

INFORMATION BROCHURE

Content

• General Information-Services Provided-----	Page.02
• Categories of Patients-----	Page.02
• Treating Teams-----	Page.03
• Buildings and Departments/Wards-----	Page.04
• Outside Reports-----	Page.06
• Investigation Reports-----	Page.06
• Appointments-----	Page.07
• Medical Registration-----	Page.07
• OPD Flow-----	Page.08
• Investigations-----	Page.09
• Admission Process-----	Page.10
• Payments and Refunds-----	Page.12
• Patient Attendants-----	Page.13
• Indoor Patients-----	Page.13
• Ward Rounds and Briefing-----	Page.14
• Visiting Hours-----	Page.14
• Operation Theatre-----	Page.14
• Radiotherapy-----	Page.15
• Blood Bank-----	Page.16
• Visiting Consultants-----	Page.16
• Discharge-----	Page.16
• Death-----	Page.17
• Day Care-----	Page.17
• Emergency-----	Page.18
• Pharmacy-----	Page.19
• Catering Services-----	Page.19
• Ambulance and Miscellaneous Services-----	Page.19
• Palliative Care-----	Page.20
• Additional Charges-----	Page.20
• Financial Assistance-----	Page.21
• Donation-----	Page.22
• Premashraya-----	Page.22
• Patients' Rights & Responsibilities-----	Page.23
• Contact Us/Feedback/Grievances-----	Page.23

TATA MEDICAL CENTER KOLKATE (TMCK)

TMCK is a **Not for Profit**, tertiary care Cancer Hospital extending state of art and world class care to cancer patients, at affordable cost. Besides extending best possible treatment based on International Protocols, TMCK also contributes to screening, early detection, prevention of cancer and in providing rehabilitation and palliative care to our patients. The institute is actively involved in Research and academics to improve cancer care and to extend training to a great number of Doctors and paramedical staff in Oncology

TMCK is a 437 bedded Hospital, and of these 336 are admitting beds and the remaining are for Day Care, Emergency, recovery etc. Of the admitting beds there are 76 Pvt/VIP beds and around 65% are general beds. Remaining beds are ICU/HDU/BMT/Isolation etc.

Services being provided by TMCK are as follows

THERAPEUTIC SERVICES <ul style="list-style-type: none"> • Breast Surgery • Clinical Haematology & Cellular Therapies • Clinical Pharmacology • Critical Care • Dental • Gastroenterology & Digestive Diseases • Gastro Intestinal & HPB Surgery • Gynaecological Surgery • Head & Neck Surgery • Infection Control • Infectious Diseases • Interventional Radiology • Medical Oncology • Onco Anaesthesia & Pain • Paediatric Oncology & Intensive Care • Plastic & Reconstructive Surgery • Preventive Oncology • Psycho Oncology & Palliative Care • Radiation Oncology • Therapeutic Nuclear Medicine • Thoracic Surgery • Transfusion Medicine & Blood Centre • Urological Surgery 	DIAGNOSTIC SERVICES <ul style="list-style-type: none"> • Biochemistry • Cardiology • Clinical Pathology • Cytogenetics • Diagnostic Nuclear Medicine • Diagnostic Radiology • Haemato-Pathology • Histopathology & Cytopathology • Microbiology & Serology • Molecular Diagnostics • Pulmonology • Scopies PATIENT SUPPORT SERVICES <ul style="list-style-type: none"> • Biomedical Engineering • Central Sterile Supplies Department • Customer Care • Food & Beverages • Housekeeping, Laundry & Pest Control • Information Technology • Maintenance Engineering • Medical Records • Security • Social Work 	PARACLINICAL SERVICES <ul style="list-style-type: none"> • Audiometry, Speech & Swallowing Therapy • Clinical Nutrition • Nursing • Pharmacy • Physiotherapy • Stoma Care VISITING CLINICAL SPECIALISTS <ul style="list-style-type: none"> • Cardiology • Dermatology • Infectious Diseases • Internal Medicine • Nephrology • Neurology • Neuro Surgery • Ophthalmology • Orthopedic Surgery • Paediatric Cardiology • Paediatric Pulmonology • Paediatric Surgery • Pulmonary Medicine CLINICAL RESEARCH <ul style="list-style-type: none"> • Institutional Review Board (IRB)
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• Categories of Patients

TMCK has two categories to offer to the patients, for treatment, General and Private. Change of category may be permitted, on request of the patient in certain circumstances, with the approval of the Administration, in consultation with the treating teams

- **Private Category** - All patients on Insurance and most corporates are to be treated in Pvt category. These patients pay a little more than the General category and are provided a separate room with attached toilets and all basic amenities like TV, Fridge etc. There is a small couch in every room for the attendants. These patients are directly under the treating Consultant and will be seen by them in the OPD and in the ward.
Pvt patients are not entitled to any form of Financial help/discount or funding

- **General Category** – General category patients pay C (Cost) rates and are admitted in the General wards, in cubicles of 6 beds, with common Toilets. They too have access to common TV, fridge, Microwave etc. A small couch is provided with each bed for the attendants. The beds, linen and other accessories provided to them are same as those being provided to the Private patients. General category patients too, are admitted under the concerned consultant and these patients are managed by the department team, consisting on the Consultants, Fellows and Medical Officers, in consultation with the concerned Treating Consultants. Patients under WBHS and SS Scheme or other Govt schemes are treated under the general category. **General category patients cannot avail any insurance facilities**

