Apollo Hospitals Dhaka

Emergency Hotline: 10678
Appointment: (02)-8845242
Ambulance: 01714-050000

Info Centre:
Chittagong: 01713-064555
Sylhet: 01713-047461
Bogra: 01713-229988
Khulna: 01713-489191
Comilla: 01714-162751

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Dhaka-1225, Bangladesh
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Our Mission

“Our mission is to bring the healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity”

Dr. Prathap C. Reddy
Founder Chairman
Apollo Hospitals Group
Welcome

You are welcome to Apollo Hospitals Dhaka.

Thank you for choosing us.

Apollo Hospitals Dhaka sets the highest standards for your care. We want your visit to be successful, convenient and comfortable.

This handbook gives you helpful information about the OUT PATIENT SERVICES. We hope this information booklet will help you understand what services are available, and how to use these services. If you have any queries, please feel free to ask our staff.

We at Apollo are eager to listen and guide you.
PATIENT TRANSPORTATION
On arrival at the hospital, if you require a wheelchair or stretcher for OPD, please contact the Patient Care Attendant in the lobby at the main entrance.

BEFORE YOU ARRIVE
If you have a query, please feel free to call our Appointment Centre at Extn.: 1088, 8401661-5, 8845242
In case of emergency just dial 10678 or 01714-090000, 8401661-5, Extn.: 2158
Please bring your old medical records with you.

TO CANCEL OR CHANGE YOUR APPOINTMENT
If you cannot keep your appointment or would like to change the date or time, please call any of the below mentioned Appointment Centre numbers: (02) - 8845242, 01713 064593, 01713 063067, 01195 APOLLO, 01729 APOLLO, 01612 APOLLO, 01841 APOLLO, 01971 APOLLO
APOLLO Signifies: 276556
SCHEDULING AN APPOINTMENT

At Apollo Hospitals Dhaka, you are always within the reach of the best medical facilities and expertise. You can make appointments through:

- Appointment Centre - Just call us at (02) - 8845242 and make an appointment. 01713 064593, 01713 063067, 01195 APOLLO, 01729 APOLLO, 01612 APOLLO, 01841 APOLLO, 01971 APOLLO, APOLLO Signifies: 276556.
- FRONT DESK - Appointments can also be made at the front desk in the atrium on the ground floor.
- INFOMAIL - With our internet-based appointment system, you just need an internet connection to make appointments from anywhere in the world.
- WALK-IN - If you feel you need a quick check-up or just want to put to rest a nagging thought, you can always stroll in for a check-up. Depending on the rush, you may have to wait a bit for walk-in appointments.

If you are not sure which specialist to see, our trained Appointment Centre staff/atrium staff can always advise you and help you make an appointment.
HOW TO DRESS
Informal and comfortable clothing are appropriate for your visit to the hospital.

FRIENDS AND RELATIVES
Your friends and relatives may accompany you. They are requested to remain in the waiting areas, unless there are special reasons for them to stay with the patient during the examination or investigation. We would appreciate if only one attendant accompanies you.

ATRIUM
The Atrium / Front Desk in the OPD would be delighted to assist you incase of any queries regarding:
• Appointment
• Registration
• Payment of consultation fees, investigation
• Any other information
  Extn.: 2171, 2172, 3333

INFORMATION DESK
REGISTRATION
Registration is simple and easy, you do not have to come for this once-only registration. Just send someone with your personal information and register to have access to an instantly accessible online database that will store all your medical records.
To register you need to fill up a simple registration form at the registration counter at the atrium and pay the one time registration fee and collect the registration card with a UHID number which you will have to use every time to access your records online in our database.
Extn.: 3333 (information desk)
You can also download the registration form from our website.

OPD BILLING COUNTER
We are providing one stop services of OPD billing counter at all levels of OPD building. We accept cash & all major credit cards. All tariff enquiries can be made at this counter.

