# PATIENT HELP GUIDE




## BREACH CANDY
## HOSPITAL TRUST

*Your Care Is Our Concern*

# Contents


| Description | Page No. |
|---|---|
| Booking of services | 3 |
| Admission to the hospital | 3 |
| Room Tariff - All Rooms, Maternity, ICU, HDU & Day Care | 5 |
| Your stay at the hospital | 7 |
| Services | 7 |
| Medical Care Services | 8 |
| Visitors Information | 9 |
| Discharge Information | 9 |
| Charity | 10 |
| Feedback & Redressal | 11 |
| Patient & Family Rights | 11 |
| Patient and Family Responsibility | 12 |
| List of TPA/Insurance Co. | 13 |
| Reimbursement Process | 13 |
| Bank details for Online Payment | 14 |
| Scope of Services | 15 |

We welcome you at Breach Candy Hospital Trust. This guide gives important information. Please do spend a few minutes reading it. On behalf of the entire team at our hospital , we wish you a comfortable stay and a speedy recovery

## BOOKING OF SERVICES

To begin the process, you or a member of your family will need to meet our Executive at the booking office situated at the ground floor. Kindly bring the admission note from your treating doctor for the same. The allotment of a specific room when made is based on the situational availability.

The registration form will have to be filled in with the necessary information, which is mandatory for us to register you as a patient. (In case you are not already registered with us). The slot for your surgery will be booked by your treating surgeon. In case of cancellation of the surgery due to non medical reasons, cancellation charges of Rs. 5000 will be levied. Cancellation charges for OT bookings will be borne by the patients.

The deposit for admission has to be paid at least 48 hours prior to admission if it is Cash/Credit Card/RTGS/IMPS /Online (for online payment, please refer our website), if cheque payment 5 working days prior to expected date of admission, failure of the same would result in cancellation of the booking. In case you want to avail cashless services, please contact the TPA desk in advance to help you with the requisite formalities.

LIST OF INDIVIDUAL AND CORPORATE INSURANCE APPROVED BY HOSPITAL IS PROVIDED IN THIS BOOKLET. (REFER PAGE NO.13)

## ADMISSION TO THE HOSPITAL

All confirmed admissions are done between 4-6 pm everyday. You are requested to meet the executive at the main reception for the admission process. Please produce your registration slip and the receipt of the deposit paid to the counter staff. In case you are availing the cashless facility, also handover your pre authorization form. In case your TPA approval is not sanctioned or you do not provide the approved pre authorization form at the time of admission you will be treated as a self paying patient. **DAY CARE PATIENTS** are requested to report for admission minimum 2 hours prior to surgery. Please note the following additional points:

- It is mandatory to bring your concerned medical records at the time of admission.
- Ladies are requested to kindly remove all nail polish prior to admission to facilitate accurate observations by the anesthetist.

**NOTE :PLEASE CARRY A SELF ATTESTED GOVT. APPROVED ID PROOF PREFERABLY AADHAR CARD OF THE PATIENT AT THE TIME OF ADMISSION.**

## IMPORTANT INFORMATION

- The hospital does not have a class based billing system for any hospital services except the room tariff.
- All services will be charged 1.5 times the normal tariff if availed on Sunday, Public Holiday and off working hours.
- Rooms are **subject to availability** at the time of admission irrespective of the room preferences given at the time of making advance payment.
- Standard check in time : **4:00 PM.**
- Standard check out time : **11:00AM**.
- Male attendant will not be allowed for overnight stay in sharing rooms.
- GST @ 5% will be levied on the room tariff (other than ICUs) above Rs. 5000/- per day w.e.f. 18th July 2022.
- Stay beyond standard check out time will attract additional room charges.
- If the patient is transferred to the ICU from the room, the room has to be vacated immediately.
- Kindly carry a self attested government approved ID proof, preferably Aadhar Card of the patient at the time of admission / registration.
- Kindly check and confirm your registration demographic details before signing the admission form.
- All foreign national / NRI / PIO & OCI patient's are requested to submit a valid copy of patient's Passport & Visa / PIO / OCI copy at the time of admission.
- Patients availing cashless insurance services are advised to get in touch with TPA Desk minimum 48 hrs. prior to admission.
- Facility for online payment via Net banking or Hospital website is available, for further details contact **022-62597007/7011**
- All bills are to be paid by Bank transfer (IMPS/RTGS) via the Hospital website/Debit Cards/ Credit Cards / D.D. / Pay order / Cash. As per Section 269ST of Income Tax Act, Hospital will not accept cash of Rs. 2 lakh or More per Patient w.e.f. 1st April 2017. Cheque payment will be accepted only if submitted 5 days prior to the admission.
- For all categories of admissions the refund will be done through Bank Transfer only. No cash refunds will be done.

