



PATIENT GUIDE BOOK

Name _____

Case Number _____



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Table of Contents

Information

1. General and Web Information 2
2. Keep in Mind 4
3. Do's and Dont's 5
4. Amenities Provided 6
5. Bring Along 8

Directions

6. Buildings in our Campus 9
7. How to Reach Us 12

Patient Registration

8. Various Patient Categories 14
9. Services with Timings / Emergencies 15
10. Registration (For all Categories) 17
11. Registration - General Patients 19
12. Registration - Private Patients 20
13. Outside Referrals (Second Opinion) 20
14. Medical Management Process 21
15. Consultation Areas with Timings 22
16. Volunteer Organisations 24

Facilities

17. Hospitalization 25
18. For In-Patient Assistance 29
19. Other Useful Departments 30
20. Preventive Oncology Services 32
21. Financial & Accommodation Help 33
22. Travel Concessions 34
23. Telemedicine Services 35
24. Research Participation 36

Locations

25. Department Locations 37
26. Complaints / Queries / Suggestions 43
27. Patient Notes 44
28. Diagnostic Checklist 45

Patients' Rights and Duties:

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 healthcare provider.
13. Duty to obey the rules and regulations of the hospital.
14. Duty to honour financial liabilities.

Welcome to Tata Memorial Centre

The Tata Memorial Hospital (TMH) in Mumbai and, the Advanced Centre of Treatment Research and Education in Cancer (ACTREC) and the Centre for Cancer Epidemiology (CCE) at Navi Mumbai, form the three distinctive and integral base of Tata Memorial Centre (TMC).

TMH is devoted to offer ethical and well-disciplined medical services to cancer patients.

ACTREC focuses on basic, translational and clinical research in cancer.

CCE delves into the cause and effect relationship between health, environment and cancer in our population.

In this brochure, we discuss the facilities provided by Tata Memorial Hospital (TMH) for your benefit.

This booklet is a guide for you to work your way around the various services offered by our institution (section 25). The room numbering and directions for various departments have been explained in section 6.

We hope this will help you find the places that you have to visit with ease.

1. General and Web Information

In keeping with protection of our environment, Tata Memorial Centre is using as little paper as possible. All reports and clinical records will be stored in an electronic format.

Our website <https://tmc.gov.in> provides information about **online patient services, online opinion for breast cancer, e-medical records, online donation, schedule of charges, service directory for laboratory investigations, international patients advisor, holiday list and travel concession.**

Viewing and taking a print-out of all your reports through our Electronic Medical Records (EMR) is also possible (**see section 10, pg.18**).

Kindly note that various diagnostic investigations, therapeutic services along with medicines and consumables falling under standard healthcare, are provided at subsidized rates to you as a General or Private patient.

Please note that **you will not be registered under any specific doctor**. We have **Disease Management Groups (DMG)** wherein doctors from diverse fields, work together and in tandem for your care and management. The plan of management is by general consensus and applicable to any patient category.

We have **ELEVEN (11) DMGs** that encompass all types of cancers that affect various areas in the human body:

- **Adult Haematolymphoid**
- **Bone and Soft Tissue**
- **Breast**
- **Gastrointestinal**
- **Gynaecology**
- **Head and Neck**
- **Neuro-oncology**
- **Paediatric Solid Tumors**
- **Paediatric Haematolymphoid**
- **Thorax**
- **Urology**

You (general as well as private patient), who has been newly registered will be seen by a doctor of your DMG on the day of registration itself.

We offer four basic categories to our Out-Patients: **General, Private, Outside Referrals (second opinion) and Preventive Oncology.**

You must be careful when choosing your patient category for treatment in our hospital; a change from one category to another (General to Private or vice versa) is only permitted once. The Medical Social Workers' Department and our helpline are available to assist you in making a decision for the choice of various categories provided by us.

All investigations will be carried out subject to the rules of our hospital and their schedule of charges. **These charges are subject to revision and change from time to time as per hospital policy.**

Additional aid may be available through different philanthropic institutions that work with the Medical Social Worker's Department (**see section 21**).

Do not pay money to anyone without a valid memo or bill. To maintain high standards, **we do not encourage tipping our staff.**



Waste Management: To maintain high levels of hygiene, the hospital has a system to separate waste as infectious and non-infectious.

It is important to keep the environment at the hospital as clean and hygienic as possible, to minimize risk of infection to you.

Black waste bins are for disposing non-infectious wastes such as tablet wrappers, paper, kitchen waste etc.



Red / Yellow waste bins with a bio-hazard logo are for infectious wastes such as blood bags, tubes and dressings contaminated with body fluids.

Our institution REMAINS CLOSED on most central government holidays (list available at <https://tmc.gov.in>) **and a notice is always put up in all our out-patients departments in advance.**



2. Keep in Mind

Outside pathology slides / blocks once submitted will not be returned as routine practice.

For any type of biopsy performed in our hospital, please inform the concerned doctor beforehand if you need to take slides / blocks for an outside opinion; else, they may not be issued to you unless the same procedure is repeated and paid for.

Hard-copies of radiological and other imaging investigations done at TMH are available at the cost decided by the management from time to time. The same, on CDs are given free when required by you, within a month of completion of your investigation. (We do not send any images or reports via email; nor is it our policy to access our mails to retrieve any outside medical data of our patients).

Outside radiological images will be returned. If need be, they could be scanned for future reference.

Radiological investigations (for outside referred cases) that require intravenous injection of any kind will not be permitted without patient registration; a private patient's case file will need to be made for that.

In case of any doubt with regards to the result of previously performed investigations like diagnostic tests including FNAC / Biopsy etc., the procedure no matter how recent, may have to be repeated.

The preferred payment method at the hospital is the Smart Card.

Cash / Credit / Debit cards can be used ONLY to refill the Smart Card. Cheques are accepted subject to realization. All payments are to be made at the designated cash counters around the hospital (**see section 9**).

Charges are refunded fully (100%) in cases where the necessary investigation / procedure has not been performed for any reason.

We do not take responsibility of any complications that arise from treatment (during or after) taken outside our institution, even if so prescribed by us.



3. Do's and Dont's (within and in the vicinity of our campus)



NO SMOKING



**NO CHEWING OR SPITTING OF
TOBACCO / PAAN MASALA / GUTHKA**



NO LITTERING



NO ALCOHOL CONSUMPTION



**NO COCONUT SHELL
ON PREMISES**



MAINTAIN HYGIENE

Keep hands clean at all times, especially when visiting those who are admitted in the hospital.



4. Amenities Provided



24-hour ATM: The machines are located on the ground floor and first floor of the Homi Bhabha Building and near the security counter of the Golden Jubilee Building.

There is a branch of the **Central Bank of India** in the basement of the Main Building that is open from **0930 - 1415 hours (Monday - Friday)** and from **0930 - 1200 hours (Saturdays)** for the benefit of our patients and staff.



Eateries:

Canteen within the Annex Building compound:

Monday - Friday: 0730 - 1730 hours

Saturdays: 0800 - 1415 hours

TAJSATS cafeteria at the Homi Bhabha Building, 1st floor:

Monday - Friday: 0900 - 1730 hours

Saturdays: 0900 - 1300 hours



Electronic Kiosks: For self registration and Electronic Medical Report information, kiosks are located between Annex & Golden Jubilee Building; 1st, 2nd & 3rd floor of Homi Bhabha Building; 3rd floor of Service Building and ground floor of Main Building.



Elevators: Each building has **elevators** for the convenience of staff and patients. **Do not use the smaller elevators;** they are meant exclusively for our staff. All are advised to use these amenities keeping in mind the need and urgency of the patients and staff first.



Helpline and Helpdesk: Golden Jubilee basement and Homi Bhabha Building 1st floor (Rotunda).



Information Booklets about cancer are available in the compound of the Annex Building and at the Homi Bhabha Building, 1st floor (Rotunda).



Mobile Services: MTNL network works best in the campus; other services depending on areas within the campus.



Outside Residential Accomodation (see section 21).



