

DISCLAIMER POLICY

At ISIC Hospital, our dedicated international patient services reflect our commitment to world-class, compassionate care. Patients from around the globe choose us for our exceptional medical expertise, personalized attention, and state-of-the-art facilities — a true testament to the excellence that defines ISIC.

Our Policies for international patients in India focus on ensuring transparent, and ethical treatment, considering to international standards of quality and patient rights. This includes provisions for medical visas, assistance with travel and accommodation, access to language translation, financial transparency, and quality care.

Process

1. Online Doctor Appointments & Medical Consultation

At ISIC Hospital, we understand that access to timely medical advice is crucial, especially when you are in a different country. We offer online consultations with our experienced doctors, allowing international patients to discuss their medical concerns from the comfort and safety of their home country. This pre - appointment consultation helps in formulating a treatment plan and understanding the scope of care before you arrive.

Policy: Our online consultation service ensures that international patients receive a thorough medical assessment, enabling them to make informed decisions about their treatment. Confidentiality and privacy of your medical records are guaranteed through secure communication channels.

2. Visa Assistance and Medical Visa Process

Navigating the visa process can be a daunting task, but we make it simple and efficient for you. Our dedicated team provides assistance with obtaining a medical visa, offering you guidance on the necessary documents and steps involved. We also provide a visa invitation letter to support your application.

Policy: We work closely with government agencies to streamline the visa process for international patients. We ensure that all required medical documentation is provided to ensure a smooth visa approval process. We also offer assistance with extending your visa if additional treatment or follow-up care is needed.

3. Travel Arrangements & Airport Assistance

To further ease the stress of international travel, ISIC Hospital offers travel assistance for international patients. Our team coordinates airport transfers, and transportation to and from the hospital. We also provide information on accommodation options near the hospital, ensuring a hassle-free journey.

Policy: We ensure that all travel arrangements are coordinated in advance. If needed, we assist with medical travel escorts, especially for patients who may require additional support or care during travel. Our team is available to answer any questions regarding travel regulations, customs, or special medical needs.

4. Registration & Admission Formalities at ISIC Hospital

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Reviewed by: Chief of Administration Officer	
Approved by: Chief of Administration Officer	

Once patient arrive at ISIC Hospital, our dedicated International Patient Services team will assist you with all hospital registration and admission formalities. We ensure that the process is seamless, with minimal waiting time and personalized support at every step.

Policy: The registration process involves collecting necessary medical history, reviewing your treatment plan, and completing any required paperwork. For international patients, we prioritize a smooth admission process to ensure you can begin your treatment with ease. Translation services are available for patients who require assistance in understanding hospital procedures.

5. Medical Procedure Coordination & Treatment Planning

At ISIC Hospital, we prioritize coordinated care, ensuring that every aspect of your treatment is planned properly. Once your medical history and requirements are reviewed, we will guide you through the various options available for your treatment. Whether it involves surgery or Rehabilitation, our multidisciplinary team will be with you every step of the way.

Policy: We work with international patients to ensure that the treatment plan aligns with their personal and medical needs. We encourage patients to actively participate in discussions regarding their care. We also ensure that all medical procedures are carried out with the highest standards of safety and ethics.

6. Stay at ISIC Hospital: Comfort and Care

Your comfort and well-being are our priority. ISIC Hospital offers world-class facilities designed to ensure a comfortable stay during your treatment. Our rooms are equipped with modern amenities to make your recovery as pleasant as possible. We also provide specialized care services, including language assistance, cultural support, and patient liaisons to help you feel at home.

Policy: We offer private, semi-private, and general room options based on your preferences and requirements. Our staff is trained to provide sensitive care, making sure that every international patient feels respected and cared for during their stay. We also have 24/7 patient support available.

7. Payment Process & Financial Assistance

ISIC Hospital provides transparent and flexible billing options to international patients. We accept a wide range of international payment methods, including credit cards, bank transfers, and online payments. Our financial team works closely with patients to provide clear information regarding the cost of treatment, hospital services, and payment schedules.

Policy: We ensure that international patients receive an itemized bill for all services rendered, which includes an estimate before treatment begins. We also offer assistance for patients who may require financing options, insurance verification.

