- Outside food is not permitted. In special situations, please contact the staff nurse for permission.
- Safe drinking water is available; patients and attendants are encouraged to bring their own containers.
- Hospital gowns and pyjamas are provided from admission until discharge. Please carry your own inner garments.
- Lockers are available to store personal belongings; however, we advise not keeping valuables.
- Single rooms are equipped with in-room locker facilities.

For Maternity Admissions

- For the Newborn: Please carry clothes, towels, and cleaning solutions.
- For the Mother: Please carry inner garments, toiletries, and sanitary items.
- Utility Shop: A utility shop is available within the hospital premises from 10:00 AM to 6:00 PM, Monday to Saturday.

Food & Beverage Services

- Bystander Meals: Bystanders may request food to be delivered with the patient's meals by placing an advance order with the nursing staff or dietician.
- Food Outlets: Coffee counters and the main canteen are open daily from 6:30 AM to 8:30 PM.

Resting Facilities for Attendants

- BBH Dorm Facility (resting area) is available at a nominal rate for one attendant of long-stay patients or mothers of babies admitted in NICU/PICU. Separate areas are provided for male and female attendants. Allotment is on a first-come, first-serve basis."
- Recliners are provided in the respective ICU waiting area for one attendant / Bystander of ICU patient.
- Economy Ward Bystanders: If staying with the patient, speak to the nurse to receive a blanket, pillow, and mat.

- Twin Sharing and Single Room attendants' are provided with an attendee's cot, mattress, blanket, and a pillow.

Washroom Facilities

- Clean and accessible washrooms are available across all wards and on all floors.
- Signages are displayed or ask the staff /security for directions to the nearest washroom.
- All washrooms are regularly sanitized to maintain hygiene standards.

Valuable and belongings

- Please carry only minimal luggage into the ward.
- Any excess luggage may be deposited in a locker available at the Security Counter for a nominal fee.
- Patients in single rooms are advised to use the in-room safe lockers to store valuables.
- We request patients to avoid wearing jewelry during their hospital stay.
- The hospital will not be responsible for the loss of personal belongings.

Hospital Timings:

(OPD) Outpatient Department services functional hours

- Monday to Friday: 7:30 AM – 6.30 PM
- Saturday: 7:30 AM – 12:00 Noon
- Sunday: Closed
- Emergency Services: Available 24/7, every day

Please note:

OPD Registration Hours may vary from the overall OPD operating hours.

- It is strongly recommended to call ahead and confirm the specific registration timings for your required service.
- On certain government holidays, OPD services will remain closed.
- Emergency services will continue to operate 24/7

For queries related to specific department services, please contact the following numbers

Corporate / Insurance Help Desk	..... +91 9480827846
Orthopaedics consultation and doctor's availability	..... +91 9483008780
Age well / Geriatric services & Travel Health Packages	..... +91 9449862629
Paediatric services consultation and doctor's availability	..... +91 9480493909
OBG services consultation and doctor's availability	..... +91 9448146264
Oncology services consultation and doctor's availability	..... +91 9483752572
Radiology services availability and doctor's availability	..... +91 8277638475
Tele consultation Services appointments and facilitation	..... +91 9448496606
Hospital services & Doctor's Availability	..... +91 9448496602

Appointment booking for new and follow-up consultation

- Appointment booking helps reduce wait time. We encourage you to schedule an appointment for all visits, except in case of emergencies
- In Person: You may approach any Reception or Registration Counter within the hospital to schedule your appointment.
- By Phone: To schedule an appointment or to check doctors' availability, please contact the appointment desk at any of the following numbers:
  - 080 46404700
  - 080 22024700
  - 080 22024330
  - 080 22024592
  - 080 22024747
  - 080 23437971

Visiting Hours for Meeting Patients admitted to hospital

Wards

Monday to Saturday - 7:00 AM – 8:00 AM
4:00 PM – 7:00 PM

Sunday - 7:00 AM – 8:00 AM
11:00 AM – 1:00 PM
4:00 PM – 7:00 PM

ICUs (Intensive Care Units)

All Days (Monday to Sunday)
5:00 PM – 6:00 PM
Restricted to only 1 visitor per day

Please note: Timings may vary based on doctor rounds and clinical priorities. We sincerely appreciate your understanding and patience

We will be happy to assist you with any queries at all times

You can write to us at talk2us@bbh.org.in or visit our website at www.bbh.org.in for more information

For concerns or feedback, you may contact us via Whatsapp or message at +91 94806 89779. Alternatively, you can scan the QR code below to share your feedback

In Patient **Out Patient**

Bangalore Baptist Hospital

I came that they may have life. John 10.10

Bangalore Baptist Hospital

OUT-PATIENT & IN-PATIENT GUIDE

--- Preserving Lives Since 1973 ---

Baptist Hospital is committed to providing comprehensive and compassionate healthcare services. This booklet provides a brief overview of the hospital's facilities and services, designed to help both out-patients and in-patients navigate their care journey with ease and confidence.