## ROOM TARIFF
## (Subject to change without prior intimation)

| Rooms | Type | Facilities (All rooms are Air Conditioned) | | | Tariff w.e.f. Sep 1, 2025 | Advance Payment |
|---|---|---|---|---|---|---|
| | | Toilet | TV | Attendant | | (Medical Admissions) |
| 411 | Suite (A) | 2 | ✓ | Sofa | Rs. 32,000 | Rs. 3,90,000 |
| 404 | Suite (B) | 2 | ✓ | Sofa | Rs. 21,000 | Rs. 2,50,000 |
| 400-403<br>406-407<br>316 | Executive | ✓ | ✓ | Sofa | Rs. 16,000 | Rs. 2,00,000 |
| T701-710<br>T801-810<br>T901-910<br>T1001-1010<br>T1101-1108 | Super Deluxe | ✓ | ✓ | Sofa | Rs. 13,000 | Rs. 2,00,000 |
| 405<br>408-410 | Deluxe (C) | ✓ | ✓ | Sofa | Rs. 12,000 | Rs. 1,50,000 |
| 500-513<br>600-613<br>711-724 | Single Room (A) | ✓ | ✓ | Sofa | Rs. 10,500 | Rs. 1,50,000 |
| 329,220<br>120-121 | Single Room (B) | ✓ | ✓ | Sofa | Rs. 8,500 | Rs. 1,15,000 |
| 118-119<br>209-210<br>211-217<br>221-222<br>301-302<br>332-333<br>122-123 | Single Room (C) | ✓ | ✓ | Couch | Rs. 7,500 | Rs. 1,00,000 |
| 218-219<br>305-315<br>317-328<br>330-331 | Single Room (D) | Outside | ✓ | Couch | Rs. 5,000 | Rs. 70,000 |
| 117 A-D | Four Sharing | Outside | – | Reclining Chair | Rs. 3,500 | Rs. 55,000 |

**Kindly scan the QR code to view the Hospital Room interiors.**

**Please Note:** **For Surgical Patient, Deposit will be as per surgery. 90% of the estimate amount is required to be paid at the time of admission.**

## MATERNITY ROOM DETAILS
### (Subject to change without prior intimation)

| Rooms | Type | Facilities (All rooms are Air Conditioned) | | | Tariff w.e.f. Sep 1, 2025 | Advance Payment |
|---|---|---|---|---|---|---|
| | | Toilet | TV | Attendant | | |
| 100-105<br>107-108 | Executive | ✓ | ✓ | Sofa | Rs. 16,000 | Rs. 2,00,000 |
| 113-115 | Deluxe (A) | ✓ | ✓ | Sofa | Rs. 12,500 | Rs. 2,00,000 |
| 109-112 | Deluxe (B) | ✓ | ✓ | Sofa | Rs. 11,000 | Rs. 1,50,000 |
| 106 A-B | Twin Sharing | ✓ | ✓ | Sofa | Rs. 7,500 | Rs. 1,50,000 |

Kindly scan the QR code to view the Hospital Room interiors.

**Please Note :**

- Maternity registration charges Rs. 11000/- (adjustable/non-refundable) to be paid by 1st week of 3rd month of pregnancy.
- Stem Cell collection charges of Rs. 5500/- will be charged by the hospital.
- Baby care charges are Rs. 2750/- per day.

## ICU, HDU & DAY CARE DETAILS
### (Subject to change without prior intimation)

| Type | Facilities (All rooms are Air Conditioned) | Tariff w.e.f. Sep 1, 2025 | Advance Payment |
|---|---|---|---|
| | Attendant | | |
| ICU | Reclining Chair | Rs.14,000 | Rs.2,00,000 |
| NICU | Chair | Rs. 8,000 | Rs.1,20,000 |
| HDU | Couch | Rs. 10,000 | Rs.1,20,000 |
| HDU-DC# | Couch | Rs. 6,500 | Rs.75,000 |
| Chemo Day Care | Chair | Rs. 4,500 | Rs.75,000 |

**Please Note:**

# Rs. 8000/- will be levied in case of night stay or over stay in the HDU-DC. Please enquire at the counter for further details.