Cancer care extended to both the categories is same. Both categories are treated with the same Protocols and equipment and are handled similarly, with no discrimination, for the investigations/Procedures/Surgery/OPD in terms of availability/ waiting/ques

The differences in the rates of the two categories is majorly in the Bed charges, procedures, surgeries, OPD visits etc. **The cost of consumables and medicines is same for both the categories**, and since these forms a major portion of the bill, the gen category Bill may not be significantly different from a Pvt Cat Bill, where there has been extensive use of medicines and consumables. The Gen category bill is around one third less than the Pvt cat Bill for a similar surgery / treatment

- **Treating Teams**

While the patient is registered under a particular Consultants, the treatment and management is extended by a team. The Dept team consists of Consultants, Super Specialty candidates, Fellows and in some Depts medical officers. Since cancer requires a multimodality treatment, TMCK follows the **Disease Management Group (DMG)** concept, under which the overall team, managing the patient consists of group of Consultants from several Depts who collectively plan the treatment and manage the cases. The cases are discussed by the DMGs in **Multi Departmental Treatment (MDT) Meet** to plan the treatment, and all patients are treated in accordance to the decision of the DMG in the MDT Meet and most, with same disease, in the same stage, receive similar treatment.

TMCK also follows the **Sub Site Management System**, under which one or two Consultants of each Dept treat a cancer of a particular site or type

Selection of Consultant -The patient can choose the treating consultant, but as mentioned above, since we follow the Sub Site System of management, they can choose, only from the Consultants treating the particular site/type of cancer

Change of Consultant-We discourage change of treating consultant and since we have few consultants treating similar cancer and since all patients are managed with similar specific protocol, decided in the MDT Meet, change of consultant does not make any difference. If patients still insist on doing so, then they may choose from the consultants treating the concerned cancer, in agreement of both consultants and with permission of the administration.

- **Treatment Protocols**

TMCK extends state of the art treatment based on International Protocol/ Guidelines comparable to the cancer care available at the best of the national/international cancer hospitals. The treatment is not only protocolized but also tailor-made to suit the particular patient with a specific type/subtype of cancer.

- **Buildings and Depts**

TMCK has 2 main buildings, Phase 1 and 2 and a Separate building which the Admin Block and the blood bank

Phase 1 OPD has the Following

Reception and May I help You Desk (which also gives the Print outs of the Reports that are needed by the patients)

Appointment Desk

Registration Desk A

Desk 1-3 (Billing Counters for Investigations)

Desk 4-6 (Review OPD Billing Counters Gen)

Desk 7-9 (Review OPD Billing Counters Pvt)

Sample Collection Room

OPDs for Surgical and Radiotherapy Depts

Ortho and Neurosurgeon Visiting Consultants OPD

OPD Dressing / Biopsy/ Minor Procedure Room

Surgical Coordinator desk

Phase 2 OPD Lobby

Desk 1 Registration

Desk 2-3 Investigation

Desk 4-5 Review OPD Gen

Desk 6-7 Review OPD Pvt

OPDs of Medical Oncology, Hematology and Visiting Consultants

Sample Collection area

Medical Coordinator Desk

Review OPD of Radiotherapy Dept is in the basement of Phase2

Locations of Important Depts/Clinics

Phase 1 Ground Floor OPD Lobby
Insurance Desk
Cancer Registry
Surgical Coordinator
MSW Dept for patients of Surgical and Radiotherapy Dept

Phase 1 First Floor

Adult Day care
Physiotherapy
ECG
Stoma Care Clinic
Uroflowmetry
Dental Dept
Pre-Anesthesia Check up
Clinical Nutritionist
Speech therapy
Genetic Councilor
Palliative care OPD
Infectious Diseases OPD
OT 10 and 11
Laboratory

Phase 1 Ground Floor

Radiology phase 1 (Mammography, Interventional Radiology, Nuclear medicine dept, USG)
Radiotherapy Phase1 (Novalis and Tomotherapy)
Pharmacy Phase 1 (OPD)

Phase 1, 2nd Floor- Main OT

Phase 1, 3rd Floor- PICC Line Room

Phase 2 OPD Lobby

Swasth Saathi Desk and Admission/Discharge Office
Admission Room
Emergency
Phase 2 OPD Pharmacy

Phase 2 First Floor-

Radiology dept Phase 1 (CT Scan, MRI, Echo, USG)
Gastroenterology and Pulmonology Dept
Entrostomy Room
Pead OPD waiting area
Histopathology lab

Phase 2 Second floor

Emergency Holding Bay
Pvt Indoor Holding Bay
Pead OPD
Pead Day Care
PICU/MICU

Phase 2 Third Floor

Adult Day care
Discharge Room

Phase 2 Basement

Radiotherapy Dept (Truebeam, Radizact)
Radiotherapy review Clinic

Wards

Phase 1, 1st floor General Surgical ward (Surgical Bay 31-46 and Gen Surgery Beds 1 – 30)

2nd Floor ICU 1 -21, HDI 1 -10

3rd Floor Private 1-8, 11-16 Radio Isotope 9-10, 17-28, VIP 1-4

4th Floor Private 29 to 43 and Bone Marrow Transplant Dept (SCT 1 -9)

Phase 2, 2nd Floor Holding Bay Emergency, PGEN 1-6, Holding Bay Pvt, PGEN 7-12,
PGEN 13-33, PISO 1-7, PICU 1-9 (Pediatric beds)

