



**ADMISSION**

Booklet



PATIENT'S DETAILS:

NAME: .....

UHID: .....

PHONE NUMBER: .....

TREATING DOCTOR'S DETAILS:

.....

.....

# WHAT IS THE ADMISSION BOOKLET?

Welcome to C-Care, where your health and well-being are our top priorities. As you embark on your healthcare journey with us, we understand that the admission process can feel overwhelming. That's why we've crafted this admission booklet to be your trusted companion.

This comprehensive guide is designed to help you navigate through the admission process smoothly and confidently. Inside, you'll find essential information, step-by-step instructions, and answers to common questions. Whether you're a patient, caregiver, or family member, this booklet is here to ensure that you feel informed, reassured, and empowered during your stay with us. We aim to ease your worries and provide the support you need from the moment you step through our doors.

C-Care is committed to providing exceptional care, and we hope that this admission booklet contributes to a positive and smooth experience for you.

Thank you for choosing us as your healthcare partner, and welcome to the beginning of your journey towards better health and well-being.



# 01 PRE-ADMISSION & COUNSELLING SERVICES

## What are Pre-Admission and Counselling Services ?

- A dedicated service to provide a cost estimate for upcoming surgeries.
- Insight into what to expect during the admission stage.
- Clarification and answers to any doubts or questions related to surgery or hospital stay.

## Why You Should Attend Pre-Admission and Counselling Services?

- **No Surprises:** Receive a clear cost estimate for your surgery, whether self-funded or covered by insurance.
- **Peace of Mind:** Understand the financial aspects in advance, allowing ample time for necessary arrangements.
- **Clear Doubts:** Have all your questions answered and uncertainties resolved before the actual hospital stay.
- **Value-Added Service:** Benefit from this free service that aids in budgeting and understanding insurance coverage. Our team will directly contact your insurance provider with the surgery cost estimate to obtain a prior agreement from your insurance, ensuring clarity and confirmation of coverage before the procedure.
- **Understand Your Coverage:** Gain insights into any aspects of the surgery that might not be covered by your insurance plan.

Our dedicated team is there to help you for any kind of information about your stay at C-Care. For any information on the estimated cost of your potential surgical treatment, please visit or call the Pre-Admission and Counselling Services office or just drop us an email :

### C-Care Darné

**Location:** Ground Floor by the entrance  
**Phone:** (230) 601 2524  
**Mobile:** (+230) 5499 3221 / (+230) 5422 4098  
**Email:** preadmission@cliniquedarne.com

**Opening hours for Pre Admission desk:**  
Monday-Friday: 8 am to 5 pm  
Saturday: 8 am to 12 pm  
Sunday/Bank Holiday: Closed

### C-Care Wellkin

**Location:** Ground Floor  
**Phone:** (230) 605 1019  
**Email:** preadmission@wellkinhospital.com

**Opening hours for Pre Admission desk:**  
Monday-Friday: 7 am to 8 pm  
Saturday: 7 am to 4 pm  
Sunday/Bank Holiday: Closed

# PREPARING YOUR ARRIVAL

To ensure a seamless experience for you, our dedicated Admission Team will be in touch within 48 hours of your surgery schedule as a gentle reminder. Your treating doctor would have taken the utmost care to pre-book the OT for your surgery and would have updated you about your admission time and any necessary changes.

We welcome any questions you might have or specific requests to make your admission process as smooth as possible. Our staff is here to assist and accommodate your needs.

Before your surgery, it's important to get ready both mentally and physically.

To be fully prepared, consider these steps:

- Follow your surgeon's instructions by attending all scheduled appointments and any educational sessions.
- Adhere to your medication regimen as prescribed.
- Work on cutting down or quitting smoking.
- Focus on a nutritious diet that includes fruits, vegetables, lean proteins, and whole grains, and ensure you're drinking enough fluids for proper hydration.
- Prioritize getting adequate rest.
- Organize post-surgery support, including help from family or friends and arranging transportation to and from the hospital.