OPD billing & appointments counters are at
Levels  Extension
Level 1 Ground floor  2171, 2172, 1065, 2065, and 1180
Level 2  1102, 1084, 2084
Level 3  1096, 1177, 1124
Level 4  1175, 1349
Level 5  5152, 5153, 1040
CONSULTATION
You can approach the respective department with the help of signages in
the hospital. During your visit, a doctor will examine you and you may be
asked for other tests to help build a full picture of your medical condition.
The Customer Care Officer at the desk will be able to assist you in your
interactions with the Consultant and also regarding matters of admission.
If your doctor advises a referral with another doctor, his/her Customer
Care Officer will help to arrange it. At the end of the consultation, the
doctor will provide you with a prescription having your medical history and
the medical management plan.
It is difficult to know how long each person will need to spend with the doctor
and from time to time there may be unforeseen delays, for instance a medical
emergency. We will keep you informed at regular intervals of any delay.
OUT-PATIENT DEPARTMENTS’ LOCATION

Basement
- Blood Bank
- Central Pharmacy
- Physical Medicine & Rehabilitation
- Prayer Room (Male)
- Mortuary

1st Level
- Emergency
- Fertility Center
- Internal Medicine OPD
- Knee Center OPD
- Master Health Checkup Clinic
- Nuclear Medicine
- Oncology OPD
- OP Pharmacy
- Orthopedic OPD
- Rheumatology OPD
- Radiology & Imaging
- Report Delivery
- Sample Collection
- Vaccination

2nd Level
- Chemotherapy Day Care
- Chest Medicine OPD
- Dialysis
- Dermatology OPD
- Diabetology & Endocrinology OPD
- Gastroenterology OPD
- Hematology OPD
- Lab Medicine Dept.
- Nephrology OPD
- Neonatal ICU
- Post Neonatal ward
- Special Care Baby Unit
- Urology OPD

3rd Level
- Administration
- Day Care
- Endoscopy & Colonoscopy
- Neuro Science OPD
- OT Complex
- Pre-Anesthesia Check
- Recovery OT

4th Level
- Cath Lab
- Cardiothoracic OT - ICU Complex
- Cardiothoracic OPD
- Dental OPD
- ENT OPD
- General and Lap Surgery OPD
- Obs/Gynae OPD
- Ophthalmology OPD
- Prayer Room (Female)

5th Level
- Cardiology OPD
- Pediatrics OPD
- Lithotripsy

DIET COUNSELLING
Diet Counseling is available from 9.30 am to 6.00 pm in room no: 2124 level - 2 in OPD. Extn.: 1082
Diet counselling is also available in MHC from 8.00 am to 4.00 pm.

PHARMACY
OPD Pharmacy is located in the main lobby on the ground floor. Our patient friendly Pharmacy is always well-stocked with quality medicines which are sold at competitive market prices. You need to show the prescription in the Pharmacy billing counter that is located in every floor of OPD block. You need to pay the bill amount in the Pharmacy billing counter. A counter number then is printed on the Pharmacy bill. You need to collect your medicines from the Pharmacy medicine collection counters when your counter number appears on the screen of the collection counter. A pharmacist checks your prescription and disburses the medicines depending on the availability. He will also explain to you how to use the medications. Extn.: 1041

PHYSICAL MEDICINE AND REHABILITATION CENTRE (PM&R)
PM&R Department is located in the basement in addition to other billing counters, all billing for physiotherapy can also be done in the department itself. It is open from 9.00 am to 6.00 pm, Extn.: 2159

VACCINATION CENTER
The “Vaccination Center” is located within the Master Health Check department. Vaccination is given to the patients according to the advice of the doctor. Billing for vaccination is done from the Atrium billing counter. It is open from 9.00 am to 5.00 pm everyday, except Fridays. Extn.: 1106
YOUR MEDICAL RECORDS
To help us keep your medical records up-to-date please inform us if you change your address, your telephone number etc. We keep accurate and up to date information about our patients, including details of all their treatments. This means health professionals have the information they require in order to give you the best possible treatment. We take great care to look after your records and anyone who has access to them is obliged to respect their confidentiality.

ADMISSION
In case you require admission to the hospital, your doctor would fill a Request for Admission Form. You would be guided to the Admission Desk where you can get choice of your room. If you require elective admission, please contact the Admission Counter. At the time of admission deposit ranging from BDT 15,000 - 50,000 is required depending on the type of bed being availed by the patient. An advance non-refundable deposit of BDT 5000.00 is required for Operation Theater booking if you are advised for a surgery. Extn., 2112 (IP-Billing 1309)
APOLLO PREVENTIVE HEALTH CHECKS

The Apollo Master Health Check Clinic is designed to screen every part of your body meticulously and professionally. The Checks are conducted at the Ground Floor Block-B of the main entrance. Based on different medical profiles a number of Health Checks (including male & female specified tests) have been designed:

• Apollo Master Health Check
• Apollo Executive Health Check
• Apollo Heart Check
• Apollo Whole Body Check
• Apollo Child Check
• Apollo Diabetic Check
• Apollo Liver Screening
• Apollo Thyroid Check
• Apollo Screening for Smokers
• Apollo DAP Screening
• Apollo Common Cancer Screening
• Apollo Obesity Check
• Apollo Joint Paint & Arthritis Check
**IMPORTANT INSTRUCTIONS**

- Kindly make an appointment before coming.