Printing Facilities: Any report (diagnostic, therapeutic or treatment related) for all patients in our institution may be printed at **the 1st floor of the Golden Jubilee Building and Homi Bhabha Building at the cost of ₹ 3 per report.**



Storage Facility is available for luggage. A cloak room is present behind the Golden Jubilee Building, ground floor where any registered patient can leave their luggage. The storage is open and there is a security guard present to ensure safety of your luggage.



Toilets: There are **separate toilets** for men and women on each floor. For directions, please ask any staff member. In each building, most of the location of the toilets are the same on every floor.



Handicap Toilets: They are situated in Golden Jubilee basement, to the left of room number 9 and in the Homi Bhabha Building, first floor, near the TAJSAATS cafeteria.



Transport Concessions (see section 22).



5. Bring Along



Companion: You should have a responsible adult attendant who will assist you, and can take decisions on your behalf if you are unable to do so.



Documents: For **Indian citizens**, a referral letter from your referring doctor / institution is mandatory.

For **foreign nationals:** An original passport with a valid medical visa is mandatory. **(All foreign patients must be accompanied by a person carrying an original passport and a valid medical attendant visa).**

Documents related to **medical insurance, any charitable funding and health claims** should be photocopied and attested by the Public Relations Office **(Homi Bhabha Building, 1st floor, counter 123).**



Food: Please carry something light and dry to eat, as it may be a long wait for your appointment on crowded days at the hospital.



Passing time: During your wait, keep yourself occupied with some reading material; please carry small portable games for children to pass their time.



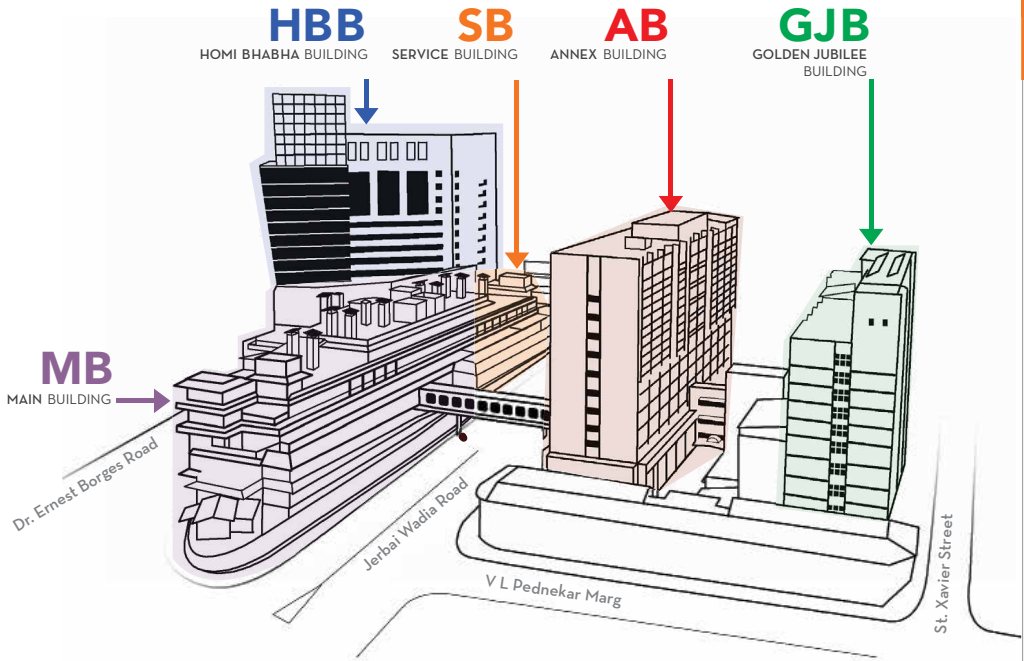
Reports: Please carry reports of radiology, imaging, blood tests, pathology slides or blocks. Hard or soft copies of the same, if available, would help.

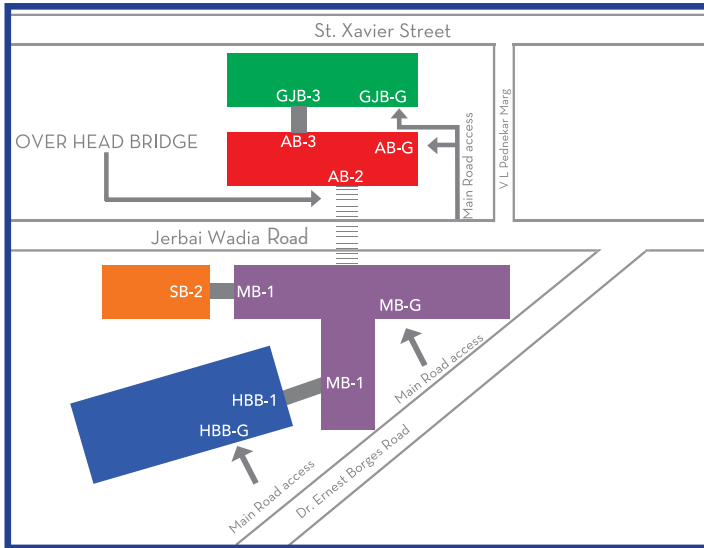
(Please photocopy all documents and future transactions performed in our institution for your record).



6. Buildings in our Campus

Shown below, is a photograph of the buildings that constitute the Tata Memorial Hospital campus. Each building has been assigned a specific coloured numbering system. Please refer to this section when looking for directions within the hospital.





From the main roads you can access the Homi Bhabha Building, the Main Building and the Annex Building. Access to the Golden Jubilee Building is from behind the Annex Building, through the same gate on the main road. Access to the Service Building is only available through the Main Building, details of which are mentioned below.

MAIN BUILDING TO HOMI BHABHA BUILDING:

Go to the basement of the Main Building and reach the **dispensary at counter 28**; from the right side you enter the basement of the Homi Bhabha Building. The ramp on your left will take you to the ground floor of the Homi Bhabha Building.

MAIN BUILDING TO SERVICE BUILDING:

Like above, proceed to the escalator to reach the 1st floor of Homi Bhabha Building. Next to TAJATS cafeteria enter the passage that goes through and turn left to reach the 2nd floor of the Service Building.

MAIN BUILDING TO ANNEX BUILDING:

From the 1st floor of the Main Building and opposite the ICU, walk across the overhead sky walk to reach the 2nd floor of the Annex Building.

ANNEX BUILDING TO GOLDEN JUBILEE BUILDING:

From the Main Building side, go to the Annex Building 3rd floor via staircase and, turn left to reach Golden Jubilee Building 3rd floor.

The numbering system within the hospital has been explained in detail below. Please study it thoroughly to find your way around the hospital easily.

All directions provided in this handbook will be in bold and coloured text. This is to make it easy for you to identify the various buildings within our institution with unique colors and similar uniform numbering of the floors and rooms.

HBB-G/B-xxxx

The Building: The first alphabets before the hyphen indicate the name of the building within the campus. It can be either of the following:

AB: ANNEX BUILDING

GJB: GOLDEN JUBILEE BUILDING

HBB: HOMI BHABHA BUILDING

MB: MAIN BUILDING

SB: SERVICE BUILDING

→ The Floor:

B: BASEMENT

G: GROUND FLOOR

If B and G are not affixed, the numerals could be 3 or 4 digits:

when 3 digits: the first number indicates the floor followed by the room number (**SB-501:** Service Building, 5th floor, room number 1).

when 4 digits: the first 2 number indicates the floor followed by the room number (**HBB-1303:** Homi Bhabha Building, 13th floor, room number 3).

In each building:

- the rooms in the basement are numbered from 1 - 49
- the rooms in the ground floor are numbered 50 - 99
- from 1st floor onwards, the first number indicates the floor number; and the last 2 digits, the room number.



7. How to Reach us

Please keep in mind that there will be traffic while coming to TMH. Plan your journey in advance, in order to be on time for your appointment.

Wheel chairs and stretchers are available at entrances of the Main Building, the Homi Bhabha Building and the Golden Jubilee Building.