Our Vision

- Healing and Wholeness in the spirit of Jesus Christ

Our Mission

In the spirit of Christ, we are committed to

- Providing compassionate wholistic care to all with utmost professional excellence.
- Developing committed professionals through quality academic and research programmes.
- Keep growing and staying relevant through appropriate governance and innovation.
- Reaching out to the poor and the disadvantaged to improve their quality of life.

Services Provided by Baptist Hospital

Medical Consultation & Treatment

- Outpatient Consultation Services
- Regular Clinics
- Special Clinics
- Emergency Services (Available 24/7)

Hospitalization & Intensive Care

- Inpatient Care Services
- Cardiac Care Unit (CCU)
- Intensive Care Units (ICUs)
- Day Care Services
- End-of-Life Care / Palliative Care

Support & Diagnostic Services

- Rehabilitative Services (Physiotherapy, Occupational Therapy, etc.)
- Diagnostic Services (Laboratory, Radiology, Imaging, etc.)
- Ambulance Services
- Blood Bank

Regular & Special Clinics

Morning Clinic
[With Prior Appointments - Monday to Friday]

- Beat the traffic and see your doctor early with a prior appointment.
- Ideal for those who want to attend office on time.

Evening Clinic
[4.30pm to 6.30pm with prior appointment - Monday to Friday]

- Designed for working individuals.
- Consult your preferred doctor in the evening with prior appointment.

Private Registration
[With Prior Appointments - Monday to Saturday]

- Meet a consultant of your choice with a prior appointment and minimal waiting time.
- Appointments can be booked over the telephone at your convenience.

By-Choice Registration
[7.30am to 1.30pm - Monday to Friday, Saturday 7.30am to 12noon]

- Meet a consultant of your choice through a queue system and based on the availability.
- Services are provided on a first-come, first-served basis through a queue system.
- All services are provided as per the queue system

General Registration
[7.30am to 3pm - Monday to Friday, Saturday 7.30am to 12noon]

- Meet a doctor from the desired specialty through a queue system and based on the availability.
- Services are provided on a first-come, first-served basis through a queue system.
- All services are provided as per the queue system

Express Clinic
[7.30am to 3pm Monday to Friday, Saturday 7.30am to 12noon]

- Quick consultation with a family physician.
- Access essential services in one location, minimizing wait time.

Preventive & Wellness Unit
[with prior appointment]

- Offers annual and complete health checkups.
- Includes corporate wellness tie-ups with prior appointment

E-Consultation Services
[8 am to 4 pm with prior appointments – Monday to Friday]

- Tele Consultation is a facility to talk to a Doctor over phone, or other such communication channels, to seek advice to people who are not able to reach the hospital.
- Tele Consultation is not meant for emergency or critical care.
- Tele consultation services are available from Monday to Friday from 9am to 3pm

Information to know before registration & payment

Patient Information

- Please ensure that all personal and medical information provided during registration is complete and accurate.
- All hospital documents related to your treatment will be generated based on the details shared by you or your family.
- For any corrections to patient information in hospital records, please visit the Admission Counter or the Medical Records Department during working hours (Monday to Friday: 8:00 AM – 4:30 PM, Saturday: 8:00 AM – 12:00 Noon)

Foreign Nationals

- If you are a foreign national, it is legally mandatory to declare your nationality.
- Please submit a copy of your passport and visa at the registration or admission counter.

Insurance, Corporate, and Government Benefits

- If you are covered under insurance, corporate credit, or are a government employee, Or if you have a government-provided health card, Please contact the Insurance Help Desk before making any payment to check your eligibility for discounts or benefits.

Outpatient Consultation Process

Registration & Payment

- Approach the Registration Counters for making your payment for first time and re-visit consultations
- Patient visiting hospital for the first time must fill out a Registration Form.
- For every follow-up consultation, please use your Unique Hospital ID (UHID/MRD No.)
- Consultation charges are applicable for each follow-up visit.
- Each patient is assigned a unique Hospital ID number, which cannot be shared or used by any other person.