3rd Floor Gen 47-81 (Radiation and Digestive), Gen 82-99, (Surgery) ISO 2-5

4th Floor Gen 117-151 (Hematology) Gen 152-186 (Med Oncology) ISO 6-9

5th Floor Pvt 44-70, VIP 5 and 6

Manager MSW, Dy Director, Chief Medical Administrator Office – Admin block

- **Reports from outside**

We accept recent blood reports done outside

Radiology and Scan Films and CDs of scans need to be loaded on our PAC system, phase 2,
First Floor Radiology dept

All new cases will have to deposit the Cytology slides and Histopathology Blocks and slides for
review. After Review is advised by Doctor, the Blocks and slides are to be deposited in the
sample Collection Area, post billing

Tests done outside are, at times repeated at TMCK, if they are incomplete, not clear or when
additional information is needed to plan the treatment

- **Investigation Reports**

TMC does not provide routine regular investigation reports on regular basis to the patients

Reports can be downloaded from the TMC Website

Reports are uploaded on the website at Midnight on the day reporting is completed for the
OPD patients

Reports of admitted patients are uploaded at midnight on the day of Discharge/death

In case of any difficulty, report may be collected from the reception Counter at the OPD
Lobby, Phase 1

The reports stay on the website for 3 months

Routine X Rays are not reported always, except specifically asked for

We do not give films for Imaging investigations, however, if anyone essentially needs them,
they can be made available on a CD, from the Radiology dept, on payment

Though the reports are not handed to the patients, all the Reports from lab, radiology dept
and other areas are available on our HMS, for the doctors to see, and manage the patient

- **Appointments**

Appointments For new cases can be taken by either of the following ways

Personally, from Appointment Desk (8am to 8pm on weekdays, till 5pm on Saturdays)

Calling 03366057222 (9am to 8pm on weekdays, till 5pm on Saturdays)

Email appointment@tmckolkatta.com

Following Info needed

Name, Gender, Age of Patient

Name and Mobile number of NOK

Nature of Cancer

Consultant /Dept appointment needed for

If the Patient/Family is unable to Choose the Consultant /Dept, the Appointment Desk will fix the appointment with the concerned Consultant

Patient will have to choose the Cat between Pvt and General

Appointment for new cases is usually available within 1 week but at times in certain Depts it may be even 2 weeks and rarely even longer

Confirmation mail/SMS will be received by all, for the date, time and the name of Consultant, with whom the appointment has been fixed

Though we follow a Clinical pathway to allocate new cases to the Consultants/Dept as per the DMG, in rare cases, due to insufficient or incorrect information available from the patient, patients may be booked under a Consultant who may not treat them, and the Consultant may have to be changed after the initial Allocated consultant has seen

Appointments for Old patients- they too can take appointments using any of the above three methods

Overseas Patients need to contact us and take an Appointment/Treatment Invitation letter and apply for Medical Visa based on this. They will only be entertained with their Passport and the Medical Visa

Appointments through Website-Only patients already under treatment at TMCK in Pvt categories can fix appointments through the website. They can pay Online too, however, on the day of the appointment they will have to first go to the billing counter and take a receipt on showing the transaction details and then meet the Consultant.

- **Medical Registration**

All patients need to have Medical Registration before they start treatment at TMCK

Prior appointment needs to be taken with a consultant to initiate Registration

Registration can be done on any day prior to the first appointment or may be done on the day of the first OPD visit

For Registration one has to go to Desk A or Desk 1 in phase 1 and 2 respectively

Patient should have the Govt photo ID with address proof, like Aadhaar/Voters card

Overseas patients need to have the passport and the Medical Visa

Process of Registration is as Follows

- Patients Deposit the above-mentioned Documents along with appointment details
- They need to fill a Registration Form
- A Registration Number (MR Number) is created, which is the permanent identity of the patient in the hospital
- Patient is given a Registration Card which has the particulars and the MR Number
- Patient then has to Visit the Cancer Registry Office, located in the OPD Lobby of the Phase1
- Patient can then proceed with his consultation
- A sum of Rs 700 and 300 will be charged, once only as non-refundable Registration Fee, which includes the consultation fee for that day

The registration process may take one to two hours, hence patients to come accordingly, based on the appointment time allocated to them.

• OPD Flow

On entry in the OPD Lobby, the patient and the attendant will be given wrist bands of different colours for identification

The Token system is available to generate coupons for the Desk que

A- New registration

E – Investigation

F- Follow up

P – Pvt

Patients with appointment to go to their respective waiting area, after billing and payment and intimate the Customer Care Executive present at the counter and wait for their turn

Patients are requested not to come much before the appointment time, as they will not be seen before time

Patients need to get their Pulse Rate, Temp, BP, height, weight recorded in the Assessment Rooms available in all the OPD lobbies before seeing their doctor

Patient will be called to be seen as per the que. ***Patients who are very sick, very elderly or stretcher bound, may be seen out of turn due to their medical condition***

Due to large number of patients, and other patient related commitments of the Consultants, there may be a delay in the patient being attended. Usually patients will be seen within 2 hours of the appointment time, however in rare situation, the wait may be longer

After being seen by the doctor, following to be done, as per the advice

Investigation

Dressing/care of Tubes and drains at Phase1 OPD

To take Appointment for next Review

Appointment for special investigation
Consultation with any other Doctor, as cross referral, if advised
Meet Surgical/Medical Coordinator
Book Bed for Day Care/Admission

Even after the Doctor has advised any of the above, they do not happen automatically, even if the date is mentioned. All this to be done after the billing and payment for same at the appropriate Desk

Fresh Appointment needs to be taken, for next visit, review, cross referral etc, as advised by the Doctor

