



**TATA MEMORIAL CENTER  
IS A NATIONAL COMPREHENSIVE CANCER CENTER,  
DEDICATED TO PROVIDING WORLD CLASS**



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# PATIENT INFORMATION BOOKLET

A GUIDE THROUGH THE PROCESSES, FACILITIES AND SERVICES OF  
**TATA MEMORIAL HOSPITAL**  
AN INSTITUTE UNDER THE DEPARTMENT OF ATOMIC ENERGY,  
GOVERNMENT OF INDIA

**"HOPE. HEALING. HUMANITY."**

# Dear Patrons,

It is our privilege to serve you! We have crafted this booklet to help you through your journey in the battle against cancer. While our endeavor has been to ensure that all relevant and important aspects of patient care at TMH are covered, we are open to your feedback and suggestions in making this better and more useful. With that said, let us give you a brief introduction to the Tata Memorial Centre. Founded in 1941 by the House of Tatas in memory of the late Smt. Meherbai Dorabji Tata, this hospital was handed over to the administrative control of the Department of Atomic Energy, an entity of the Government of India, in the year 1949. For the past eight decades, the institute has evolved from a single hospital in Mumbai to over 10 hospitals in 6 different states of India. It has pioneered several landmark developments in the field of cancer such as the first Bone Marrow Transplant, first Tomotherapy and Linear Accelerator, the first PET scan and one among the first to provide robotic surgeries and proton beam therapies. The institute leads the effort in cancer care with investment in cutting-edge technologies such as Next Generation Sequencing, Molecular Pathology and Interventional Radiology.

As we continue our pursuit of our vision and mission, we rely on the goodwill and blessings of our patients, without whom we would not exist. Your faith and adherence to treatment help us to serve you better. We welcome your constructive feedback to address any shortcomings that you might encounter. As of 2023, the Tata Memorial Hospital, at its flagship 640-bedded facility in Mumbai, saw an annual load of approximately 70,000 new patients, over 8 lakh OPD footfalls, performed up to 10,000 surgeries, 6,500 radiation therapies and over 150,000 chemotherapy sessions. While being the most sought-after cancer care facility in Asia is a matter of pride, it also poses several challenges in terms of managing large workloads in resource-constrained settings.

Nevertheless, the hospital, with unwavering support from the DAE, ensures that patient care is not compromised and is aligned with the evolving landscape of cancer care. With a vision to eradicate cancer from our part of the world, we work with a mission to provide cancer care to one and all irrespective of the social and economic strata of society through excellence in service, education and research. The Tata Memorial Hospital runs several educational courses in various fields of cancer care for doctors, nurses, scientists, technicians and administrators alike, and it is estimated that 70% of cancer-specialty human resource in the country is trained at this hospital. The hospital has also contributed to research by validating several practice-changing ideas in cancer care, thereby improving outcomes in terms of disease-free survival and quality of life for cancer patients.

## Mission

The Tata Memorial Centre's mission is to provide comprehensive cancer care to one and all, through its motto of excellence in service, education and research.

## Vision

As the premier cancer center in the country, we will provide leadership in guiding the national policy and strategy for cancer care by:

- Promoting outstanding services through evidence-based practice of oncology
- Commitment of imparting education in cancer to students, trainees, professionals, employees, and the public.
- Emphasizing research that is affordable, innovative, and relevant to the needs of the country.

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*Strength is born in  
the moments you  
think you can't go  
on but do.*

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# Excellence in Service, Education and Research

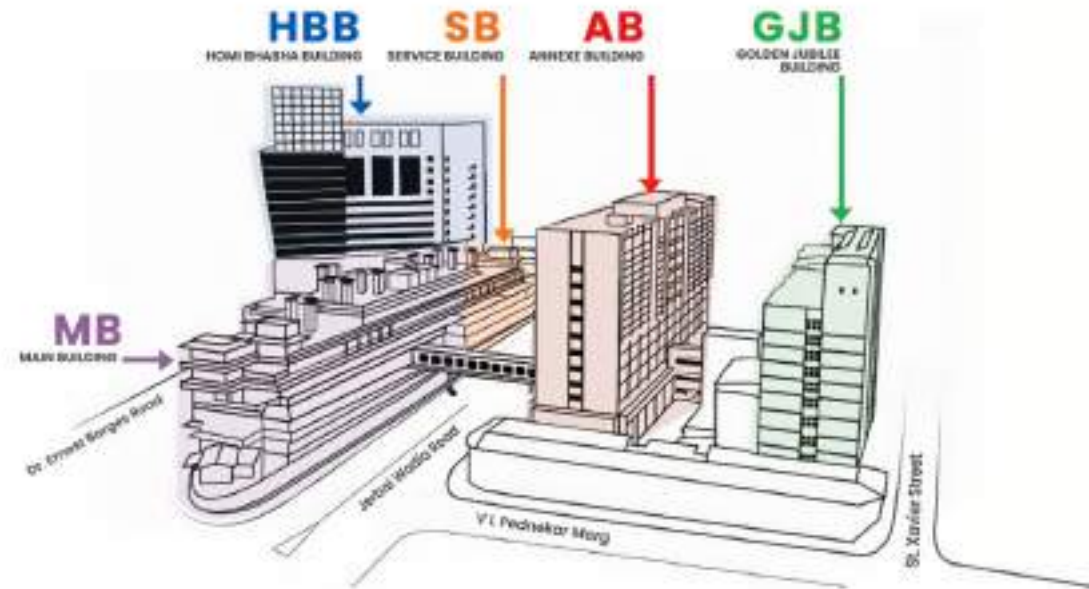
Excellence in Service,  
Education and Research

Excellence in Service,  
Education and Research



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# Building Layout



The Tata Memorial Hospital Campus is spread across 5 buildings i.e. the Main Building (MB), Golden Jubilee Building (GJB), Annexe Building (AB), Homi Bhabha Building (HBB), Service Building (SB).

*Healing is not just treatment; it is compassion in action.*

**“HOPE. HEALING. HUMANITY”**

# 2 DEPARTMENTS/SERVICES LOCATION DIRECTORY

Sr.No	Department	General	Private
1	Accounts/Billing (Smart Card Refund)	SB 1st Floor	
2	ACTREC Liasion	HBB 1st Floor CRO	
3	Administration Office	SB 4th Floor	
4	ATM	HBB 1st Floor GJB Ground Floor	
5	Central Bank Branch	AB ground Floor	
6	Blood Collection	GJB 1st Floor	HBB 1st Floor
7	Blood Bank	SB 5th, MB 3rd floor,	
8	Cafeteria	GJB Ground Floor, HBB 1st Floor	
9	Cash Deposit Counter	GJB Ground Floor	HBB 1st Floor
10	Clinical Biochemistry Lab	AB 5th Floor	
11	CT Scan	MB Basement, GJB Basement	
12	Cytopathology	AB 5th Floor	
13	Daycare	AB 6th floor	HBB 5th Floor
14	Dispensary	GJB Ground Floor HBB Ground Floor	
15	Dental Department	GJB 1st Floor	HBB 2nd Floor
16	2 D Echo	GJB Basement	MB 1st Floor HBB Ground floor
17	ECG	GJB 7th Floor	HBB Ground Floor
18	Emergency (Casualty)	MB Ground Floor	
19	Electronic Kiosk	GJB Ground Floor HBB Ground, 1st ,2nd and 3rd Floor	
20	General radiology	GJB basement	MB Ground Floor
21	General Medicine/Physician	GJB 7th floor	MB 1st Floor
22	Hematopathologies lab	AB 7th Floor	

Sr.No	Department	General	Private
23	Helpline : (Details regarding Wheelchair, stretcher, lunch snacks, etc details are provided at Helpline)	AB Premises	
24	Helpdesk: Managed by NGOs. General Information related hospital is provided.	HBB 1st Floor- Rotunda	
25	ICU	MB 1st Floor MB 2nd Floor	
26	Medical Reimbursement Insurance/Mediclaim/LIC	HBB 1st Floor CRO	
27	Interventional radiology OPD	GJB Basement	HBB 3rd Floor
28	Main Operation Theatre (Main OT)	MB 2nd Floor	HBB 4th Floor
29	Mammography	MB Ground Floor	HBB 1st Floor
30	Medical Records	AB 6th Floor	
31	Medical Superintendent	HBB 1st Floor	
32	Medical Social Worker Department	GJB Ground Floor	
33	Microbiology	AB 6th Floor	
34	Minor Operation Theatre(Minor OT)	GJB 3rd Floor HBB 4th Floor	
35	Molecular Pathology	AB 7th Floor	
36	MRI Scan	GJB Basement	MB Basement
37	New smart card for old registered patients	GJB Ground Floor	HBB 1st Floor
38	Nutrition Clinic	GJB 1st Floor	HBB 3rd Floor
39	Occupational Therapy	MB Ground Floor	
40	Pain clinic	GJB Basement	HBB Ground Floor
41	Palliative care	MB Ground Floor	
42	Pathology	AB 8th Floor	
43	Physiotherapy	MB Ground Floor	
44	Pre Anaesthesia Check Up	GJB Basement	HBB Ground Floor

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Sr.No	Department	General	Private
45	Preventive Oncology	SB 3rd Floor	
46	Psychiatric Department	GJB 7th Floor	
47	Public Relation Officer	HBB 1st Floor	
48	Pulmonary Function Test	MB 1st Floor	
49	Pulmonary Medical Unit	GJB 4th floor	
50	Quality Manager	HBB 10th Floor	
51	Radiation Medicine Centre	AB Ground Floor, 1st, 2nd, 3rd, 4th floor	
52	Radiotherapy Department	HBB Basement , MB Basement, AB Basement	
53	RF Category blood sample collection	HBB 1st Floor	
54	Sample Collection	GJB 1st Floor	HBB 1st Floor
55	Security Counter	AB, MB, SB, HBB -Ground Floor	
56	Speech Therapy	GJB Basement	
57	Storage Facility	GJB Back gate	
58	Stoma clinic	HBB 3rd Floor	
59	Teleconsultation inquiry	GJB ground floor	
60	Telephone Operator	MB Ground Floor	
61	Transfusion medicine	SB 5th,6th Floor	

*Together, let's  
fight cancer with  
courage and  
compassion.*

## 2.1

# PRIVATE OUTPATIENT DEPARTMENT (OPD) SERVICES EXTENSION NUMBERS AND COUNTER LOCATIONS

DMG	Private Extension	Location		Counter No.
<b>DMG - Thoracic</b>				
Surgical Oncology	6310	HBB	3rd floor	310
Medical Oncology	6317	HBB	3rd floor	307
Radiation Oncology	6317	HBB	3rd floor	307
<b>DMG - Gastro</b>				
Surgical Oncology	6331	HBB	3rd floor	314
Medical Oncology	6319	HBB	3rd floor	312
Radiation Oncology	6319	HBB	3rd floor	312
<b>DMG - Medical GI</b>				
<b>DMG - Head &amp; Neck</b>				
Surgical Oncology	6210 / 6209	HBB	2nd floor	210
Medical Oncology	6217	HBB	2nd floor	207
Radiation Oncology	6217	HBB	2nd floor	207
<b>DMG - Uro Oncology</b>				
Surgical Oncology	6231	HBB	2nd floor	214
Medical Oncology	6231	HBB	2nd floor	214
Radiation Oncology	6231	HBB	2nd floor	214
<b>DMG - Plastic &amp; Reconstructive</b>				
<b>DMG - Dental Opd</b>				
<b>DMG - Breast</b>				
Surgical Oncology	6110	HBB	1st floor	112
Medical Oncology	6117	HBB	1st floor	109
Radiation Oncology	6117	HBB	1st floor	109