Telephone numbers of ambulance services (depending on the destination and / or origin) are provided by our telephone operator in the Main Building ground floor (dial #9 from our intercom or +91 22 24177000 from outside). The cost of the services has to be decided by you with the service provider.



Address: Tata Memorial Hospital, Dr. E. Borges Road, Parel (East), Mumbai - 400 012, India

Telephone: +91 22 2417 7000 / 7300

Fax: +91 22 24146937

Email: msoffice@tmc.gov.in

Website: <https://tmc.gov.in>

Bus Stops:



Bhoiwada: 9, 14, 61, 64, 67, 73, 166, 168, 200, 216.

Haffkine: 40Ltd, 57, 69, 73, 134, 160, 162, 201,212, 213, 216, 368Ltd.

KEM Hospital: 9, 14, 57, 61, 64, 67, 69, 134, 166.

Parel: 1, 4Ltd, 5, 6Ltd, 7Ltd, 15, 19Ltd, 21Ltd, 22Ltd, 25Ltd, 30Ltd, 40Ltd, 43, 51, 54, 66, 76, 160, 162, 163, 168, 201, 212, 213, 368Ltd, 506Ltd, 961a/c.

Wadia Hospital: 9, 14, 40 Ltd, 57, 64, 67, 134, 160, 162, 200, 212, 213, 216, 368 Ltd.

Kindly check the latest bus routes from local authorities.

Trains:



Western Railway (WR) - Elphinstone

Central Railway (CR) - Parel; Harbour Line - Sewri

Monorail:



From Chembur, Wadala and Jacob Circle (Mahalaxmi) to TMH.

Chhatrapati Shivaji International Airport:



Terminal 1 - Domestic, Santacruz

Terminal 2 - International, Andheri

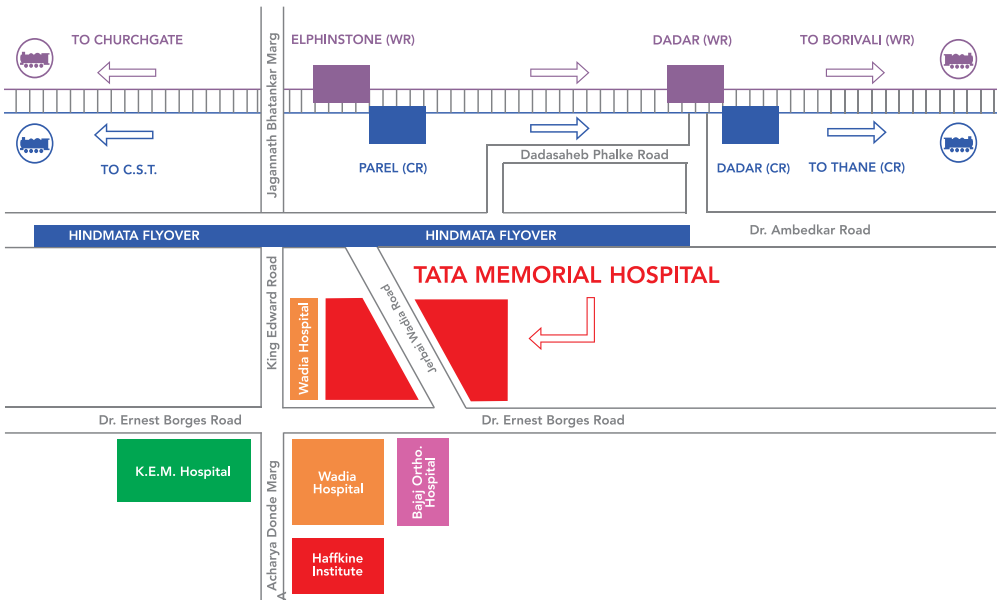
Other transport like shared taxi services between Dadar TT (train station) and our hospital are available.

There is a free shuttle service between Dadar TT (train station) to TMH (outside Annex Building) daily from 0800 - 1830 hours.

There are many hotels, restaurants, lodging and boarding places in the vicinity of our campus that could be of use to you. Some charitable trusts also supply breakfast daily to our patients on the footpath of our Main Building facing the Annex Building.

Numerous chemist stores in our vicinity could be useful in case any medication is out of stock, within the hospital dispensaries.

Children, General, Maternity and Orthopaedic hospitals are also within walking distance from our hospital.





8. Various Patient Categories

Depending on your financial capacity to pay for treatment at Tata Memorial Hospital, you will fall under one of the following categories:



General Patients (Part paying):

All patients fall under 'C category' till their subsequent category is determined by the medical social worker or the office of the Medical Superintendent.

Categories:

C: Partly charged (20% for investigations and consultations and the rest as per actuals).

NC: Minimal charges for few services; no investigation or consultation charges and the rest as per actuals.

BP (Below poverty): The Rajeev Gandhi Jeevan Yojana Scheme (RGJYS) provides cashless quality care to families with an annual income below ₹ 1,00,000 for an amount of ₹ 1,50,000 per family per year.



Private Patients (Full paying):

Categories:

B: Indian citizen

F: Foreign national

Do remember that all services for all patient categories are provided at subsidized rates.



9. Services with Timings / Emergencies



Registration Hours (general-GJB-G-55 or private-

HBB-125_127):

Monday - Friday: 0800 - 1400 hours

Saturday: 0800 - 1215 hours



Cash Counter (GJB-111 and at HBB-136,137):

Monday - Friday: 0800 - 1900 hours

Saturdays: 0800 - 1400 hours

After office hours, cash payment may be made at MB-G-77.



Blood & Sample Collection / Deposition:

General Patients:

Monday - Friday GJB-123: 0700 - 1430 hours

Saturday HBB-101,102: 0700 - 1230 hours

Private and RF Category: HBB-101, 102

Monday - Friday: 0700 - 1430 hours

Saturday: 0700 - 1130 hours

After office hours, the above services are provided at MB-G-77.



Radiodiagnosis (general-GJB-B-3 or private-MB-G-64):

Monday - Friday: 0930 - 1900 hours

Saturdays: 0930 - 1400 hours



Dispensary:

MB-B-28: 24 hours

MB-202: 0700 - 2100 hours

HBB-G-51: 0700 - 1900 hours



Administrative Hours:

Monday - Friday: 0930 - 1730 hours

Saturday: 0930 - 1415 hours



Emergency:

Casualty services are available at MB-G-77 round the clock.

All emergency payment and, blood or sample deposits (for all categories of patients) are to be made here after official hours.



Blood Donation SB-602:

Eligible adults are encouraged to donate blood. Kindly contact the MSW (GJB-G-54) or any blood bank staff prior to blood donation.



Services after official hours:

Blood Collection **MB-G-77**

Radiological Services **MB-G-66**



Free Shuttle Service:

Between TMH (Parel) and ACTREC (Kharghar)

From TMH: 0830, 1030, 1100, 1430 and 1800 hours.

From ACTREC: 0830, 1300, 1400, 1600 and 1800 hours.



10. Registration (for all categories)

THIS PROCESS COULD TAKE UP TO ONE HOUR.

If you are a holder of the earlier cardboard card, a new plastic Smart Card bearing the same case file number will have to be made at the registration counter (**GJB-G-55** for general patients; **HBB-125_127** for private patients). You may be required to deposit money in your new Smart Card.

Old case files may be collected from **GJB-G-55** or the DMG secretary. **Please come to the hospital for registration with your referral letter and with reports of previous investigations (if any).**

The **REGISTRATION** process for General patients (**GJB-G-55**) and Private Patients (**HBB-125_127**) can be expedited as the hospital provides facility to register online from any location, as well as on-site from the electronic kiosks (**refer page 41 for location**). **All categories of patients can avail of this registration facility.** Kindly go to <https://tmc.gov.in> and click on 'Online patient services' to begin the registration process. A **provisional registration number** will be issued to you. The acknowledgment that comes from our institution after successful completion of online registration also provides you with a password. This password is private and is meant for you to change any mistake made in the registration details that were entered earlier. With this provisional number, proceed to the registration counter directly (**GJB-G-55** or **HBB-125_127**).