8. Discharge Process and Post-Treatment Care

Once your treatment is complete, we provide a smooth and structured discharge process. Our team will ensure that all necessary medical records and discharge summaries are provided, including aftercare instructions. We also schedule follow-up appointments, whether virtually or in person, to track your recovery and provide additional support.

Policy: Before discharge, our medical team will thoroughly explain your aftercare plan, which may include medication prescriptions, dietary guidelines, and physical therapy recommendations. We also ensure that international patients are given enough information to

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access any needed post-treatment care in their home country.

9. Cultural Sensitivity & Support Services

ISIC Hospital is committed to providing culturally sensitive care for all international patients. We ensure your comfort not only through medical treatment but also through cultural understanding and respect.

Policy: We provide a range of services to cater to the cultural and emotional needs of international patients, including interpreters, religious accommodations, and dietary adjustments. Our goal is to create an environment where patients feel respected and supported during their entire stay.

10. Emergency Support & 24/7 Assistance

In addition to scheduled treatment, ISIC Hospital ensures that international patients have access to emergency support and 24/7 assistance. Our team is always available to address any concerns, offer guidance, and ensure that you receive immediate attention when needed.

Policy: International patients can access emergency services without delay. We maintain a one to one communication system to ensure that patients and their families are fully supported throughout the process, with priority given to international emergency cases.

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SCOPE OF SERVICES

International patient's

Clinical Services

- Anaesthesia including Pain Medicine
- Interventional Cardiology
- Critical Care
- Dental Science
- Emergency Medicine
- General Surgery including Laparoscopic Surgery
- Bariatric Surgery
- Minimal Access Surgery
- General Medicine
- Medical Gastroenterology
- Medical Oncology
- Nephrology (Including Dialysis)
- Neurology
- Neurosurgery
- Orthopedic Surgery
(Including Joint Replacement Surgery,
Robotic Surgery and Arthroscopy)
- Sports Medicine
- Otorhinolaryngology
- Plastic and Reconstructive Surgery
- Pulmonary Medicine
- Physical Medicine & Rehabilitation
- Respiratory Medicine
- Rheumatology
- Surgical Gastroenterology
- Urology

Diagnostic Services

- 2 D Echo
- Audiometry
- Bronchoscopy
- Bone Densitometry
- Color Doppler
- CT Scan
- Colonoscopy
- DSA Lab/Cath Lab
- ECG
- EEG



Multispeciality Hospital

- EMG/EP
- Endoscopy
- Holter Monitoring
- MRI
- Pulmonary Function Test
- Spirometry
- Sleep Study
- Tread Mill Testing
- Ultrasound
- Urodynamic Studies
- X-Ray

Laboratory Services

- Clinical Biochemistry
- Clinical Microbiology and Serology
- Clinical Pathology
- Hematology
- Immuno Hematology

Professions Allied to Medicine

- Dietetics
- Physiotherapy
- Rehabilitation
- Psychology
- Occupational Therapy
- Speech and Language Therapy

Support Services

- Pharmacy

Transfusion Services

- Blood Bank
- Blood transfusion Services



	Policy on Liabilities Arising from Facilitation Services	Date of Issue: 11th February 2026 Page: 1 of 3
		POLICY: ISIC/NABH/MVTF/LAFS Revision: 00 Edition: 01

1. Purpose

This policy defines the nature, extent, and management of liabilities arising from the services provided by a Medical Value Travel Facilitator (MVTF). It ensures risk mitigation, transparency, and protection of both patients and the facilitator organization.

2. Scope

This policy applies to the medical value travel facilitation services provided by the MVTF, including but not limited to:

- Medical appointments and referrals
- Travel and accommodation arrangements
- Interpreter services
- Local logistics and support
- Pre and post-treatment coordination
- Emergency support

3. Nature of Services

MVTFs are non-clinical entities. They do not offer medical advice, diagnosis, or treatment. They merely facilitate access to healthcare and associated services.