DMG	Private Extension		Location	Counter No.
<b>DMG - Gynec Oncology</b>				
Surgical Oncology	6010	HBB	Ground floor	61
Medical Oncology	6010	HBB	Ground floor	61
Radiation Oncology	6010	HBB	Ground floor	61
<b>DMG - Neuro Oncology</b>				
Surgical Oncology	6017	HBB	Ground floor	58
Medical Oncology	6017	HBB	Ground floor	58
Radiation Oncology	6017	HBB	Ground floor	58
<b>DMG - Adult Hematology</b>	4220	MB	Ground Floor	81
<b>DMG - Paed Solid Tum</b>	4180	MB	Ground Floor	80
<b>DMG - Paed Hem-Lymph</b>	4131	MB	Ground Floor	88
<b>DMG - Bone &amp; Soft Tissue</b>	4295/4296	MB	Ground Floor	93
<b>DMG - Bone &amp; Soft Tissue/ Thoracic</b>				
Radiation Oncology	4596	GJB	Ground Floor	67
Medical Oncology	4595	GJB	Ground Floor	68
Surgical Oncology	4539/4592	GJB	Ground Floor	69
Medical Oncology	4859	GJB	Ground Floor	52
<b>DMG - Head &amp; Neck</b>				
Medical Oncology	4861	GJB	1st Floor	108A
Medical Oncology B	4558	GJB	1st Floor	108B
Radiation Oncology	4564	GJB	1st Floor	109
Surgical Oncology	4579	GJB	1st Floor	110
Surgical Oncology	4580	GJB	1st Floor	111
<b>DMG - Gastro</b>				
Surgical Oncology	4533	GJB	1st Floor	120
Surgical Oncology	4534	GJB	1st Floor	121
Medical GI	4532	GJB	1st Floor	122
Radiation Oncology	4862	GJB	1st Floor	123
Medical Oncology	4531	GJB	1st Floor	124
<b>Dental</b>	4544	GJB	1st Floor	130

DMG / Services	Extension		Location	Counter/Room No.
<b>DMG - Adult Hematology</b>				
Adult Hematology (Acute Leukemia)	4549	GJB	1st Floor	Room No.140
Adult Hematology (Lymphoma)	4557	GJB	1st Floor	Room No.141
Adult Hematology (CML/Myeloma)	4550	GJB	1st Floor	Room No.142
<b>DMG - Gynec/Uro Oncology</b>				
Radiation Oncology	4542	GJB	5th Floor	Room No.502
Medical Oncology	4593	GJB	5th Floor	Room No.503
Surgical Oncology	4594	GJB	5th Floor	Room No.504
Medical Oncology	4859	GJB	Ground Floor	Room No.52
<b>DMG - Breast</b>				
Medical Oncology	4553	GJB	5th Floor	Room No.508
Radiation Oncology	4543	GJB	5th Floor	Room No.509
Surgical Oncology	4886	GJB	5th Floor	Room No.510

*In care, there is dignity; in healing, there is humanity.*

3

# THE OUTPATIENTS DEPARTMENT (OPD)

The Outpatients Department is the first point of contact of a new patient visiting the hospital. The various types of services offered by our OPDs are as follows:

**New Case File:** The new case file is made for diagnosed cancer patients who have chosen to take further investigations and treatment at TMH. It is mandatory for the patient to be physically present in order to make a new case file.

**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.

3.1

## REGISTRATION PROCESS

Patients visiting TMH for the first time are supposed to register themselves at one of the OPD Registration Counters. The Registration Counters for Private Category are located on the 1st floor Homi Bhabha Building and for General Category are located on Ground Floor Golden Jubilee Building. Once you report to the registration counter, a token will be issued to you and you will be called for filling your registration form as per your token number.

Following are essential pre-requisites for registration:

01.

**Referral Letter (if any):** A referral letter from your referring doctor / institution should be brought along, if any.

02.

**Photo Id Proof:** For Indian citizens, either an AADHAR card or any government-issued photo ID proof of the patient and nominee is required. In the case of children without an AADHAR card, a birth certificate should be provided

03.

**Previous Reports:** Please carry previous/outside reports of radiology (CT Scan/ MRI), other imaging, blood tests, pathology slides or blocks including those establishing the diagnosis of cancer.

04.

In order to minimize the time spent at registration counter, new patients are urged to register online using the following link: <https://tmc.gov.in/Abha/NewRegistration/NewForm?formtype=NewReg>

Once you enter your details and upload the required document (government photo ID), a 13 digit Web Provisional Registration Number (WPRN) will be generated. Please inform this number to our registration staff when you visit the hospital.

After successful registration, a Smart card and a Case File will be issued to you and you will be directed to your respective OPD.

*Your fight is  
our fight.*

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### 3.2

## SMARTCARD & INITIAL DEPOSIT

Tata Memorial Hospital, in its bid to become paperless since more than a decade has taken several initiatives. The Smartcard is one of the most significant initiatives in this regard.

A Smartcard is issued to all patients at the time of registration and it acts as a key to all transactions and interactions within the hospital. The Smartcard fulfills the following functions:



Identifier for the patient



Accessing EMR



Password Protected



Billing for Services

Patients can check their Smartcard Balance at any of the Kiosks placed in the waiting areas or OPD reception desk or through our **WhatsApp Chatbot by messaging on 9869451796.**

01. Acts as an identifier for the patient and has details such as patient's photograph, DMG Assigned and other Demographic details
02. Acts as a key for accessing EMR by doctors in the OPDs i.e. the patients do not need to carry hard copy reports in the OPDs. All investigations and previous clinical history at TMH can be accessed by the doctors by placing the smartcard on a designated smartcard reader device in the OPD.
03. Acts as a port for Billing for services. The Tata Memorial Hospital does not conduct cash transactions at its various billing counters. Patients are expected to top up their smartcard and use the smartcard for payments at various billing counters for hospital services.

The Smartcard is protected by a 4-digit PIN which is informed to the patient at the time of issuance of smart card.

At the time of registration, patients are expected to deposit an initial amount that shall be used for accessing services. In case any money remains unutilized, the patient can request a refund.

TYPE OF PATIENT	REGISTRATION FEES	INITIAL DEPOSIT AMOUNT
General Patients	Rs.100/-	Rs.4000/-
Private Patients (other than Leukemia)	Rs.500/-	Rs.20,000/-
Private Patients (Leukemia)	Rs.500/-	Rs.50,000/-
Foreign Nationals	Rs.750/-	Rs.75,000/-

\* Please Note that the charges may be subject to change from time to time as per hospital policy

### 3.3

## REGISTRATION PROCESS FOR FOREIGN NATIONALS

Foreign nationals desirous of taking treatment/opinion at Tata Memorial Hospital must write to our International Patients Liaison Cell and email their relevant medical reports to [internationalpatients@tmc.gov.in](mailto:internationalpatients@tmc.gov.in) and email their relevant medical reports. The same will be reviewed by doctors at TMH and if need be, a letter of invitation will be sent by the International Patients Liaison Cell which can be used by you to apply for a medical visa.

Please note that an original passport with a valid [medical visa \(Med-1\)](#) is mandatory for registration at TMH. A blood relative carrying an original passport and a valid [medical attendant visa \(Med 2\)](#) must accompany all foreign national patients. Failure to produce these documents might result in rejection of the patient for registration at TMH.

The International Patients Liaison Cell shall be the sole point of contact for Foreign Nationals.

The Foreign National Patients will be registered under F category and charges will be levied accordingly ([Refer Schedule of Charges available on TMC's website: <http://tmc.gov.in>](#))



### 3.4

## TELECONSULTATION



With an aim to use technology to deliver high quality advice on prevention, diagnosis and treatment of cancer, Tata Memorial Hospital has introduced a teleconsulting facility for its patients. This facility can be utilized in non-emergency cases (as per availability of appointment) by patients who are not able to visit the hospital in person. The Teleconsultation is offered via an audio or video call.

To book an appointment, patients can either call the [teleconsulting team on 022 24177337](tel:02224177337) or send a WhatsApp message on [9321470561](tel:9321470561) or write an email to [teleconsult@tmc.gov.in](mailto:teleconsult@tmc.gov.in). The Teleconsultation team will reach out to you for further details and guidance. For details on charges, please refer to our website: <https://tmc.gov.in/Abha/NewRegistration/NewForm?formtype=Teleconsultation>

*Together, we turn fear into courage.*

### 3.5

## REGISTRATION FOR SECOND OPINION

For cancer patients who are taking treatment elsewhere but are visiting TMH for an expert opinion, an Expert Opinion Card can be made instead of a complete registration process.

The second opinion can be provided even if the patient is not available physically for the opinion. Please note that this is only an opinion service and there shall be no invasive procedures done or medicines issued from TMH Dispensary on second opinion basis.

### 3.6

## OPD TIMINGS

New Patients shall report to Registration Area between 8am and 11am Patients who are on treatment or follow-up shall report to the OPD as per their appointment time It is advisable to book an appointment for your next OPD visit in advance Walk-in Patients shall be issued appointments as per availability.

*Here,  
hope finds  
a home.*

The OPD timings and days are as mentioned in the table below:

DMG	Discipline	Private				
		Mon	Tue	Wed	Thur	Fri
Gynaecology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
Neuroncology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
*SO & RO, Monday forenoon, starts at 8:30 am						
Adult Haematology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
*RO, Friday forenoon, starts at 8:30 am						
Breast	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
*MO, Wednesday forenoon, starts at 8:30 am *RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm						
Head & Neck (A)	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
*RO, Monday, Tuesday Wednesday afternoon, starts at 12:30 pm & Friday forenoon, starts at 8:30 am						

● Yes ● No

DMG	Discipline	Private				
		Mon	Tue	Wed	Thur	Fri
Head &	SO	●	●	●	●	●
Neck (B)	MO	●	●	●	●	●
	RO	●	●	●	●	●

Head &	SO	●	●	●	●	●
Neck (C)	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Adult	SO	●	●	●	●	●
Haematology	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Plastic	SO	●	●	●	●	●
Surgery	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

Thoracic	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Monday, Tuesday Wednesday afternoon, starts at 12:30 pm & Friday forenoon, starts at 8:30 am

The OPD timings and days are as mentioned in the table above

DMG	Discipline	Private				
		Mon	Tue	Wed	Thur	Fri
Gastro	SO	●	●	●	●	●
Intestinal &	MO	●	●	●	●	●
Colorectal (A)	RO	●	●	●	●	●

Gastro	SO	●	●	●	●	●
Intestinal &	MO	●	●	●	●	●
Colorectal (B)	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Gastro	SO	●	●	●	●	●
Intestinal &	MO	●	●	●	●	●
Colorectal (C)	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Plastic	SO	●	●	●	●	●
Surgery	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

Med GI	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Monday, Tuesday Wednesday afternoon, starts at 12:30 pm & Friday forenoon, starts at 8:30 am

● Yes ● No

DMG	Discipline	Private				
		Mon	Tue	Wed	Thur	Fri
Bone & Soft Tissue	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
Pediatric	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Pediatric	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Urology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

DMG	Discipline	General				
		Mon	Tue	Wed	Thur	Fri
Gynaecology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
Neuroncology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Adult Haematology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Breast	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

Head & Neck (A)	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Monday, Tuesday Wednesday afternoon, starts at 12:30 pm & Friday forenoon, starts at 8:30 am

● Yes ● No



DMG	Discipline	General				
		Mon	Tue	Wed	Thur	Fri
Head &	SO	●	●	●	●	●
Neck (B)	MO	●	●	●	●	●
	RO	●	●	●	●	●

Head &	SO	●	●	●	●	●
Neck (C)	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Adult	SO	●	●	●	●	●
Haematology	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Plastic	SO	●	●	●	●	●
Surgery	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

Thoracic	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Monday, Tuesday Wednesday afternoon, starts at 12:30 pm & Friday forenoon, starts at 8:30 am

The OPD timings and days are as mentioned in the table above

DMG	Discipline	General				
		Mon	Tue	Wed	Thur	Fri
Gastro	SO	●	●	●	●	●
Intestinal &	MO	●	●	●	●	●
Colorectal (A)	RO	●	●	●	●	●

Gastro	SO	●	●	●	●	●
Intestinal &	MO	●	●	●	●	●
Colorectal (B)	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Gastro	SO	●	●	●	●	●
Intestinal &	MO	●	●	●	●	●
Colorectal (C)	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Plastic	SO	●	●	●	●	●
Surgery	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

Med GI	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Monday, Tuesday Wednesday afternoon, starts at 12:30 pm & Friday forenoon, starts at 8:30 am

● Yes ● No

DMG	Discipline	General				
		Mon	Tue	Wed	Thur	Fri
Bone & Soft Tissue	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●
Pediatric	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*SO & RO, Monday forenoon, starts at 8:30 am

Pediatric	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*RO, Friday forenoon, starts at 8:30 am

Urology	SO	●	●	●	●	●
	MO	●	●	●	●	●
	RO	●	●	●	●	●

\*MO, Wednesday forenoon, starts at 8:30 am

\*RO, Wednesday forenoon, starts at 8:30 am & Friday afternoon, starts at 12:30 pm

For referral investigations, the patient or the attendant shall visit the 1st floor referral registration counter where registration will be done and a referral card will be issued. Subsequent to this, the patient/ attendant will be directed to respective location for sample submission/ appointment booking.