If you have not registered online, go to the **GJB-G-50** (general patients) or **HBB-125_127** (private patients - Indian and foreign nationals) to fill a form, take the token number and proceed to the registration counter when called for.

Ensure that your nearest airport /railway station / bus depot are entered correctly in the registration form to avail of travel concession.

The name of your nearest kin should be the name of a person who can handle your medical and financial responsibility during treatment; so that in case of any difficulty, all medical decisions and transactions proceed smoothly.

At the respective registration counter and independent of the type of registration facility used, your registration details will be checked, you will be photographed and a general consent by electronic fingerprinting will be taken. A smart Card will be issued you bearing your name and case file number.

You will be instructed to provide a secret four digit number for confidentiality of your medical records at our hospital (**remember this secret number for future use**). Reports of your relevant previous investigations may be scanned at the same time.

With this Smart Card, you will proceed to the cash counter (for General patients, **GJB-111** or **HBB-136,137** for private / foreign patients) to deposit the required minimal amount in your Smart Card account. This will reduce running around our campus for payment for the services that you would avail of.

To access your medical records, log on to <https://tmc.gov.in>; select e-medical reports or go to, <https://tmc.gov.in/webemr>. Select patient, enter case file number and that four digit number as your password. This will also inform you about your current monetary balance. Once signed in, you could change that password by creating an alphanumeric password in any sequence of between five and eight characters. This in no way compromises your monetary account and the password can be changed as many times as you desire. Print-out of your reports can be taken as well.

Please note that your Smart Card bearing your **unique case file number** is most important for you in the hospital. All service payments can be made directly through your Smart Card once cash is deposited in it at any cash counter (**GJB-111** and **HBB-136,137**) in the hospital. Please ensure that your Smart Card has sufficient amount of money deposited in it at all time, to avoid any delay in your treatment process.

Smart Card money refunded at:

General Patients: **MB-116**

Private Patients: **HBB 1st Floor (Rotunda)**

Irrespective of your category, you will proceed to the secretary of your respective DMG clinic. Your case file number will be displayed on the electronic display board when it is your turn to be seen by the team of doctors.

The consultation process could take up to 3 hours.

When consulting with the doctors, please be truthful about your lifestyle, medical history, your family's medical history and your symptoms to receive the best care and therapy that the hospital can provide you with.



11. Registration - General Patients (GJB-G-55)

Please remember that you **SHOULD BE PRESENT WITHIN or OUTSIDE** the Golden Jubilee Building at the time of initial registration, else your case file will not be made.

As a general patient, you do not have to pay any registration fees; but it is advisable to have a minimum deposit of ₹ 1,000 in your Smart Card.

Please fill in the form accurately with personal details. If you cannot decide what category you fall under (**C**: Partly charged or **NC**: least chargeable or **BP**) assistance is available from our Medical Social Workers' Department at **GJB-G-54**.

In case of any discrepancy, you may be directed to our medical staff physician nearby (**GJB-G-53**) to decide whether we are able to manage you here or to direct you to the relevant DMG.

To avail of the **RAJIV GANDHI JEEVANDAYEE YOJANA SCHEME** and, if you have a yellow or orange ration card of Maharashtra State with an annual income of less than ₹ 1,00,000 per annum; you can avail of ₹ 1,50,000 per year in treatment concession for your family. You will then be registered in the **BP category**.

After registration is complete and the Smart Card has been issued, proceed to deposit money (optional, but preferable) in your Smart Card at the cash counter (**GJB-111**).

The registration counter will suggest the corresponding DMG to you. Please proceed to the designated area to begin your treatment process.

To check the balance in your Smart Card, insert the card in to any of the available electronic kiosks.



12. Registration - Private / Foreign Patients

Registration counter: **HBB-100, HBB-125_127**

Cash Counter: **HBB-136, 137**

If you have been referred to the hospital by an employer or insurer or with prior credit arrangement, contact the accounts department to avail of the said credit facilities (**SB-202**).

If you are a private patient or in the foreign national category, your registration fee will be ₹ 500/-.

The mandatory Smart Card deposit for private Indian national is ₹ 10,000 and ₹ 50,000 for foreign nationals.

You are NOT entitled to choose your consultant.

You will be referred to the respective DMG. If you cannot make a decision about the same, the registration counter will suggest a relevant DMG to you. Please proceed to the designated area of the DMG to begin your treatment process. Your case file number will be displayed on the electronic display board when your turn comes up to be seen by the team of doctors.

Foreign nationals must email their medical reports to internationalpatients@tmc.gov.in. The same will be reviewed by our doctors and if need be, you will be sent a letter of appointment for your medical visa.

Foreign nationals must contact the Chief Security Officer with an original passport and valid medical visa whenever admitted to our institution. They must be accompanied by a person carrying an original passport and a valid medical attendant visa. All your documents need to be attested by our Security and Public Relations Departments.

13. Outside Referrals (RF category)

Outside referrals for radiological investigations and second opinions fall under the RF (Referrals) category. The charges for the same are those of a private patient (Indian National).

Samples, sides or blood deposition for RF category is located at **HBB-101**. Reports will be available at the same location.





14. Medical Management Process - All Patients

THIS PROCESS COULD TAKE UP TO 2 WEEKS.

You may be advised by our doctors to undergo a series of investigations known as diagnostic tests to gain an in depth understanding of the nature of your disease. These could be in the form of blood tests, X-rays, scans, biopsies, etc.

For every invasive procedure, consent will be taken from you or your attendant (in the event that you are not able to take a decision for yourself).

Please refer to the diagnostic checklist in **section 28** of this handbook. The same will be used by your doctor to mark all the diagnostic tests that you need to undergo.

As an out-patient, you will need to pay for all the tests in advance. The memo for the same will be generated from the office of the DMG. If using the Smart Card, the cost of your treatment will be deducted from your account as and when incurred. Our officials can only deduct charges from your Smart Card if sufficient balance is in your Smart Card; visit the cashier to refill the Smart Card.

Treatment Options:

After results of the tests are obtained, our multidisciplinary team will study them and discuss treatment options with you / your family in detail. The main stream of management consists of surgery, chemotherapy, radiotherapy, interventional radiology, palliative care and / or a combination of the above. All your queries and concerns will be clarified by the doctors.

We have day care system for chemotherapy at **HBB-501_514** or **MB-523**.

In relevant cases, the medical management protocol may be prescribed so that you could avail of the same at or near your home town. On demand, our senior doctor will issue a cost certificate for your treatment. Please ensure that the document is signed by the Medical Superintendent's office (**HBB-118**).












We do not take responsibility of any complications that arise from treatment (during or after) taken outside our institution even if so prescribed by us.



15. Consultation Areas with Timings

GENERAL PATIENTS: **GOLDEN JUBILEE** AND **MAIN BLOCK**












15.1 General Out Patients Department (OPD):

	DMG	LOCATION	OPD DAYS	HOURS
	BREAST	GJB-112	Mon / Wed - Fri Tuesday	0915 - 1730 0915 - 1300
	BONE & SOFT TISSUE	GJB-G-65	Tues / Thurs	0915 - 1730
	GASTRO- INTESTINAL	GJB-100	Mon - Fri	0915 - 1730
	GYNAECOLOGY	GJB-G-57	Mon / Wed	0915 - 1730
	HAEMATO- LYMPHOID (ADULT)	GJB-128	All days (Except Saturday)	0915 - 1730
	HAEMATO- LYMPHOID (PAED)	MB-G-88	All days (Except Saturday)	0915 - 1730
	HEAD & NECK	GJB-106	Mon - Fri Saturday	0915 - 1730 0915 - 1300
	NEURO- ONCOLOGY	HBB-G-58	Tues / Thurs	0915 - 1730
	PAEDIATRIC (SOLID TUMORS)	MB-G-88	All days (Except Saturday)	0915 - 1730
	THORACIC	GJB-G-65	Mon / Wed	0915 - 1730
	UROLOGY	GJB-G-57	Tues / Thurs	0915 - 1730

All patients (general as well as private), who have been newly registered will be seen by our respective DMG doctors on the day of registration itself.