## FOR FURTHER INFORMATION, PLEASE CONTACT

| | | |
|---|---|---|
| Admission | 022 - 6259 7224 / 7228 | reception@breachcandyhospital.org |
| Booking Office | 022 - 6259 7667 / 7767 / 7226 | booking@breachcandyhospital.org |
| TPA / Insurance | 022 - 6259 7665 | tpa@breachcandyhospital.org |
| OPD | 022 - 6259 7014/15/16/17/7340 | mainopd@breachcandyhospital.org |
| Account | 022 - 6259 7011 / 7007 | bank.transfer@breachcandyhospital.org |
| Billing | 022 - 6259 7354 | billing@breachcandyhospital.org |

**Email : info@breachcandyhospital.org / Website : www.breachcandyhospital.org**

## YOUR STAY AT THE HOSPITAL

### Your Personal belongings

Pack light when you come to the hospital for admission. You will be provided with hospital clothing (with the exception of children and bariatric surgery cases). You may bring your own clothes, slippers and toilet articles if so desired. The toiletries can also be provided to you by the hospital, at a minimal cost. Please ensure that all your jewellery is removed and kept at home or in the safe custody of your relatives.

## SERVICES

### Telephone

Every private room has a telephone that enables you to make calls within the hospital. No calls are permitted in the critical care units.

### Wifi Facility

Hospital has secured optional Wifi facility for all in patients details can be provided on enquiry. The admission number, Last name & the registered mobile number need to be entered on the registration screen. Please contact the admission counter for any issues related to the same. [022-6259 7224 / 7228]

### Television

A package of channels is provided to each single room. Additional channels, if required can be provided on request and at a cost.

### Room Transfer

Request for room transfer / change if any, has to be provided to Booking Office by filling up the relevant transfer form. Room transfer is not allowed on the same day of admission. Incase of ICU transfer, the relatives are requested to vacate the room immediately. At any given time each patient can occupy only one bed.

**NOTE : TRANSFER REQUEST WILL BE PRIORITY SUBJECT TO AVAILABILITY OF ROOM CHOICE.**

### Dietary Services

Food is an important part of the services rendered. The menu is personally supervised by our team of dieticians. There is a choice of vegetarian and non vegetarian menu, both Indian and Continental. You may give your choice of cuisine at the time of booking or to the dietician after admission. You are requested not to leave food in the room, as this attracts the pests. The hospital does not permit food from outside. Food is not permitted in the room for the attendant.

The meal service timing for the patients is as follows:

| Service | Timing |
|---|---|
| Early Morning Tea | 6.00 am - 7.00 am |
| Breakfast | 7.30 am - 8.30 am |
| Mid Morning | 10.00 am - 11.00 am |
| Lunch | 12.30 pm - 1.30 pm |
| Evening Tea | 3.30 pm - 4.30 pm |
| Dinner | 7.00 pm - 8.00 pm |
| Bed Time | 9.00 pm - 10.00 pm |

You are requested to have the meals at the designated time to avoid inconvenience.

## MEDICAL CARE SERVICES

### Medical Treatment

Your consultant doctor at Breach Candy Hospital Trust will be responsible for your specific medical treatment while you are in hospital.

### Nursing Care

Our nursing staff will attend to you after admission to the ward. She will familiarise you with the room, the bed head panel switches and the Nurse Call device which you may use to call the nurse. She will also inform you about the rules regarding the tea, breakfast and meal timings.

In case you have specific nursing needs please inform the Nursing In Charge of the floor.

### Blood Centre Services:

Blood centre is a department / service where in blood is collected, separated into blood components and then made available to the patient as per the requirement.

### Information for the admitted patients to the hospital:

- Prior to patient's admission to the hospital, the relatives should confirm with their consulting/treating physician for the requirements of the number of blood & blood products for their respective surgeries / admission.
- All patients must get in touch with blood centre while registering for the treatment at the hospital in case they require blood / blood products transfusion.
- Outstation patients are requested to contact the blood centre well in advance in order to arrange donors.
- Kindly note that Rh negative blood groups are prevalent in only 5% of the population and arranging donors in advance is advisable.
- For apheresis platelets (SDP), donors of the same blood group as patient preferably are screened and then the procedure done. The entire process may take upto 2 hours.
- **Note:** The blood centre also provides the additional option of NAT testing on request. NAT is Nucleic Acid Amplification Testing for reducing the window period of blood borne viruses. For NAT testing, donors have to donate 2 days prior to the blood requirement and before 12 noon.