The referral investigations counter at TMH works from 9:30am to 5:30pm.

The charges shown under F category in our Schedule of Charges are applicable for Referral services.

Following are essential pre-requisites for referral investigations:

- 01. Referral Letter (if any):** A referral letter from your referring doctor/institution specifying the investigation required
- 02. Photo Id Proof:** For Indian citizens, either an AADHAR card or any government-issued photo ID proof of the patient. In the case of children without an AADHAR card, a birth certificate should be provided.
- 03. Sample/ Slides/ Blocks:** Material to be tested such as pathology slides and blocks or any other samples shall be brought along in conducive transport and packaging con.
- 04. Previous Reports:** It is mandatory to bring along previous reports of tests done esp. in case of pathology slide/ block submission

### 3.7

## REFERRAL FOR INVESTIGATIONS

The referral investigations services are provided for patients who have been advised investigations elsewhere and are not registered with TMH but wish to get the investigations done at TMH. The referral services include specific blood tests, pathology slides testing and imaging (PET-CT) or theranostic services. Please note that there shall be no invasive procedures done on referral basis.

The reports of referral investigations can be accessed on web EMR. Refer to the Web-EMR section for details on how to access reports through Web-EMR.

3.8

## REGISTRATION CATEGORY (GENERAL AND PRIVATE)

Patients may register under either the General Category or the Private Category. While it is the patient's choice, switching from one category to another is generally discouraged and is permitted only in justified circumstances with the approval of the Medical Superintendent's Office. It is therefore advisable to select the category carefully at the time of registration to avoid any inconvenience during treatment.

The General Category is chosen by the majority of patients, nearly **60–70 percent**, because of the lower pricing. Services under this category are highly subsidized, often at **50–80 percent** lower than Private Category charges, and patients are not billed for professional fees such as consultation or surgeon's fees. However, because of the higher demand, the waiting areas in the General OPD are usually more crowded and waiting times tend to be longer compared to the Private Category.



In contrast, Private Category patients experience lighter waiting areas and shorter waiting times, though the charges are relatively higher. These services are priced with a small mark-up on cost, and in some cases even below the actual cost to the hospital. Importantly, the quality of treatment and medical advice remains the same for both General and Private patients.

Tata Memorial Hospital is able to provide such subsidies only due to the generous support extended by the Department of Atomic Energy and the Government of India. For further details on registration categories, patients may contact the Enquiry Counter or the OPD Supervisor.

3.9

## APPOINTMENTS, TOKEN AND CALLING SYSTEM

In order to streamline services, we have established an appointments and token system for our OPD Consultations.

Patients are requested to meet the OPD reception desk after their consultation to book their appointment for the next OPD visit.

Alternatively, appointments can also be booked by sending a [WhatsApp message on 9869451768](https://www.whatsapp.com/message/9869451768). The WhatsApp number shall respond within 24 hours. Please note that it is a 'message only' number. Hence, you are requested to not make a voice or video call on this number. Although, all efforts are made to ensure that an appointment for the desired appointment date is issued, there may be possibility of variations due to unavailability of slots.

An appointment slip/confirmation message is issued to you after your appointment is booked. The date and time of appointment is mentioned on this appointment slip/message. You are expected to show this at the entrance gate on the day of your visit.

On the day of your appointment, a token will be issued to you 1 hour before your appointment time. Kindly avoid reaching the OPD more than 1 hour before the appointment time to avoid congestion in the OPD waiting area. The token can also be generated on our [WhatsApp chatbot number 9869451796](#).

The tokens issued are of different series such as SE, ME, AF etc... depending on the type of visit. You will be called for consultation in sequence of your token number under your token series i.e. AF23 will be called after AF22. The called number is displayed on the Calling screen in the waiting area under the respective room number where you are supposed to see the doctor.

A consultation charge will be deducted by the OPD reception staff from your smartcard as per our Schedule of Charges (Ref. to the Schedule of Charges Section). Consulting Charges shall not be levied if the patient is expected to follow-up as per the doctor's advice within 15 days. However, in cases where the patient is following-up after 15 days from the previous consult OR where the patient has been referred to a specialist of another DMG or Discipline, the patient will be billed Cross-referral Consulting Charges.

*In the smallest  
act of care lies  
the greatest hope.*

## 4 DISEASE MANAGEMENT GROUPS (DMGS)

The Disease Management Group (DMG) Concept has been adopted by TMC for the past 2 decades. A DMG is a group of specialists from various modalities such as Surgical Oncologist, Medical Oncologist, Radiation Oncologist, Pathologist, Radiologist etc... who collectively determine the treatment plan suitable for patients of their speciality.

These are individuals with great expertise in particular sites/types of cancer. Broadly, we have 11 DMGs enlisted as below:

- Head & Neck Cancers
- Breast Cancers
- Thoracic Cancers
- Gastrointestinal and Colorectal Cancers
- Gynaecological Cancers
- Urological Cancers
- Bone and Soft Tissue Cancers
- Adult Haematological Cancers
- Paediatric Haematological Cancers
- Paediatric Solid Tumours
- Neurological Cancer

By adopting the DMG structure, TMC ensures that its patients gain advice from experts from various fields of cancer care under a single roof instead of having to consult different specialists separately. This not only saves time, but also ensures that all aspects are considered while determining the most suitable line of treatment for a patient.



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# 5 DEPARTMENT OF PREVENTIVE ONCOLOGY

Every day, individuals come to Tata Memorial Hospital with concerns about their health, wondering if their symptoms, lifestyle, or family history might put them at risk for cancer. The Department of Preventive Oncology plays a crucial role in addressing these concerns. By focusing on health promotion, cancer control, prevention, screening, and early detection, this department is dedicated to reducing the impact of cancer. Notably, over 40% of cancer-related deaths can be prevented by addressing modifiable risk factors, highlighting the importance of proactive measures and early intervention.

## 5.1 WHO CAN MAKE PREVENTIVE ONCOLOGY FILE?

01. All women in the age group of 30 to 65 for routine Oral, Breast and Cervical Cancer Screening.
02. All men in the age group of 30 to 65 for routine Oral Cancer Screening.
03. Individuals with any of the following complaints:
  - A lump or swelling in any part of the body.
  - A sore or ulcer, especially in the mouth, that does not heal, or a white patch in the mouth.
  - Recent changes in a wart or mole.
  - Unusual bleeding or discharge from any part of the body.
  - Changes in bladder or bowel habits.
  - A persistent cough or hoarseness of voice.
  - Difficulty swallowing or persistent indigestion.

The Department of Preventive Oncology is located on the 3rd floor of the Service Block at Tata Memorial Hospital. Once a file is created, our doctors will conduct a basic assessment and take a detailed history to evaluate your risk of developing cancer. Based on this evaluation, further investigations may be recommended.

The Preventive Oncology package, which includes several common screenings and investigations, costs ₹1080 (please refer to our latest Schedule of Charges for any updates) and is valid for six months. If additional investigations are required beyond those covered by the package, they will be charged separately. If a cancer diagnosis is made during the screening process, a regular case file will be created under the appropriate Disease Management Group (DMG), following standard procedures.

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# INVESTIGATIONS

6.1

## LABORATORY INVESTIGATIONS:

The Tata Memorial Hospital boasts comprehensive state of the art laboratory services covering the needs of oncology care. In addition to basic Biochemistry, Hematology, Microbiology and Histopathology tests, it also has excellence in higher investigations such as immunoassays, molecular testing and IHCs.

The List of Services can be found on our website under the Service Directory Section at [https://tmc.gov.in/Service\\_directory/](https://tmc.gov.in/Service_directory/)

6.2

## IMAGING

Tata Memorial Hospital (TMH) offers state-of-the-art imaging services to ensure accurate diagnosis and optimal patient care. Our imaging facilities include **computed tomography (CT)**, **magnetic resonance imaging (MRI)**, **positron emission tomography (PET)**, and **single-photon emission computed tomography (SPECT)**. These advanced imaging techniques play a crucial role in detecting and assessing various medical conditions, from cancer to neurological disorders, providing detailed insights into the body's internal structures and functions. At TMH, we strive to deliver the best imaging services possible, employing cutting-edge technology and experienced professionals to meet our patients' needs effectively.

If your doctor recommends diagnostic imaging, a requisition will be issued to you. You will receive a token for the same at Rotunda HBB 1st floor. **This token will facilitate your CT, MRI, PET, or SPECT scan appointments at counters 129, 130, 131, respectively, between 8:30 am to 5:30 pm.** Charges for the services will be deducted from your smart card at the same counters, ensuring a seamless and convenient experience. We are committed to providing timely and accurate imaging services to support your medical journey at TMH.

Considering the exigent requirements of imaging reports, **a special helpline number 02269537300 Ext: 4299** has been established for patients to enquire about the status of their imaging (CT and MRI Scan) reports. The helpline is available 24X7.



6.3

## REPORTS

The Turnaround Time for the reports is mentioned on the memos issued to you at the time of billing. In case, the report is not available in the mentioned time, you can contact the enquiry desk. The common laboratory reports (such as Biochemistry and Hematology) are sent to you on your registered WhatsApp number (provided you have not opted-out of our WhatsApp service). In its goal towards being paperless, the hospital does not issue hard copies of reports to patients. All reports can be accessed through the Web-EMR under Investigations > All Requisitions section.

*Every patient is a story of strength.*

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## 6.4

# TESTS NOT AVAILABLE AT TMH

In case, any particular investigation is not available at TMH, please ensure that you get a written instruction from the hospital stating the same and approved by the Medical Superintendent's Office. In the absence of such written instruction and approval, the hospital may not verify any reimbursement claims for these investigations. Also please note that while the patients may choose to get their investigations done at an outside private/ government laboratory as per their convenience, the hospital does not insist on patients getting the investigations done from any specific outside laboratory. The reports of investigations performed outside will not be available TMH EMR. For detailed list of investigations performed at TMH, you can visit the Services Directory Section of our Website at [https://tmc.gov.in/Service\\_directory/](https://tmc.gov.in/Service_directory/)



*Science heals,  
empathy comforts.*

## 7

# INPATIENT SERVICES

## 7.1

### INTRODUCTION

The Tata Memorial Hospital has 640 beds at its Parel facility. The inpatient services are segregated into various types i.e. Private Beds, Semi-Private Beds and General Beds. In addition to this, there are Recovery, Day-care and ICU Beds.

Once the treatment plan is made in the OPD or Casualty, the doctor might advise you to get hospitalized at TMH. It is essential to have written orders for admission from the treating doctor in order to be waitlisted for admission. **Once such written orders are received, the patient shall visit the Admissions Desk on HBB 1st Floor between 9:30am and 5:30pm (or Main Building Ground Floor, Casualty Admissions Desk- 7:00 pm) and submit their request.** The admissions desk shall note the request and inform a tentative timeline for the patient to check regarding their bed allocation status. Once a bed is available, the admissions desk shall allocate the bed and intimate the same to the patient as well as the nursing team. **The patient shall have to pay a mandatory deposit for hospitalization (Ref. table below) to be eligible for admission.** In case of Credit Patients or patients eligible for funding through government schemes, it is necessary to ensure credit validity or pre-authorization of treatment respectively, without which the benefit of credit or scheme cannot be provided.

In case of **Foreign Nationals, an additional approval from the security team will be mandatory,** prior to admission.

Once the above prerequisites are fulfilled, the admissions desk does the admission in the system. A wristband is issued to the patient, which is to be worn by the patient throughout his/ her hospitalization duration at TMH. In addition, an attendant's pass is issued to the attendant, which is essential for the attendant to accompany the patient in the ward.

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## WARD-WISE DEPOSIT AND BED CHARGES

Type of Ward	Mandatory Initial Deposit*	Bed Charges per day***
<b>Private Ward</b> (Single Occupancy Room)**	50,000 /-	Rs.8200+5% GST
<b>Semi-private Ward (2/3/4 occupancy)</b>	50,000 /-	4,200/-
<b>General Ward</b>	50,000 /-	420 /-
<b>Radiotherapy Ward</b>	Gen-30,000/-; Prvt- 50,000/-	420 /-

\* Please note that the charges may be subject to change from time to time as per hospital policy.

