



Masina Hospital

— Your Health. Our Mission. —

PATIENT INFORMATION





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Welcome to Masina Hospital

Patient care with quality and value is our promise and motto. We promise to make your stay in our hospital as comfortable as possible. This booklet is for your information and guidance.

In case of any further queries please contact our staff at the Reception or Sister Incharge of the concerned Ward.

Masina Hospital is a multi-speciality hospital offering primary, secondary and tertiary solutions in healthcare since 1902. The hospital and its vast 8-acre campus stands out as a Green Zone amid the concrete jungle that the city of Mumbai represents.

The hospital offers a blend of services that modern healthcare demands, while retaining its old-world charm and ethos which we still yearn for.

HOSPITAL'S MISSION VISION STATEMENT:

Vision

First Choice for Quality and Value in health care.

Mission

- Masina Hospital Trust is the first and oldest healthcare setup in Mumbai with an illustrious history and goodwill spanning generations.
- We exist to provide health solutions for one and all.
- We run a hospital with primary, secondary and tertiary care solutions with an emphasis on holistic service in a safe and clean environment, emphasizing on eco-friendly practices.
- We work for all sections of society without any bias or discrimination related to gender, community, caste or socio-economic status.
- We are present only in one location in the metropolitan city of Mumbai in Byculla South Mumbai.



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Values

Integrity

Courtesy

Transparency
in all our dealings

Accessibility

Teamwork

REGISTRATION IS MANDATORY:

Registration is for convenience for both you and hospital, as it helps to store your demographic data and hospital medical records accurately for any future reference.

Where to get registered?

- For In-patients-at the admission counter.
- For Out patients-at our OPD counters.

Doctors appointments/Availability:

- For enquiries regarding availability of Doctors please dial 022-61841239/200.
- Appointments can be requested through our website www.masinahospital.com,
- Appointment can also be requested through practo application. Download app on Android and IOS
- List of doctors and their schedule is available at the OPD reception and is also available on our website

OPD Consultation Timings:

Hospital OPD	8 am to 4 pm (MON to SAT)
Private OPD	By appointments

ADMISSION:

- For Admission to the Hospital, please present the Admission slip given by your consultant or our Casualty Medical Officer to the Admission Counter. Please check out the Beds Available, Class you choose to stay in and the Schedule of Charges.
- Schedule of Room/Bed charges and deposit for different categories of beds can be clarified with the staff at the Admission Desk. We strongly advise you to discuss the Doctor's charges if you are seeking admission in the Second Class of the Hospital and above.
- Please note that you are required to share correct and accurate demographic details to avoid issues later with respect to Medclaim etc.
- We are on the panel of many TPA (Third Party Assurance) companies and you can avail of Cashless facility. Please contact our TPA Desk for further details and get clearance from your treating doctor

Accommodation of your choice may not be available in such case all efforts will be made to provide a bed to you in next best available category. You will be charged as per your preference indicated at the time of admission, if admitted in a higher category. However, as soon as a bed is available in your preferred class, you will be transferred back to your preferred bed category.

- We accept Cash/DD or Debit cards/ Credit cards of all major banks / Bank cheques.
- All Cheques are to be drawn in the name of "Masina Hospital".
- Reservation deposits are not transferable.
- Maternity Registration Charges are non-refundable.
- Emergency admission are made on twenty-four-hour basis subject to assessment of the medical emergency by the Casualty Medical Officer and availability of the appropriate bed category.
- For all matters related to patient care please contact Sister In-Charge of Ward/Matron/Medical Superintendent.
- Passport & Visa/PIO is to be produced by foreign nationals/NRI failing which the admission of the patients may be denied. A copy of the same will be retained by the hospital.
- Special/Deluxe/Super Deluxe/ class may be allowed to retain the room subject to availability (Charges for the same would be levied in addition to ICU bed charges)

DO'S AND DON'TS:

- You are strongly advised NOT to:
 - Keep large amounts of cash, valuables or jewellery on your person or with you in your room. The hospital management does not accept any responsibility for such losses.



- Please use water and Electricity judiciously.
- Relative of patients in general wards are not permitted to stay at night with the patient.

UTILITY SERVICES:

- Nurses/Attendants-** If you desire to avail of extra nurse or attendant you can do so by making a request to the Nursing Superintendent on duty. Arrangement for the same will be done subject to their availability. The hospital does not accept responsibility for the actions of such outside staff hired on daily basis.
- Ambulance/Taxi Services** - Should you need an ambulance, our staff can make the necessary arrangements. (charges---?) Security staff can assist in hiring Taxis.
- Chemist** - A 24 x 7-hour chemist shop is located within the hospital campus for your convenience.
- Parking** - Is available in designated parking area for visitors, at the owner's risk. (pay and park facility is provided for visitors at the nominal rate Rs. 20/- per hour for four wheelers and Rs.10 per hour for two wheelers)
- Meals** - are provided by the hospital to the patients, and relatives can also request for the same on payment basis.
- 24- hours ATM** - An Axis Bank ATM is located near the main gate of the Hospital

DISCHARGE PROCESS:

- Discharges are processed round the clock in the hospital. However for discharges after Office Hours, the patient is allowed to go after paying an additional deposit which is calculated based on the last bill generated and probable procedures/investigations / doctors visits etc done during the

- Tip or pay the hospital employees for services rendered in the hospital is not permitted. We have boxes in the Ward for your contributions.
- Store food materials in your room, as this interferes with the patient care and attracts pests.
- Consume / store alcohol/narcotics drugs ,gutka, bidi in your room.
- Smoke anywhere in hospital premises.
- All medicines should be strictly purchased directly from the Pharmacy in the Hospital Premises by the patient/ relatives
- Relative or Attendant attending the patient can get meals from hospital with prior notice and against payment.
- You are expected to take care of crockery and cutlery provided by the hospital. Any loss or breakage will be charged to your account.
- Please keep the doors closed when you are using air conditioner.

interim period.. This deposit is adjusted against the final Bill generated during the next working day, and refund if any is duly given

- Please note we do not accept cheques at the time of discharge. We will accept pay order in the name of Masina Hospital Trust.
- Discharge time is 11 am and the final bill has to be cleared before 02 pm. Please note that our discharge process takes about 2 hours. We do so to ensure that all your papers and charges are in order.
- If your discharge intimation is received for final billing after 11 am, you will be charged for that day.
- Visitor's Passes are to be surrendered at the admission counter.