4. Key Liabilities and Risks

Category	Description	Potential Liability
Medical Outcomes	Complications or dissatisfaction with treatment provided by hospitals/doctors	MVTF not liable for medical negligence by healthcare providers
Miscommunication	Misinterpretation of medical advice, documents, or expectations	Limited liability unless error is due to MVTF negligence
Travel-related Issues	Delays, cancellations, visa problems	MVTF liable only if due to negligence or mismanagement
Financial Disputes	Overbilling or unclear service costs	MVTF liable for services they directly bill for
Data Breach	Loss or misuse of patient	Full liability under data

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	medical or personal data	protection laws
Emergency Situations	Medical emergencies not anticipated or mishandled during travel	Shared liability based on situation; insurance recommended

5. Liability Management Strategy

A. Clear Service Agreement

- A legally binding MoU's must be signed before facilitation.
- Must clearly state:
 - Scope of services
 - Limitations of liability
 - Role of both the parties
 - Dispute resolution mechanisms

B. Disclaimers and Consent Forms

- Obtain informed consent from patients acknowledging:
 - MVTF is not a healthcare provider
 - Risks involved in medical travel
 - Emergency and complication scenarios

6. Client Communication Protocol

- Provide all service information in writing through email.
- Translate documents for non-English-speaking patients.
- Assign a person from international marketing department to ensure continuity and clarity.

7. Complaint and Redressal Mechanism

- Maintain a grievance redressal cell.
- Set timelines for response and resolution.
- Maintain records of complaints and outcomes for legal protection.

8. Data Protection and Confidentiality

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- Adhere to the medical record protection guidelines and applicable data protection regulations.
- Use encrypted platforms for storing and transferring personal and medical data.

9. Dispute Resolution and Jurisdiction

- Disputes will be handled via arbitration or mediation first.
- If not handled well the top management will be called for the further management.
- Jurisdiction for legal/ financial matters should be clearly specified.

10. Regular Review and Training

- Update policy annually or upon changes in law.
- Conduct regular training of staff on:
 - Legal obligations
 - Cultural sensitivity
 - Emergency handling

11. Exclusions (Where MVTF Is Not Liable)

- Medical malpractice or negligence by doctors/hospitals
- Patient non-compliance or misinformation
- Acts of God or force majeure (natural disasters, wars, etc.)
- Services arranged by the patient outside the MVTF's scope

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Package Rate

Sno	Particulars	Days	Implants Brand	General	Twin	Single
1	Acl Reconstruction	2	Arthrex	310,000	350,000	380,000
2	Unilateral Total Hip Replacement	3	Depuy	380,000	440,000	480,000
3	Bilateral Total Hip Replacement	5	Depuy	690,000	810,000	890,000
4	Unilateral Total Knee Replacement	5	Zimmer	310,000	350,000	390,000
5	Bilateral Total Knee Replacement	7	Zimmer	530,000	600,000	660,000
6	Shoulder Replacement	5	Arthrex	480,000	540,000	580,000
7	TLIF (1 Level)	6	Kentro	460,000	530,000	580,000
8	TLIF (2 Level)	6	Kentro	560,000	640,000	710,000
9	Scoliosis Surgery (Simple)	8	Kentro	1,050,000	1,130,000	1,180,000
10	Scoliosis Surgery (Complex)	10	Kentro	1,350,000	1,430,000	1,480,000
11	Spinal Fusion (2 Level)	6	Kentro	460,000	530,000	580,000
12	ACDF (1 Level)	6	Kentro	460,000	530,000	580,000
13	Lateral Mass Fixation (2 Level or	7	Kentro	500,000	560,000	600,000
14	TDR	7	Depuy	500,000	560,000	600,000
15	Pedical Screw Fixation (4 Level)	7	Kentro	630,000	750,000	830,000
16	Khyphoplasty - Single Ballon (GA)	2	Kentro	310,000	350,000	380,000
17	Khyphoplasty - Double Ballon (GA)	2	Kentro	350,000	400,000	440,000
18	Lumbo Sacral Laminectomy (1 Level)	3	NA	220,000	250,000	280,000
19	Microdisectomy (1 level)	3	NA	220,000	250,000	280,000

Additional services

Basic - ₹85000	Premium - ₹98000
Physiotherapy & Occupational Therapy	Physiotherapy & Occupational Therapy
Advanced Physiotherapy & Occupational Therapy	Advanced Physiotherapy & Occupational Therapy
	Psychological consultation
	Massage therapies with steam
	Naturopathy



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**INTERNATIONAL
BILLING PROCEDURE
MANUAL**

Date of Issue: 1st January 2026

Document: ISIC/NABH/OM/Billing
Revision: 01
Edition: 01



ISIC Multispeciality

Prepared & Issued by: Asst Manager Quality

Reviewed by: Head Billing

Approved by: Chief of Medical Services

	INTERNATIONAL BILLING PROCEDURE MANUAL	Date of Issue: 1 st January 2026
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DECLARATION AND FOREWORD

The International Billing procedure Manual is the guide for Continuous improvement of Quality of ISIC multispeciality .