The initial deposit amount may be higher for certain high-cost treatments or change in hospital policy and the same will be intimated to the patients by the admissions desk.

In case of Foreign Nationals, the Mandatory Initial Deposit shall be Rs. 200,000/- The Bed Charges mentioned here are as of June-2024 and the same may be subject to change with revision of Schedule of Charges (Ref. updated Schedule of Charges document for prevalent rates)

Inclusions: The Bed Charges are inclusive of Room Rent, routinely used ward consumables such as IV Sets, IV Cannula, Dressing Material, etc...

In case of patients who require ICU care, the ICU bed charges will be charged in addition to the regular bed charges where the patient's original admission reason has been shown.

The patient shall also be billed Evaluation Charges on the first day of admission and Medical Care Team Charges per day of hospitalization. (Ref. Schedule of Charges for further details)

## 7.2

# Ward-wise Amenities and Meals Eligibility

Type of Room	WiFi	TV	Couch for Attendant	Refrigerator	Safety Locker	Electric Kettle	Wardrobe	Washroom	Patient Meals	Attendant Meals	Phone
General	No	Common	No	No	No	1 steel jar	Twin sharing	Common	3 meals per	No	No
Semi-Private 2/3/4 sharing	No	1 per room	1 per patient	1 per room	No	1 Thermos flask	1 per patient	1 per room	3 meals per day	No	No
Private	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3 meals per day	3 meals per day	Yes

The Charges for other hospital services and medical items shall be as per the Schedule of Charges and Dispensary Rates.



General Ward



Private Ward

### 7.3

## ATTENDANTS' POLICY

It is recommended that a patient is accompanied by not more than one attendant who shall be able to help with any physical, financial or emotional support and care to the patient. In the Female Ward, patients are advised to have a female attendant.

One attendant's pass will be issued at the time of admission by the admissions desk.

The attendant must carry the pass at all times and the same shall be produced when asked for by hospital security or any other authority.

The attendant's pass is valid for 7 days or until discharge of the patient, whichever is earlier. If hospitalization extends beyond 7 days, the pass validity can be extended at the admissions desk.

If a new attendant needs to replace the current one, the previous attendant must hand over the pass to the new attendant.

Attendants may be required to show ID proof upon request by hospital authorities.

The attendant's pass must be returned to the Ward Nursing Incharge or the Admissions Desk at the time of discharge.

Patients and attendants are advised not to keep cash, valuables, mobile phones, laptops, or other valuable items with them. If such items are kept, they should take care of their belongings at their own responsibility. The hospital administration is not responsible for the loss of any cash or valuables.

**\*In case of foreign nationals, kindly also refer to SOP for Foreign National Patients on our website.**

### 7.4

## VISITORS' POLICY

**Visitors for admitted patients, are permitted only between 4:00 PM and 7:00 PM.** The hospital requests that visitors come only if essential, in view of ensuring hygiene, infection control and aiding recovery of the patients. **Children under the age of 12 are discouraged from visiting.**

Visitors having clinical symptoms such as fever, cough, or cold should refrain from visiting to prevent exposing patients to infections.

Visitors and attendants should wash their hands thoroughly with soap and water or use an alcohol-based hand rub after visiting patients.

Visitors are not permitted to enter the ICU unless specifically called for by the treating doctor.

Visitors are expected to respect the privacy of patients and staff and therefore taking photographs, audio or video recordings within the hospital premises is prohibited. In case any such instance of unauthorized photography or recording is found, the hospital reserves the right to delete such recordings and to take strict disciplinary action.

Consumption of alcohol, tobacco, tobacco-containing substances, or smoking within the hospital premises is strictly prohibited.

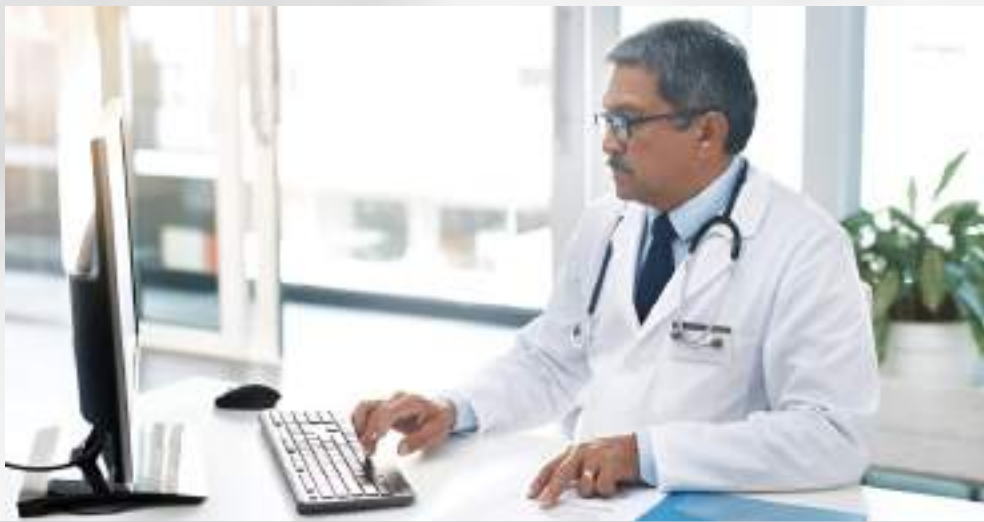


# DISCHARGE & BILL SETTLEMENT

Your discharge will be intimated to you and the nursing team by the treating doctor, usually on the morning of your discharge or a day prior. As the Bed Charges are levied at 12 noon every day, it is imperative to take discharge before 12 noon to avoid getting charged for the next day's bed charges. In case, your admission is less than 24 hours and you are discharged before 12 noon, you shall still be charged for 1-day bed charges.

While it is advisable to ensure sufficient balance in the smart-card at all times through your admission, the hospital permits negative balance billing to certain extent during admission to ensure that there is no disruption in treatment at critical stages. However, it is necessary to ensure that such negative balance is cleared within 24 hours to avoid any further disruption of treatment.

A patient cannot be discharged until all bills are cleared and there is no negative balance on the smartcard. If such an instance is found at the time of discharge, the nursing team shall intimate the attendant to immediately clear the dues and get clearance for discharge from the billing section. Failure to do so, may lead to delays in discharge process and addition of further bed charges.



## Discharge Intimation

Discharge will be communicated to the patient and nursing team by the treating doctor, usually on the morning of discharge or a day prior.



## Bed Charges Policy

- Bed charges are levied daily at 12 noon.
- Discharge before 12 noon is required to avoid charges for the next day.
- If admission is less than 24 hours but discharge is before 12 noon, 1-day bed charges will still apply.



## Smartcard Balance

- Patients should maintain sufficient balance in their smartcard throughout admission.
- Hospital allows negative balance billing temporarily to avoid disruption in treatment during critical stages.
- Negative balance must be cleared within 24 hours.



## Discharge Clearance

- Patient cannot be discharged until all dues are cleared and no negative balance remains.
- If dues are pending at discharge, the nursing team will inform the attendant to clear bills immediately from the billing section.
- Failure to clear dues may cause discharge delays and extra bed charges.

## 8.1

# CHEMOTHERAPY

One of the common modalities used in treatment of cancer, Chemotherapy involves the use of medicines to target and destroy cancer cells throughout the body by disrupting the growth and spread of cancerous cells while minimizing harm to healthy cells. Chemotherapy can be administered alone or in combination with other treatments, such as radiation or surgery. Treatment plans are tailored to each patient based on the specific type and characteristics of their cancer, ensuring a personalized approach. During chemotherapy, patients may experience side effects for which the hospital provides monitoring and supportive care to ensure patient well-being throughout the treatment process in the best possible manner. Kindly clarify your queries from your doctor or healthcare professional prior to undertaking the treatment.

## 8.2

# DAY-CARE

The Tata Memorial Centre has about 100 Day-care beds and conducts up to 150,000 chemotherapy sessions per year. Despite these volumes, considering that the demand is much higher for this service, a significant number of patients are not able to be accommodated at TMH for chemotherapy. Also, considering that multiple visits may be required for completing a chemotherapy regimen over a period of a few weeks to months, many patients choose to undertake the chemotherapy at a facility closer to their home. Once the doctor advises chemotherapy and the patient chooses to take the same at TMH, the patient shall approach the Day-care Appointment Counter for booking the appointment. Alternatively, day-care appointments can also be booked by sending a WhatsApp message on 9869451766 for general and 9869451802 for private patients. The WhatsApp number shall respond within 24 hours.

Please note that it is a 'message only' number. Hence, you are requested to not make a voice or video call on this number. Although, all efforts are made to ensure that an appointment for the desired appointment date is issued, there may be possibility of variations due to unavailability of slots. The day-care service runs 24x7 and hence the appointments issued can be for any time slot round the clock depending on availability or type of chemotherapy.

An appointment slip/confirmation message will be issued to you after your appointment is booked. The date and time of appointment is mentioned on this appointment slip/ message. You are expected to show this at the entrance gate on the day of your visit.

On the day of your appointment, a token will be issued to you 1 hour before your appointment time. Kindly avoid reaching the Day-care more than 1 hour before the appointment time to avoid congestion in the Day-care waiting area.

Prior to each Day-care Visit i.e. preferably 1 day before (or on same day in justified circumstances):

- > Ensure that you have completed all the investigations advised by your doctor
- > Ensure that you have a written 'Give Chemo' order from your treating doctor after showing the reports
- > Ensure that pre-authorization is obtained if you are eligible for any government scheme like MJPJAY or Ayushman Bharat
- > Ensure that you have received a prescription from your treating doctor and purchased the required medicines from the Dispensary (Please note that a prescription is valid only for 3 days after the same is generated)
- > Ensure that you have a valid credit facility and/ or smartcard balance.

After completion of chemotherapy don't forget to take the next appointment date, if applicable. The Bed Charges for Day-care will be levied as per the Schedule of Charges on the day of your visit.

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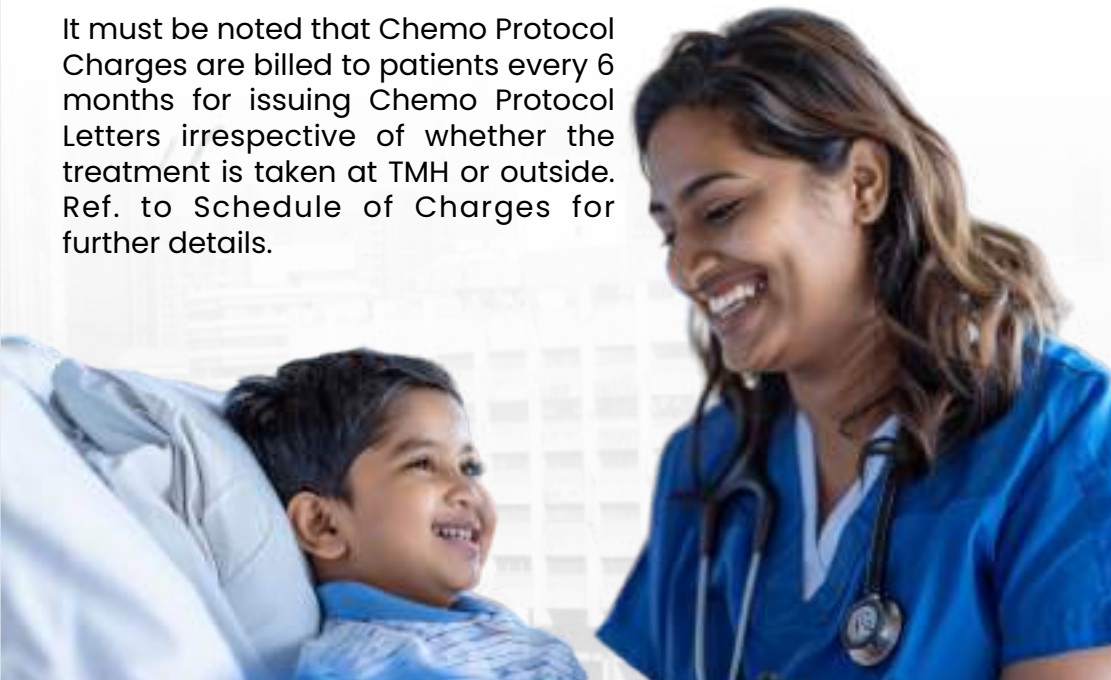
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In cases, where a patient chooses to take treatment at an outside facility, usually closer to their home, a referral letter in the form of a Chemo Protocol Sheet is issued by the treating doctor. It is advisable that the outside facility be requested to adhere to the protocol advised by TMH and if any variations are required, the same shall be consulted with the treating doctor at TMH.