**DONATION TIMINGS OF BLOOD CENTRE**

Monday to Friday - 9.00 a.m. to 2.00 p.m.
Saturday - 9.00 a.m. to 11.00 a.m. (Sunday closed)

### Pharmacy

Your medication will be prescribed by your doctor. It will be provided by the hospital pharmacy. Hospital policy does not permit medicine to be sourced from outside. All medicines are sold at MRP only.

### Ambulance Services

The hospital co-ordinates with different service providers for its ambulance services. Please contact the main reception at 7224/7228 for availing the services of the same.

## VISITOR'S INFORMATION

An Attendant pass & a Reliever pass will be provided at the time of admission. In the rooms/ward only one attendant may stay with the patient 24X7. Separate passes are issued for Operation Theaters (wherever applicable). At the time of transfer, please get the bed no. updated on both the passes from the ward.

The security staff will ask to see this pass, therefore, you are requested to cooperate with the security and keep the pass ready for check.

The passes are to be returned to the hospital after the discharge of the patient.

Fresh Flowers are not allowed in the Inpatient Areas.

### Visiting Norms

| Area | Weekdays | Sundays and Public Holidays |
|---|---|---|
| Wards | 5-7 pm | 11 am-12 pm and 5-7 pm |
| Maternity wards | 11 am-12 pm and 5-7 pm | 11 am-12 pm and 5-7 pm |
| Critical Care Units | 11 am-12 pm and 5-7 pm | 11 am-12 pm and 5-7 pm |

Visitors are not permitted at any other time. No children are allowed in the hospital during the morning visiting hours. Nurse may ask visitors to leave the room if the patient's condition so warrants or if hospital policies are not being followed. Your co-operation is solicited.

### Tipping

We discourage tipping of the hospital staff. If you wish to donate, please contact the Nurse In Charge of the floor.

### No Smoking Policy

Smoking and consumption of alcohol is prohibited for all patients and visitors in the hospital premises. Strict adherence to the same needs to be maintained .

### Maintenance

Preventive maintenance of all equipment in the room is routinely and thoroughly done before admission of a new patient. If you need any assistance regarding any air conditioning, electrical or plumbing issues in your room, please inform the In Charge nurse on the floor.

### Valuables

Please do not keep valuables or excess money with you. The hospital does not accept responsibility for loss or damage of your possessions .

## DISCHARGE INFORMATION

i) Routine discharges are normally given upto 10 am daily basis.

ii) Discharged patients are requested to vacate the room as early as possible, preferably prior to 11 am. Staying beyond this time will necessitate an additional charge. Your co-operation is requested.

iii) An approval and written order from your consultant doctor is required for the discharge process to be initiated.

iv) The discharge process takes up to 2 hours for completing all the formalities after doctors instructions.

v) Please handover the passes while leaving the hospital, post discharge.

**NOTE: IN CASE OF DELAY IN DISCHARGE DUE TO ANY REASON, HALF ROOM CHARGES WILL BE LEVIED FROM 11.00 A.M. TO 4.00 P.M. AFTER 4.00 P.M. FULL ROOM CHARGES WILL BE LEVIED**

**Billing**

The hospital does not have a class system for any hospital services except the room tariff. The service charges will be 1.5 times the normal tariff for all services availed during off working hours, Sunday and Public holidays. Financial arrangements for your hospitalisation stay must be made prior to your admission. You may contact the billing department for updates on your bill during your stay. Hospital tariff for services is subject to change without prior notice. It will be advisable to ask your treating doctor (especially for surgery cases) for details of doctor fees prior to admission.

**NOTE : 1) CONSULTANT CHARGES ARE TO BE DECIDED BETWEEN PATIENT AND CONCERNED DOCTOR.**

**2) FOR ALL SERVICES RENDERED IN THE HOSPITAL (INCL. DOCTORS FEES) PAYMENT WILL HAVE TO BE MADE TO THE HOSPITAL ONLY AND NO ONE ELSE.**

**Refund**

All Refund will be done by bank transfer/cheque within 3 working days from the day the refund details are received. In case the payment is made by a credit / debit card, the refund cheque is issued in favour of the card after realization of the amount. Maternity Registration fees of Rs. 11,000/- is adjustable & non-refundable.