Consultation Procedure

- After payment, proceed to the respective outpatient area and connect with the staff for assistance.
- Patients will be called for consultation based on their queue number or appointment time.

Prescriptions, Lab Tests & Medicines

- Doctors will issue prescriptions for lab tests or medication as needed.
- Payments for lab tests or investigations can be made at any cash counter in the hospital.
- Medications can be purchased from multiple pharmacies available at various locations within the hospital premises.

Information for Admission, Stay & Discharge Billing

Financial & Billing Guidelines

- Cost estimation: The charges of hospital services including different categories of bed, consultation fees, nursing care, medical procedures, diagnostics, and other related services indicated are only an approximate estimated cost for the treatment, procedures and admission. The actual cost may increase or decrease depending on the condition, treatment and length of stay.
- 80% of the estimated cost must be paid as an advance at the time of admission. In emergency cases, payment should be made within 24 hours of admission.
- Credit facility for medicines is available during admission with an additional advance. Please contact the Social Service Department to avail the service.
- If you are covered under Insurance / Corporate Credit / Government Scheme, visit the Insurance Help desk within 24 hours of admission.
- Certain expenditures are not covered by Insurance agencies and the hospital is instructed to collect this as Non-Medical Expenditure (NME) from the insured. We follow the Insurance Regulatory and Development Authority (IRDA) guideline for this. The insured may negotiate with the insurance agency directly for coverage or clarification on NME
- Patients with government-provided cards should check discount eligibility with the Insurance Help Desk before any payment.
- Hospital regular rates apply for all categories of beds, except general (economy) beds, on all treatments provided including all procedures, surgeries and services
- Bed charges apply from the day of admission, regardless of the time of arrival. However, the day of discharge will not be billed.
- Beds are charged as per the occupied status at 12 midnight
- If the patient is transferred between bed categories, charges for the bed occupied the longest duration will be billed.
- The order for shift out of patients from one ward to another (mostly from critical areas to the wards) will be informed during the morning rounds and the actual shift out of the patient will happen based on the availability of the preferred or the vacant bed
- The charges for availed services such as OT, ICU and investigations will vary depending on the selected bed category.
- An additional 20% emergency charge will apply to all emergency surgeries

Payments & Receipts

- If your outstanding balance exceeds the paid advance, you are required to make regular interim payments during your hospital stay.
- Accepted Payment Methods: Cash / Card / NEFT / RTGS / UPI. Payments can be made at any hospital cash counter
- Please note that cheques are not accepted on the day of discharge, unless they have been submitted 3–4 days in advance for clearance.
- Please ensure that you present all advance and payment receipts at the time of final bill settlement at the cash counter.
- Payments upto 2 lakhs can be paid by cash, above which you have to pay it online / using the card. We cannot accept cash from any patient for 2 Lakhs and above during their admission in the hospital. Other modes of payment like NEFT, RTGS Transfer and DD are encouraged.
- Cash refund to a person more than Rs.10,000/- per day is not allowed. For the refunds above that would be paid only by Cheque or Bank Transfer.
- If payment/ advance is paid through online transaction; Patient / relative to intimate accounts department immediately after NEFT/RTGS transfer, and provide the patient's name, hospital no. amount and reference number of NEFT/RTGS
- It is mandatory to produce all advance/ payment/deposit receipts during final bill settlement at the cash counter.

Discharge Process

- Before leaving the hospital, please inform the staff nurse about any leftover medicines so they can be replaced prior to issuing the final bill.
- Collect the following from the nursing staff;
  - Discharge Summary
  - Medical Reports / Lab reports / Investigations Reports
  - Payment Receipts (if any)
  - Medication Instructions for care at home
  - Appointment for follow-up visit with the doctor

General Information for Patients and Attendants

During Admission

- All patients admitted to the ward should always be accompanied by one attendant or a bystander during the stay
- One attendant or a bystander should always be available in the hospital for patients admitted to the ICU
- Only one attendant or a bystander with a valid attendant pass is allowed to stay with the patient in the ward. Exceptions may apply for vulnerable patients, as determined by the treating doctor.
- An attendant or a bystander is required to accompany and assist the patient during every hospital visit or during admission. This helps ensure smooth coordination of care and support throughout the treatment process.
- The hospital provides a diet tailored to each patient, based on the doctor's advice.