The OPD Consultation charges are Rs 400 and Rs 150 for every Consultation, in Pvt and Gen category respectively

Dressings, Injections, Biopsies, Minor Procedures, care of catheters and drains, PICC Line, channel and port dressings are done in the Dressing rooms in Phase 1 OPD Lobby

Walk in Patients without appointments

New patients coming for first time, old patients coming for review and cross referrals without any appointment may be entertained same day, depending on the presence of the concerned consultant on that day and the number of cases already booked for the day

Even if they are attended to, the same day it will be after that day's cases of the concerned Consultant, with appointment have been seen, unless the patient is serious and needs immediate attention

New or old patients who are ill/ serious and need immediate attention should report to the Emergency

- **Investigations**

Blood/Stool/Urine at the Sample Collection Room

Slides for Review to be deposited at the Sample Collection Room

Special Investigations at Specific Depts

All these to be done, after billing and payment

Patients can approach the Billing desk or the sample Collection Room, for request for Home Collection of samples for Investigations

Radiology Dept

Distributed in phase 1 and 2

All patients for Radiological Tests to report to the Reception of Radiology Dept Phase1 or 2

Tests, appointments and billing, all of Radiology dept done at the dept Reception Desk

X-Rays, USG, CT Scans, Mammography, Tapping, Pigtail placement and other minor procedures are done same day

CT Scans, Phase 2, and After 4pm Phase1also

Mammography-phase1

MRI- Phase 1 and 2 (Needs appointment, waiting period 2 to 7 days depending on load)

Ultrasound – Phase 1

Tapping – Phase 2

X Ray – Phase 1 and 2

OPG – Phase 2 (2 to 4pm)

Breast seroma aspiration – Phase 1

CT guided biopsy, Pigtail placement, PTBD, TACE, TARE, and other Interventional procedures at Interventional Radiology in Phase 1, as per availability of slots. Some may be done same day and at times, appointment may be given for some tests, with waiting time of 2 to 3 days.

PET Scan at Nuclear medicine Dept, Phase 1 with appointment. May have waiting time of 2 to 6 days. Deposit of Rs 10.000 at time of appointment. ***This amount is Non-Refundable if the patient does not turn up for the scan***

Other procedures and Investigations of Nuclear Medicine, on appointment

The reporting of the radiology investigations may take time, however all the images are available on the hospital PACs System, for the consultants to see and manage the patient.

Doctors consult the radiologists and discuss the images, in case of any doubt

Other Procedures and Depts

Gastroenterology Dept- Upper/Lower GI Scopies, ERCP etc, on appointment.

PFT and 6-minute test too in the same Dept

Bronchoscopy, EBUS and other Pulmonary Procedures also done at GE Dept

PFT and 6 Minute walk test are same day. For rest appointment has to be taken from the Dept, personally or on phone

For Colonoscopy the patient has to visit personally to understand the preparation procedure

ECG, Uroflowmetry, Stoma care, Speech therapist, Physiotherapy, Pre-Anaesthesia Check-up can be done same day, and rarely may need an appointment. Same is for the Dentist.

Appointment required for Visiting Consultants and Echography as all do not come daily.

• Admission Process

Admissions are done on advice of the treating team. The Doctor raises the Admission slip, usually before the date of admission or on the admission day itself. If date is pre-decided, the patient/family can go to the Admission Room in the Phase 2 OPD Lobby and book the bed, or come on the day of Admission and Report to the Admission Room

Following are required for Admission

Aadhaar/Voters ID (Govt photo ID with address proof)

Passport and Medical Visa for Foreign patients

Cost Estimate of treatment

Patients who are under Insurance/ Corporate need to visit the Insurance Office in the OPD Lobby of Phase 1

Patients under SS need to book the bed at the SS Desk in phase 2 and go for admission to the SS Room, Phase 2 OPD lobby

Rs 10,000 need to be deposited for booking bed for Surgery. These are Non-Refundable in case the patient does not turn up for the Surgery

Patients who are self-paying need to make a deposit at the time of admission
The amount of deposit is variable and depends on the Cost Estimate
It is usually around 50% of the Cost Estimate, but may be up to 80% if the Estimate is high, it is a major Surgery or when high value chemo/medicines are planned

Patients under Insurance/Corporate/SS Scheme too need to make a deposit in certain situations. This is usually the difference between the Cost estimate and the approval received at the time of admission, when the approval received is less.

Patients getting admitted from OPD / EMR as unplanned admissions, without any definite treatment plan / Cost estimate, need to make a deposit of around INR 30,000

All deposits are adjusted at the time of Discharge / Death

All admitted patient will be given one Attendant pass, for the attendant

Admission process may take 1 to 4 hours, depending on the day of the week and the time of the day. It is usually short for the self-paying patients, but takes time for those who are under the Insurance/Corporate or Govt health Scheme. For the latter, the documents are uploaded and we need to wait for the approval before the admission is made

Holding Bay for Private patients

Since there is usually an availability crunch for Pvt Beds, patients admitted under Pvt cat may have to wait for few hours before they get a room. During this wait, they are kept in the IP Holding bay, which is a separate earmarked bay of 6 beds, only for Pvt patients, waiting for rooms, on 2nd floor phase 2. It may take 6 to 10 hours of wait, and the rooms are usually made available by the same night, but on rare occasion the patient may have to wait for the next day morning for the room. ***Since the patient is admitted under Pvt cat, the charges of the period in the Holding bay are of Pvt Bed***

Admission for Surgery

For Admissions for Surgery, the Surgery date is fixed by the dept and entered on the HMS

Patient can book bed earlier, or report on the Day advised by the treating team

Pre Op Note/ Advice to be raised by the treating team

Patient should have undergone a Pre-Anaesthesia Check up before admission for Surgery and should be FIT

Cash paying patients need to deposit 50 % of the Estimate at the time of admission

Those under Insurance need to deposit the deficit, between the approved amount and the deficit, if any.

