign in, Time out, Sign out procedure for all invasive procedures)

Reducing the Risk of Hospital Acquired Infections (Evidence based hand – hygiene guidelines)

Reducing the risk of Patient Harm resulting from falls (Assessing patient for risk of fall, implementing fall risk prevention techniques)
CIMS is committed to the best patient care and is stringent about following the best patient care protocols manifesting in international and national quality accreditations.

We are proud to state that we are the first in Ahmedabad City and one of the few and youngest hospitals in India to have been awarded the Golden Seal of approval- JCI Accreditation. Joint Commission International (JCI), USA is the leading institute of the world providing this seal of approval (quality accreditation) all over the world. Our plethora of quality certificates are a testament to our patient centred practices.

But for us our biggest asset is YOU. A healthy and happy patient cannot equal all the awards and accolades received by us during our 7 year history.
The information given herewith is of great importance and we would appreciate your dedication in following the instructions 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. Please inform the Insurance desk about your Insurance Details and submit all necessary document within 24 hours from time of Admission, so that processes get smoother for you, especially during discharge.

3. An indemnity/consent form will be needed to be signed for admission.

4. Diet for the admitted patient is included in Tariff.*

5. During the time of procedure, Cathlab/OT pass will be available from main reception for two relatives.

6. When the patient will be shifted to ICU, relatives need to vacate the room.

*Terms & Conditions Apply.
### Important Checklist before Admission

Please bring in the following on the day of your admission for all processes to go smoothly.

- Complete list of all prescription and over-the-counter medications that you are currently taking
- All medical reports
- All medical insurance documents
- Government-issued photo ID, such as a Driver's license, Voter-id card, Aadhar Card, passport or any other
- List of telephone numbers of immediate family members to call, if necessary

### Recreation activities

1. Games, cards, and reading material including book and magazines, etc. will be made available to make you pass your time. Please contact Public Relation Officer (PRO) / Patient Guest Experience Team (PGET).
2. For single & suite class patients, a select list of DVD will be available for viewing.

### Care Rounds

These are everyday rounds by the Management Team to meet, assess and interact with you for your need and concerns - a focussed approach to provide quality patient care.

### Please do not bring

- Valuables, such as jewellery, watches. The Hospital will not be liable for any loss of your valuables.
- For patient's safety, we don't allow outside food.

### Why should I stop smoking now?

Our hospital is smoke free. Since you cannot smoke while you are here, it is a great time to quit.

You will be healthier while you are going through treatment, since your heart and lung function will improve and your body may heal quicker.

Consumption of tobacco and smoking is strictly prohibited in the hospital.
On Admission

- Please submit patient and close relative's identification proof photo copy at the Admission Desk during hospital stay.
- After your admission process is complete, one of the hospital 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/PRO.
- Please give your costly ornaments, wrist watch, mobile, etc. to your relatives.
- Billing education team will give daily update about the bill to patient/relative.
- Companion will be allowed in the room as per rules.
- In case of loss of companion pass, a nominal charge will be applicable for Duplicate Companion pass.
- Visitors must have visiting pass & also should observe the visiting timings.
- Please keep the noise level low.

Dormitory facility is available for patients relative at a nominal charge. For inquiries, contact main reception – 079-30101078

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

General Instructions for patients 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.

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 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.
On Admission

- 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.

General Guidelines

**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. All meals are provided from the hospital. Only vegetarian and health promoting food is served.
4. Special diet will be served as prescribed by the doctor.
5. Meals are planned and their preparation is supervised by trained and competent clinical nutritionists.
6. The patient may be transferred to a government/municipal hospital for non-payment or any other administrative reason.
7. Please do not sit/sleep on patient's bed and in any waiting area.
8. Companion pass will be taken by security during entry and returned when exiting from floor. Kindly co-operate.
9. Please co-operate with the working staff to help them serve you better.
10. Please be calm, composed & positive to help yourself recover faster.
11. Only two visitors are allowed inside patient's room at a time during visiting hours.
12. Please bring to the notice of management, if any staff is asking for TIPS.
13. On request, ambulance service is provided (at an extra nominal charge) for the patients (Ext. 1098).
14. In-house Mortuary facility is available for registered patients.
15. Hospital will not be responsible for any of your personal belongings.
16. Please contact IPD reception desk to avail Dormitory facility.
17. Please contact IPD reception desk for BRTS route map of Ahmedabad.