The Billing procedure Manual describes the policies, objectives, purpose and system as per National Accreditation Board for Hospitals and Healthcare Providers (NABH) standards with the objective of achieving the desired quality level in every activity and service for working towards continuous improvement.

The Management is totally committed to meet the requirements of patients through implementation of NABH standards, as described in different sections of this manual.

This Billing procedure Manual is the property of ISIC multispeciality and no part of it can be copied, photocopied or reproduced in any other shape or form, without the prior consent of the Medical Director.



Approved by:

Dr. Prashant Kulshrestha

Chief of Medical Services

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RECORD OF AMENDMENTS

The issue, distribution and control of this Manual are vested with the Quality Manager/ Quality Control Officer.

Amendments to this Manual are incorporated by the concerned HOD and approved by Chief Operating Officer. Amendments do not come into practice unless it is recorded in the Amendment Record Sheet of each of the numbered (controlled) copies of the manual and approved.

The Amendment Record Sheets are enclosed as in the next pages.

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INTRODUCTION OF THE DEPARTMENT

BILLING PROCEDURE

1.0 Purpose

To document the Billing Process with the aim that:

- The accuracy of billing is maintained
- The customer have full satisfaction in the billing details, and
- The response time is enhanced
- Billing transparency with the customers
- FRRO guidelines & FEMA guidelines are strictly followed

2.0 Scope

This covers both in patients as well as out patient in all areas of hospital for international patients.

3.0 Responsibility

GM Finance, Chief of Medical services, Head Front Office and Head IP Billing are responsible for implementation and maintenance of this process.

The departmental structure and job descriptions of the staff in Billing Department are included in the Annexure of this document.

4.0 Quality Objectives

Quality Objectives	Performance Indicators	Measurement	
		Criteria	Frequency
Customer Satisfaction	Accuracy	Customer Feedb ack form/ customer complaint	Monthly
	Courtesy	Customer Feedb ack form/ customer complaint	Monthly
	Timeliness	Customer Feedback form	Monthly
	Easy Access	Customer Feedback form	Monthly

5.0 Description

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Sl #	Activity	Responsibility
1.0	Types of Billing Payments	
1.1	❖ The payments of following facilities are chargeable in the hospital ❖ OPD Registration ❖ OPD Doctors / consultants fee ❖ Admission charges ❖ Diagnostics and Investigation ❖ Specialty functions charges ❖ In patients charges , such as • Surgery / Procedures/Package • Doctor's Visits • Investigations • Logistics like ambulance etc • Medicine / Consumables etc • Bed charges ❖ Charges for Orthotics, implants and rehabilitation ❖ Medical record charges	Receptionist cum cashier and IP Billing Executives.
2.0	OPD Consultation, Registration, Investigation payments	
2.1	The OPD registration is charged for a minimum fixed period. If patient visits the hospital after the defined period, needs to pay again after this specified period.	Receptionist cum cashier
2.2	Doctors / consultant's consultation fee is also charged every time patient visits the hospital (except when patient is visiting to show the reports). Similarly, all diagnostics are also chargeable.	Receptionist cum cashier

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2.3	Payments of all OPD treatment is paid in advance based on the chargeable slips given to the patient. Billing counters are provided at defined locations in the hospitals for easiness of the patients. When patient approaches the billing counter, billing desk enters the registration number, patient's details and the category of payments along with the OPD card.	Receptionist cum cashier
3.0	In Patient's Billing System	
3.1	As soon as the patient is admitted by the Admissions Desk, the admission face sheet containing the Patient's details, patient's number, room occupied, name of the consultant in a new file is created and all receipts or credits are entered by admissions desk/ or by wards. The details of activity chart are sent to billing. Also file opened and kept in box type rack for easy access and retrievable.	IP Billing Section
3.2	During the treatment, the patient is charged for all the procedures and diagnostics. The details of all these are fed to the system by respective service departments immediately in chronological order. Charges for the room's rents and other details are picked up automatically according to the admission time. The other details are randomly audited by the IPD billing department.	IP Billing Section
3.3	The charges for surgical procedures and consultant visits are pro-rata (i.e. according to the rooms occupied by the patients. These details are fed to system by OT (Surgical procedure) and nursing staff (visit charges). all the entries are accumulated in patient bills and IPD billing does routine audit of the charges as per room category.	IP Billing Section
3.5	As soon as the discharge billing activity sheet is received, the same is acknowledged in the system by the on duty billing staff and the bill preparation is started according to the serial number.	IP Billing Section
3.6	Final provisional bill is made and checked by Billing executive and inform to international patient coordinator. IP billing manager resolves queries raised by the patient (if any).	IP Billing Manager