PRIVATE PATIENTS: **HOMI BHABHA BLOCK AND MAIN BLOCK**

15.2 Private Out Patients Department (OPD):

	DMG	LOCATION	OPD DAYS	HOURS
	BREAST	HBB-112	Mon / Wed	0915 - 1730
	BONE & SOFT TISSUE	MB-G-93	Tues / Thurs	0915 - 1730
	GASTRO-INTENSTINAL	HBB-314	Mon - Fri	0915 - 1730
	GYNAECOLOGY	HBB-G-61	All days (Except Saturday)	0915 - 1730
	HAEMATO-LYMPHOID (ADULT)	MB-G-88	Mon / Thurs	0915 - 1730
	HAEMATO-LYMPHOID (PAED)	MB-G-88	All days (Except Saturday)	0915 - 1730
	HEAD & NECK	HBB-210	Mon - Fri Saturday	0915 - 1730 0915 - 1300
	NEURO-ONCOLOGY	HBB-G-58	All days (Except Saturday)	0915 - 1730
	PAEDIATRIC (SOLID TUMORS)	MB-G-88	All days (Except Saturday)	0915 - 1730
	THORACIC	HBB-310	Mon / Wed	0915 - 1730
	UROLOGY	HBB-214	Tues / Thurs	0915 - 1730

All patients (general as well as private), who have been newly registered will be seen by our respective DMG doctors on the day of registration itself.



16. Volunteer Organizations

Along with the Medical Social Worker's Department (**GJB-G-54**) and the Public Relations Office (**HBB-122**), there are external volunteer organizations to help you. They also arrange for patient interaction, outings, cultural programmes, picnics and other programmes.

Stock Holding India Ltd. Provides free shuttle bus service between TMH (from outside **AB) and Dadar TT Station (Central Railway) via Dharamshala daily between 0800 - 1830 hours on all working days except weekend and holidays.**

The GS Charitable Trust provides tea and biscuits twice a day in the **AB Compound at 1000 and 1600 hours.**

Free lunch is provided by Taj Lands End and Taj President Hotels for our registered patients at 1300 hours in the **AB Compound.**



17. Hospitalization

If your doctor has advised hospitalization for further medical management, visit the admission counter (**HBB-131_133**). The process of hospitalization (admission) can take up to 2 weeks.

In cases where surgery is contemplated, the date given by the surgeon may not match that given by the admission office for the room; be prepared to be admitted in the hospital for a week prior to the actual date of surgery. As soon as a bed is available, you will be informed depending on your wait-list number. Check for the same after 1500 hours on any day for confirmation, if the admission office has not contacted you.

You have a choice of rooms while staying in the hospital.

General Patients of different genders are admitted in separate wards in **MB**.

Private Patients have a choice of:

B: Semi Private Room (2 / 3 patients in a room)

A: Private Room (Single occupancy)

D: Deluxe Room (Single occupancy)



Hospital Deposit: You have to pay a deposit at the time of admission depending on the choice of room. This deposit is adjusted with the final bill; the balance, if any, will be refunded. Any excess in billing will have to be paid.

GENERAL PATIENTS:

C Category: Hospital Deposit - ₹ 5000

NC Category: No fee

PRIVATE PATIENTS:

Semi private (B category):

Hospital Deposit: ₹ 35,000; Bed cost: ₹ 1,900/ day.

Private (A category):

Hospital Deposit: ₹ 50,000; Bed cost: ₹ 3,500/ day.

Private Deluxe (D category):

Hospital Deposit: ₹ 75,000; Bed cost: ₹ 4,800/ day

Foreign patient (F):

Hospital Deposit: ₹ 2,00,000; Bed cost: ₹ 4800/ day

Medical procedures are costlier in the private category.

One pass for an attendant is always given to you for any category that is valid throughout your stay in the hospital.

Visiting hours: 1600 - 1900 hours

For your benefit, visitors are discouraged, especially children. Their presence can disturb the restful environment advised to you during your stay at the hospital. Visitors, who are unwell, are advised to avoid visiting the hospital and exposing you to any kind of infection that might hamper your recovery. Please ensure that visitors do not breach timings, and that there is absolute minimal number of visitors.

Visitors are not allowed in ICU's; unless specifically called for by the treating doctor of the ICU.

You may require a blood or bone marrow donor, which has to be arranged by you / your family.

Nursing offices are located on every floor of the hospital wherever you may be admitted. For a part or full-time nursing attendant desired by an in-patient, kindly contact the nurse-in-charge who will put you on to the bureau that provides such facilities; the rates will be decided between you and the agency / nurse. External nursing staff (qualified with a valid registration number) will have to be registered with our nursing department.



Nutrition and Diet: The hospital has a well-equipped kitchen that serves balanced and **only vegetarian meals**. The hospital also has dietitians who, if required, can work together with the consulting doctor to ensure that you get a nutritious diet that is suited to your treatment (**GJB-101, HBB-319**).

Dietary needs and requirements can also be discussed with the dietitian.

For those admitted in the Deluxe and private wards of the Homi Bhabha Building, their sole attendant will get free breakfast, lunch and dinner from TAJ-SATS (**HBB-120**).

All other patients get vegetarian meals from the hospital kitchen.



Communication: Each Deluxe room has a phone with an external dialing facility only within Mumbai (free). **Incoming calls are discouraged between 2200 and 0500 hours.**

If you are admitted in Homi Bhabha Building, you can avail of free wi-fi; the password will be given at the time of admission. Intercom facilities are available in all private rooms.



Linen: The hospital provides a daily change of clothes, which you will have to wear. In case of difficulty, contact the sister in charge of the ward.



Money and Valuables: It is not advisable to bring large sums of money or valuables to the hospital. Money should be debited to the **Smart Card** for safety. In-patient **locker facilities for valuables only** (not for luggage storage) are available only for A and Deluxe categories.



Medicines and Consumables: You are advised to purchase medicines and consumables prescribed by our consulting doctor from any of the dispensaries present **within the hospital**. A memo will be provided for each purchase and the amount will be deducted from your account.



Interim Bill: The hospital's billing system will calculate charges and generate interim bills for medicines, consumables and the services availed of by you, which need to be paid within 48 hours of treatment.

Hospital deposits, dispensary refunds and discrepancies will be calculated at the time of generating the final bill. Queries regarding bills will be addressed at **MB-116**.



Discharge Procedure: The consulting doctor will advise you / your family of when you are permitted leave the hospital. This information is generally disclosed 24 hours before discharge.

You are requested to leave the hospital by 1300 hour on the day of discharge, so that we can arrange for the admission of another patient.



Discharge card: One of our senior doctors will prepare a discharge card containing a summary of all the investigations and treatments performed on you in our hospital, as well as advice on discharge and follow-up. Please go through the discharge card carefully and clear all queries and concerns with your DMG doctors.

If you are planning to stay at St. Judes, Borges Memorial Home or any other affiliated institution, you are required to present your discharge card at the time of admission.



Settlement of Account: Once the discharge procedure begins, you or your attendant should contact the billing section, and ask for a complete bill for every investigation and treatment performed at our hospital. Clearing the bill will help in a faster discharge procedure. Payment can be made with Cash or Credit / Debit card at any cashier in our hospital (**MB 1st floor, SBB-202, 203**).



Refund of Medicines: The dispensaries at Tata Memorial Hospital accept unused medicines and consumables that you would like to return (**bought from our hospital only and with a valid memo / bill**), the value of which is more than ₹ 100 in a single receipt. This is subject to the condition of the product and on the production of its memo or receipt. On approval, the cost of the same is refunded to you or adjusted in your bill. Medicines can only be returned at the same dispensary from which they were purchased.



Reimbursement of Medical procedures: If you have to be reimbursed for medical expenses incurred, a complete form provided by your employer or insurer with attached enclosures and bills are to be submitted to the reimbursement counter (**HBB-134**).

Life Insurance Policy holders need to get all certifications done from the PR Department (**HBB-122**). The formalities will be completed within a fortnight after submission of necessary documents.



Death Certificates: The same should be collected after due verification of all in-house documents from your DMG doctor.