- **Payments and Refunds**

Payments can be made to TMC by following Modes

Cash **(Max of 2 lakhs in one transaction/ or total in any one admission)**

Credit/Debit card

QR Code

NEFT (IMPS)

Cheque (in exceptional situations, in the Name of Tata Medical Center or Tata Medical Centre Trust)

NEFTs to be followed by a mail to the Concerned Dept

Payee / Cheque Name	TATA MEDICAL CENTRE TRUST
Bank Name	HDFC BANK LIMITED
Bank Account No.	00601660000021
Bank Branch	FORT MUMBAI
IFSC Code:	HDFC0000060
MICR No:	400240015
Swift Code:	HDFCINBB

Refunds, where ever applicable, mainly of unutilized total/partial deposits, will be made as follows

Up to INR 10,000 – cash (At time of Discharge/death)

More than 10, 000 by cheque or NEFT, as chosen by the patient/family

(This may take a week to 10 days)

Individual needs to come to collect the cheque

In routine discharges the NEFT/Cheque is to the account of the Patient or NOK as decided by the patient, however in the eventuality of death, if the patient does not have a bank account, the refund is to the bank of the NOK/ account from where the payments came, on verifying the identity of the NOK.

- **Patient Attendants**

All admitted patients need to have an Attendant with them 24x7, except those who are admitted in the ICU/HDU/MICU. Attendant may change as per their commitments, but one attendant is essential to be with the patient at all times, both in General and private ward. In rare circumstances when there is no family member available to stay as an attendant, hired attendant may be used, to ensure satisfactory services and reliable person, our Customer Care may be informed to arrange the same from a verified agency.

Attendants of patients admitted in ICU/HDU/MICU may wait outside the wards in the waiting room

Only one attendant is permitted in the OPD except for patients who are very elderly/wheelchair or stretcher bound or in cases of small kids, in which scenario two attendants will be permitted inside the OPD Lobby

Remaining attendants to stay outside the OPD lobbies

- **Indoor Patients**

Patients will be admitted in the wards as per their Category and the Dept under which they are being treated

All admitted patients need to have an attendant round the clock

Attendants may have to help the Nurses and other staff, to shift, move the patient at times, as needed, specially if the patient is serious and bedridden

Since one nurse looks after around 6 patients in General ward and 4 patients in Pvt ward, at times there may be slight delay in attending to the call, or giving medicines, however the delay will never be significant enough to cause any negative impact on the treatment or deterioration of the patient

Patient food will be provided from the hospital and additional food from home may be given after intimating the Doctor/nurse

The nurse, patient ratio in the ICU and other critical areas will be different , as per the condition of the patient and ventilated patient will have one nurse per patient

Medicines and Disposables required for the treatment will be indented by the nurse and the same will be delivered in the ward by the Pharmacy/ Central store

Unused medicines and consumables are refunded at the time of discharge.

Billing for Admitted patients is done at 11.30pm and the Bill is ready by 11am

Billed amount is intimated to the family, once the Bill is over Rs 20,000 or when the approved amount of Insurance, or upper limit of Corporate, or other Schemes is reached.

Bed charges are billed on a 24-hour cycle, from the time of admission. A period up to 4 hours, is not charged in the final bill, while calculating the Hospital days, for bed charges, if it exceeds 24hours of the last day of admission.

- **Ward Rounds and Briefing**

Ward rounds are taken usually twice a day, once in the morning and once in the evening, and in between as required, depending on the status of the patient. Treating Consultant may not be available on all rounds, and the rounds at times may be made by the Dept Team/rep, however the status of the patient and the treatment plan is decided in consultation with the treating Consultant

The Consultant/ Team briefs the patient attendants post rounds and hence all attendants are to be present during the Rounds

Attendants of the patients in the ICU/HDU/MICU are briefed after the morning rounds, hence, all are to be available in the ICU waiting area for same between 11am and 12 noon

It is difficult for the treating team to brief different members of the family, at different times, hence all who want to be present at the briefing, should be available at the expected scheduled time. Ideally one member of the family should attend the briefing every day and clear doubts, to avoid any miscommunication, He/she in turn can brief the rest of the family.

- **Visiting Hours**

Visiting hours for all wards is 4 to 6 pm everyday

Children's Ward 4 to 5pm

For the ICU/HDU/MICU visiting hours are 11.30 am to 12.30p,

Only one visitor is permitted inside the ward at any given time.

- **Operation Theatre**

OT list is prepared a day prior and uploaded on the HMS

Patients are sent from wards to the OT as per the serial number in the OT Lists and are kept in the recovery room, before being taken to the OT

Attendants can wait, outside the OT

The Status of the surgery is displayed on the TV Screen in the waiting area- Waiting-Surgery in Progress- Recovery room – shifted to ward

OT has its own dedicated Consumable Store and the Pharmacy to provide the required consumables and the medicines pre, per and post operatively
Attendants are intimated when the patient is being shifted to the respective post op ward
Anaesthesia and surgery Notes are generated
Billing is done by including the Operation category Charges, Consumables and medicines used and the Oxygen as per the usage and the duration

Cases undergoing surgery/procedure under LA/Sedation/short GA need to be admitted for Day surgery/procedure at the Admission Desk, Phase 2

Post procedure they are kept in the recovery room, and are released once fit to go, after the bill is cleared, along with the Post Op Order

Patients due for Cystoscopies, Flexies etc and other cases to be done under LA, are informed of the procedure, approximate cost and the time slot a day prior.