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3.7	The bill is checked / reviewed by supervisors and verified for completeness and accuracy. Activity Record for Billing is handed over to patient/ relatives along with final billing. The Invoice is handed over to patient for clarifications, if any.	IP Billing Section
3.8	After satisfaction of patients with respect of billing, the balance payment will be collected from the patients and settle the bills.	IP Billing Section
3.9	In case, the patient / attendant have certain doubts about billing / hospital services billed by Billing Section, the same are addressed to on priority.	IP Billing Section
3.10	After settlement of the final bill, the same is printed in triplicate. The original copy is handed over to the patient (if the patient is self-paid); second copy goes to the nursing Station for inclusion in patient's medical record whereas the third copy is sent to the Accounts department. In case, the patient is through TPA / Corp, the original bill is sent directly to the Accounts department for further processing whereas the fourth copy of the final bill is given to the patient.	IP Billing Section
4.0	Dispute Management	
4.1	<u>Preventive Measures:</u> • Admission related Counseling, Accurate Financial Estimate • Counseling Sheet to be signed by Counselor and Patient / attendant • Daily Counseling and Follow up for outstanding amount cases beyond specified threshold • Re-counseling where required, with sign off by attendant and Counselor • Billing department to generate outstanding Payables Report daily from system, and to be monitored by estimate staff. • Undertaking to be taken from the attendant for cases where less deposit is made • Where full amount could not be collected from patient on discharge, advisable to escalate the matter to take PDCs for recovery of pending amount • Patient/ attendant for life threatening surgeries to be made to sign undertaking for payment at OT / Cathlab or as with financial counselor.	IP Billing Head

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4.2	<u>Management dispute cases</u> • Provide prompt assistance and explanation to any query/concern raised by patient / attendant • Highlight the dispute to concerned departments, HODs where required for clarification and resolution • Rectify the Billing errors if any with approval of respective HODs, as per defined process • Discounts, write off to be approved as per GAM	Head IP Billing
4.3	<u>Follow up and corrective actions</u> • Monitor List of outstanding amount cases fortnightly • Regular follow up with discharged patients / family for collection of individual outstanding amount • Initiate Litigation where required if amount involved is material, based on discussion on case to case basis with COO / CMS, GM Finance, CAO	Head IP Billing
5.0	<u>Payment settlement beyond the package amount</u>	
5.1	<u>Billing policy</u> • All such patients where the patient is staying beyond the package defined days / treatment, billing to be done as per the hospital standard tariff. • All services like room rent, doctor visit, investigation charges, pharmacy and consumables etc will be charged separately over and above the package.	Head IP Billing
5.2		

6.0 Records

Billing Module of HIS

Billing activity sheet

Cash Provisional Bill

Cash Final Billing

Final payment slip

Handing Over – Taking Over Register

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7.0 Formats

Invoice Form

Estimate Form

Advance Receipt

JOB DESCRIPTIONS

JOB TITLE: Billing Head

REPORT TO: GM finance

DEPARTMENT: IP BILLING and TPA / Corp

POSITION SUMMARY: - Coordinate with patient and billing executives for smooth functioning of the department.

PRIMARY DUTIES AND RESPONSIBILITIES (Essential Functions):-

- Preparation of duty roster of the staff

CASH BILLING:-

- Follow up patient outstanding (deposit exhaust).
- To supervise staffs in providing realistic estimate to admitting patient after consultation with admitting doctors. The form of estimate should be signed either by patients or the attendant of patient as a guarantee of payment. This form also should be countersigned by the respective doctor. The doctors should preferably write the code for surgery besides the name of the surgery.
- Ensure that recoveries from admitted patient will be streamline, as per the policy of the Hospital.
- Forward the Finance clearance to sister in charge /OT in charge and CMS at least two hours before the operation of patient.
- The status of advance received from the patients should be reviewed every day and suitable action should be taken for all defaulting patients with the consultation of CMS.
- Monitor Statement of daily collection should be sent to accounts department after reconciliation.
- Monitor that the Discount will be given according to the policy of Hospital.