18. For In-Patient Assistance



Doctors: Our doctors, with the assistance of in-house residents will be monitoring your treatment procedure all the time. Medication, tests, special treatments will all be prescribed by them. For further inquiry or information about the progress of treatment, contact any of your DMG team of doctors.

In case there is an emergency, the nursing staff will alert our resident doctor who will inform the senior member of your DMG and care will be provided immediately.



Nurses: The nursing staff is trained to give dignified, compassionate and professional care to you in co-ordination with the doctors. They administer medicines and execute the treatment as prescribed by our doctor.

In addition to the ward nurses, the hospital provides the services of specialist nurses (on demand) in the following fields:

Breast-Care

Cardiopulmonary Resuscitation

Central Venous Access Devices

Chemotherapy

Infection Control

Pain Management

Palliative Care

Stoma Therapy



Other Personnel: To make your stay comfortable, the ward personnel keep rooms clean and hygienic, provide food and are responsible for the general sanitary well-being of the hospital. The ward personnel report to the sister in charge of the ward.



19. Other Useful Departments



Day Care: The day-care centre is open to you (general or private) if you require intravenous fluids, chemotherapy, blood product, transfusion (0700 – 2100 hours).

General patients: **MB-523**

Private patients: **HBB-501_514**

Paediatric patients: **MB-524** and **AB-1100**



Dental Department: Dental Care is provided if you are suffering from any dental related issues. You are offered prophylactic treatment along with dental prosthesis, post-surgery.

General patients: **GJB-121**

Private patients: **HBB-217**



General Medicine (Physician): The facilities include- Echocardiography and stress tests (**MB-105**). Pulmonary function test (**HBB-G-69**).



Nutritional Clinic: This department provides dietary advice as per the needs of the patient.

General patients: **GJB-101**

Private patients: **HBB-319**



Occupational and Physiotherapy: They help you to recover from prolonged immobilisation and also suggest various exercises to preserve your body function.

All patients: **MB-G-94,96**



Pain Clinic: This department caters to patients suffering from intractable pain.

General patients: **GJB-B-19**

Private patients: **HBB-G-71**



Palliative Care:

All patients: **MB-B-75**



Psychiatry and Psychology: This department provides emotional support to you and your family through any stage of your disease. Referrals from doctors or any other professional as well as self-referrals are also looked into.

General patients: **GJB-B-18**

Private patients: **HBB-G-68**



Pulmonary Medical Unit (Chest Physician): This department is located at **GJB-B-13**, for respiratory problems of any patient during official working hours from Monday - Friday only.



Speech Therapy: Helps to re-develop your speech after surgery **GJB-B-9**.



Transfusion Medicine SB-501: Blood shall be provided to you, where it is indicated. The blood shall be screened for HIV, Hepatitis B and C, syphilis and malaria. Only compatible blood is issued to you. Blood for surgery is available to patients at all times.



20. Preventive Oncology Services

P CATEGORY

The Preventive Oncology department creates cancer awareness and provides cancer screening to the general public. It also partakes in cancer prevention and it's early detection in susceptible individuals. Check-ups are conducted **without** prior appointments.

The Preventive Oncology department is located at **SB-304**.

Contact number:

+91 22 24177000 (extension no. 4632 / 4649)

Timings:

Monday - Friday: 0930 - 1400 hours

Saturday: 0930 - 1200 hours

Annual Fees (Inclusive of below mentioned tests):

General patients: ₹ 350

Private patients: ₹ 900

Tests performed under preventive services:

For Males above 50 years of age:

Chest X-Ray

Barium swallow

PSA blood test

For Females above 50 years of age:

Mammography

PAP smear

Tumour marker blood examination

For those below 50 years of age:

The investigation depends on presenting symptoms / risk factors.



21. Financial & Accommodation Help

THIS PROCESS COULD TAKE UP TO 3 WEEKS.

After having registered as a patient of our institution and, in case of financial difficulty (**over and above the subsidies provided by our hospital**), many voluntary individuals or organization can aid with the same. The Medical Social Workers' department (**GJB-G-54**) will only forward the relevant documents to them.

The following **ORIGINAL** documents and copies will have to be brought along.

- Ration card (Indian citizens)
- Income certificate
- Domicile certificate

Please note that the trusts provide financial aid for surgery, chemotherapy and radiotherapy. **Primary investigations are not sponsored by most trusts.** In certain cases, part or full waiver of charges is provided to you at the discretion of the Medical Social Worker's department or the Medical Superintendent.

If you are an adult, the Medical Social Workers' Department also arranges for free or subsidized accommodation at the **Borges Memorial Home** in Bandra and other sites. Accommodation is provided for both general and private category of patients on first-come first-serve basis. You have to present your Tata Memorial Hospital Smart Card and discharge card to be allowed admission. Length of stay permitted is 4 to 6 weeks; and is applicable only for those on close regular follow-up.

The **St. Jude's Centre for Children** accommodates children at a subsidized rate at the Indian Cancer Centre in Parel for a period of up to 9 months. Here too, one has to present their Tata Memorial Hospital Smart Card and discharge card to be allowed admission.

You could receive financial aid from philanthropic institutions; the account of the same will be maintained by the Medical Social Worker's department. The cost of your treatment will be deducted from this account as and when incurred. For any subsidization or concession, the final authority lies in the hands of the Medical Social Workers' department. All documents will have to be submitted to them and all approvals need to be taken from them.



22. Travel Concession

Travel concessions are only valid when an official appointment has been made with the hospital in your record.

THIS PROCESS CAN TAKE UP TO 30 MINUTES

As per the rules laid out by travel authorities around India, you as a general or private patient can choose to avail of travel concessions for road, rail and air transport to your place of permanent residence.

TRAIN TRAVEL CONCESSION COUNTER:

General Patients: **GJB-G-70**

Private Patients: **HBB-129**

and at ACTREC (Kharghar, Navi Mumbai)

Train travel booking counter (all categories) located at GJB-G-70.

Travel concession is only issued to the place (or nearest) mentioned as your residence in your registration details.



Train:

Valid for the following compartments:

Three Tier Air Conditioned Class (3A)

Two Tier Air Conditioned Class (2A)

First Class Air Conditioned (1A)

Patient: free or 50% discount

One Attendant: up to 25% discount



Bus:

Patient: up to 50% discount

Attendant has to pay full fare.



Air:

Patient: up to 50% discount **only with Air India**

Attendant has to pay full fare.

As a registered patient of Tata Memorial Hospital, Mumbai, you are allowed to travel in the disabled bogie of any train in India, on presentation of your Tata Memorial Hospital Smart Card.



23. Telemedicine Services (HBB-1313)

The Tata Memorial Hospital realizes that long distance travel for follow-up may be inconvenient to you. To make the follow up easier, the hospital has an optional Telemedicine facility for your convenience (connectivity dependant).

Please feel free to contact **Dr. Sangeeta Desai (AB-814)** or **Dr. D. Chaukar (HBB-1226)**.

