

# FREQUENTLY ASKED QUESTIONS

(Q.1) What is the security of the patients, do you have CCTV cameras?

Ans: we have a video door opening security system through which we can keep a check on people entering and leaving our premises.

(Q.2) what is the day to day routine of the patients?

Ans: explanation of recreational and other activities as per brochure.

(Q.3) Facilities like books, TV, fridge, AC, etc are available?

Ans: common TV and fridge and local newspapers available on each floor. For special facilities like AC extra charges are taken.

(Q.4) Why is laundry not included in the monthly package?

Ans: As per the organization rules the laundry charge is separate.

(Q.5) Is food ordered or cooked at the organization?

Ans: The food comes from Swasthya foods and is per the patient's condition.

(Q.6) On what basis rooms are given? Are personal rooms available?

Ans: Accommodation is done according to availability, a prior bed booking should be done before admission for convenience of patient and the organization.

(Q.7) Is the patient allowed to go out of the premises with the help of staff? How to get their personal day to day items?

Ans: The organization doesn't allow patients to go out with the help of staff, their personal items shall be ordered by the SCC and later the extra charges will be added to the bill. Or the relatives can get it for the patients.

(Q.8) How can we contact the patient? Is skype facility available?

Ans: Communication can be done by contacting SCC's landline number. Skype call can be placed after a prior appointment with the staff.

(Q.9) What is the frequency of the doctor visit?

Ans: GP doctor visit every once a week and in case of emergency specialist doc visit is arranged.

(Q.10) how long will it take for patient to recover?

Ans : It depends on patient's individual condition and the disease affecting them.

(Q.11) Is the provided food dietitian approved? Is Crushed and liquid food available?

Ans: Yes crushed and liquid food is available. The food is dietitian approved and is given according to the patient's condition for eg sugar free for diabetes

(Q.12) What will u do in case of death and also when relatives are not available?

Ans: We keep the body in the cold storage till the relatives arrive.

(Q.13) how many times vitals are checked and how many times physiotherapy sessions are done?

Ans: Vitals are checked once a day. Physiotherapy sessions is also done once a day in the morning.

(Q.14) In case of emergency what will u do?

Ans: will immediately inform the family regarding the emergency, and depending on the families decision the concerned doctor will be called or transferred the hospital.

(Q.15) Is garden area or walking track available?

Ans: we are planning it in near future, we don't have the facility at present.

(Q.16) Questions regarding mandir and other spiritual activities?

Ans: Mandir and prayer facility is available, bhajan kirtan is organized every month and also each and every festival is celebrated at SCC.

(Q.17) What is the patient to staff ratio?

Ans: it depends on the severity of the patient's condition. Generally the patient to nurse ratio is 2:1.

(Q.18) Is the staff trained and well educated?

Ans: we have a combination of staff where in there are nurses, BSPAs and attendants.

(Q.19) Flexibility of visiting hours for working relatives.

Ans: in case of special occasion or emergency visiting time can be extended.

(Q.20) How do you monitor staff duties?

Ans : we keep a check on daily shift record sheets which is filled by the staff regularly.