TMH does not take responsibility for treatment provided outside. However, it is requested that the patients periodically follow-up at TMH during the course of treatment to monitor the progress of treatment so that necessary advice can be given wherever necessary. Also please note, that while the Tata Memorial Hospital may provide recommendations of known facilities, the hospital does not insist on patients taking treatment at any specific outside facility and it is up to the choice of the patient to choose a facility for his/her treatment.

It must be noted that Chemo Protocol Charges are billed to patients every 6 months for issuing Chemo Protocol Letters irrespective of whether the treatment is taken at TMH or outside. Ref. to Schedule of Charges for further details.



*Walking beside you,  
every step of the way.*

## SURGERY

Surgery plays a crucial role in the treatment of cancer. It involves the physical removal of cancerous tumours or affected tissues through various surgical techniques. Surgery can be curative, aiming to completely remove the cancer, or it can be used to reduce tumour size, relieve symptoms, or improve quality of life. Surgical procedures may include traditional open surgery, minimally invasive laparoscopic surgery, or robotic-assisted surgery, depending on the location and complexity of the tumour. The decision to undergo surgery is made in consultation with a multi-disciplinary team of healthcare professionals, considering factors such as the stage and type of cancer, the patient's overall health, and the potential risks and benefits of surgery.

TMH conducts over 10,000 surgeries annually in its 18 major surgical theatres. Despite this, owing to heavy workloads, it may not be possible to accommodate all patients who require surgery and hence few patients may either be referred for treatment outside or may choose to themselves undertake surgery at a facility close to their homes.

Once a surgery is planned to be conducted at TMH and a tentative date of surgery discussed with the patient, the treating doctor shall refer the patient to the Pre-Anaesthesia Check-up (PAC) Clinic where the fitness for surgery is assessed. A cost estimate is issued to the patient and the patient is advised to get admitted to the hospital 1-2 days prior to the scheduled surgery date. It is possible that due to certain unavoidable circumstances (such as emergency surgery cases, blood counts not recovering after chemotherapy or other issues), the surgery date may get postponed. The treating unit shall intimate you about the same as soon as possible.

In cases, where a patient is referred to or chooses to undergo surgery at an outside facility, a referral letter is issued by the treating doctor to the patient and a note made in the patient's clinical records. It must be noted that TMH does not take responsibility for treatment provided at outside centres. Patients can continue to follow-up at TMH post-surgery so that the progress of treatment can be monitored and necessary advice be given.

While the Tata Memorial Hospital may provide recommendations for outside facilities, the hospital does not insist on patients undergoing surgery at any specific outside private facility and it is up to the choice of the patient to choose a facility for his/her surgery.

The billing for surgery is done as per the Schedule of Charges. Primarily, for private patients, the billing is done for Major OT Charges depending on the duration of surgery, surgery professional charges and anaesthesia professional charges depending on the grade (complexity) of surgery and the consumables required for surgery. In addition to this, the patient is billed for investigations, medicines, services and hospitalization as per routine practice. In case of General category patients, the Professional Charges for surgery and anaesthesia are not levied.

The Tata Memorial Hospital has established some advanced facilities such as Robotic Surgeries and Neuro-Navigation modules for Brain surgeries. The charges for same may be higher and shall be advised by your doctor as and when necessary.

Patients eligible for government schemes such as MJPJAY and AB-PMJAY are expected to ensure that necessary pre-authorization for the treatment is done prior to admission.



# RADIATION THERAPY

Radiation therapy is a localized treatment option that involves the use of high-energy X-rays or other forms of radiation to target and destroy cancer cells within a specific area. Advanced technology enables precise delivery of radiation to the tumour site, while attempting to minimize damage to surrounding healthy tissues. External beam radiation utilizes external machines to deliver radiation beams accurately to the affected area.

In certain cases, internal radiation (brachytherapy) may be used, where radioactive sources are placed directly into or near the tumour for targeted treatment. Radiation therapy can be used alone or in combination with other treatments, such as chemotherapy or surgery, for enhanced effectiveness. Tata Memorial Hospital has been one of the pioneers in radiation therapy in India and has acquired state-of-the-art machines such as the latest Linear Accelerators and a Proton Beam Therapy Centre. The Tata Memorial Centre conducts more than 6500 external beam radiotherapies annually. Despite this, considering that the demand is much higher for this service, a significant number of patients are not able to be accommodated at TMH for radiotherapy.



Also, considering that multiple visits may be required for completing radiotherapy protocol over a period of a few weeks to months, many patients choose to undertake radiotherapy at a facility closer to their home.

Once radiotherapy is advised at TMH, the treating doctors shall refer you for treatment planning and assign a schedule for radiation therapy.

In case, a patient is referred to or chooses to undergo radiotherapy at an outside facility, a referral letter is issued by the treating doctor to the patient. It must be noted that TMH does not take responsibility for treatment provided at outside centres. You may follow-up with your treating physician at TMH as and when necessary and for any particular concerns.

Also, please note, that while the Tata Memorial Hospital may provide recommendations of known facilities, the hospital does not insist on patients undergoing radiotherapy at any specific outside private/ Government facility and It is the choice of the patient to choose a facility for his/ her treatment. The charges for radiotherapy are as per the complexity of the procedure and the same shall be explained to you by your treating doctor prior to your treatment. Refer to Schedule of Charges for more details.

Patients eligible for government schemes such as MJPJAY and AB-PMJAY are expected to ensure that necessary pre-authorization for the treatment is done prior to admission.

## 11 RESEARCH PARTICIPATION

At Tata Memorial Centre (TMC), a large number of research studies are conducted with the focus on impacting survival and quality of life, cost-effective therapies, and advanced modes of cancer therapy. We encourage you to participate in research studies. All research studies are approved and monitored by the Institutional Ethics Committee of Tata Memorial Centre, which is responsible for safeguarding your rights as a participant. Before participating in any research study, you will be required to provide a voluntary written informed consent, in accordance with the New Drugs and Clinical Trials Rules 2019.

You will receive a signed copy of this consent document for your records. It is important for you to carefully consider the risks and benefits of the research study and alternative treatment options before deciding to participate. Participation in the research study involves undergoing tests, procedures, and assessments, and requires you to attend the hospital for scheduled appointments. Your identity and medical data will be kept strictly confidential. You are free to withdraw from the research study at any time without giving any reason, without your medical care or legal rights being affected. In the event of any health related concerns/complaints during the research, please contact the study doctor.

For any complaints or queries as a research participant, you may contact Institutional Ethics Committee-I & II- Contact no- 022 24177262/ 022 24177000-Extn 4268



## 12 DISPENSARY

### 12.1 INTRODUCTION

The Dispensary at TMH is run with an aim to providing medicines and surgical items to patients in a timely manner, at the best possible price without compromising on quality

### 12.2 WHO CAN PURCHASE?

The Dispensary services are available only for registered patients of TMH i.e. those patients who have a case file made at TMH and have a valid prescription from doctors at TMH.

For Purchasing medicines, it is necessary to have an Online Prescription made by the patient's treating doctor/ nurse.

An online prescription once made, is valid upto 3 days. Hence, the medicines prescribed can be purchased only within 3 days of the prescription date. In case, the prescription validity is expired, the doctor shall have to generate another online prescription.



Once a prescription is generated, an automated SMS is sent to the patient mentioning their prescription value and account balance so that patients can top-up if there is any deficit in account balance.

In case of credit patients, the patients shall ensure sufficient validity of the credit. In case an SMS is not received, the patient can view the prescription on self-operated kiosks placed at various places in the OPD areas. For patients desirous of taking benefit of government schemes such as MJPJAY or AB-PMJAY and being eligible for the same, it is necessary to ensure that the enrolment to the scheme is done prior to generation of online prescription.

### 12.3

## HOW TO PURCHASE MEDICINES?

For purchasing medicines, the patient or the attendant shall visit the respective Dispensary Outlet (locations of various outlets are mentioned below in Table 1).

On reaching the outlet, collect your token from one of the token dispensing Kiosks by placing smartcard on the allocated smartcard reader on the kiosk.



The Kiosks will issue a token once you select the required service i.e. Medicine Purchase; provided you have sufficient smartcard balance or valid credit and a valid online prescription. In case, any of these are not available, the system will throw an error message.

The token numbers are then displayed on the token calling screen along with the Counter No. to which the token has been called. You shall visit the respective token counter with your smartcard for purchasing or returning the medicines.

After disbursement of medicines, the counter staff will provide you with a printed memo along with your medicines. Kindly check your memo as well as the medicines issued to you before leaving the dispensary premises.

Kindly retain the copy of the original memo which may be useful in future in case of reimbursement or insurance claims and also in case of medicine returns. For self-paying patients (Account Type 'CP'), the memo amount will also reflect on the OPD Final Bill (B-Bill) which can be printed by you every 30 days from the Bill Printing Kiosks (Refer 'Billing' section for details on Bill Printing Facility). Please note that, as mentioned on the memo, the memos are valid for reimbursement claims only along with the Final Bill.

Items marked in Bold on the memo are to be stored in cooler environment (2-8 degree Celsius). An ice-pack is provided along with such medicines at the time of dispensing.

### 12.4

## HOW TO RETURN MEDICINES

For returning medicines, the patient or the attendant shall visit the respective Dispensary Outlet (locations of various outlets are mentioned below in Table 1). On reaching the outlet, collect your token from one of the token dispensing Kiosks by placing smartcard on the allocated smartcard reader on the kiosk. The Kiosks will issue a token once you select the required service i.e. Medicine Return Medicines can be returned only within 30 days of purchase except for Coldchain medicines (2-8°C) which can be accepted only within 24 hours after purchase.

## 12.5

### What if the required medicines are not available in the dispensary?

In the event that a particular medication is unavailable at TMH dispensaries, you will be issued a "Not Available" stamp, enabling you to purchase it from alternative facilities.

## 12.6

### DISPENSARY LOCATIONS

There are a total of 3 dispensary outlets in TMH premises:

Sr. No.	Outlet Name	Patient Type	Service	Timings
1.	HBB Dispensary (Ground Floor, Homi Bhaba building)	Private OPD/ IPD (B,A,D,F) and General Category patients(C, BP, NC)	Sales and Returns	24X7
2.	GJB Dispensary (Ground Floor, Room 54-55, Golden Jubilee Building)	General Patients (C, BP, NC)	Sales and Returns	Mon-Fri: 7 AM - 10 PM Sat: 7 AM - 7 PM Holidays: 7 AM - 5:30 PM
3.	OT Dispensary (2nd Floor, OT Complex, Main Building)	Exclusively for OT/ICU/ Recovery Wards	Sales and Returns	Mon-Fri: 7 AM - 9 PM & 11 PM - 7 AM Sat: 7 AM - 9 PM Holidays: 7 AM - 5:30 PM



*Your strength inspires  
our service.*

# DEPARTMENT OF TRANSFUSION MEDICINE

## BLOOD CENTRE AND OTHER SERVICES

The Department of Transfusion Medicine (DTM) at Tata Memorial Hospital caters to the ever-increasing transfusion requirements of cancer patients. The Blood Centre at Tata Memorial Centre is equipped to provide all kinds of Blood and Blood component requirements of its patients and is recognised as a premier blood centre in the country. The various blood components processed include Packed Red Blood Cells (PRBCs), Fresh Frozen Plasma (FFP), Cryoprecipitate, Random Donor Platelet (RDP) concentrates, Single Donor Platelets (SDP), Granulocyte concentrates.

Blood grouping sample along with requisition is sent to the DTM from blood collection centre at the time of patient registration. Once a patient is advised blood transfusion by the treating doctor, the patients need to submit their blood sample for cross matching (only for packed red cell transfusion).

Once the cross matching is done, the patient shall visit the daycare ward where the nurse will request the blood component from blood centre as per the doctor's orders. For other blood components, requisition is sent to the blood centre. Subject to availability, suitable and adequate blood components are issued by the blood centre directly to the daycare ward.

In case of admitted patients, the same process is conducted in the inpatient ward where the patient is admitted.



