

PARACKATTU HOSPITAL

Patient Information Brochure

About Us

Parackattu Hospital is a 50 bed multi-specialty hospital committed to compassionate, ethical & affordable healthcare.

Services Offered

Clinical Services

- General Medicine
- Orthopedics
- General Surgery
- Dentistry
- Pediatrics
- Gastroenterology
- Pulmonology
- Neurology
- Well Women Clinic
- Psychology
- Physiotherapy
- Home Healthcare Services
- ICU / Post-Op Care

24x7 SERVICES

Lab, X-Ray, ECG, Pharmacy, Ambulance Services

Baseline & Package Rates

There are basic rates for all services.

Detailed rates are available at reception. We do not have package rates.

Deposit & Refund Policy

A deposit is required at the time of admission.

Any excess amount paid will be refunded at the time of discharge.

Insurance / TPA

Insurance claim processing will be assisted by **TPA/Insurance Empanelment** if available. The patient/relatives will have to provide the necessary documents. The claim processing time will depend on the insurance company.

Estimate & Billing Policy

- An initial estimate will be provided upon admission.
- The bill may change depending on the treatment.
- The final bill will be provided before discharge.

Discharge Procedure

Discharge procedure: After doctor's approval, discharge bill is settled and discharge summary is provided. Medications and follow-up instructions will be explained.

Ambulance & Transport Charges

Ambulance fare Charges will be charged based on distance and service. More details are available at the front office.

24x7 Emergency Care Protocol

- Casualty always working.
- Priority to emergency patients.
- **ICU** facility if required.

Grievance Redressal

Methods for lodging complaints:

- **Front Office**
- **Hospital Administrator**

Escalation:

Chief Administrator – Parackattu Hospital

All complaints will be reviewed and responded to within 48 hours.