- **Radiotherapy**

Radiotherapy is managed as follows

- Advised by the Radiation Oncologist
- Patient then goes to Radiotherapy reception, Phase 1
- After enrollment sent to Radiotherapy technician (Mr Sousata Bannerjee) Room for date of planning
- After planning the patient receives the date of commencement of the RT and is allocated the machine and the time slot
- Time slot is allocated on availability and the suitability to the patient. Same may be changed in between the course of radiotherapy
- 50 % of the total Radiotherapy charges are billed on the day of planning and the remaining 50% on the first day of starting RT
- A radiation card is issued on the first day of RT and the same has all the particulars of the patient and the disease and the treatment schedule. Same is filled up on every session of the RT
- If the radiotherapy is discontinued, without being completed for any reason, part of the amount deposited is refunded, proportionate to the balance RT
- Patients under WBHS and SS Scheme need to be admitted for a day on the first day of chemo and have to be discharged on the last day of completion of chemo

Due to large number of patients under RT, at times there is a waiting time for RT, which may go up to 2 hours and in case of any machine mal function, which may happen in any of the 4 machines, the delay in RT may be by several hours or it may have to be rescheduled to another day

- **Blood Bank**

TMCK has a world class Blood bank which can handle the requirement of Blood and Blood Components for the patients. Cancer patients require large quantity of Transfusions of blood and components, especially for BMT, Haematology, Surgery, Critical care, Med Onco etc TMCK does not permit the use of blood/components brought from outside

Relatives have to donate blood for their patients

Blood cannot be produced or purchased

Hence it has to be donated by the family/ volunteers

We do have some volunteers who donate blood for the patients, however ***the primary responsibility for arranging donors for blood/components for their patients, is of the family***
The charges for blood transfusion, include the cost of the blood/product and the transfusion charges

- **Visiting Consultants**

TMCK is a Tertiary care Cancer Hospital, hence we do not have full time specialists in the basic specialities. We do have Visiting Consultants in almost all specialities, who visit once, twice or thrice in a week or in emergency for an admitted patients. Pulmonologist, cardiologist and Internal Medicine specialist are available on every day but are not available full time.

At times there may be a delay in the patient being seen by a visiting specialist even up to a day and hence in certain occasions, ***when the patient needs specific primary treatment from a Cardiologist, neurologist, Neurosurgeon, orthopaedic Surgeon, Nephrologist etc, and the cancer care can wait, we recommend the patient to be transferred to a hospital where the concerned speciality is available***, and patient is readmitted, after the patient recovers, for continuation of the cancer care, as the need be

- **Discharge**

Discharge is decided by the Treating team and Discharge is raised and Discharge summary created

Balance medicines are refunded

Final Bill made

All Discharges except SS Scheme, processed at Discharge Room, 3rd Floor/ Phase2

SS Scheme discharges processed at the SS Room , Phase 2, Ground floor, OPD Lobby

Any planned funding is released after the final Bill has been created at the time of Discharge

Final Bill and Discharge Slip handed over to patients after clearance of the bill

No Bill can be closed without the clearance of complete Bill.

The discharge process may take up to 2 hours for self-paying patients and may be up to 4 hours for the patients under Insurance, corporates/WBHS/SS Scheme etc (rarely even more than 4 hours, depending on the day of the week, time of discharge and response from the approving agency) And deficit between the final Bill and the final approved amount or any amount above the upped limit of the health scheme, will be adjusted from the deposit, or the patient will have to clear the same.

- **Deaths**

In the eventuality of Death, the process is initiated after Death is Declared

Process is same as that of Discharge

Original Death certificate is handed to the patient family along with the final Bill, once the bill is cleared

Cleaning and packing of the mortal remain after death may take up to 2 hours

Death Summary to be collected after few days. It may take 2 to 4 days to be ready

Mortuary services are available at TMCK, where the mortal remain can be kept up to 24 hours free of cost

- **Day Care**

TMCK has 3 Day Care Centres, two for adults at Phase 1, 1st Floor and phase2, 3rd floor and one 10 Bedded Paed Day Care at Phase 2 , 2nd Floor

The main function of the day care is to provide Chemotherapy as a Day care procedure

The flow for Chemotherapy is as follows

Chemo with the regime, advised by the Doctor

Patient to take an appointment for Chemo slot from Day care at 1st floor, Phase 1 (Max waiting for long chemo may be for 2 days. Short Chemo may be given walk in.)

Patients to report to the OPD on the day of the chemo, with the blood test reports

After showing the reports and getting cleared to take the chemo, patient to report to the respective Day Care Center.

Pharmacy Rep is present for all day care (Pharmacy rep at phase 2, 3rd floor gives cover to the Paed day care center too).

After billing the prescription is given to the pharma rep and the medicines are delivered in the Day care Center.

Day Care bed charges are as per the duration of the chemo and the number of drugs. Chemo infusion charges and charges of the consumables are also added in the final Day care bill

Consent for chemo needs to be signed on the first day of chemo.

Patients under WBHS and SS Scheme need to be admitted for a day on the first day of chemo and have to be discharged on the last day of completion of chemo.