## LET'S HELP YOU GET READY!

### What you need to bring?



All medical prescriptions and previous reports



Current prescribed medications



Medical documents : scans, X-Rays



ID card, insurance card proof of address (if paying through an insurance scheme)



Personal belongings\*

\*Mobile phone and charger, tablet, books, reading glasses or hearing aid, children's favourite toy, book, or blanket, comfortable clothes, nightwear, cotton underwear, slippers, Toiletries, hair bands, and other personal items



if you are a self-funded patient, will need to make a full payment as per your cost estimate

\*All private rooms are equipped with a safety deposit box. An ICU patient cannot have any personal belongings with him/her.

## Well-groomed?



Overall personal hygiene is important



Well-shaved or beard trimmed for gents



Wash your hair the night before



Take a shower on the day of surgery



## WHAT YOU SHOULD NOT BRING?



Excessive amounts of cash, jewellery and other valuables



Fresh flowers (for infection control purposes)



Own food (Bringing outside food to the hospital during admission is generally discouraged due to potential health and safety risks, as well as the need to adhere to specific dietary guidelines and medical considerations)



Other electrical equipment (than those mentioned in previous paragraph) due to health and safety reasons

## Are you fasting?

Before a surgery, you are required to fast (not eat or drink anything) for at least 6 hours, or as advised by your doctor.

If you do not follow this instruction, we will have to reschedule your surgery for your safety. Having an empty stomach before any surgery or procedure that requires anaesthesia is important for two reasons:

1. To prevent nausea;
2. To keep any food or liquid from getting into the lungs.

In addition, if you notice any change in your physical condition, like fever, cold, flu, or any other symptoms that could affect your surgery, please notify your treating doctor.

## DOCUMENT CHECKLIST

Please do not forget the following documents on your admission:

- ☐ ID card or passport
- ☐ Prescription and medical report from your treating doctor
- ☐ Cost Estimate provided by the Pre-Admission Counselling Desk
- ☐ Details of your next of kin

Additional document if you are paying through your insurance company:

- ☐ Insurance card
- ☐ Pre-authorisation letter from your insurance company

# 02

## ON THE ADMISSION DAY

We recommend reaching our premises at least 3hrs before your planned surgery or as advised by your doctor.

If you have already been admitted, the ward staff will notify you of any changes. In case you are running late for admission, please call the hospital directly and asked to be transferred to the admission team:

- **C-Care Darné: (230) 601 2300**  
**cdbilling@cliniquedarne.com**
- **C-Care Wellkin: (230) 605 1074**  
**admissions@wellkinhospital.com**

### YOUR ADMISSION PROCEDURES

You are requested to **read, understand** and **complete** all the admission procedures handed to you by the admission staff upon your arrival at the hospital, including the necessary documents and forms, in preparation for your treatment and stay.

Specific consent forms may be required depending on the procedure, test, or scan type. You will then be accompanied to your Room/Ward by a member of our staff until your surgery.

*If you have any questions, do not hesitate to contact your treating doctor or a staff member.*

*We will be glad to assist you.*

### Where and when to report on your admission day?

#### C-Care Darné Admission desk

Located on the Ground Floor by the entrance

**Tel:** (230) 601 2300

Monday to Friday  
7 am to 5 pm  
5 pm to 8 pm - admission  
is on Level 2 at the Billing  
Office  
Saturday - 8 am to 5 pm  
Sun & Public - 9 am to 5 pm

#### C-Care Wellkin Admission Desk

Located on the Ground Floor by the entrance

**Tel:** (230) 605 1074

Monday to Friday  
6 am to 8 pm  
Saturday  
6 am to 4 pm

*If you are arriving outside the above hours, please proceed to the Emergency Services admission counter*

### And if you are a Day Care Patient?

Upon arrival, please head to the Day Ward admission desk.

