

PATIENT ASSISTANCE DOCUMENT

GENERAL INFORMATION AND FREQUENTLY ASKED QUESTIONS FOR INTERNATIONAL PATIENT

A) General Information:

1: What accreditation standards are followed in India

The hospitals align to JCI or the NABH accreditation which are stringent and oriented to the highest standards for medical delivery.

2: How much time will I have to wait for admission to a hospital and for procedure to get done?

In India there is no waiting period or queuing up, either for diagnostic procedures or for treatment. Healthcare is not worth it when there is a prolonged waiting time.

After the initial diagnosis is done and the medical procedure decided upon, your surgery/intervention will be scheduled quickly. In a matter of days any medical procedure can be completed, unlike in some countries where even the diagnostic procedure could take many weeks or months.

3: When making a trip to India for a medical treatment, what are the essential documents I need to carry along?

Medical History/ Records/ Test reports/ Doctor referral notes/ X-rays

Contact details – Residence/ Driver's license/ Passport copies

Passport size photos – keep 10-15 in hand for various purposes

Bank statement/ Details of Health insurance, if any.

4: Should I take vaccinations before coming to India

Vaccinations and up-to-date immunizations are a safeguard for any international travel. However, please check with the doctor in your home country, any Government advisory and also the hospital in India as to what should be taken. The recommended vaccinations would normally be from the following list:

- Diphtheria Pertussis and Tetanus (DPT)
- Measles, Mumps and Rubella (MMR)
- Polio (Oral Polio Vaccine or Injectable Polio Vaccine)
- Hemophilus b conjugate vaccine (Hib)
- Hepatitis A
- Hepatitis B (when stay goes beyond 60 days)
- Typhoid
- Japanese B encephalitis (JBE)

B) Essentials Prior to Visit

1: What is the procedure for booking a treatment at a hospital?

Select one or a few hospitals and drop them an email on the ID provided in the portal. Alternately, speak to a staff at the 'International Patients Division' of the hospital. From that point, the staff at the hospital will collect for more details on your health, the condition for which you need treatment and the possible options. The formalities may differ slightly by hospitals and depending on your physical condition, the medical attention needed etc. The hospitals will guide you fully on the requirements thereon after consulting their specialist doctor.

2: Would the Hospital undertake bookings for my family/attendant's accommodation?

On prior intimation, Hospitals are most likely to suggest options for stay and arrange for accommodation depending on your need. Kindly verify the same before your visit.

This portal also lists many facilities for accommodation and stay in various cities of India and in particular, the options which are available near to the hospitals.

3: Can I obtain an estimate of the cost of treatment?

Yes, hospitals will provide that. Please ensure that you get this in hand.

The cost as you may be aware, depends on the medical condition, the choice of treatment, the type of room opted for etc.

All your medical history and essential treatment details would be analysed by the team of experts in the hospitals. They will also provide you the various types of rooms / accommodation packages available and you have to make the selection. Charges are likely to vary by the type of room you take.

4: Do the hospitals in India accept health insurance?

If you have health insurance that's internationally valid / valid in India, please alert the hospitals about it. If it's an approved insurance provider, hospitals might request you to get an advance payment guarantee which you will have to co-ordinate from your home country.

5: What are the inclusions / exclusions in the cost?

Hospitals will provide details very clearly.

Usual inclusions are:

- Stay and beds
- Diet – for patient and bystander
- Surgeon and anaesthetist's fee
- Nursing
- Doctor's / specialist consultation and fee
- Fee for surgery, theatre room
- Consumables used for surgery (sutures, tubes etc.)

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6: Exclusions

Implants and special consumables

These are choice driven. If the medical procedure needs implants or special consumables, the doctors or staff will intimate you. Implants, consumables are of different sizes, types, materials and cost options. Depending on what suits your body condition, there will be a range of choices. You can make the selection on the brands and/or their quality options based on the cost suitability and suggestion of the specialist.

Stay beyond the usual time in the hospital, depending on your recovery is likely to be additional.

Special tests, special medications and high value drugs will be charged extra.

7: Will Hospitals assist in airport transfers?

Yes, pick-up and drop will be arranged on request and clear communication of the travel schedule. Many hospitals do provide airport transfers as a complimentary service and their guest relationship executive will be available at the time of your arrival. Others will intimate, if it is payable.

C) Medical Visa

1: Will assistance be provided by hospitals in obtaining Medical Visa?

Hospitals would provide assistance in this regard. Once you decide on India as your medical travel destination, an invitation letter from the respective Hospital will be required for visa processing. The hospital will send this to you after your initial discussions about the treatment; this has to be presented at the 'Embassy' or 'High Commission of India' in your country.

2: Is it possible for my family members/ attendant travelling along with me for my treatment to obtain Medical Visas?