- Please come on an empty stomach with overnight fasting (having 2-3 glasses of plain water).

- Kindly bring along morning sample of urine and stool in sterile containers if possible. If you are pregnant, diabetic or have a cardiac problem, please inform the reception on arrival.

- You are advised not to undergo health check during menstruation. Breakfast will be provided after the preliminary investigations.

- For information and appointment you can call from 9.00 am to 5.00 pm. Direct Number: 8401600 Extn.: 2141

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**CORPORATE DESK**

If your company has a tie-up with Apollo Hospitals Dhaka for medical services, you would be entitled to certain privileges as a corporate client. Please ensure that you are carrying an authorization letter from your company or an identification card. For further enquires communicate with the corporate desk executives located at the main entrance. Extn.: 1048, 1113

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**OTHER SERVICES**

**Information KIOSK**

A KIOSK (touch screen) has been placed near the Information Desk in the Atrium at the front of the hospital. It gives brief information about the hospital for the convenience of our patients and attendants.

**Information available on our KIOSK includes:**

- Basic information about AHD
- Services & facilities of each of our Centers of Excellence and Strategic Business Units
- Tests and tariff of each package in MHC
- Our technology & facilities strength with picture
- Consultants name, designation, photo as per specialty, appointment details
- Room tariffs
- Interactive hospital map, i.e. step by step guide on how to go to each department or centre
- Our contact information phone number and e-mail address

**CAR PARK**

A Pay Car Park is located at the entrance of the hospital campus.

**ATM BOOTH**

There is a 24 hours ATM (Automated Teller Machine) of the Dutch Bangla Bank Ltd (DBBL) at Level 6 of the hospital, accessible near the capsule lift at the entrance of the main lobby.
REFRESHMENT FACILITIES
There are two food service areas in AHD for the OPD patients and patient attendants that serve a range of breakfast, lunch, dinner and snacks, in a strictly maintained hygienic environment. Apollo food village is located at level 6 of the hospital, accessible from the capsule lift at the entrance of main lobby. A small food station providing coffee/ tea/ and snacks is also placed strategically near the report delivery room.

DRINKING WATER
Clean drinking water facility is provided in various areas of the hospital.

WASH ROOMS
There are washrooms on each floor of the OPD. We have washrooms in every level of the OPD and other areas.

TELEVISION
Televisions are provided in all waiting areas.

PRAYER ROOM
We respect your cultural and religious beliefs. There is a prayer room in the basement for males & Level - 4 prayer room is for females in the hospital.

SMOKING
Smoking is not permitted within the hospital premises.

SECURITY
Uniformed security guards are on duty 24 hours. Extn.: 2111, 1282

PHOTOGRAPHS
Patients and visitors are requested not to take photographs inside the Hospital.

TIPS
As a service organization, we wish to extend every courtesy to our patients. For this reason, hospital employees have been instructed not to accept any tip or gratuity. We appreciate your cooperation in maintaining this policy.
YOUR RIGHTS AS A PATIENT
Our objective is to regulate the relationship between the customer who require medical treatment and members of the medical staff who provide it. We aim to establish the rights of every person who requests medical care or who is in receipt of medical care, and to protect his dignity and privacy.

THE RIGHT TO MEDICAL CARE
The right to receive medical treatment is assured to all. Neither the medical facility nor the clinician administering the treatment may discriminate between patients on grounds of religion, race, sex, nationality, origin etc. Medical treatment shall be provided according to existing terms and arrangements in the medical system of Apollo Hospitals Dhaka. In case of medical emergency - the patient will receive treatment without any pre-condition.

PROPER MEDICAL CARE
The patient is entitled to proper medical care, which shall be provided in the best professional standards and quality. Proper personal relations shall also be maintained.

INFORMATION OF CLINICAL IDENTITY
The patient is entitled to know the name and professional background of every person giving treatment.