#### C-Care Darné

**Tel:** (230) 601 2300

#### Opening hours

Monday to Friday:  
7 am to 5:30 pm  
Saturday, Sunday  
& Public Holiday :  
Closed

Proceed directly to level 1 for day care admission – applicable for self-funded and insurance patients

#### C-Care Wellkin

**Tel:** (230) 605 1000

#### Opening hours

Monday to Saturday:  
7 am to 8 pm  
Sunday & Public  
Holiday : Closed

Proceed directly to level 2 for day care admission – applicable for self-funded and insurance patients

*If you are arriving outside the above hours, please proceed to the Emergency Services admission counter*

# 03

## DURING YOUR STAY



### FOOD AND BEVERAGE

You will be able to have access to our Room Service and can order your meals accordingly. Your friends & families may also visit our café on the Ground Floor and try our amazing cuisine.



### HOUSEKEEPING

Our housekeeping will also be coming on a regular basis to ensure that your room is beautifully kept.



### ENTERTAINMENT

Benefit from a rapid internet connection via WIFI and also enjoy the different TV Channels available.

Your well-being, quality of care, safety for our patients are key for us. If you do experience any issues, kindly report the matter to any members of staff and we will sort it out at the earliest.



### NUTRITION AND ALLERGIES

Inform the doctors and nurses of your dietary requirements, restrictions or any allergies.



### MOBILE PHONE

The use of mobile phones should be restricted or put on silence mode. Do not forget to bring your charger.



### SMOKING

*It is strictly prohibited to smoke inside the hospital and anywhere else on our premises.*



### PARKING

*Visitors can park in designated parking bays at our hospital. Kindly note that disabled bays are exclusively for individuals with special needs and a clear disable badge will need to be displayed. You should refrain from parking your vehicle in reserved spaces for Ambulances and staff members.*



### VALUABLES

Despite our best efforts, circumstances beyond our control may occur, and the hospital cannot be held responsible for any loss or damage to personal belongings.\*  
\* Not responsible for loss



### MEDICATION

Double check any regular medication that you need to be taking during your stay and inform your doctor or the nurses.



### NOISE LEVEL

Please respect the noise level within the hospital premises. If you would like to blast some hard rock music, we recommend using headphones. Please do not shout or scream at others as this may irritate other patients.



# 04

## YOUR DISCHARGE PROCESS\*

## IMPORTANT INFORMATION



Scan me to provide a feedback.

STEP	DETAILS	SELF-FUNDED PATIENT	INSURED PATIENT
01 DISCHARGE INTIMATION	<ul style="list-style-type: none"><li>You are informed that your treatment plan is over.</li><li>You may start making the necessary arrangement to leave the hospital</li></ul>	X	X
02 PHARMACY CLEARANCE	<ul style="list-style-type: none"><li>Your discharge medications are being prepared prior to your discharge</li></ul>	X	X
03 BILLING CLEARANCE	<ul style="list-style-type: none"><li>You will be contacted by the billing staff to settle any outstanding amount prior to your discharge</li></ul> <p><b>C-Care Darné C-Care Wellkin</b> (230) 601 2519 (230) 605 1091/ (230) 605 1174</p> <ul style="list-style-type: none"><li>You will be called by the billing staff once a guarantee of payment letter is received from your insurance company</li><li>You will settle any excess amount not covered by your insurance company.</li></ul> <p><b>C-Care Darné C-Care Wellkin</b> (230) 601 2519 (230) 605 1076/ (230) 605 1016</p>	X	X
04 NURSING CLEARANCE	<ul style="list-style-type: none"><li>You will receive your medications, if any along with your discharge summary. You will be requested to leave the room in the next 15 minutes for other patients to be admitted for treatment.</li></ul>	X	X
Approximate time for discharge		90 mins	120 mins

\* Your discharge may involve a wait, as it requires coordination across multiple departments. Insurance patients may experience further delays due to insurer validations. Remember, "The fruit of patience is sweet, and our team is working diligently to ensure your smooth transition."