The processing charges for blood components are usually deducted at the blood centre while issuing the units or billed in the daycare or inpatient ward, as the case may be. You may refer to our Schedule of Charges for specific information on charges. In addition to this, the Department of Transfusion Medicine also undertakes services such as Therapeutic Phlebotomy, Therapeutic Plasma Exchange, Therapeutic Leukapheresis and Lymphocyte Collection.

To ensure adequate supply of blood components, the centre depends largely on voluntary blood donors. Blood is collected from voluntary, non-remunerated donors at the Blood Centre and Outdoor blood donation drives. In addition, relatives and friends of patients are motivated to come forward for the blood and blood components donation. Outdoor blood donation camps are conducted at various educational institutes, residential complexes, and industrial organisations.

Despite concerted efforts for maintaining stock of blood and blood components, it is always a challenge to meet the huge demand that a high volume centre like Tata Memorial Hospital caters to. We do urge all our staff, patients and their relatives to donate blood and platelets so that we can continue to make adequate quantity of blood components available for our patients.

## INFORMATION FOR BLOOD, PLATELET AND GRANULOCYTE DONORS

Blood, platelet, granulocyte donation is a 'Gift of Life' that healthy individuals can give to fellow human beings who require blood, platelet, granulocyte transfusions. Donating blood is simple and safe and a rewarding experience that usually takes 30-45 minutes.

**Whole Blood Donation:** Blood donation can be done at an outdoor blood donation camp or in the Tata Memorial Hospital, Department of Transfusion Medicine, 6th floor Service Block Bldg.

Blood donation process includes brief medical examination, blood collection and time for refreshments. A healthy individual can donate blood at an interval of 3 months (male) or 4 months (female).

**Platelet Donation:** Platelets, the cellular part of blood are separated with the help of a special machine called Cell Separator (Apheresis equipment). The remaining portion of blood i.e., red cells and plasma is returned to donor. Platelet donation takes approximately 60-75 minutes and can only be done at the Department of Transfusion Medicine.

**Granulocyte Donation:** Granulocytes (part of WBCs) are separated with the help of a special machine called Cell Separator (Apheresis equipment). As this is a specialised procedure to collect the granulocytes from thin layer of WBCs, it takes 3-3.5 hours to complete the procedure and can only be done at the Department of Transfusion Medicine.

Tata Memorial Hospital also conducts outdoor blood donation drives at your doorstep (Residential areas, colleges, corporate office etc.) **A group of people, willing to come together for this noble cause by arranging blood donation camp, may please contact Medical Social Worker on 022- 69537300, ext. 4682 between 9.30 a.m. to 5.30 p.m. (Monday to Friday) and from 9.30 a.m. to 1.30 p.m. (Saturday).**

**Department Office Number: 022-69537300/ Ext. No. 4657/4682/ 4681/4690 Address: Tata Memorial Hospital, Department of Transfusion Medicine, 5th and 6th Floor, Service Block Building, Dr. E. Borges Road, Parel, Mumbai-400-012. Maharashtra, India Timings: 9.30 a.m. to 5.30 p.m. (Monday to Friday) and from 9.30 a.m. to 1.30 p.m. (Saturday). Email-id: dtm@tmc.gov.in or dtmtata@gmail.com**

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## PATIENT ACCOUNTS AND CATEGORY-WISE CHARGES

14.1

### PATIENT ACCOUNTS

#### **Smartcard/ Cash-Paying Account:**

These are patients who self-pay for their treatment. Patients are expected to top-up their smartcard and ensure that sufficient balance is available in the smartcard at all times.

In case, a patient's treatment is completed or wishes to discontinue treatment or is in need of funds, the self-paid balance deposit will be refunded to patients.

The Smartcard can be topped-up by one of the following means:

- 01. Payment at the Cash Counter** (GJB Ground Floor for General Patients between 8 am to 4:30 pm and HBB 1st Floor for Private Patients between 8 am and 7pm for Monday -Friday and 8 am to 1:30 pm on Saturdays. After office hours, in case of emergency, the Cash deposit can be done in Casualty Ground Floor)
- 02. Payment by Debit or Credit Card** at the OPD New Patients Registration Counter or Cash Counter.
- 03. Payment by UPI:** The QR Code for UPI payment is unique for each patient and is provided to you at the time of registration as well as printed on your smartcard.

In case, you do not have the QR code, you can access the same on <https://tmc.gov.in/upiapp/> or contact the OPD registration counter.

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*Hope is the strongest prescription.*

## Credit Account:

TMC has tied up with various organizations such as BARC, Indian Railways, ONGC, SAIL etc... for cashless credit facility for their employees' treatment at TMH.

For availing the cashless service, patients are expected to bring an official referral letter from their organization in the name of TMH, clearly mentioning the type of bed the patient is eligible for. In case, the letter is valid for a limited duration of time or for a limited value of medical services provided, the same should be clearly mentioned on the referral letter.

The patient shall visit the Billing Section of TMH and submit the ref-erral letter in order to activate the cashless credit account.

In case the credit letter validity period is expected to expire while the patient is on active treatment, the same should be reactivated by the patient in a prompt and timely manner to prevent disruption of cashless services.

## Trust Account:

A Trust Account is opened for patients who are seeking support from third party donors or trusts or similar agencies. A patient can also deposit self-money in the trust account. The utilization of money in the Trust Account is as per FIFO basis i.e. the money that is deposited first is utilized first. In case of a patient seeking refund from Trust Account, only the self-deposited money which is balance after utilization on FIFO basis, can be refunded.

### 14.2

## CATEGORY-WISE CHARGES:

The Tata Memorial Centre registers patients under General and Private Categories. While these are the broad OPD categories, over-all, there are 6 categories under which patients are tagged and billed. The categories are labelled as NC, C, BP, B, A, D and F.

Category	Description
NC	These are patients who were registered under General Category but are not able to afford treatment despite the subsidized charges. Such patients are assessed by the MSW team on factors such as socio-economic status, present sources of support available, expected cost of treatment, previous expenditure etc and if found suitable, assigned the NC category. Under the NC category, patients are provided treatment at a nominal cost or free i.e. about 98-100% discount.
C	C category patients are patients who chose to register under the General Category. They are charged at 50-80% discount on cost.
BP	BP category patients are General Category patients who are also beneficiaries of government schemes (e.g.: MJPJAY, AB-PMJAY etc...). In cases where the treatment offered is eligible for a government scheme, the patients are converted from C category to BP category. Patients under BP category are eligible for General Category Beds.
B	B category is the default category for patients choosing to register under the Private category. The B category patients are charged at rates approved by the TMC's Governing Council and mentioned in the Schedule of Charges.
A	A category is the category assigned to private patients, who at the time of admission (if and when hospitalization is required), choose to opt for a single-occupancy room. Broadly, there is a 25% mark-up on B category charges for A category patients.
D	A category is the category assigned to private patients, who at the time of admission (if and when hospitalization is required), choose to opt for a De-luxe room. Broadly, there is a 25% mark-up on F category charges for D category patients.
F	F category is assigned to foreign national patients who are registered at TMH. Broadly, there is a 25% mark-up on A category charges for F category patients. These patients are eligible for admission in Semi-Private or Private Ward depending on availability.

The detailed charges can be accessed through our Schedule of Charges on the following link: <https://tmc.gov.in/schedule-of-charges>

Once your treatment plan is determined, a cost estimate letter as per your patient category can be provided by your treating doctor, which can help you to prepare and arrange funds for your treatment.

*\*Please Note that the charges and billing policies may be subject to change from time to time as per management decision*

# ELECTRONIC MEDICAL RECORDS (EMR)

The Tata Memorial Centre is one of the first public hospitals to adopt a completely paperless medical records practice. All records including patient's registration, clinical notes, diagnostic information, OT notes, Discharge summaries etc.

The EMR enables the treating doctors at TMH to access the medical records of patients from any place within or outside the hospital without the need to refer to physical documents. As the EMR is accessible over the internet, our patients also can access their medical records from any part of the world by logging in to their account with a secure password.

## 15.1

## HOW TO ACCESS THE EMR?

The EMR can be accessed through our website on the following link: <https://tmc.gov.in/WEBEMR/>

You shall login using your Case File Number as user id and the PIN provided to you at the time of registration as Password, for initial login. At the time of your first login, you will be prompted to change the password, for security reasons. Once the new password is set, you can login to the EMR and access your medical records. You are requested to not share your password with any unauthorized individuals lest they access your medical records.

If you have forgotten your EMR password, you can retrieve it by clicking the "Forgot Password" button.

## TMC MOBILE APP

An android-based mobile application has been developed by the Tata Memorial Centre for convenience of patients and doctors to access their Electronic Medical Records (EMR) on their phones.

### Using the app, patients can:



01. View and Download Medical Reports
02. Check Upcoming Appointments
03. Access Prescription Details
04. Instantly Access Smart Card Balance
05. Get Payment Details and Transaction History
06. Obtain Discharge Summary
07. Feedback

### How to Download and Access the EMR Mobile Application:

01. Open Google Play Store
02. Search for 'e-Medical Records'
03. Tap on the 'Install' option
04. Tap on 'Open'
05. Log In
  - o **User ID:** Enter your Case File number
  - o **Password:** Input the 4-digit PIN number provided to you at the time of registration

In case of any issues/ queries pertaining to the mobile app, kindly contact +91-(022) 2740 5000/6873 5000 Extn. 5578 or 5567

*Advanced care you can trust.*

# REIMBURSEMENT CLAIMS VERIFICATION CELL

A dedicated counter has been established for verification of Bills for Reimbursement Claims. Kindly visit the Reimbursement Counter on 1st floor Homi Bhabha Building with following documents:

01. Medical Reimbursement Form from your workplace or reimbursing organization
02. TMC Original Final Bills
  1. As mentioned in the Billing & Charges Section, the Bills can be obtained from one of the self-operated Bill Printing Kiosks placed outside Billing Counter 116, 1st floor, Main Building
  2. Only TMC Original final Bills shall be attached with reimbursement form and these will be considered for valid reimbursement.
  3. In case original final bills are misplaced/ lost, you will need to approach the Billing Section for a Duplicate Bill along with an affidavit stating the reason for unavailability of original bills and declaration of not having submitted the bills to any other reimbursing agency.
03. Service / Drug Memos issued to you from time to time for individual services.
  1. These memos are detailed break-ups of original bills and are to be attached to your original final bills for reference purpose only. As the amount of these memos is already included in your final bill amount, kindly do not insist on independently certifying the memos. The service/ drug memos have a caption that reads 'Not Valid for Reimbursement' & 'Valid for Reimbursement along with Final bills' only

04. TMC original Summary Statement of Transactions or Smart-card Statement

Similar to the Final Bills, the Transactions or the Smartcard Statement can also be printed from one of the self-operated Bill Printing Kiosks placed outside Billing Counter 116, 1st floor, Main Building.

These are also to be submitted along with final bills for reference purpose only.

05. Bills of Services taken Outside TMH

If any lab tests, medicines, or blood products are obtained outside TMH due to unavailability, submit original bills, payment receipts, and relevant documentation: for lab tests, a doctor's note explaining the referral; for medicines, the TMH prescription with a "Not Available" stamp; and for blood products, the doctor's advice certified by the Department of Transfusion.

06. Summary Statement

A summary statement (on a plain paper) of all Bills and Receipts attached by you along with your application in the adjacent format:

An Acknowledgement Slip will be issued to you for your reference. The submitted bills can be collected by Hand (8 to 10 days) or by Post (1 month). The mode of collection shall be indicated at the time of submission of application.

Patient Name			
Case File Number			
Sr No.	Bill Date	Bill No.	Amount
Total:			

It is advisable that you retain photocopies of submitted documents for your records.

For queries regarding submitted claim applications or any other relevant enquiry: [Contact 022 24177000 Ext : 6180](tel:022-24177000) | [Email: reimbursement@tmc.gov.in](mailto:reimbursement@tmc.gov.in)



### 17.3

## CASHLESS CREDIT FACILITY FOR PATIENTS

The hospital also has signed MOUs with several government agencies and PSUs for providing credit facility to patients referred by these. Employees belonging to such agencies shall verify their eligibility from their respective employer and visit the hospital along with a formal referral letter so that cashless treatment can be availed.