**Corporate Account / TPA**

If your bill is to be settled by your company, please ensure that you bring a authorised letter from your company duly signed clearly accepting responsibility for all medical treatment and giving an undertaking to settle the bill. The hospital will provide treatment in the ward specified by your company. Any deviations from the instructions will be billed directly to you with information to the company.

Patients who are availing Third Party Administrators (TPA) facility are requested to enquire about their sanctioned amount on the day of their admission, from the admission counter. You are requested to obtain the authorisation from the TPA. The hospital will only act as a facilitator in such a situation. Please note that the hospital honours only corporate policies for cashless hospitalization . A security deposit is payable before admission even for cashless authorized patients to cater for disallowed billing.

**Self Paying**

**In the case of self payment :-** The deposit should be paid at least 48 hours before admission. The professional charges will be intimated by your doctor. The hospital charge can be obtained from the billing department.

All bills have to be settled either through Cash (upto 2 lakh only) / Online (through the hospital website) / Credit Card / Debit Card. The hospital does not accept cheques. To avail facility of bank transfer of money (IMPS/ RTGS), refer to page no. 14.

**As per Section 269ST of Income Tax Act, Hospital will not accept cash of Rs. 2 Lakh or More per Patient w.e.f. 1st April-2017.**

**CHARITY**

Breach Candy Hospital Trust is a public charitable trust and patients seeking free /

concessional treatments are required to meet the Medical Social Worker (MSW) for further details . Those who fulfill the guidelines specified by the Public Trust act shall be considered for charity.

## FEEDBACK AND REDRESSAL

We at Breach Candy Hospital, aim at providing quality care to you in view of which we take feedback from our patient/patient attendant continuously. We have a Feedback management system through which we would like to have feedback about your experience as a patient.

Incase you have any concerns which need to be addressed during or after your stay, you can get in touch with the Patient Experience Team through the Nursing Station.

## PATIENT AND FAMILY RIGHTS

**Patient and family rights include:**

- Respecting values and beliefs, any special preferences, cultural needs, and responding to requests for spiritual needs.
- Respect for personal dignity and privacy during examination, procedures and treatment.
- Protection from neglect or abuse.
- Treating patient information as confidential.
- The refusal of treatment.
- A right to seek an additional opinion regarding clinical care.
- Informed consent before the transfusion of blood and blood components, anesthesia, surgery, initiation of any research protocol and any other invasive / high-risk procedures/treatment.
- A right to complain and information on how to voice a complaint.
  **In case of any complaint please contact: 022-62597878/7936**
  **email-id: info@breachcandyhospital.org**
- Information on the expected cost of the treatment.
- Access to their clinical records.
- Information on the name of the treating doctor, care plan, progress and information on their health care needs.
- Determining what information regarding their care would be provided to self and family.

**Patient and/or family members will be explained about the following:**

- The proposed care, including the risks, alternatives and benefits.
- Expected results.

- Possible complications.
- The care plan is prepared and modified in consultation with the patient and/or family members.
- Results of diagnostic tests and the diagnosis.
- Any change in the patient's condition in a timely manner.
- Multi-disciplinary counseling when appropriate.

**Patient and family rights to information and education about healthcare needs:**

- Educated in a language and format that they can understand.
- The safe and effective use of medication and the potential side effects of the medication, when appropriate.
- Food-drug interaction.
- Diet and nutrition.
- Immunizations.
- On various pain management techniques, when appropriate.
- Their specific disease process, complications and prevention strategies.
- Preventing healthcare associated infections.
- Special educational needs are identified and addressed.

## PATIENT AND FAMILY RESPONSIBILITY

- To provide complete, accurate and adequate demographic and health information, and any other information that the hospital may ask for.
- To follow the treatment plan as advised, and express your concerns about it, if any. Ask for clarifications on any medical advice that is not clear.
- To treat the hospital staff, other patients and visitors with understanding and respect, and ensure that your visitors do the same. Respect other patient's rights as well.
- To observe all the rules of the hospital; particularly ones with regard to smoking, noise, use of cell phones and visiting hours.
- To avoid carrying any valuables with you during your stay.
- To accept the outcomes of refusing treatment, or not following doctor's advice.
- To be prompt in paying the hospital and doctor bills.
- For all services rendered in the hospital (including doctors' fees) you will make payment to the hospital only & not to anyone else.