### GUIDELINES & RULES TO FOLLOW VISITOR'S GUIDE

C-Care Darné	C-Care Wellkin
ICU: 10 am to 11 am 7 pm to 8 pm	ICU: 11 am to 12 pm 6 pm to 7 pm
Wards: 6:30 am to 7:30 am 4 pm to 7 pm	Wards: 1 pm to 2 pm 6 pm to 8 pm
Maternity Ward : 6:30 am to 7:30 am 4 pm to 7 pm	Maternity Ward: 1 pm to 2 pm 7 pm to 8 pm

Visitors allowed: 2 visitors per patient at a time  
ICU: 1 visitor per patient at a time  
Maternity: 1 visitor per patient at a time

During their stay, it is expected that gentlemen dress appropriately.

For some patients, medical teams could require that a "Garde Malade" or family member stays with the patient for the entire stay in the hospital. In such cases, it is mandatory for the patient to occupy a single room (not a shared one). The "Garde Malade" or the person staying with you will have to abide by the rules in the access policy.

### FEEDBACK COLLECTION

At the end of your stay, we will be grateful if you can share the experience of your stay at the end of your journey. Our PCOs (Patient Care Officers) will be going around with their tablet to facilitate the feedback collection. We rely heavily on those precious information to improve our service.

### PLEASE NOTE

- Please make sure to make transport arrangements in advance for your discharge.
- If you require an ambulance transfer, please notify us at least 24 hours before your discharge.
- The hospital's policy includes charges for late check-outs.

### OUR BANK DETAILS

**C-Care Darné**  
**Bank:** The Mauritius Commercial Bank Ltd, Port Louis  
**Account Name:** C-CARE (MAURITIUS) Ltd  
**Account Number:** 000020013876  
**IBAN:** MU60MCBL0902000000013876000MUR  
**SWIFT BIC:** MCBLMUMU  
**Account Currency:** MUR  
**MCB Juice:** 59352189

**C-Care Wellkin**  
**Bank:** The Mauritius Commercial Bank Ltd, Port Louis  
**Account Name:** C-CARE (MAURITIUS) Ltd  
**Account Number:** 000444987727  
**IBAN:** MU39MCBL0944000444987727000MUR  
**SWIFT BIC:** MCBLMUMU  
**Account Currency:** MUR  
**MCB Juice:** 59419090

# YOUR PRE-ADMISSION TO DISCHARGE JOURNEY



## STEP DETAILS

### SELF-FUNDED PATIENT

#### OUTPATIENT CONSULTATION

- Your doctor advises a surgical procedure:
- A prescription and medical report are remitted to you.
  - You may proceed to step 01.
  - For medical admission, you may proceed to step 02.

#### 01 PRE-ADMISSION & COUNSELLING DESK

- During your visit to the pre-admission and counselling desk, you will be explained what to expect for your admission.
- A cost estimate for your potential treatment is provided to you.

#### 02 ADMISSION DESK

- You provide the contact details of your next of kin, your ID card or passport and proof of address.
- You will be requested to make a full payment as per your cost estimate before your admission.
- For medical treatment you will be required to make a deposit

#### 03 DURING YOUR STAY

- Your next of kin will be contacted for any additional payment if the amount on your interim bill exceeds the estimate cost.

#### 04 AT DISCHARGE

- The final bill is issued and any outstanding amount should be settled in full.
- You will be refunded within 10 working days if the amount is less than your deposit.

### INSURED PATIENT

- Your doctor advises a surgical procedure:
- A prescription and medical report are remitted to you.
  - You may proceed to step 01.
  - For medical admission, You may proceed to step 02.

- You provide your insurance card, or any other insurance details, your ID card or passport and medical report.
- A request for your potential treatment is sent to your insurance company.
- If denied, you need to follow step 02 for a self-funded patient.

- Your insurance company issues a guarantee of payment (GOP).
- You provide the contact details of my next of kin.

- Interim bills and medical reports are sent to your insurance company regularly.
- Your next of kin will be updated regularly on your insurance cover.

- Any amount not covered by your insurance company needs to be settled at the hospital at the time of discharge.
- You will be contacted to pay any amount not covered by your insurance company.