\*List of Companies for which credit facility is available:

Sr. No.	Name of The Companies	Sr. No.	Name of The Companies
1	Airport Authority Of India	10	Central Railway- Byculla
2	AI Asset Holding Limited	11	Chief Minister Arogya Arunachal Yojana
3	Bank Of India, Bombay	12	Employee State Insurance Corporation
4	Bhabha Atomic Research Centre, Trombay	13	Ex Servicemen Contributory Health Scheme
5	Bharat Heavy Electricals Ltd. Bombay	14	Ferro Scrap Nigam Ltd
6	BEML Ltd	15	Food Corporation Of India, Bombay
7	Biju Swasthya Kalyan Yojana Scheme	16	Haldia Dock Complex Hospital
8	Central Armed Police Forces	17	Hindustan Petroleum Corporation Ltd
9	Central Govt. Health Scheme - Bombay	18	IIT Dhanbad
19	Indian Oil Western Region Office	40	Power Grade Corporation Of India Ltd
20	Indian Oil Marketing Region Office	41	Rashtriya Chemical & Fertilizer Ltd. - Bombay
21	Indian Rare Earths Oscom	42	Rashtriya Chemicals & Fertilizer Ltd - Thal
22	J N P T Hospital	43	Rawatbhata Rajasthan Site-Npcil
23	Jagjivan Ram Hospital, Western Railway	44	Reserve Bank Of India, Bombay
24	Kolkata Port Trust	45	RRCAT Medical Centre

Sr. No.	Name of The Companies	Sr. No.	Name of The Companies
25	Larsen & Toubro Ltd Powai	46	State Bank Of India - Bombay
26	Maharashtra Police Kutumb Arogya Yojana	47	Steel Authority Of India Bokaro
27	Mecon Ltd	48	Steel Authority Of India Ltd., Bhilai Steel Plant
28	Mormugao Port Trust, Goa	49	Steel Authority Of India - Burnpur
29	Mumbai Port Trust, Mumbai	50	Steel Authority Of India Ltd., Bombay
30	Narora Atomic Power Station Hospital	51	Steel Authority Of India Ltd., Durgapur
31	National Aluminium Company	52	Steel Authority Of India, Rourkela Steel Plant
32	National Bank For Agriculture & Rural Development	53	Tarapur Atomic Power Station, Boisar, Thane Dist
33	National Highway Authority Of India	54	Tata Institute Of Fundamental Research
34	National Thermal Power Corp. Ltd-Mumbai	55	Tata Motors Ltd - Jamshedpur
35	Nehru Science Centre, Bombay	56	Tata Steel Co. Ltd. - Jamshedpur
36	Nuclear Fuel Complex, Hyderabad	57	The Commissioner Of Police-Mumbai-Maharashtra
37	NPCIL-Kakrapar Gujarat	58	The West Bengal Power Development Corporation Limited
38	Oil & Natural Gas Commission, Bombay	59	Uranium Corporation Of India Ltd Jharkhand
39	Oil India Limited	60	Variable Energy Cyclotron Centre

\*The above list is updated as on 1st Jan 2025. There may be changes to the list as per the understanding between two parties. Kindly check with your employer prior to visiting TMH.

For patients having private insurance, the treatment shall be on a payment basis, for which the patients can claim reimbursement from their respective insurer subsequently.

The hospital shall provide support for verifying the bills to be submitted for reimbursement. For details, refer to section on '*Reimbursement Claim Verification Cell*'.

## ACCOMMODATION

The hospital caters to a large number of patient population approaching the hospital across all states. Cancer being a lengthy treatment makes patients and attendants temporarily seek secured, hygienic and economical stay at a feasible distance from the hospital.



While the Tata Memorial Hospital, itself maintains and manages a few accommodation facilities, the high demand for accommodation necessitates the need to coordinate with third party providers as well. To facilitate the process of providing information, allotting rooms, guiding patients and attendants about the various available accommodation centres the MSW co-ordinates with a number of centres in and around Mumbai.

Vacancy details for facilities managed by TMH can be provided by the MSW team at TMH. The MSW team can also suggest nearby accommodation facilities that would be suitable to a patient as per specific terms and conditions of individual facilities.

With regards to any enquiries regarding available facilities patients and attendants can visit the MSW Dept. The MSW team merely acts as a co-ordinator with the respective accommodation facilities and cannot guarantee availability or take direct responsibility for the facilities, charges, rules and regulations as applied by the accommodation centre.

### 18.1

## LIST OF ACCOMMODATION FACILITIES:

### Facilities managed by TMC:

Sr. No.	Name of Facility	Location	Distance from TMH	Total No. of Beds
1	Dr. Ernest Borges Memorial Home	Bandra	8.8 Km	161
2	MHADA Dharmashala	Bhoiwada	1.2Km	84
3	Asha Niwas	Khargar	36.3 Km	263

### Other Nearby Facilities:

Sr. No.	Name of Facility	Location	Distance from TMH	Total No. of Beds
1	Nana Palkar	Parel	1.1 km	68
2	Parmarth Seva Samiti	Parel	1.1 km	64
3	Shree Gadge Maharaj Dharmashala	Dadar	1.5 km	250
4	Mhaskar Hospital (The Bombay Mothers & Children Welfare Society)	Lower Parel	2.6 km	68
5	Karo Trust	Sion	3.2 km	12
6	Tilak Hospital (The Bombay Mothers & Children Welfare Society)	Worli	3.7 km	35
7	Shree Kabirwadi Mandir Trust &	Mahalkshmi	4.5 km	17
8	Mafatlal Mohanlal Dharmashala	CSMT	5.6 km	42

Sr. No.	Name of Facility	Location	Distance from TMH	Total No. of Beds
9	Apna Ghar	Chembur	8.4 km	13
10	Karo Trust	Kurla	8.9 km	21
11	Shraddha Foundation - Chembur	Chembur	10 km	35
12	Access Life Assistance Foundation	Chembur	11 km	57
13	Hamro Chhahari	Chembur	11 km	11
14	The Mar Thoma Welfare Society	Trombay	17 km	10
15	Shraddha Foundation	Khargar	33 km	35
16	Suryasketra Foundation	Khargar	33 km	20
17	Yodha Ghar Shelter Home	Khargar	33 km	20
18	Sant Gadge Maharaj	Khargar	35 km	60
19	Saanthwanam	Nerul	35 km	15
20	Dr. Mar Theophilus Ashraya Bhavan	Nerul	36 km	25

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## TRAVEL CONCESSION

The Indian Railways, State bus Transport, and few airlines offer concessions on ticket prices and quota of seats for cancer patients to help reduce the financial burden of travel for treatment. Tata Memorial Hospital facilitates travel concessions for its patients by issuing a travel concession letter or medical certificate as required. The concession letters can be obtained from two locations: HBB 1st floor and GJB ground floor between 9:30am and 5:30pm. The medical certificates (if required) can be obtained from the respective OPDs.

*Your tomorrow matters to us.*

19.1

## RAILWAY CONCESSION

- 01. Concession:** 75% concession in Sleeper Class and Second Sitting, and 50% concession in AC classes (AC Chair Car, 3AC, 2AC, and 1AC).
- 02. Attendant:** One attendant traveling with the patient is also eligible for the same concession.
- 03. Eligibility:** The railway concession letter can be obtained if the patient has an appointment for a future visit to the hospital.

The concession covers both onward and return journeys, with “onward” referring to travel from Mumbai to the patient’s native place and “return” referring to the journey from the native place to Mumbai. The native place is determined by the residence proof submitted at registration.

04.

**Booking:** For convenience of patients, with the help of Indian Railways, Tata Hospital has hosted a railway ticket counter in its premises in the Golden Jubilee Block. Please note that the concessional tickets from the cancer patient’s quota can be purchased from any ticket counter (within TMH or at any of the railway stations in person) and cannot be purchased online.

19.2

## BUS TRANSPORT

- **Concession:** Many state transport corporations offer up to 75% fare concession for cancer patients.
- **Attendant:** In some states, an attendant accompanying the patient may also be eligible for a similar concession.
- **Eligibility:** Requires a valid medical certificate from the hospital.

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## AIR TRANSPORT

01. Concession: Some airlines, like Air India, offer up to 50% discount on the basic fare for cancer patients on select domestic flights.
02. Eligibility: Requires a medical certificate or letter from Tata Memorial Hospital.

These travel concessions are designed to make travel more accessible and affordable for cancer patients during their treatment journey. The rules of concessions may change from time to time based on decisions of the respective travel authorities.

## OTHER SUPPORT

### EDUCATIONAL SCHOLARSHIP

After treatment completion, survivorship and rehabilitation is an equally important process to enable young individuals to integrate towards normalcy in the mainstream of society. Children, adolescents and young adults on treatment or those who have completed treatment can avail of a scholarship to further pursue their educational opportunities. Aiming to reduce the financial difficulties on their family and minimize dropout rates and continue education, the TMH MSW department facilitates educational scholarships to young cancer patients and survivors encouraging them towards achieving their educational and career goals.

#### Eligibility Criteria:

Any student on treatment and or completed treatment pursuing primary, secondary, higher secondary, degree, diploma, post graduation, higher education is eligible to apply.

Students should inform the MSW if they are applying for scholarship through other sources.

#### Scholarships can be availed for:

- Hostel Charges & Mess Fees, if the Institute is direct payee subject to cap limit.
- Students up to 25 years/ dropouts wishing to pursue vocational & Diploma course through Government recognized universities.
- Applications are screened by an education committee for approval.

#### Scholarships are not provided for:

- Private tuition fees
- Education pursued through international boards
- Students whose parents are Government employees and get fee provision through the Government.

### VOCATIONAL TRAINING

Interested candidates may visit the MSW to gain further information regarding available resources for seeking to pursue vocational training in areas such as tailoring, beauty parlour etc... to help improve their employability or to develop an own source of income.

*Healing hands,  
caring hearts.*

# DEATH CERTIFICATION PROCESS

## DEATH CERTIFICATION PROCESS

In the unfortunate event of a patient's passing during admission at Tata Memorial Hospital (TMH), the following process must be followed to obtain the official Death Certificate, which is a legal requirement for various purposes such as government registration, insurance claims, and other formalities.

### 01. Immediate Steps at the Hospital

The attending doctor issues a Medical Certificate of Cause of Death (Form 4), mentioning the date, time, and medical cause of death.

A copy of Form 4 is given to the nearest relative.

In some cases, if the cause of death is uncertain, a pathological post-mortem may be advised. Consent of the next of kin will be requested.

If the case is of a medico-legal nature (e.g. sudden, accidental, or brought dead), the hospital informs the local police station, and a medico-legal post-mortem is carried out at an empanelled government facility.

### 02. No Objection Certificate (NOC)

Before the body can be released from the hospital, a No Objection Certificate (NOC) from the local police is required.

### Steps to obtain the NOC:

A blood relative of the deceased must visit the Bhoiwada Police Station (near Sadakant Dhavan, Dadar East) with:

1. Aadhaar cards of both the deceased and the relative
2. Copy of Form 4 (Medical Certificate)

The police issue a No Objection Certificate authorising release of the body the relative.

At the hospital mortuary, the NOC, Aadhaar cards, and Form 4 are verified by security and mortuary staff before handing over the body.

### 03. Death Registration by the Hospital:

TMH submits details of the deceased to the Municipal Corporation of Greater Mumbai (BMC) through the F South Ward Office of BMC.

This includes uploading digital records and forwarding necessary documents for official death registration.

### 04. Collecting the Final Death Certificate

Once the death is registered, the family can apply for the official Death Certificate (Form 6) at any Citizen Facilitation Centre (CFC) in Mumbai (one exists in each BMC ward), or the F South Ward Office near TMH.

#### Documents Required:

- Form 4 (from hospital)
- Aadhaar cards of deceased and applicant (nearest relative)
- Application form (available at CFC)
- Fee (if requesting multiple copies)

## Process:

- Submit the documents to the CFC.
- The CFC staff process the application and issue a receipt with a reference number.
- The certificate is typically ready within 21–25 days of application.

## Collection:

- Certificates can be collected from the same CFC where the application was submitted.
- In some cases, they may also be downloaded online using the reference number.

For more details, visit: <https://aaplesarkar.mahaonline.gov.in>








## 05. Special Note for Outstation Patients

- If the deceased was a resident of Mumbai, the death certificate is issued by the BMC ward office of their area.
- If the deceased was from outside Mumbai, the F South Ward Office (TMH's jurisdiction) can issue the certificate to a blood relative or to another person carrying a valid authority letter from the family.