**Visiting Hours:** 12 noon to 1 pm and 5 pm To 7 pm
Preparing for Discharge

At the time of discharge

- **Discharge Instructions**
  - Discharge instructions are determined by your physician and will be given to you prior to leaving the hospital. If you have questions regarding your discharge instructions, we recommend that you ask your physician or nurse in charge of your care prior to leaving the hospital.
  - 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.
  - Any refund will be paid by cheque.
  - Checkout time is 12.00 noon. After 12.00 noon, a new day charge will apply.
  - Please submit your patient companion passes while leaving at IPD reception. You will 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.
  - At the time of discharge, follow-up appointment date will be given.
  - The type of care you need at home will depend on the type of surgery you had.
  - Please fill in the patient feedback form to help us serve better in the future.
  - Surcharge will be applicable on overall bill except the medicines and consumables charges.
  - Discharge process will take minimum 2 to 6 hours after intimation of Doctors to nursing staff.
  - For any medical certificate for insurance purpose, please contact IPD Reception Desk.
  - 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.
Know Your Care Giver Team

Although several team members may handle different parts of your care, only one doctor is in charge of your care. If you are not sure which doctor is in charge of your care, please ask.

**DOCTOR/CONSULTANT**
Doctors coordinate and manage your day-to-day care while you are in the hospital by working closely with the entire caregiver team. Your doctor will be responsible for your care – from hospital admission until discharge.

**NURSE**
Your nurse will work with your doctor, along with the entire caregiver team, to organize and deliver your care. You can expect your nurse to listen to your needs, explain your care and communicate with respect. Medicine administration and maintenance of treatment sheet is done by nurses.

**NUTRITIONIST**
Food is an important part of the services rendered. The hospital's clinical nutritionists personally supervise the menu.
Cafeteria services are available for patient relatives. Outside food is not allowed in the cafeteria. The clinical nutritionists will visit you daily. Please feel free to render suggestions about the food.

Diet counselling and written guidelines are given to patient's at the time of discharge.

**PHYSIOTHERAPIST**
Patient referred for physiotherapy will be attended twice (morning & evening) by the hospital physiotherapist. The timings, however, may vary.
Physiotherapy & Rehab counselling 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 PRO or Nurse for assistance.

**ATTENDANT**
Sponge bath, hair care and other patient care apart from medication/clinical care will be done by Attendant staff. They will help mobilize patient as per instruction given by nursing staff and follow all instructions given by nursing staff for patient care.
**Patient-centric infrastructure:**

State-of-the-art ICUs, Cathlab, Green OT & well-equipped rooms

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

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

**Visiting Hours (Ward)**

12:00 noon to 1:00 pm and 5:00 pm to 7:00 pm (Monday to Sunday)

**Biomedical Waste Management**

- **Yellow Bag**
  - Human anatomical wastes - Human tissues, Organs and fetus, Blood soiled waste, Dressing materials like gauze and cotton swabs, microbiology and Laboratory specimen waste
  - Dishes and Devices used for transferring cultures
  - Vaccines, blood bags

- **Blue Bag**
  - Ampules, Vials, broken or discarded or contaminated glass with medicine
  - Metallic body implants

- **Black Bag**
  - General Waste, Paper Wrappers, Plastic Wrappers, Kitchen Wastes

- **Red Bag**
  - Contaminated plastic wastes, All tubing, Plastic bottles and IV Sets Catheters, Drain bags Urine Bags, Gloves, Vaccutainers
CIMS International Patient Services Team will take care of the following:

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

*subject to conditions

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, 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.
Our Technology

- State-of-the-art ICU
- Paediatric ICU
- MRI
- Operation Theater
- Cath lab
- Carl Zeiss Pentero 900 Microscope
- High frequency Ventilator for Neonates
- Paediatric Emergency Transport
- Radiation Therapy Center
- CT Scan
- 24 x 7 Dialysis Facility
- Rehabilitation
- Electric Trolley Bed
Patient's wellbeing is our top most priority. Occasionally, however, we may fail to meet our patient's expectations. Should this happen, the Patient Guest Experience Team (PGET) is the liaison between the CIMS Hospital and the patient for any complaint that may arise during the course of treatment.

A member of the PGET has the authority to investigate complaints independent of the departments involved and the administration. The Patient Guest Experience Team reports to the highest level of the CIMS Hospital: Head - Clinical Care Services, HOD-HR, Audit & Operations and Director, Strategy & Operations.

How to raise a complaint:
Most of the unsatisfied patients do not register their complaints because they do not know how to raise complaint

As per national international guidelines, the hospital has setup a complaint mechanism to look with all concerns of the patient/relative.
Patient and families are informed of their rights to present their complaints and are told how to do so from time of Admission.

