

FAQs

A. What are the facilities available in the hospital?

Clinical departments:

Anaesthesiology

General Surgery (including laparoscopic)

Paediatric Surgery

General Medicine (including High Dependency Unit)

Obstetrics and Gynaecology (Including laparoscopic surgery)

Paediatrics and Neonatology (Including Neonatal Intensive Care Unit)

Orthopaedics

Psychiatry

Diagnostic/support services:

Laboratory, Blood storage centre, Radiology, Neurophysiology, Optometry, Dietary, Physiotherapy, Occupational Therapy and Pharmacy.

The following services are currently not available in the hospital:

ENT / Ophthalmology / Oncology / Dental

CT scan, MRI

B. Is the hospital NABH accredited?

The Hospital has been awarded the Pre-Entry Level NABH certification in 2020.

C. Does the hospital have insurance schemes available for poor patients?

The Hospital is empanelled under the Ayushman Bharat, Pradhan Mantri Jan Arogya Yojana (PM-JAY) Scheme. Patients with the Ayushman Bharat card can avail of the facility.

D. What are the hospital timings and official working hours?

The OPD timing is from 8 Am to 5 Pm from Monday to Saturday. OPD is closed on Sunday. The Emergency Department functions on all days 24 hrs.

E. Does the hospital have online consultations?

The hospital does not provide on line consultations. It will not reply to any queries on clinical care regarding patients by mail.

F. What information do I need to bring with me to the hospital?

You need to bring your ID Proof (Aadhar Card/PAN card) for complete and accurate address. If you are admitted for delivery, you have to bring your ID proof along with a copy of your bank account passbook (only for Assam patients). If you would like to avail of the Ayushman Bharat Scheme, you need to bring the Ayushman PMJAY card.

G. What is the mode of payment?

You can pay your bills in cash. Facility for cashless transaction is also provided

H. If I need medical attention but cannot afford it, what can I do?

The hospital is committed to providing high quality care to poor patients irrespective of their capacity to pay. The hospital has made provisions for providing financial assistance to poor families after assessment by a social worker. The Hospital is also empanelled under the Ayushman Bharat PMJAY Scheme which provides free in patient treatment.

I. What are the patient visiting hours and restrictions?

Due to the COVID pandemic restrictions, the hospital has discontinued visiting hours. A patient is allowed to have 2 relatives who are provided passes for free movement in and out of the hospital campus.

J. Is outside food allowed in the hospital?

The hospital has a canteen which provides food for patients and their relatives. You can also bring home food for your patients. But only the patient is allowed to eat in the ward. The relatives will have to use the hospital canteen to have their meals.

K. Where can I donate blood for an upcoming operation or in case of an emergency.

The hospital has a blood storage centre which can provide blood in an emergency depending on the availability in the blood storage centre, However, all blood units that have been used or required will need to be brought by patient's family from Dharmanagar Blood Bank, Tripura (for patients from Tripura) or Karimganj Blood Bank, or Silchar Medical College and Hospital Blood Bank, **Assam**, (for patients from Assam for blood donation).

L. Can we buy medicines and consumables from outside?

All the medicines and consumables are provided by the hospital pharmacy. In case of non availability, a prescription slip is provided by the doctor.

M. How do I get a discharge summary?

On the day of discharge, a copy of discharge summary will be handed over to you with detailed clinical information including investigations as well as advice on discharge. The follow up date will also be instructed to you at the time of discharge.

N. If I have any queries regarding my patient's treatment after discharge, how do I contact my doctor?

There is a contact number provided in the discharge summary. A hospital staff will attend to calls during hospital working hours and do the needful.

O. How can I raise a complaint or grievance regarding the care in the hospital?

There are suggestion boxes kept in different areas of the hospital, you can give in your suggestions/complaints with full name, address, contact number and the details suggestion or complaint. We will be happy to receive constructive feedback to improve our services.