CREDIT BILLING:-

- Cross Check all the credit letter and bill.
- Ensure that all medical services are dully charged to patient as per manual billing sheet.

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- In case of credit billing excess over the prescribed limit mentioned at the credit letter, difference amount should be recovered from the patients.
- In case of any discrepancy found in credit bill will be rectified within two days.
- Be ensured that credit bill will be handover to the marketing department within three days from the date of discharge for delivery to the clients through a register and their signature obtained thereon.
- Please check that name of Beneficiary, Claim No. should be mentioned at the credit bill since it is mandatory for some corporate clients.
- Get the sign of patient at the final bill at the time of discharge with the photocopy of identity card.
- Final bill should be supported with null documents required as per credit letter.
- The MIS required on daily basis as per prescribed format given to you.
- Development of IPD software as per the need and requirement of the department.

MINIMUM EDUCATION/EXPERIENCE: - B. Com from a Govt. recognized university and more than five yrs. of experience in a reputed organization.

PREFERRED EDUCATION/EXPERIENCE: - M.Com/ Post Graduation in Hospital Management /More than 5 yrs. of Experience

CRITICAL SKILLS AND EXPERTISE:

- Good interpersonal relation skills.
- Sound knowledge of computer.
- Good leadership quality and self-motivated

JOB TITLE: Billing Executive / billing assistant

REPORT TO: Head IP Billing / GM Finance

DEPARTMENT: IP & BILLING

POSITION SUMMARY: - Coordinate with patient and responsible for maintaining outstanding

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patient's service as per ISIC's standards.

PRIMARY DUTIES AND RESPONSIBILITIES (Essential Functions):-

CASH BILLING:-

- To receive deposits from the patient at the time of admission as per ISIC rules.
- To provide realistic estimate to admitting patient after consultation with admitting doctors. The form of estimate should be signed either by patients or the attendant of patient as a guarantee of payment. This form also should be countersigned by the respective doctor.
- Ensure that recoveries from admitted patient will be streamline, as per the policy of the Hospital.
- Forward the Finance clearance to sister in charge /OT in charge and MS at least two hours before the operation of patient.
- The status of advance received from the patients should be reviewed every day and suitable action should be taken for all defaulting patients with the consultation of MS.
- Statement of daily collection should be sent to accounts department after reconciliation.
- Discount will be given according to the policy of Hospital.

CREDIT BILLING:-

- Check that all the credit letter dully signed by Marketing Manager.
- Ensure that all medical services are dully charged to patient as per manual billing sheet.
- In case of credit billing excess over the prescribed limit mentioned at the credit letter, difference amount should be recovered from the patients.
- In case of any discrepancy found in credit bill will be rectified within two days.
- Be ensured that credit bill will be handover to the marketing department within three days from the date of discharge for delivery to the clients through a register and their signature obtained thereon.

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- Please check that name of Beneficiary, Claim No. should be mentioned at the credit bill since it is mandatory for some corporate clients.
- Get the sign of patient at the final bill at the time of discharge with the photocopy of identity card.
- Final bill should be supported with null documents required as per credit letter.
- The MIS required on daily basis as per prescribed format given to you.
- Development of IPD software.

MINIMUM EDUCATION/EXPERIENCE: - B. Com from a Govt. recognized university

PREFERRED EDUCATION/EXPERIENCE: - M.Com/ Post Graduation in Hospital Management /More than 5 yrs. of Experience

CRITICAL SKILLS AND EXPERTISE:

- Good interpersonal relation skills.
- Sound knowledge of computer.
- Good communication skill.

JOB TITLE: CASHIER

REPORT TO: Head IP Billing / GM Finance

DEPARTMENT: IP & Billing

POSITION SUMMARY: A Cashier is responsible for maintaining outstanding patient's service as per ISIC's standards processing collections quickly, accurately and efficiently, cash register operations and safeguarding Hospital's assets. Relieve management of administrative detail. Coordinate workflow.

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Maintain procedures manual to ensure consistent performance of routines.