*Standing with  
you, every step  
of the way.*

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## OTHER FACILITIES

Facilities	Location	Timings	Details
 WHEELCHAIRS	HBB, MB and GJB Entrance Gates	7 am to 7pm	Staff is deployed at each gate to provide you with wheelchairs
 CLOAK ROOM	Golden Jubilee Building Back-side Gate	8am to 5pm	Outstation patients may store their luggage or any bulky belongings during their OPD visit. The facility is available only during day time and the hospital shall not be responsible if any belongings left overnight. This is a free service.
 EATERY	Homi Bhabha Building, 1st Floor	8am to 7pm	Patients and Attendants can avail food services such as snacks and lunch in these premises. This is a paid service.
 EATERY	Golden Jubilee Block Ground floor	9.30 a.m. to 5.30. p.m.	Patients and Attendants can avail food services such as snacks and lunch in these premises. This is a paid service..
 COFFEE KIOSKS	Homi Bhabha Building 2nd Floor Main Building Ground Floor (Opp Adult Hematology OPD) Golden Jubilee Building Ground Floor	8 am to 7 pm 24*7 7 am to 7 pm	Tea, Coffee and some snacks items are available at these Kiosks
 MOBILE CHARGING STATIONS	All OPD Waiting Areas	24*7	Various types of mobile and laptop charging ports are available. Kindly ensure safety of your own devices.
 ATM	HBB Ground Floor HBB 1st Floor GJB Ground Floor	24*7	ATMs from Central Bank of India are available.

## MEDICAL EMERGENCIES

In order to cater to medical emergencies, the Tata Memorial Hospital has a 24/7 Casualty Department located on the ground floor of the Main Building. [You may call on our board number 022 2417 7000 for further guidance.](#)

In case of patients who stay far from the hospital or find it difficult to travel, it may be advisable to visit your nearest hospital for immediate attention and visit the Casualty or OPD once your condition is stabilized.

## PATIENTS' AND FAMILIES' RIGHTS & RESPONSIBILITIES

### PATIENT AND FAMILY RIGHTS

Patients and their families have the following rights:

- Right to undergo evaluation and treatment as per clinical needs, availability and feasibility.
- Right to informed consent prior to relevant diagnostic and therapeutic procedures including transfusion of blood and blood components, anaesthesia, surgery, initiation of any research protocol and any other invasive/high-risk procedures/treatment.
- Right to access health care information, which includes:
  - Results of diagnostic tests, diagnosis and care plan.
  - Available treatment options.
  - Copies of medical documentation as per the law of land and hospital policy.
  - Information about healthcare providers, excluding matters related to confidentiality or business interests of the provider.
  - Anticipated costs and expenses.
  - Disease and Treatment related Education and counselling.

- Right to seek additional medical opinion.
- Right to choose available treatment options as per hospital policy.
- Right to safeguards and ethical treatment while participating in clinical trials, including the right to withdraw from the trial at any time without access to standard care being affected.
- Right to receive care that meets safety and quality standards.
- Right to voice grievances and seek redressal through a structured grievance redressal mechanism
- Right to privacy, dignity and confidentiality.
- Right to protection from abuse, neglect and receive impartial treatment, regardless of gender, caste, religion, sexual orientation, or other personal characteristics.
- Right to have spiritual, cultural, and personal preferences, including values and beliefs, being respected during care.
- Right to determine information regarding their care to self and family.

### Patient and Family Responsibilities.

Patients and Families have the following responsibilities, including but not limited to:

- To provide complete and accurate information, including full name, address, health history (including past medical and surgical conditions), medications, allergies, and any other relevant health details.
- To follow appointment instructions, cooperate with hospital staff and fellow patients, avoid disturbing others, and maintain cleanliness within the hospital.
- To abide by all hospital rules and regulations.
- To keep the smart card safe and accessible.
- To take responsibility for patient's hospital bill and make timely payments.
- To refrain from photography or videography within hospital premises.
- To treat hospital staff with respect and preserve hospital property.
- To follow prescribed treatment plans and guidelines.

**Disclaimer:** These rights and responsibilities are subject to applicable laws and hospital policies. The hospital aims to uphold these rights and responsibilities to ensure a safe, respectful, and efficient environment for all.



## FEEDBACK & GRIEVANCES

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### SHARE YOUR FEEDBACK & GRIEVANCES

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. While it will help us to serve you better if you identify yourself in your feedback, you may choose to remain anonymous, if you wish to.

#### **The feedback can be provided in following modes:**

- Write an email to the Feedback Cell on [feedback@tmc.gov.in](mailto:feedback@tmc.gov.in)
- Fill up a feedback Form available at various OPD counters and Nurses stations and drop it in the Feedback Boxes placed across various places in the hospital
- Meet the OPD Incharges or Ward Nurse In-charges regarding issues related to relevant services
- Meet a Patient Navigator (Kevat) who can guide and help you resolve your issues
- Meet with or write to the Medical Superintendent ([msoffice@tmc.gov.in](mailto:msoffice@tmc.gov.in)) or the Public Relations Department ([pro@tmc.gov.in](mailto:pro@tmc.gov.in)).

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## PATIENT NAVIGATORS (KEVAT):

During the patient's journey in the hospital, in order to navigate them through each step and hurdle, a taskforce of Patient Navigators, also known as Kevats, has been created by the hospital. The Kevats are trained to handhold cancer patients and help navigate through the cancer continuum of diagnosis, treatment, cure, survival; and serve special needs of palliation; to offer seamless care to patients and survivors.

They play a crucial role in guiding patients and their families through the complex healthcare system at Tata Memorial Hospital. These dedicated professionals are equipped to assist patients from the moment they enter the hospital, ensuring that they understand the various steps in their treatment journey.

A Kevat is your guide, friend and supporter providing a one-stop solution to your concerns regarding treatment recovery and rehabilitation. The end-to-end support ensures better compliance leading to good care outcomes. Kindly note that this is a service provided by the hospital and not any external agency.

#### **Kevat services include:**

1. Understanding diagnosis and treatment plan
2. Comprehending hospital-based processes
3. Evaluate patient and care giver issues and liaise effectively with available resources for financial, accommodation, travel and other logistic needs
4. Help in clinical care coordination (investigations, procedures, admissions and discharge)
5. Maintain and track patient follow-up and feedback
6. Counsel patient and care giver regarding, treatment side-effects, nutrition, family, fertility, and other psycho social issues.
7. Assist in referrals and associated processes to other TMC centres
8. Guiding patients to avail government schemes and assist in reimbursement processes for insurance plans based on eligibility.
9. Support and network for rehabilitation requirements.

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## Kevat :

DMG	OPD DAYS	OPD CATEGORY	LOCATION	TIMINGS
BREAST	ALL DAYS OPD	PVT	HBB 138, 1ST FLOOR	8:00 AM TO 7:00 PM
		GEN	GJB 506, 5TH FLOOR	8:00 AM TO 7:00 PM
HEAD & NECK	H&N A (TUE,FRI) H&N B (MON,WED) H&N C (TUE,THU)	PVT	HBB 226, 2ND FLOOR	8:00 AM TO 7:00 PM
		GEN	GJB 107, 1ST FLOOR	8:00 AM TO 7:00 PM
GI	GI A (WED,FRI) GI B (MON,WED) GI C (TUE,THURS)	PVT	HBB 314, 3RD FLOOR	8:00 AM TO 7:00 PM
		GEN	GJB 119, 1ST FLOOR	8:00 AM TO 7:00 PM
ADULT HEMA-TOLOGY	ALL DAYS OPD	PVT	MB 81, GROUND FLOOR	9:00 AM TO 5:30 PM
		GEN	GJB 139, 1ST FLOOR	8:00 AM TO 5:30 PM
GYNEC	MON,WED ,FRI	PVT	HBB 61, 5TH FLOOR	9:00 AM TO 5:30 AM
		GEN	GJB 512, 5TH FLOOR	8:00 AM TO 7:00 PM
URO	TUE,THURS	PVT	HBB 214, 2ND FLOOR	9:00 AM TO 5:30 AM
		GEN	GJB 512, 5TH FLOOR	8:00 AM TO 7:00 PM
BST	TUE,THURS	GEN	GJB 65, GROUND FLOOR	8:00 AM TO 7:00 PM
THORAC-IC	MON, WED	GEN	GJB 65, GROUND FLOOR	8:00 AM TO 7:00 PM
	ALL DAYS OPD	PVT	HBB 310, 3RD FLOOR	9:00 AM TO 5:30 PM
PALLI-ATIVE MEDICINE	ALL DAYS OPD	PVT & GEN OPD	MB 75, GROUND FLOOR	9:00 AM TO 5:30 PM
INTER-VENTIONAL RADIOLOGY	MON -FRI	GEN OPD	GJB 18, BASEMENT	8:00 AM TO 5:30 PM
CRO	ALL DAYS OPD	GEN OPD	GJB 50 COUNTER	8:00 AM TO 5:30 PM

Besides these, we have dedicated kevat-counselling room in the following areas:

Sr .No	OPDs	Location	Room No	Extension
1	Counselling room (Breast Pvt)	HBB 1st Floor	HBB 138	7312
2	Counselling room (Head & Neck Pvt)	HBB 2nd Floor	HBB 226	6236
3	Counselling room (Gyn and Uro Gen)	GJB 5th Floor	GJB 512	4851

### Kevat Central Office Details:

Contact No.: 022-21477296

Email ID: platinumjubileekevat@gmail.com

The Kevats can be easily identified by their uniforms



KEVAT PROJECT STAFF

KEVAT

When in Need, Connect with a Kevat

*Where courage meets compassion  
ate cancer care.*

*Where hope meets healing.*

## USEFUL EXTENSION NUMBERS

These numbers can be reached from any intercom telephone within the hospital by dialling the extension number. For dialling from outside, one can call our board line 022 2417 7000 and then dial the desired extension.

Area	Location	Extension
Enquiry Private	HBB 1st Floor	7301
Enquiry General	GJB Ground Floor	4522
Admission	HBB 1st Floor	6177
ACTREC Liaison	HBB 1st Floor	6181
Emergency / Casualty	MB Ground floor	4116, 4117
Cardiac Emergency	Casualty	11
Helpline	AB Premises	7099
CT/ MRI Report Enquiry	MB Ground Floor (62)	4299
Fire Department	Annexe Building Ground Floor	4342
Public Relations Office	HBB 1st Floor	6168
Reimbursement	HBB 1st Floor	6180
Security	MB	4143
	AB	4312

### Abbreviations:

01. MB- Main Building

02. AB- Annexe Building

03. HBB- Homi Bhabha Building

04. GJB- Golden Jubilee Building

## CSR DONATIONS

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## CSR CONTRIBUTIONS TO TATA MEMORIAL HOSPITAL

Corporate Social Responsibility (CSR) contributions play a pivotal role in advancing the mission of Tata Memorial Hospital (TMH) to provide comprehensive, high-quality cancer care that is accessible to all, irrespective of economic background. CSR support is directed towards the following key areas:

01. Procurement of advanced diagnostic and treatment equipment
02. Support for cancer research and the development of innovative therapies.
03. Financial assistance for patient treatment and care
04. Infrastructure development and facility enhancement
05. Cancer awareness, screening, and early detection initiatives.

All CSR and philanthropic engagements are centrally managed by the Fundraising Cell at TMH to ensure transparency, accountability, and alignment with institutional priorities.

CSR contributions significantly improve access to care for the large majority of patients treated at TMH, many of whom come from underprivileged sections of society and are unable to afford the cost of cancer treatment. This support also strengthens the hospital's research capabilities, enables expansion of critical infrastructure, and enhances public health outreach efforts. In addition to monetary support, TMH also accepts in-kind donations, particularly of essential medical equipment.

## **Donor Acknowledgement and Reporting**

Donor organizations receive the following as part of the hospital's commitment to transparency and recognition:

- Official donation receipt and Utilisation Certificate
- CSR-1 Registration Certificate (as per regulatory requirements)
- Donor branding on equipment, where feasible
- Acknowledgement on the hospital's official social media platforms
- A comprehensive narrative report with photographic documentation, where applicable, upon project completion.

## **Contact Us**

Please contact us at:  
fundraising@tmc.gov.in  
+91 98694 51769

# *Future Without Cancer.*

# *We treat with skill, serve with heart.*