Telemedicine centres that you can access are listed below:

- Andhra Pradesh, Hyderabad ,MNJ Institute of Oncology
- Arunachal Pradesh, Itanagar, Ram Krishna Mission Hospital
- Arunachal Pradesh , Naharlagaun, General Hospital
- Assam, Dibrugarh, Brahmaputra Diagnostics & Hospital Ltd
- Assam Guwahati, B. Borooarh Cancer Institute
- Assam, Jorhat JDS civil Hospital
- Chhattisgarh, Raipur, Indira Gandhi Regional Cancer Centre
- Chhattisgarh, Raipur, Pt. J.N.M. Medical College
- Gujarat, Ahmedabad, Gujarat Cancer Research Institute
- Haryana, Rohtak, Pt. B.D. Sharma Post Graduate Institute of Medical Science
- Himachal Pradesh, Shimla, Indira Gandhi Medical College
- Jammu & Kashmir, Srinagar, Sher-i-Kahmir Institute of Medical Sciences
- Kerala, Kochi, AIMS
- Kerala, Thiruvananthapuram, Regional Cancer Centre
- Madhya Pradesh, Gwalior, Cancer Hospital & Research Centre
- Madhya Pradesh, Santa, Birla Vikas Hospital
- Maharashtra, Dervan, B K Walavalkar Hospital
- Maharashtra, Nagpur, R.S.T. Cancer Hospital & Research Centre
- Maharashtra, Pune, Dr. D. Y. Patil Medical College
- Manipur, Imphal, RIMS
- Meghalaya, Shilong, Civil Hospital Civil Hospital, Mokokchung, Nagaland
- New Delhi , All India Institute of Medical Science
- Punjab, Chandigarh, Post Graduate Institute of Medical Education and Research
- Sikkim, Gangtok, STNM
- West Bengal, Kolkata, B.P. Podar Hospital
- West Bengal, Kolkata, Chittranjan National Cancer Institute



24. Research Participation

Tata Memorial Centre, as part of its mandate, undertakes Basic, Translational and Clinical Research in the field of cancer (free or with part or full payment). If eligible, the consulting doctor may invite you to participate in research protocol. Please evaluate the risks, benefits and health / cost implications before giving your informed consent to enroll in such research protocol. The research may be undertaken at Tata Memorial Hospital or at ACTREC in Kharghar, Navi Mumbai. You are at liberty to withdraw from the research protocol with prior intimation to your consulting doctor, at any time during the study. You are not required to provide any reason for the same. Your withdrawal or non participation will not affect the standard treatment or your relationship with the treating doctors. You will continue to receive the treatment, which you would have received in case you did not participate.















We have our Institutional Review Board (IRB) located at MB-373 where you can approach for any queries.

















ACTREC Services: If you are included in any of the above studies, you could be referred to our Advanced Cancer Treatment Research and Education Centre (ACTREC). For free to-and-fro transport, contact ACTREC Liaison at **HBB-135**. The doctors concerned will explain to you how you will be managed there, along with the needs and benefits of participating in such a research.

















ACTREC
Kharghar, Navi Mumbai,
410210, India
Tel +91 22 2740 5000
Fax: +91 22 2740 5085
Email: mail@actrec.gov.in
Website: www.actrec.gov.in
























25. Department Locations









DEPARTMENT	GENERAL	PRIVATE
 2D ECHO	GJB-B-10	MB-115
 ACCOUNTS / BILLING (AND SMART CARD MONEY REFUND)	SB-202, 203, MB-116	HBB-100 (Rotunda)
 ACTREC LIAISON	HBB-135	
 ADMINISTRATION OFFICE	SB-401	
 ADMISSION COUNTER	HBB-131_133	
 ATM	HBB ground and 1st floor AB Compound	
 BANK	MB-B-10	
 BLOOD COLLECTION	GJB-123	HBB-102
 BLOOD BANK	SB-602	
 BONE & SOFT TISSUE - DMG	GJB-G-65	MB-G-93
 BREAST - DMG	GJB-112	HBB-112
 CAFETERIA	GJB Compound	TAJSATS HBB-120
 CANCER BOOKS (FOR PATIENT INFORMATION)	AB Compound	HBB-100 (Rotunda)
 OLD CASE FILE COLLECTION	GJB-G-55	HBB-125_127

	CASHIER	GJB-111	HBB-136, 137
	CLINICAL BIOCHEMISTRY	AB-511	
	CT SCAN	MB-B-7	
	CYTOGENETICS	AB-701	
	CYTOPATHOLOGY	AB-504	
	DAY CARE	MB-523	HBB- 501_514
	DISPENSARY	MB-B-28, MB-202, HBB-G-51	
	DENTAL DEPARTMENT	GJB-121	HBB-217, 218
	ECG	GJB-B-11	HBB-G-72
	EMERGENCY SERVICES (CASUALTY)	MB-G-77	
	GASTROINTESTINAL - DMG	GJB-102	HBB-314
	GENERAL RADIOLOGY	GJB-B-3	MB-G-64
	GENERAL MEDICINE	MB-105	
	GYNAECOLOGY - DMG	GJB-G-57	HBB-G-61
	HAEMATOPATHOLOGY	AB-703	
	HAEMATOLYMPHOID - DMG (ADULT)	GJB-128	MB-G-88

	HAEMATOLYMPHOID - DMG (PAEDIATRIC)	MB-G-88	
	HEAD AND NECK - DMG	GJB-106	HBB-210
	HELPLINE / HELPDESK	AB Compound, GJB-G-21	
	ICU	MB-117, 212	
	INSURANCE CLAIMS (LIC etc.)	HBB-122	
	INTERVENTIONAL RADIOLOGY	HBB-306, MB-G-63	
	MAIN OPERATION THEATRE (MAIN OT)	MB-209, HBB-404	
	MAMMOGRAPHY	MB-G-65	HBB-115
	MEDICAL RECORD	AB-600	
	MEDICAL REIMBURSEMENT	HBB-134	
	MEDICAL SOCIAL WORKERS' DEPARTMENT	GJB-G-54	
	MEDICAL SUPERINTENDENT	HBB-118	
	MICROBIOLOGY	AB-603	
	MINOR OPERATION THEATRE (MINOR OT)	GJB-303	HBB-401
	MOLECULAR PATHOLOGY	AB-705, 706	
	MRI SCAN	GJB-B-6	MB-B-7

	NEURO-ONCOLOGY - DMG	HBB-G-58	
	NEW SMART CARD FOR OLD REGISTERED CASES	GJB-G-50	HBB-128
	NUTRITION CLINIC	GJB-101	HBB-319
	OCCUPATIONAL THERAPY	MB-G-94	
	PAEDIATRIC DAY CARE	AB-1100	MB-524
	PAEDIATRIC SOLID TUMORS - DMG	MB-G-88	
	PAIN CLINIC	GJB-B-19	HBB-G-71
	PALLIATIVE CARE	MB-G-75	
	PATHOLOGY	AB-802	
	PET-CT SCAN (NUCLEAR MEDICINE)	MB-B-6	
	PHYSIOTHERAPY	MB-G-96	
	PRE-ANAESTHESIA CHECK-UP	GJB-B-17	HBB-G-73
	PREVENTIVE ONCOLOGY	SB-309	
	PSYCHIATRY	GJB-B-18	HBB-G-68
	PUBLIC RELATIONS OFFICE	HBB-122	
	PULMONARY FUNCTION TEST	HBB-G-69	

	PULMONARY MEDICAL UNIT	GJB-B-13	
	QUALITY MANAGER	HBB-117	
	RADIATION MEDICINE CENTER (RMC)	AB-G-57	
	RADIOTHERAPY (RADIATION ONCOLOGY)	AB-B-2	HBB-B-1, MB-B-21
	REGISTRATION	GJB-G-55	HBB-125_127
	REPORT PRINT-OUTS	GJB-135	HBB-100 (Rotunda)
	RF CATEGORY BLOOD AND SAMPLE COLLECTION	HBB-101	
	SAMPLE COLLECTION	GJB-B-123	HBB-102
	SECURITY	AB-G-51, GJB-G-51, HBB-G-50, MB-G-50	
	SELF-REGISTRATION & INFORMATION KIOSK	BETWEEN AB & GB, 1ST, 2ND & 3RD FLOOR OF HBB, GROUND FLOOR OF MB	
	SPECT-CT SCAN (NUCLEAR MEDICINE)	MB-B-6	
	SPEECH THERAPY	GJB-B-9	
	STOMA CLINIC	HBB-317	
	TELEMEDICINE CENTER ENQUIRY	HBB-1313	
	TELEPHONE OPERATOR	MB-G-76	
	THORACIC - DMG	GJB-G-65	HBB-310

	TISSUE BANK	MB-B-24	
	TRANSFUSION MEDICINE	SB-501	
	TRAVEL CONCESSION	GJB-G-70, ACTREC	HBB-129, ACTREC
	TRAVEL BOOKING COUNTER	GJB-G-70	
	ULTRASONOGRAPHY	GJB-B-3	MB-G-64
	UROLOGY - DMG	GJB-G-57	HBB-214
	VOLUNTARY SOCIAL WORKERS	AB compound, GJB-B-21, GJB-127 HBB-100 (Rotunda)	
	X-RAY RECORDS	MB-G-66	

26. Complaints, Queries, and Suggestions

The hospital values input, comments and suggestions about your experience in our hospital, as we are constantly striving to improve our services to create a congenial environment for all. You may choose to remain anonymous in the feedback form that is available at:

- Medical Social Worker **GJB-G-54**
- Office of the Medical Superintendent **HBB-118**
- OPD Supervisor **HBB-124**
- Public Relations Office **HBB-121**
- Quality Manager **HBB-117**

You could also call the helpline on **+91 22 24177099** in the compound of the Annex Building for any other help and aid that you may require.