PRIMARY DUTIES AND RESPONSIBILITIES (Essential Functions)

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding knowledge and all other aspects of patients service.
- Maintain an awareness of all promotions and advertisements.
- Check deadlines on incoming requests and put preliminary work in play.
- Accurately and efficiently ring on registers and accurately maintain all cash and media at the registers.
- Communicate customer requests to management.
- Enter all media from register into the tally program.
- Maintain orderly appearance of register area and supplies stocked.
- Any other tasks as assigned from time to time by any manager.
- Research, draft or abstract reports.
- Make a OP/IP/ Pharmacy collection report
- Confirming the referral cases with the Doctors.
- Do phone surveys/inquiries as needed.
- Maintain calendar; ascertain which events require HOD's presence.
- Provide back-up data as needed.
- Schedule visits away from boss's area to protect priority/private tasks.
- Improve/tighten storage/retrieval systems.

MINIMUM EDUCATION/EXPERIENCE

- Graduation with any commerce or B.COM (P). Or Diploma in Treasury Management.
- Strong Microsoft and Excel skills.

PREFERRED EDUCATION/EXPERIENCE: Post Graduation (commerce) From the Recognized University with minimum of 1 yrs. of progressively experience as cashier and Receptionist preferably in corporate health services.

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Reviewed by: Head Billing	
Approved by: Chief of Medical Services	

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CRITICAL SKILLS AND EXPERTISE:

- Ability to process information/merchandise through register system.
- Ability to communicate with associates and Patients.
- Ability to read, counts, and writes to accurately complete all documentation.
- Ability to operate all equipment necessary to perform the job.
- Screen to control interruptions.
- Provide back-up data as needed.
- Arrange amenities as needed.

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Rules & Regulations for Treating International Patients in India

India has become a leading destination for medical tourism, attracting patients from around the globe. To ensure a safe, ethical, and transparent experience, the government and various regulatory bodies have established a clear set of rules for hospitals and healthcare providers.

1. Medical Visa and Immigration

To enter India for medical treatment, international patients must obtain a specific type of visa.

- **Medical Visa (M-Visa):** This is granted to foreign nationals seeking medical treatment in India. It requires a letter from a recognized hospital in India stating the need for treatment.
- **Medical Attendant Visa (Med-X Visa):** This is issued to a family member or escort who accompanies the patient. A maximum of two medical attendants are permitted per patient.
- **Registration:** Foreigners staying for more than six months must register with the Foreigners' Regional Registration Office (FRRO). However, patients staying on an M-Visa for less than six months may not require registration.

2. Required Documents for Patient and Hospital

Hospitals must maintain meticulous documentation for all international patients.

- **Patient Documents:**
 - **Medical Visa and Passport:** A valid Medical Visa and Passport are mandatory for all patients.
 - **Hospital Letter:** A letter from the hospital confirming the need for treatment.
 - **Medical Reports:** All previous medical reports, lab results, and imaging scans should be documented.
 - **Hospital Documents:**
 - **NABH Accreditation:** Hospitals should have valid accreditation from recognized bodies.
 - **Signed Treatment Plan:** A detailed, signed treatment plan outlining the procedure, costs, and timeline.
 - **Informed Consent:** The patient must sign an informed consent form in a language they understand.

3. Hospital Accreditation and Quality Standards

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Hospitals that wish to treat international patients are expected to meet stringent quality and safety standards.

- **NABH Accreditation:** The **National Accreditation Board for Hospitals & Healthcare Providers** (NABH) is India's leading accreditation body. It ensures hospitals follow established protocols for patient care, safety, and hospital management.
- **JCI Accreditation:** Many hospitals catering to international patients also seek accreditation from the **Joint Commission International** (JCI). This is a globally recognized standard for patient safety and quality of care, which instills confidence in international patients.

4. Financial and Billing Transparency

Clear and transparent billing is a fundamental requirement to prevent disputes and build trust with international patients.

- **Pre-treatment Estimate:** Hospitals must provide a clear, itemized cost estimate for the planned treatment and all associated costs, including diagnostics, surgery, room charges, and professional fees, **before** the procedure begins.
- **No Hidden Charges:** The final bill should not contain any charges that were not part of the initial estimate or were not explicitly approved by the patient or their attendant.
- **Payment Methods:** Hospitals should accept internationally recognized payment methods, including credit cards and wire transfers, and provide clear receipts for all transactions.