Attendants/family members of patients coming to India for medical treatment will have to apply for Medical Attendant visa (MEDX) co-terminus with the Medical visa of the patient. A letter from the hospital will be useful here as well.

3: Who are the permitted attendants and how many can travel?

Attendants should be spouse/children or those having blood relations with the patient. Not more than two attendants are allowed.

4: What are the requirements for obtaining my medical visa?

- Passport with 6 month validity
- Passport size photographs
- Photo copy of passport
- Copy of online Filled form
- Proof of Residential Address
- Recommendation from the home country doctor to visit particular specialized medical centre for treatment
- Passport copy of the attendant
- Proof of relationship with the attendant
- Medical reports

5: How long is a medical visa valid for?

Initial duration of the visa is one year or the period of treatment, whichever is less. Visa will be valid for maximum three entries in a year.

6: If a necessity of a repeat visit arises, how many are allowed?

A maximum of 3 entries are allowed in one year.

7: What would be the approximate fee for a Medical Visa?

A visa fee for Medical visa is different by countries. It ranges from \$13 to \$153.

8: Are there any formalities with the Medical Visa after my arrival to India?

Normally the hospitals help you with such formalities. You would have to register at the Foreigner's Regional Registration Office within 14 days of your arrival. Attendants also have to get registered themselves with the local FRROs / FROs within 14 days of entering India.

9: If my treatment is being prolonged, would I be provided assistance with extension of my visa?

Medical and Medical Attendant visas are extendable by FRRO (Foreigners Regional Registration Office) in India depending upon the condition of the patient on the production of the required medical documents.

D) During Visit/Treatment

1: How will my appointments with the doctor be scheduled?

The Hospital's International Patients Division would facilitate in scheduling your appointments and consultations with the doctor. Therefore when you speak to hospital, ask for the international patients division.

2: Would there be pharmacies / medical store available in the Hospitals?

Most Hospitals in India are likely to have a Pharmacy within its premises for easy accessibility.

3: What are the various room categories available in the Hospital?

The standard categories are:

Single accommodation units:

Suite Room

Deluxe Rooms

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Normal single room

Multiple sharing units:

Twin sharing

Triple sharing

Ward type

4: What are the communication services / facilities provided by the Hospital?

International calling services/ Local sim cards

Newspaper – Local/ International

Internet facility – Wi-Fi

Room telephone

5: Would I be assisted with an interpreter during my stay?

English is widely spoken across India. But if assistance for any other language is required, interpretation service will be arranged on request. Some hospitals utilise the service of full-time in-house interpreters. It is better that you inform the language need in advance to the hospital where you are likely to go to.

6: Will arrangements be made to fulfil my religious obligations?

Hospitals usually have designated quiet rooms / prayer halls which cater to major religions/faiths. India is a secular country and is open to all religions. The hospital staff would also be able to guide you to the closest place of worship.

7: Would international cuisines be available?

Yes, international cuisines are available in major hospitals. Some menus are standard while others would be on request. Feel free to specify this as you enquire with the hospitals. Please check the hospital description given in this portal and in the hospital website to see the choices. That said, doctors will advise your diet based on your therapeutic needs and quick recovery!

Food is provided to bystanders too from the hospital catering unit.

If you are on any special dietary requirements, the hospital will cater if intimated earlier.

8: How about international cuisine availability for Ayurveda?

For alternative medicine (e.g., Ayurveda), as part of the medical management and treatment for certain conditions, you would have to stick the dietary guidance of doctors. This is for the treatment to have the best of impact and recovery. In such units, international cuisines are usually not provided.

9: What are the other facilities provided by hospitals?

Certain Hospitals provide the following

- Laundry services
- Local sight-seeing
- In-house business centre
- Safety locker facility
- Gymnasium
- Shopping assistance

Please convey your requirements to the staff.

Post Treatment

1: Can I travel immediately after treatment?

It will depend on the period of recuperation for the specific treatment. Based on your Doctor's advice your return travel can be planned.

2: Are treatment procedures covered by major medical insurance companies?

Medical insurance can be claimed, but kindly check with the respective Hospital if this facility is accepted and, availed.

3: What are the acceptable modes of payment?

All major modes of payments are accepted in India – Cash/ International Master or Visa Credit Card, Travellers cheque etc.

4: What are the procedures involved in the process of discharge?

You will be guided by the Hospital official in its process. Financial aspects would be taken care of once the Discharge summary is handed to you. Subsequently you will be given instructions on medication and recommendations for scheduling of follow up requirements, if any.

5: How will my offshore check-up with the Doctor in India after treatment be scheduled?

You can keep in touch with the respective Doctor/Cure for World via email/phone. Certain Hospitals have the option of video-conferencing with patients offshore.