## LIST OF TPA/INSURANCE CO.

We have a tie-up with the following TPA / Insurance companies for Cashless hospitalization:

**Only Corporate Policies**

1) Family Health Plan Insurance TPA Ltd.
2) Generali Central Insurance
3) Health India Insurance TPA Ltd.
4) ICICI Lombard Insurance
5) MD India Health Insurance TPA
6) Mediassist India TPA
7) Star Health Insurance
8) Vidal Health Insurance TPA Services

**Corporate & Individual**

1) Aditya Birla Health Insurance
2) HDFC Ergo Insurance
3) Kotak General Insurance (FHPL TPA)
4) SBI General Insurance Co. Ltd.
5) TATA AIG General Insurance Co. Ltd.

**Reimbursement process**

For patients who could not avail the benefit of Cashless hospitalization or whose claims are denied for Cashless, they can do the following process.

| | Patient | Hospital |
|---|---|---|
| **Before admission** | Inform the insurance/TPA company (Planned cases - In advance) (Emergency case - within 24 hours of hospitalization) | |
| **At Discharge** | Fill the Reimbursement Form*, Fill the request form for Indoor case paper at the Reception | The TPA desk will help to fill in the Medical details in the Reimbursement form. Please carry your bill & discharge summary # |
| **After Discharge** | Collect the Indoor case papers from the Medical records department | |

Kindly check with your TPA/Insurance company regarding the requirement of a minimum duration of hospitalization of 24 hours for eligibility of your insurance claim.

* Please collect the form from your agent / TPA / Insurance company / Hospital TPA desk on ground floor.

# Timing - between 9:30 a.m. to 6:30 p.m. from Monday to Saturday.

# Bank details for Online Payment

***Following payment Options are available :-***

**1 Details for Online Payment :-** (Except from Foreign Bank Accounts)

Kindly log in to : ***https://breachcandyhospital.org*** **for online payment. Please follow the steps and provide details of :-**
**Reservation No** (in case of Booking) *Note :- (Payment cannot be done on the day of admission on the Reservation Number)*
**Admission No.** (in case of In Patient)
**BCH No :** (in case of OP Patient)

**2 Details of RTGS / IMPS Payment (#) :-** (Except from Foreign Bank Accounts)

(This details are for Bank Transfer only. Deposting cash in account is not allowed)

***Beneficiary Name : Breach Candy Hospital Trust***

| Sr No. | Bank Name & Address | Account No. | IFSC CODE | Type Of A/c |
|---|---|---|---|---|
| a | **Kotak Mahindra Bank Ltd.,**<br>Burhani Mahal, Ground Floor,<br>Near Priyadarshni Park, Mumbai 400 006. | ***3011206652*** | ***KKBK0000637*** | **Savings Account** |
| b | **IDBI Bank**<br>Tirupati Apartments<br>Bhulabhai Desai Road, Mumbai - 400 026 | ***0019104000122931*** | ***IBKL0000019*** | **Savings Account** |

(#)

**Note: 1) Kindly inform and send the detail of bank transaction to respective Departments as per details given below (without intimation of funds, booking will not be considered)**
**2) It is recommended to make payment on the day of discharge via IMPS or Online Payment for quick settlement & discharge.**
**(AVOID NEFT)**

Take a screenshot of the payment confirmation screen or receipt & send an Email to Breach candy Team on the ID **payment@breachcandyhospital.org** with the following details.

**Detail required are as follows :-**

**Mail Subject line:** Payment for BCH0XXXXXX number – DD/MM/YY (Date of Admission)
**Mail Body :**
Please find below the transfer details for your reference.
Name : (As per BCH Number)
** BCH No. :- _____
Mobile Number: _____
Payment Mode (Kindly Tick ✓): IMPS ☐ RTGS ☐ NEFT ☐
Amount Transferred: Rs.: _____
Date of Transfer – _____
Transaction Details (UTR No/Transction ID/IMPS No.): _____

Deposit Bank Name (Kindly Tick ✓) : **Kotak Mahindra Bank** ☐ **Or IDBI Bank Ltd** ☐
Admission Status :- Admission pending / Already admitted
Attachment :- Please find attached screenshot of online transfer / Cheque deposit in account.