All patients need to take appointment for the next chemo, as same will not happen automatically. all chemo days of the patient are coordinated with the OPD of their treating Doctor, so that they can meet the doctor on the day of the chemo and show the reports. Patients who are for 2, 3- or 5-days chemo need to meet the doctor on the first day of the cycle only

Certain Procedures too, are carried out at day care center. Intrathecal injections at the Paed day care and intravesical therapy in the Adult Day care.

One needs to take appointment for these too and rest procedure is as, of the chemotherapy.

- **Emergency (EMR) (For Emergencies and deaths outside the Hospital)**

TMCK has a 5 bedded Emergency which is located in the ground floor of phase2, and has a separate entrance. It is functional 27x7 and manned by Medical Officers and Nurses.

Old and new patients who are ill, may report to the EMR directly, without appointments. Patients reporting to OPD and found to be ill, are referred to the EMR too

The patients in the EMR and triaged by the nurses and seen by the Medical Officers and Fellows, investigated and managed as needed. They are often kept under observation too. After the observation, management and the overall evaluation, the patients are either admitted for further management. or discharged to home, if found fit, as per the decision of the fellow in consultation with the treating team

Since the EMR has only 5 beds, patients requiring longer observation and treatment are kept at the EMR Holding Bay on the 2nd floor, phase 2.

All billings for investigations, treatment and final billing for the Patients of EMR and Holding Bay, is done in the EMT itself

Transfusion and Correction of fluid and electrolyte are also done here

Registered Cancer patients who die at home, are to be brought to the EMR, where attempts to revive will be made as needed. The patient will be declared dead as per the procedure and the Death Certificate issued

Minor procedures like, stitching, dressings, plasters etc will be handled here too, especially during after hours

Patients brought in Dead, who are not TMCK patients, will be given an attempt for resuscitation as needed, however for a formal death declaration they shall be referred to any other nearby hospital

Transfusions, Corrections and others for OPD patients

Patients reporting to EMR and requiring Blood/Component transfusion or Fluid/electrolyte correction, will receive the same at the EMR itself or at the holding bay. Patients referred for

same from the OPD, may get these at the Day care / EMR Holding bay as per availability of beds. Pead day Care beds to be used too, once the chemo to the kids is over for the day. CCE and Nurse IC EMR and Day care will coordinate the same

- **Pharmacy**

TMCK has an indoor Pharmacy run by Tata 1 MG for outdoor and Indoor patients
Pharmacy for OPD patients is in both Phase 1 and 2

Refund of medicines bought on Credit, is not possible after the OP or IP bill is closed

Morphine, Narcotics, Free medicines and Medicines under Pharma Compony Schemes are handled by TMC Pharmacy, located in the Phase 1 Pharmacy

Patient Support Programme Cell, to help with expensive medicines under Pharma scheme is located in Phase 1, near the Pharmacy.

- **Catering Services**

TMCK provides all three meals to all the admitted patients. The charges of the food are included in the bed charges. All attempts are made to provide hot, tasty and nutritious food to all, however at times it is difficult to meet the requirement of all, since many patients have their individual choices. Anyone requiring any extra quantity may ask for same from the food handlers and may also convey any particular feedback, which we shall try to look into, to our best capabilities,

TMCK has Clinical nutritionists and Dieticians who visit the patients, especially those with specific and special food requirements. They plan special diets which are provided to the concerned patients. Patients can interact with them too, to convey any feedback

A canteen is available in phase 2 for OPD patients and the attendants of admitted and OPD patients. Besides this there are few food Kiosks too. Good, healthy, tasty food is available for all, at very affordable prices at all times, almost round the clock.

- **Ambulance and Additional Services**

TMCK has Ambulance Services available 24x7

Besides this, the hospital can arrange the following, on request, as needed by the patients, through outsourced agencies

- ALS Ambulance
- Hearse
- Attendant
- Arrangements for last Rituals

- Ambulance for Long distance / interstate travel

Patients are welcome to make these arrangements on their own and these are made by TMCK , on request to help the patient. Kindly approach the ward Customer care for arranging these services

- **Palliative care/DNR**

Patients who reach a stage, beyond specific cancer treatment, may be referred to Palliative care Dept which extends supportive care to the patients. Same is available for OP and admitted patients. There is a 12 Bedded Palliative Ward in the Premashraya, for admitted patients of palliative care Dept. During palliative care, the patients are under care of the consultants of palliative care

In advances stages of the disease when there is little or no hope for any improvement and survival for long, the concerned Consultants of ICU/treating/Palliative team council the patient families accordingly. Family may then opt for the option of ***Do Not Escalate/ Do Not Resuscitate***, where in only basic support will be extended to the patient to keep them comfortable and no aggressive management like ventilation, expensive antibiotics, dialysis etc are extended.

- **Additional Charges**

Besides the regular charges of the beds, Procedures, medicines, Consumables, Investigations, Surgery etc, the admitted patients are also charged the following charges

- Infection Control Charges – once a day
- Administrative Charges- once for every admission at time of admission
- Doctors Visit Charges- once a day
- Oxygen charges- on per hour basis for patients on Ventilation and undergoing Surgery
- Referral charges- for Cross Referral to other depts, based on number of referrals attended per day (***Patients are not charged if the patient has been seen by a Fellow***)
- Infection Control Charges- once every day
- Visiting Consultant Charges- as per number of visits

- **Financial Assistance**

TMCK has a robust system of financial assistance through its *Medical Social Welfare (MSW) Dept* for the underprivileged. Procedure for the same is as follows

Patients requiring financial assistance to intimate the same to the treating team