1.1. Feedback Form
1.2. Suggestion Form
1.3. During Rounds
1.4. Telephonically

Our officer can help:
- If you have a problem with medical service
- If you have concerns about the quality of your care
- If you have a problem with any of our employees, like behavior, etc.
- If you have concern with violation of patient's and family rights

What to do when service does not meet your expectations:
Extension no.: 700 (For any complaint, please contact from your Room)
4C number: Patient care: +91-9099068959
Patient Satisfaction

Patient Grievance Redressal mechanism

- Patient Feedback
- Patient (Verbally) / Staff
- Telephonic (Dial 700)
- Complain Box

PGET

Management
Patient Rights & Responsibilities

**Patient Rights**

**Accessibility and Availability**
- To be provided with appropriate and professional healthcare regardless of your caste, color, religion, gender, nationality, culture, language, socioeconomic status, sexual orientation or disability
- To be provided care at the time of emergency
- To access your clinical records
- 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**
- Assessment and reassessment of pain
- Information about pain and pain relief measures
- Quick response to report of pain
- Dedicated pain relief specialists

**Information Exchange**
- To be entitled to information about your medical condition, treatment, possible results in a language that you understand (where possible) so as to make informed decisions
- To know about plan of care
- To avail information about the possible risks, side

**Patient Responsibility**

**Accessibility and Availability**
- To follow the treatment plan advised by your care provider
- To provide contact details of at least one relative who can be approached in case of emergency

**Pain Management**
- Ask the doctor or nurse what to expect regarding pain and pain management
- Discuss pain relief options with the doctors and nurses
- Work with the doctor and nurse to develop a pain management plan
- Ask for pain relief when pain first begins
- Help the doctor and nurse assess the pain
- Tell the doctor or nurse if the pain is not relieved
- Tell the doctor or nurse about any worries regarding taking pain medication.

**Information Exchange**
- 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
- To provide correct demographic and general information
Patient Rights & Responsibilities

**Patient Rights**

- effects and alternative methods of treatment
- To know the names of the healthcare professionals responsible for your treatment and care and to know any additional professional information regarding care provider
- To take decision regarding what information is to be provided to the family
- Patient can seek second opinion and hospital will facilitate the same.

**Involvement in Decision Making**

- 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
- To make informed decisions about your care after being advised of material risks, benefits and alternatives
- To have your family or representative involved in care, treatment and service decisions
- To appoint someone legally to make decisions on your behalf if unable to do so

**Respect, Dignity and Consideration**

- To receive respect for religious beliefs and values without affecting treatment, other patients and in accordance with the hospital policy
- To receive assessment and management when patient is dying
- To have your wishes followed concerning organ donation
- To have access to spiritual services

**Patient Responsibility**

- To give correct details regarding any past illnesses
- To provide information about any known allergy
- To give honest update on health status during course of treatment

**Involvement in Decision Making**

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

**Respect, Dignity and Consideration**

- To behave in a polite and respectful manner to other patients, hospital staff and doctors
Patient Rights & Responsibilities

**Patient Rights**

- To be free from all forms of abuse or harassment
- **Personal and Information Privacy & Confidentiality**
  - To be provided with suitable privacy for undergoing examination, certain procedures and treatment and transportation
  - To be provided with suitable privacy whenever demanded by the patient/family
  - To keep confidentiality and privacy of your medical and non-medical information and all aspects of care rendered
- **Treatment Cost**
  - To be entitled to financial counseling and an estimate of your hospital bill at the time of your admission
  - To get information of day to day bills in accordance with the hospital policy
  - To get detailed bill at the time of discharge
- **Concerns and feedback**
  - To register complaint and receive information on your complaint processing
- **Security**
  - To be protected from abuse, neglect, assault, harassment, unnecessary use of restraint, manhandling and other similar instances
  - To safeguard patient's belongings in case of emergency patients and those patients unable to make decisions regarding their possessions
- **Consent**
  - To give consent or refuse medical care or recommended treatment to the extent permitted by law
  - To be informed about any research activity and to refuse to be a part of the study

**Patient Responsibility**

**Personal and Information Privacy & Confidentiality**

- 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**

- To provide TPA/Insurance details at the time of admission
- To know day to day billing and to make timely payments
- To make deposit as per hospital policy

**Concerns and feedback**

- To provide your valuable feedback and suggestions

**Security**

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

**Consent**

- 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 instructions
Scope of Services

- Anaesthesiology
- Blood Bank
- Cancer
- Cardiology
- Cardiac Surgery
- Clinical Nutrition
- Critical Care
- Dentistry
- Dermatology
- E.N.T
- Endocrinology
- Gastroenterology
- Genetics
- General Surgery
- GI Surgery
- Gynaecology, Obstetrics & IVF
- Heart Transplant
- Infectious Diseases
- Neonatology & Pediatrics
- Nephrology
- Neurology
- Neurosurgery
- Obesity
- Ophthalmology
- Orthopaedics / Joint Replacement
- Pain Clinic
- Pathology & Microbiology
- Paediatric Bone Marrow Transplant
- Physiotherapy & Rehabilitation
- Preventive Health Check Up
- Pulmonology
- Radiology
- Renal Transplant
- Rheumatology
- Sleep Medicine
- Spine Surgery
- Trauma Care
- Urology
- Vascular & Thoracic Surgery

Important Contacts

For all phone calls made within the hospital or any on-campus departments, simply dial the four-digit extension (the last four digits).