FEEDBACK FORM:

- Your feedback is very valuable to us. Please be rest assured confidentiality will be maintained.
- We request you to kindly fill patient feedback form at time of discharge and submit the same to nursing counter.
- You will receive your final papers on filling the feedback form provided in the ward.

REFUND OF PAYMENT:

- Refund of payment by cash will be made at the time of discharge against submission of all original receipts.
- Refund of amounts above Rs 15,000/- will be paid by crossed cheque only & within 3 days.
- Refund of payment can be received from cashier /accounts department, during office hours.

Visiting Hours :

	Intensive Care Unit	Wards
Morning	09 AM TO 10 AM	
Evening	06 PM TO 7 PM	05 PM TO 07 PM

Kindly cooperate with the security staff and comply with the timings.

PATIENTS RIGHTS & RESPONSIBILITY :

1. Right to be treated with dignity and respect.
2. Right to health-care information.
 - Diagnosis and disease process
 - Treatment option
 - Medical documentation
 - Healthcare provider information
 - Anticipated expenditure
3. Right to privacy and confidentiality.
4. Right to consent for diagnostic and therapeutic procedures.
5. Right to participation in research and innovative therapies.
6. Right to refuse / withdraw from treatment / research protocol.
7. Right to air grievances and seek redressal.
8. Right to continuity of care.
9. Right to expected quality of care of contemporary standards.

10. Duty to exercise rights responsibly and reasonably.
11. Duty to provide accurate and complete information regarding health-related issues.
12. Duty to comply with instructions of health care provider.
13. Duty to obey the rules and regulations of the hospital.
14. Duty to honour financial liabilities.

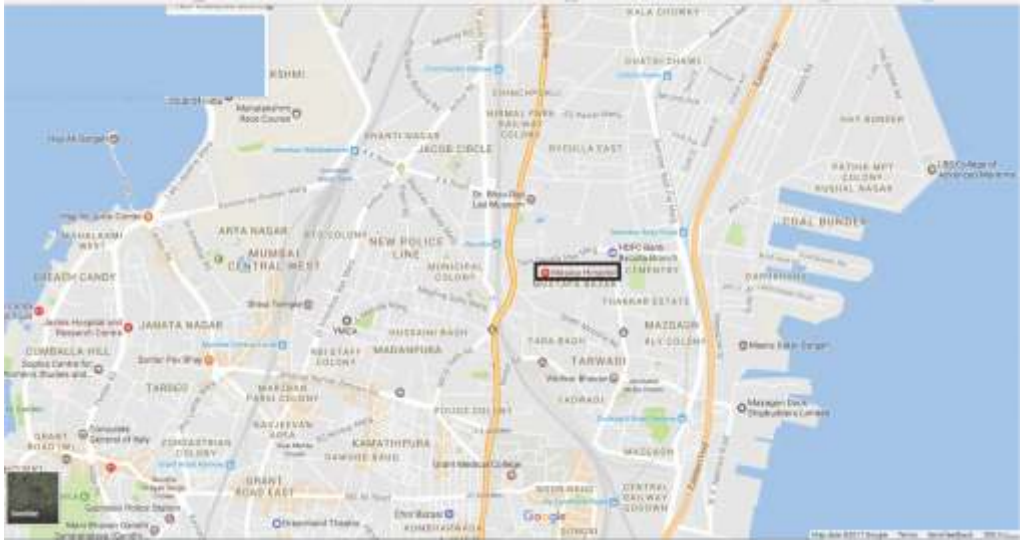
USEFUL TELEPHONE NUMBERS on Board : 022-6184200 Extension numbers

● Direct Number	022-61841200	● Matron's Office	022-61841211
● FAX	022-23721676	● Radiology Department	022-61841268
● Enquiry/ Reception	022-61841239	● Pathology Department	022-61841232
● Casualty	022-61841279	● Blood Bank Department	022-61841273
● Accounts	022-61841301	● Physiotherapy Department	022-61841223
● Pharmacy	022-61841212	● Medical Social Worker Office	022-61841251
		● Billing Department	022-61841294/217

Hospital Name	Masina Hospital Trust
Bank Details	UNION BANK OF INDIA
PAN	AAATM0786D
Account No.	316201010023047
NEFT/ RTGS IFSC Code	UBINO531626
Branch	Byculla (E)



HOW TO REACH US:



Address: Masina Hospital, Sant Savta Marg, Byculla (East), Mumbai – 400027.

Website: www.masinahospital.com

Bus Stop: Masina Hospital, Rustom Baug, Byculla Station, Gloria Church, Jijamata Udyaan &

BEST Bus Nos - 1, 11, 126, 134, 15, 19, 21, 22, 25, 3, 4, 5, 50, 51, 6, 65, 67, 69, 7, 8, 9, AS1, C11 Exp

Trains:

Western : Via Dadar

Central : Byculla station

Harbour Line : Reay Road

Airport:

Terminal 1: Domestic, Santacruz

Terminal 2 : International, Andheri

E mail Us : masinahospital@gmail.com, admin@masinahospital.com