

Ready reckoner for the Patients and Bystanders

Registration & Admissions:

The Front Office Desk will help you in choosing the right type of accommodation.

Accommodation Facilities:

A wide range of accommodation facilities with varying rates are available. For admissions contact the Manager In charge at the Front Office for useful details. The Hospital has Standard Rooms, Deluxe Rooms, Suit, Deluxe Suit, Standard Cottages, Deluxe Cottages, Executive Cottages, and General Ward (Male and Females separately). Admission to this accommodations and transfer from there if necessary will be at the sole discretion of the Medical Director. The right of admission to this hospital and visiting are vested with the management.

Accommodation Transfers:

During the stay in the hospital the patient may be transferred from one type of accommodation to another type, should the need arise at the discretion of the admitting physician. When such transfers take place the charges of that particular accommodation from the date of transfer will be adhered.

Medical Records Number and Personal details:

The Hospital provides a unique medical Record Number to each patient at the time of admission, which is shown on small bar-coded card issued to you. Please preserve it carefully for future correspondence and easy retrieval of Medical records. Please ensure that your name and personal particulars are entered correctly in the hospital records. All medical records are the property of the hospital.

Visiting Hours:

In general the hospital allows the visitors to visit the In-patients during the under mentioned visiting Hrs.

8.30 AM to 11.30 AM, 2.00 PM to 4.00 PM

6.00 PM to 8.00 PM

Bystanders:

One bystander is permitted to stay along with the patient in private rooms / wards. However patients can obtain special written permission from the treating physician for additional bystanders. The special permission can be withdrawn if found misused either by patient or bystander. Loud voices, occupying walking spaces, creating car parking problems are to be avoided by the bystanders / visitors. Movements are restricted after 9.00 PM inside the Hospital. One bystander can stay along with the patient obtaining Bystander's Pass from the Front Office. However visitors, bystanders and children accompanying them should restrict their movements during medical team on their rounds.

Gate Pass:

Bystanders have to show their Passes at the entrance gates during their movements apart from the visitor's hours.

Housekeeping:

Hospital housekeeping staffs are trained to keep the premises clean. Please co-operate with the hospital staff in keeping its premises neat and tidy. Requests for special cleaning may be addressed to the House keeping supervisor calling on you. Smoking and consumption of alcoholic drinks are strictly prohibited inside the Hospital premises. Severe actions will be initiated against anybody violating these norms. Dispose the unwanted articles in waste bins placed in your room and around.

Communication:

The Hospital has EPABX network connected to all the rooms. On admission EPABX in charge enables your extension number to make local, STD & ISD calls. Information card / leaflet is provided at the time of admission. You can receive and send faxes through EPABX desk. Broadband Internet facility is available at internet café. Direct Internet connection to rooms will be given on written request at the time of admission. Use of Cell phones in the corridors and common areas are restricted.

Insurance:

Mediclaim Insurance Policy in India for Ayurvedic treatment varies from one Insurance company to another company. Hospital provides all necessary records to the patients in this regard. However hospital does not take the responsibility for getting the insurance amount for the patients. Patients availing cash-less Insurance facility should produce documents of acceptance to settle the Bill from the Insurance Company at least two weeks prior to the admission.

Payments:

All bills should be settled by the patient directly by cash or DD. All Major Credit cards are accepted. Foreign currency exchange facility is available. Please collect cash receipt against each payment / deposit. Patients are required to make enough cash advance at the time of admission. Subsequently the patient will be required to make advanced deposits depending upon the requirements. All deposits are adjusted against your Final Bill at the time of discharge.

Pharmacy:

The Hospital has a well-stocked medicines manufactured by The Arya Vaidya Pharmacy (Coimbatore) Ltd., The hospital also is equipped to prepare instant special preparations based on Physician's prescription. Medicines supplied to the patients are billed and accounted as credit and the same will be adjusted with the final bill against the deposits. Partially used medicines are not eligible for refunds.

Clinical Lab:

A fully furnished quality clinical lab is functioning in the hospital premises.

X-Ray Unit:

X-ray facilities are available in the hospital campus.

Dietary Services:

Hospital provides diet food for the patients as per the instructions of the treating physicians and qualified dietician. Dining room and room service facilities are available. For bystanders normal vegetarian food is available in the dining hall. Food orders are taken well in advance. The dietary department functions daily from 6.30 am to 8.00 pm

Religious Services:

A Temple for Lord Dhanwanthari (God of Ayurveda) is located in the premises of the Hospital. Regular poojas, homam, are performed. Special offerings and Parihara Poojas according to the astrological concept are performed. Astrological services are available. Nithya Annadhanam in the afternoon and during the night is a daily routine.

Medical Team:

Headed by Medical Director Dr. K.G. Raveendran and supported by 35 dedicated expert medical faculties, 100 well trained & experienced therapeutic staff, 10 qualified & experienced nursing assistants and well trained medicine dispensing personnel.

Other Services:**Laundry:**

Laundry facilities are available with the aid of Electronic wash machine.

Library:

For the patient's recreation a full-fledged library manned by skilled personnel are in attendance From 9.00 Hrs to 18.00 Hrs.

Television & other facilities: Suits and cottages have television facility with cable attached featuring many popular channels. A common TV is placed for other viewers. World space radio facility is available in all cottages. Usage of these facilities should not cause disturbance to the patients in the neighbouring rooms. Kindly obtain prior permission for usage of electrical and electronic gadgets.

Cultural Programme:

Meaningful cultural programme and other connected subjects are in vogue in the Dhanwanthari Arangam to hone the skill of the aspiring public drawn from the craving multitude of the society, keen for Lord's Blessings sponsored by AVC is worth for a special mention.

Safety Measures:

For 24 hours security vigilance of this campus, sufficient numbers of security personnel are deployed. Safe Locker facility is available with the Accounts Department. The hospital will not be responsible for valuables found missing from your custody. Kindly avoid bringing valuables and jewels to the hospital. Do not entertain stringers. Movement of suspicious personnel should be brought to the notice of security personnel immediately.

Damages:

Damages caused to the Hospital by the patients / By-standards / visitors will have to be compensated by the concerned persons.

Out Patients Departments:

Hospital Out Patient Department functions from 9.00 am to 7.00 pm on all days. Advance reservation for consulting all physicians on their available days can be made by personal contact or thru telephone. Kindly contacts Out Patient Department Reception counter. Specialised care offered for Ano-Rectal disorders, Eye problems, Gynaecological and Obstetrics complaints thru speciality clinics.