

YOUR ADMISSION PROCESS GUIDE AT FORTIS CLINIQUE DARNÉ

1. What documents should I bring in order to complete my admission process?

Please ensure that you have the following details for your registration:

- Proper identification of Patient (ID number / Passport / Travel documents / License).
- Doctor's referral details and Prescription.
- Details of person assuming personal and financial responsibility for non-insured patients along with ID and proof of address.
- Letter of Guarantee from a recognised institution, who will cover the hospitalisation fees (Insurance Company, Corporate).
- If the patient is not covered by an insurance company, a first down payment of 60% by cash or credit will be required upon arrival.
- Any allergy details.

2. Should I ask family members or friends to accompany me at admission?

We encourage all adult patients to be accompanied by a family member or a friend as we know admission is a stressful process. Anyone under 18 years must be accompanied by a parent or a guardian.

3. Should I make an appointment for an admission?

It is better to call on 601 2300 and request for an appointment before coming to the Clinique.

4. I have a medical insurance, how does it work?

We work with a range of Insurance companies. Please ask our Admission Desk for more information. We encourage you to liaise with our Admission Department for a guarantee of payment from your preferred insurance company prior to the date of admission. We also have Medscheme on site to facilitate your discharge process.

5. Do I need to bring my Insurance Card to the Clinique?

Yes. The hospital needs the information on your insurance card in order to request for a guarantee of payment from your insurance company.

6. How can I find out about my bill amount?

We provide you with an interim bill on a daily basis. Kindly contact your Floor Coordinator for details.

7. Do you accept credit cards?

We accept cash, debit and credit cards. Unfortunately, we do not accept personal cheques.

8. Why should I sign a consent form before a procedure?

This is to ensure that you have been explained the procedure you are about to go through, that you have understood it and that you agree to this procedure.

9. Discharge Process

The discharge process involves several procedures which might take up to 3 hours to complete. Please note that there are a lot of elements involved e.g. results of any radiological or laboratory investigations, medications, or doctor's confirmation which might delay the process. However, our team will aim to minimise your waiting time.

Your nurse and the Floor Coordinator will assist you in the process. An approval from your doctor is required to start your discharge process. However, the rate of your recovery may hasten or delay the actual date of your discharge. You are required to clear all outstanding bills at the cashier on the day that your doctor advises you to go home. If you are covered by a medical insurance, we will need your Insurance to send us the final letter of guarantee before we can complete your discharge process.

10. What kind of rooms do you have?

- Single Rooms which are all en-suite. A sofa bed is available in all rooms.
- Separate Female and Male Common Rooms which are a shared area.
- Day Care rooms in the Day Ward with 11 private rooms and 2 common rooms.
- Deluxe Rooms
- An Executive Room with a separate area for the attendants

11. What are your visiting hours?

In the interest of patients, kindly abide by the following hours:

Visiting hours

- **Wards:** 10.30 Hrs - 11.30 Hrs | 16.00 Hrs - 19.00 Hrs
- **Intensive Coronary Care Unit/ Isolation Intensive Care Unit :**
10.30 Hrs - 11.30 Hrs | 16.00 Hrs - 17.00 Hrs
- **Neonatal Intensive Care Unit (NICU):** Only parents are allowed in the NICU except from 06.45 Hrs - 08.00 Hrs and 16.45 Hrs - 18.00 Hrs.