- Main Reception (W) 1078
- OPD Reception (W) 1000
- OPD Reception (E) 2170
- Admission (W) 1080
- Billing (W) 1082
- Insurance (W) 1085
- Pathology (E) 2302
- Radiology (W) 1031
- Pharmacy (W) 1002
- Health Checkup (E) 2116
- Food Service (W) 1921
- Emergency (W) 1094
- NICU/PICU (E) 2296
- Ambulance (W) 1098
- Complaints 700

**WEST BLOCK**
For dialing from outside please dial 3010 before Room No. e.g. for Room No. 208 You dial 30101208

**EAST BLOCK**
For dialing from outside please dial 3010 before Room No. e.g. for Room No. 2170 You dial 30102170
**BASEMENT**
- Attendant Office
- Auditorium
- Biomedical Engineering
- Cafeteria Services
- Central Sterile Supply Department (CSSD)
- CIOD
- CIMS Cancer
- CIMS Research
- House Keeping Office
- In Patient Pharmacy
- Kitchen and Dietetics Department
- Linen Department
- Maintenance & UPS Department
- Mortuary (capacity 2)
- Medical Records
- Dormitory

**GROUND FLOOR**
- Admission Department
- Ambulance Office
- Billing Department
- Emergency Room (ER)
- Insurance desk
- Isolation
- Blood Collection
- Main Reception
- Out Patient Department (OPD)
- MRT & CT SCAN
- Out Patient Pharmacy
- Physiotherapy & Rehabilitation
- ECG / TMT / ECHO
- Pulmonary Function Test (PFT)
- Radiology Department
- Radiology Lounge
- Sonography
- X-RAY
- CIMS Library
- CIMS Foundation

**FIRST FLOOR**
- Catheterization Laboratory (Cath. Lab.)
- Critical Care Unit (CCU)
- Premier Critical Care Unit (PCCU)
- Chemo Therapy Unit
- Dental Out Patient Department
- Dialysis Unit
- Wards (General/Twin/Suite)

**SECOND FLOOR**
- Cardio Thoracic Operation Theater (CTOT)
- Isolation Room
- Knowledge Process Area
- Board Room
- Marketing & Communication Department
- Nursing Office
- Surgical Intensive Care Unit – (SICU - 1 & 2)
- Heart Transplant Unit
- Library
- Wards (Twin/Single/Suite)
- Pediatric BMT Unit

**WEST WING**

**FIRST FLOOR**
- Out Patient Department
- OPD Billing
- OP Pharmacy
- Radiologist Cabin
- Sonography
- EEG/ECG/EMG/TMT/X-RAY
- ECHO
- Pulmonary Function Test (PFT)
- Blood Collection Room
- Mother Child Room
- Endoscopy OT
- Endoscopy/Daycare
- Health Checkup Department
- Staff & Doctor Lounge

**SECOND FLOOR**
- Neonatal Intensive Care Unit /Pediatric Intensive Care Unit (NICU/PICU)
- Recovery Room
- Gynaec Operation Theater
- Gynaec Out Patient Department
- Labour OT/Room
- Pediatric & Gynaec Ward (Twin/General/Single/Suite)
- IVF Room

**THIRD FLOOR**
- Human Resource Department
- Finance Department
- Audit Department
- Clinical Care Department
- Corporate Marketing Department
- Care At Home Department
- Director Marketing Department
- Meeting Rooms
- Management Receptions
- Hospitality Department
- Patient Guest Experience Team (PGET)
- Quality & Assurance Department
- IT Department
- HOD's Cabin

**FOURTH FLOOR**
- Blood Bank
- Microbiology Department
- Pathology
- IT Department
- Histo - Pathology
- Infection Control Department (ICN)

**FIFTH FLOOR**
- Ward (Single/Suite)

**SIXTH FLOOR**
- Intensive Care Unit
- Doctor Lounge
- Operation Theater
- Recovery Room

**EAST WING**

**FIRST FLOOR**
- Out Patient Department
- OPD Billing
- OP Pharmacy
- Radiologist Cabin
- Sonography
- EEG/ECG/EMG/TMT/X-RAY
- ECHO
- Pulmonary Function Test (PFT)
- Blood Collection Room
- Mother Child Room
- Endoscopy OT
- Endoscopy/Daycare
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