Treating Team raises Social Assessment request

MSW does the Social assessment and decides the amount to be funded

Besides Internal financial assistance, TMCK provides funding from various Govt agencies, NGOs and trust

Certain documents are required for all Funding, irrespective of the amount

For internal Funding and Funds from Sir Dorabji Tata Trust

- Written application from Patient or NOK to TMC
- Cost Estimate given by TMCK, signed by Treating Consultant/Fellow and countersigned by Dy Dir /Chief Medical Administrator, with stamp and date
- Income Certificate Approved By Panchayat OR Mukhiya , Councilor or Municipal Commissioner
- Patient's Last prescription from the hospital.
- Photo ID proof Voter's card, Ration Card , Aadhar Card , Pan Card ,(Any-2) Patient's and Family Member.
- Xerox copy of the Bank Statement, currently updated/ Passbook Copy with minimum transaction for a period of 1 year. Pension / Salary to be reflected
- Passport Size Photograph—1 Copy of the patient affixed in the application. Not mandatory
- Birth Certificate for Children below 18 yrs.
- Xerox Copies needs to be attested by Gazette officer.

CHIEF MINISTER CANCER RELIEF FUND (For patients of West Bengal only)

Application at below address to be sent by Speed post at the following address with above mentioned documents and a letter addressed to CM, from MLA

The Chief Minister of West Bengal

e-mail---wbcmrfhealth2020@gmail.com

West Bengal Secretariat, NABANNA, Howrah- 711102

* Cost Estimate from the Hospital, for the duration of 1 year.

PRESIDENT FUND-Application at below address to be sent by Speed post at the following address with above mentioned documents and a letter from Gram panchayat, SDO, BDO, Municipality

President Secretariat

Rashtrapati Bhavan

New Delhi- 110004

PM'S Fund - (By Speed Post)

Prime Minister's Relief Fund for Cancer Treatment

To, The Prime Minister

Government of India

Kind Attention Mr. Pradeep Kumar Srivastava

Under Secretary (Funds)

152, South Block Raisina Hills, New Delhi-110001

M.P Recommendation Letter Addressing to the Prime Minister Along with the above mentioned documents.

Mukul Madhav Foundation (By Speed Post)

Harmony, 5, I.C.S Colony,

Off Ganeshkhind Road. Pune-411007.

Please Note: The forms are to be submitted before the Operation date mentioned in the Cost estimate For Surgical Cases. Chemotherapy and Radiation at an Earliest.

Patients admitted in Pvt Category, or under Insurance or Corporate and Govt Health Schemes, like WBHS/Swasth Sathi are not entitled to any funding /financial assistance.

- **Donations**

We look forwards to Donations and CSR activities for the following

Patient Care

Purchase of equipment

Building/expansion of infrastructure

Donors can donate via cheques or NEFT followed by a mail

If the Donation is for any specific patient then the patient details should be mentioned in the mail. Donations for a specific patient, are not entitled to any IT exemptions

For any further details for Donation/CSR please contact our Manager Donations, CFO or Dy Director.

- **Premashraya**

Premashraya is a Guest House, part of TMCK, built on the concept of ***Home away from Home***, where patients coming from outstation and need long stay for the treatment and stay. It is about 1 Km for the main campus of TMCK. It has 2 and 3 bedded cubicles for which the nominal rent per night is Rs 300 and 450 respectively. Besides all basic amenities, canteen facilities are also available there, where the patients and their families can have good quality food at very affordable rates. Premashraya can accommodate around 130 patients and their attendants at any given times. To avail these services the patient has to be undergoing treatment at TMCK and needs a referral slip from TMCK for accommodation at Premashraya.

Two floors of Premashraya are under **St Jude's**, an NGO that takes care of children, who need long treatment, and can stay here with their families, free of cost. 50 such cancer kids can be accommodated in this facility at any given time
Premashraya has a Pharmacy too.

- **Patient Rights/Responsibilities / Contact us/ Feedback/ Grievances**

Our entire team is well trained in their profession and also in soft skills, and we try to extend our best possible services to all maintaining the norms of politeness and respect to the patients and the attendants, within the restraints of the large numbers of patients and the work pressure

We put in extra efforts to respect all the rights of the patient and expect the same from the patients and their family too

All patients and their families are requested not to misbehave or use foul language while interacting with our staff

Video recording without permission to please be avoided All patients and their families are requested to follow the rules of the hospital for larger interest of all those coming to TMCK and to avoid any altercations with the staff.

- **Contact Us/Feedback/Grievances**

In the eventuality of any inadvertent miscommunication of discomfort, please feel free to intimate the same to us. We shall look into all your feedbacks and will try to resolve them and revert to you at the earliest

Patients and the family can contact us, for any clarification or to get in touch with the treating team, through **03366057000** or any number provided by the treating team

Indoor and even outdoor patients can give their feedback to the Customer Care executives/Nurses/Doctors or Consultants

Mail can be sent to info@tmckolkata.com

Feedbacks can be given at the following link

https://docs.google.com/forms/d/e/1FAIpQLSfU1Z2GwKIDMhiltb1lg8IAYMF0gRa6xOx7DpEcCjo92CcqIQ/viewform?usp=sf_link

The link is also shared with the patients at time of discharge and periodically while they are under workup/management as outdoor patients

Grievance Register is available with Customer care manager, who can be reached at 03366058049 (9am to 5pm)

Patients and families are free to escalate their complaints to the Dy Director at 03366057581(9am to 5pm) or to meet him personally

Assuring you our best services always and with best wishes for fast recovery and good health of your patient

TEAM TMCK