** **In case of absence of BCH No :-**
Date of Birth : _____
Address : _____
Contact No : _____

**3 Payment by Pay Order / Demand Draft :** in favour of "Breach Candy Hospital Trust" Payable at "Mumbai"

**Imp Note:- In case of Fund transfer (Online and Bank transfer) from outside India or NRO /NRE Accounts, kindly collect the Forex Fund Transfer bank details.**

**In case of any queries, please call :**
**Accounts** - 022 - 6259 7007 / 022 - 6259 7011
**Booking Office (before admission) - 022 - 6259 7667 / 7767**
**Billing (after admission)** - 022 - 6259 7354 / 022 - 6259 7355

# SCOPE OF SERVICES
## BREACH CANDY HOSPITAL TRUST

**Clinical Services**

- Anaesthesiology
- Bariatric Surgery
- Cardio Vascular and Thoracic Surgery
- Cardiology
- Critical & Intensive Care
- Dermatology & Venereology
- Endocrinology
- Emergency Medicine
- Family Medicine
- Gastroenterology (Medical) including Hepatology
- General Medicine including Geriatrics
- General Surgery including Laparoscopic Surgery
- Hepato - Pancreato - Biliary Surgery
- Infectious disease
- Interventional Radiology
- Nephrology including dialysis
- Neurology
- Neuroradiology
- Neurosurgery
- Neonatology
- Obstetrics & Gynecology including high risk pregnancy
- Oncology Medical including Chemotherapy
- Oncology Surgical
- Otorhinolaryngology (ENT)
- Ophthalmology
- Orthopedic Surgery including Joint Replacement, Arthroscopic Surgery
- Oral Maxillofacial Surgery (Dental)
- Paediatrics
- Paediatric Cardiology
- Paediatric Surgery
- Plastic and Reconstructive Surgery
- Psychiatry (only OPD)
- Respiratory Medicine
- Rheumatology
- Transplant Services (Kidney)
- Urology
- Vascular Surgery

**Laboratory Services**

- Clinical Biochemistry
- Clinical Microbiology & Serology
- Clinical Pathology
- Cytopathology
- Haematology
- Histopathology
- Immunohistochemistry

**Diagnostic Services**

- 2D Echo
- Bone Densitometry
- CT Scan
- DSA/Cathlab
- ECG/EEG
- EMG/EP Study
- Endoscopy
- Fluroscopy
- Holter Monitoring
- Mammography
- MRI
- Nuclear Medicine
- OPG
- PET / SPECT Scan
- PFT (Spirometry)
- Stress Test (TMT)
- Ultrasound (USG)
- X-ray

**Transfusion Services**

- Blood Centre
- Blood Transfusion Service

**Pharmacy**

**Professions Allied to Medicine**

- Dietetics
- Physiotherapy

**Support Services**

- Ambulance

**Services**

- In Patient
- Out Patient
- Day Care
- Charitable wing

**Executive Health Check-up**

**Home Services**

- Physiotherapy
- Sample Collection
- X-ray

# Hospital Contact Numbers

| | |
|---|---|
| Admission and Reception | 62597224 / 7228 / 7997 |
| Blood Bank | 62597820 |
| Booking and Reservation | 62597667 / 7767 |
| Dental Clinic | 62597395 / 7396 |
| Dialysis Unit | 62597865 |
| Emergency Medical Service | 62597809 |
| Endoscopy | 62597848 |
| Executive Health Check | 62597985 |
| Imaging Services | |
| • CT | 62597840 |
| • MRI | 62597850 |
| • PET / SPECT | 62597730 |
| • X-Ray / Mammography / USG | 62597830 / 7837 |
| Out Patient Department | 6259 7014/15/16/17/7340 |
| Path Lab Reception | 62597766 / 7819 |
| Physiotherapy | 62597858 / 7859 |
| Report Dispatch | 62597993 / 7979 |
| Stress Test and PFT | 62597861 |
| TPA / Insurance Desk | 62597665 |
| 2D ECHO | 62597875 |

| HOME SERVICES (We are only a phone call away) | | |
|---|---|---|
| 1. | Home Pathology Sample Collection | 86579 19100 |
| 2. | Home Physiotherapy | 86579 73162 |
| 3. | Home X-Ray | 82919 50782 |
| 4. | Free Home Delivery of Medicines | 98198 86677 |

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