# YOUR RIGHTS & RESPONSIBILITIES

## PATIENT'S RIGHTS



### Care & treatment

- To know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
- To have supportive care including appropriate management of pain, treatment of uncomfortable symptoms and support of your psychological
- To accept or refuse any procedure, drug or treatment, and to be informed of the consequences of any such refusal. If there is conflict between you and your parents/guardian regarding your exercise of this right, you and your parents/guardian may need to participate in conflict resolution procedure.
- To have access to information contained in your medical record through your primary consultant. You may choose to rectify, erase and restrict certain information if this is deemed no longer needed.



### Transfer to another facility

For specific situation, to be transferred to another facility at your request or when medically appropriate and legally permissible. The facility transferred to must first accept you as a patient.



### The quality of my treatment

- To be treated with courtesy and personal dignity and to be respected.
- To voice genuine complaints regarding your care, to have those complaints reviewed, and when possible, resolved without fear of any harm or penalty to yourself, and without any abuse of process from you.



### Second opinion

To assistance in obtaining consultation with another physician regarding your care. This consultation may result in additional costs to you or your family.



### Bill explanation

- To examine your bill and receive an explanation of the charges regardless of the source of payment of your care.
- To be aware of the professional fees of all the physicians and physiotherapists providing care to you.

## PATIENT'S RESPONSIBILITIES



### Health information

It is your responsibility to provide the hospital with all necessary personal and family health information to ensure appropriate care. This includes sharing a list of medications, reporting drug allergies, and communicating any pain, or require pain relief.



### Transfer of care

You have the responsibility to inform your physician or other care provider if you wish to transfer your care to another physician, care giver, or facility.



### Ask questions

You are encouraged to ask questions to your physician or care providers when you do not understand any information or instructions.



### Participation

To participate to the best of your ability in making decisions about your medical treatment, and to comply with the agreed care or support plan.



### Respect others

It is important to be considerate of others receiving and providing care within the hospital.



### Compliance

You are expected to comply with the facility's policies and procedures, which may include regulations regarding smoking, noise and number of visitors.



### Pay fees

You have the responsibility to accept financial responsibility for health care services and settle bills promptly.



### Violence free

You should treat all staff respectfully and refrain from engaging in abuse, violence or inappropriate behaviour.

## C-Care Cancer Centre

Georges Guibert Street  
Floréal  
Tel: (230) 601 2300  
Email: [info@cliniquedarne.com](mailto:info@cliniquedarne.com)

## C-Care Darné

Georges Guibert Street  
Floréal  
Tel: (230) 601 2300  
Email: [info@cliniquedarne.com](mailto:info@cliniquedarne.com)  
**CALL AN AMBULANCE: 118**

## C-Care Wellkin

Royal Road,  
Moka  
Tel: (230) 605 1000  
Email: [appointment@wellkinhospital.com](mailto:appointment@wellkinhospital.com)  
**CALL AN AMBULANCE: 132**

## C-Care Grand Baie

Boulevard De Mont Choisy  
Chemin Vingt Pied  
Grand Baie  
Tel: (230) 601 2500  
Email: [info.grandbaie@c-care.mu](mailto:info.grandbaie@c-care.mu)  
**CALL AN AMBULANCE: 132**

## C-Care Tamarin

District One,  
Royal Road La Mivoie,  
Tamarin  
Tel: (230) 484 0600  
Email: [ccc\\_tamarin@c-care.mu](mailto:ccc_tamarin@c-care.mu)  
**CALL AN AMBULANCE: 118**

## C-Lab

Email: [info@c-lab.mu](mailto:info@c-lab.mu)  
Whatsapp: (+230) 55007688  
HOTLINE: 86888

## C-Pharma

Royal Road,  
Moka  
Tel: (230) 605 1000  
Email: [cpharmainfo@c-care.mu](mailto:cpharmainfo@c-care.mu)



**C-CARE APP, YOUR PERSONAL HEALTH  
COMPANION.**