5. Notification and Reporting

Hospitals have specific reporting and notification obligations.

- **FRRO:** For long-term admissions (over 6 months) or visa extensions, the hospital may need to assist the patient in notifying the FRRO.
- **Embassy/High Commission:** In the event of a serious medical emergency or a death, the patient's embassy or high commission in India must be informed.
- **Mandatory Reporting:** Hospitals are required to report cases of certain communicable diseases to public health authorities as per government guidelines.

6. Patient Documentation and Consent

Legal and ethical standards require meticulous documentation and informed consent.

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- **Informed Consent:** The patient must be provided with a clear explanation of the procedure, its risks, benefits, and alternatives in a language they understand. The consent form must be signed by the patient and a witness.
- **Patient Records:** Hospitals are mandated to maintain detailed and accurate medical records. Upon request, these records must be provided to the patient or a designated legal representative. All records are generally maintained and provided in English.
- **Data Privacy:** All patient data and medical information must be kept confidential and protected as per Indian data privacy laws.

7. Post-Discharge Formalities

Post-discharge, there are several key steps to ensure a smooth transition for the patient.

- **Fitness to Fly Certificate:** The treating doctor must issue a "Fitness to Fly" certificate to the patient, confirming they are medically stable and fit for air travel.
- **Medical Summary:** A comprehensive medical summary of the patient's entire stay, including diagnosis, treatment provided, medications prescribed, and follow-up instructions, should be handed over to the patient.
- **Medication and Follow-up:** A sufficient supply of post-operative medication and a clear plan for follow-up care (either in India or in their home country) must be provided to the patient.

8. Other Key Regulations

- **Prohibition of Organ Trading:** The **Transplantation of Human Organs and Tissues Act** (THOTA) strictly prohibits the commercial trade of human organs and tissues.
- **Medical Tourism Facilitators:** If a patient uses a medical tourism facilitator, hospitals should ensure the facilitator is legitimate and licensed. The hospital's direct relationship with the patient for medical and financial matters should always remain clear.

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FAQs for Website

1. Do you accept international patients?

Yes, we welcome patients from around the world. Our international patient services team is here to support you through every step of your healthcare journey.

2. How do I schedule an appointment as an international patient?

You can contact our International Patient Services via:

- a) Email: [support.intl@isiconline.org/info@isiconline.org]
- b) Phone/ Whats App: [011-42255425/+91 9582388446/+91 9650433787]
- c) Online Form: [your website link]

Please provide your medical history, test results, and a brief summary of your condition for faster processing.

3. Do you offer visa assistance?

Yes, once your appointment is confirmed, we can issue a medical visa invitation letter to support your visa application.

4. Can you help with travel and accommodation arrangements?

Yes, our team can:

- a) Recommend nearby hotels or guest houses
- b) Arrange airport pickup/drop-off
- c) Provide guidance for local transportation

5. Do you provide interpreters or translation services?

Yes, interpretation services are available for multiple languages upon request. Please inform us in advance so we can make necessary arrangements.

6. How do I get a cost estimate for treatment?

Once we receive your medical reports, our medical team will review them and provide a preliminary treatment plan along with a cost estimate.

7. What modes of payment do you accept?

We accept:

- a) Credit/debit cards (Visa, Mastercard)
- b) Bank wire transfers
- c) Cash in Indian currency (Limit upto 1,99,999 INR)
- d) Some insurance plans (check with us in advance)

8. Will my international insurance be accepted?

We work with select international insurance providers. Please contact us in advance to confirm coverage and facilitate pre-authorization if applicable.

9. Can I bring someone with me?

Yes, companions are welcome. Let us know in advance if they require accommodation, meals, or interpreter services.

10. What should I bring for my appointment or admission?

Please bring:

- a) Passport & visa
- b) Medical records & test results
- c) Insurance documents (if applicable)
- d) Medications you're currently taking

11. Can I get follow-up care after returning home?

Yes, we provide online consultations and remote follow-up support. Please ask your doctor or coordinator about options before discharge.

12. Who can I contact for more information?

Our International Patient Services team is available to help:

- d) Email: [support.intl@isiconline.org/info@isiconline.org]
- e) Phone/ Whats App: [011-42255425/+91 9582388446/ +91 9650433787]
- f) Online Form: <https://isiconline.org/>