Online feed back may be given at: **feedback@tmc.gov.in**

Useful Extension Numbers

- Admission: 6177, 6178
- ACTREC Liaison: 6181
- Cardiac Emergency: Telephone Operator #9, 4224
- Emergency / Casualty: 4116, 4117
- Helpline / NGO: 7079, 6162
- In case of fire: 4342, 4344
- Inquiry: 4516, 6161
- Patient File: 4523, 6172, 6175
- Public Relations Office: 6168, 6169
- Reimbursement: 6180
- Security: 4143, 4312, 4517, 4601, 6000

We wish you good health and a pleasant experience.



27. Patient Notes

Make a note of the places or things you would like to remember.



28. Diagnostic Checklist

Name: _____

Case Number: _____

Imaging

- X-RAY
- MAMMOGRAPHY: LEFT RIGHT
- ULTRASONOGRAPHY
- CT SCAN
- MRI
- PET-CT SCAN
- SPECT-CT SCAN
- USG / CT GUIDED FNAC
- USG / CT GUIDED BIOPSY
- OUTSIDE FILMS / CD FOR REVIEW

Biochemistry And Tumour Markers

- ROUTINE BIOCHEMISTRY (INCLUDES FBS, RT, LFT)
- SUGAR PROFILE
- GLYCOSYLATED HAEMOGLOBIN
- GLUCOSE TOLERANCE
- LIQUID PROFILE: LFT RT ELECTROLYTES
- OTHER BIOCHEMICAL TESTS
- TUMOUR MARKERS
- DRUG LEVEL ESTIMATION

Pathology, Cytopathology And Molecular Pathology

- CYTOPATHOLOGY
- BIOPSY/FNAC
- OUTSIDE MATERIALS FOR REVIEW: SLIDE BLOCK
- MOLECULAR PATHOLOGY

Microbiology

- URINE ROUTINE
- STOOL ROUTINE
- SEROLOGY
- HEPATITIS C
- HIV
- HEPATITIS B
- ROUTINE MICROBIOLOGY
- CULTURE
- SENSITIVITY
- OUTSIDE SAMPLE

Transfusion Medicine

- BLOOD GROUPING

Haemato Pathology

- COMPLETE HAEMOGRAM
- HB, RBC, WBC
- DIFFERENTIAL COUNT
- PLATELETS
- ESR
- RBC INDICES
- RETICULOLYTES
- SURFACE MARKERS
- COAGULATION PROFILE

Bone Marrow Aspiration

- MORPHOLOGY
- CYTOCHEMISTRY
- SURFACE MARKER

Body Fluid

- MORPHOLOGY
- CYTOCHEMISTRY
- SURFACE MARKERS

Peripheral Smear

- MORPHOLOGY
- MALARIAL PARASITES

Cardiac And Respiratory

- ECG
- ECHOCARDIOGRAPHY
- PFT STRESS TEST

CYTOGENETICS

SCOPIES

OTHER INVESTIGATIONS





28. Diagnostic Checklist

Name: _____

Case Number: _____

Imaging

- X-RAY
- MAMMOGRAPHY: LEFT RIGHT
- ULTRASONOGRAPHY
- CT SCAN
- MRI
- PET-CT SCAN
- SPECT-CT SCAN
- USG / CT GUIDED FNAC
- USG / CT GUIDED BIOPSY
- OUTSIDE FILMS / CD FOR REVIEW

Biochemistry And Tumour Markers

- ROUTINE BIOCHEMISTRY (INCLUDES FBS, RT, LFT)
- SUGAR PROFILE
- GLYCOSYLATED HAEMOGLOBIN
- GLUCOSE TOLERANCE
- LIQUID PROFILE: LFT RT ELECTROLYTES
- OTHER BIOCHEMICAL TESTS
- TUMOUR MARKERS
- DRUG LEVEL ESTIMATION

Pathology, Cytopathology And Molecular Pathology

- CYTOPATHOLOGY
- BIOPSY/FNAC
- OUTSIDE MATERIALS FOR REVIEW: SLIDE BLOCK
- MOLECULAR PATHOLOGY

Microbiology

- URINE ROUTINE
- STOOL ROUTINE
- SEROLOGY
- HEPATITIS C
- HIV
- HEPATITIS B
- ROUTINE MICROBIOLOGY
- CULTURE
- SENSITIVITY
- OUTSIDE SAMPLE

Transfusion Medicine

- BLOOD GROUPING

Haemato Pathology

- COMPLETE HAEMOGRAM
- HB, RBC, WBC
- DIFFERENTIAL COUNT
- PLATELETS
- ESR
- RBC INDICES
- RETICULOLYTES
- SURFACE MARKERS
- COAGULATION PROFILE

Bone Marrow Aspiration

- MORPHOLOGY
- CYTOCHEMISTRY
- SURFACE MARKER

Body Fluid

- MORPHOLOGY
- CYTOCHEMISTRY
- SURFACE MARKERS

Peripheral Smear

- MORPHOLOGY
- MALARIAL PARASITES

Cardiac And Respiratory

- ECG
- ECHOCARDIOGRAPHY
- PFT STRESS TEST

CYTOGENETICS

SCOPIES

OTHER INVESTIGATIONS





28. Diagnostic Checklist

Name: _____

Case Number: _____

Imaging

- X-RAY
- MAMMOGRAPHY: LEFT RIGHT
- ULTRASONOGRAPHY
- CT SCAN
- MRI
- PET-CT SCAN
- SPECT-CT SCAN
- USG / CT GUIDED FNAC
- USG / CT GUIDED BIOPSY
- OUTSIDE FILMS / CD FOR REVIEW

Biochemistry And Tumour Markers

- ROUTINE BIOCHEMISTRY (INCLUDES FBS, RT, LFT)
- SUGAR PROFILE
- GLYCOSYLATED HAEMOGLOBIN
- GLUCOSE TOLERANCE
- LIQUID PROFILE: LFT RT ELECTROLYTES
- OTHER BIOCHEMICAL TESTS
- TUMOUR MARKERS
- DRUG LEVEL ESTIMATION

Pathology, Cytopathology And Molecular Pathology

- CYTOPATHOLOGY
- BIOPSY/FNAC
- OUTSIDE MATERIALS FOR REVIEW: SLIDE BLOCK
- MOLECULAR PATHOLOGY

Microbiology

- URINE ROUTINE
- STOOL ROUTINE
- SEROLOGY
- HEPATITIS C
- HIV
- HEPATITIS B
- ROUTINE MICROBIOLOGY
- CULTURE
- SENSITIVITY
- OUTSIDE SAMPLE

Transfusion Medicine

- BLOOD GROUPING

Haemato Pathology

- COMPLETE HAEMOGRAM
- HB, RBC, WBC
- DIFFERENTIAL COUNT
- PLATELETS
- ESR
- RBC INDICES
- RETICULOLYTES
- SURFACE MARKERS
- COAGULATION PROFILE

Bone Marrow Aspiration

- MORPHOLOGY
- CYTOCHEMISTRY
- SURFACE MARKER

Body Fluid

- MORPHOLOGY
- CYTOCHEMISTRY
- SURFACE MARKERS

Peripheral Smear

- MORPHOLOGY
- MALARIAL PARASITES

Cardiac And Respiratory

- ECG
- ECHOCARDIOGRAPHY
- PFT STRESS TEST

CYTOGENETICS

SCOPIES

OTHER INVESTIGATIONS





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