A SECOND OPINION
The patient is entitled to obtain, at his own initiative, a second opinion as to his medical care. The clinician and the medical facility shall give the patient all the assistance he requires to fulfill this right.

RIGHT TO CONTINUITY OF PROPER CARE
In cases where a patient transfers from one clinician or facility to another, he is entitled, at his request, to the co-operation between the clinicians and facilities involved, to ensure proper continuity of care.

THE DIGNITY OF THE PATIENT
The dignity of the patient is assured at all stages of the medical treatment.

MEDICAL CONFIDENTIALITY
A clinician or any other staff member of a medical facility shall not disclose any information concerning a patient which came to their knowledge during their services or in the course of the treatment.

THE PRIVACY OF THE PATIENT
The privacy of the patient is assured at all stages of his treatment.

DISCLOSURE OF INFORMATION TO A THIRD PARTY
A clinician or a medical facility is allowed to disclose information to another party provided the patient has given his consent. Information may also be disclosed to specific authorities if the clinician or the facility is so instructed by law, or if the information is needed for continued treatment.

INFORMED CONSENT
No medical treatment shall be administered unless the patient has
consented to it. Such consent should be “informed” based on all the data on the diagnosis, the nature of the proposed treatment, the risks involved (including pain and discomfort) and chances and the risks of alternative treatment or the lack of any treatment at all.

The clinician shall furnish the information to the patient at the earliest stage of the treatment in a manner that maximizes the ability of the patient to understand the information and make a free and independent choice. The consent to medical treatment must be given in writing.

THE RIGHT TO ACCESS TO MEDICAL INFORMATION
The patient is entitled to receive from his clinician or from the medical records, a copy of his medical records.

In cases where such information may cause serious harm to the patient’s health or endanger his life, the clinician may decline to give the patient such information. The Ethics Committee may endorse or change the clinician’s decision.

CARE UNDER EMERGENCY OR GRAVE DANGER
Whenever a person is in grave danger or in medical emergency, he is eligible unconditionally to receive medical treatment. The clinician to whom he turns or is referred is obliged to examine and treat the patient to the best of his ability. Should the clinician be unable to do so, he shall refer the patient to a facility that can provide the medical care that is required. If a patient is in grave danger and he refuses medical treatment, the clinician should administer the required treatment even against the will of the patient. This can be done only after the Ethics Committee has given its permission.

COST OF TREATMENT
The patient shall be given the approximate cost of treatment at the time of availing treatment. The patient shall be updated on the expense statement during hospitalization.

YOUR RESPONSIBILITIES AS A PATIENT
The rights are balanced by responsibilities which can help the health service work more efficiently. You can help yourself and the hospital staff if you do the following:

1. Be on time for appointments and tell the hospital if you can not keep your appointment.
2. Hospital staff has demanding jobs to do, often under stressful circumstances. Help them by treating them considerately. Violence or racial, sexual or verbal abuse is completely unacceptable.
3. Try to follow any advice given to you. If you are worried about doing this, discuss it with the person giving you the advice at the time.
4. Try to take any medicine which is prescribed and finish the course of treatment.
5. Improving services is easier if the people providing them know what you think about the services.
6. Use emergency services in a real emergency only. Do not forget that there will be seriously ill people who need to use these services.
7. Provide all information to your physician, participate in the decision making process and ask questions in case of doubts.
8. Observe policies and procedures of the hospital regarding smoking, noise, number of visitors etc.
9. Accept financial responsibility for health care services and settle bills promptly.
DAY CARE UNIT
Apollo Hospital Dhaka recognizes the importance of Day Care Unit to help its patients with specific need-based treatment.

DAY CARE SURGERY
A surgical procedure performed on a non-hospitalized patient, is an accepted and well-established practice of modern day medicine. We provide high quality health care at affordable costs in treating ambulatory patients.
- Please bring only one attendant with you
- You are advised not to bring minors with you
- Please be punctual and reach the hospital 20 minutes before you are asked to report.

On arrival
- Transport can be arranged for you on request
- You will be received at the reception and guided towards the OT on the third level of the Hospital.
- Your consent will be taken before the surgery in the theatre.
- You will be asked to change for the surgery and other preparations will be done (if required)

For attendants
- We know this may be a time when you want to be with your loved ones as much as possible.
- You may comfortably wait in the waiting area while your patient is wheeled in for surgery.

If a patient is advised for a procedure/surgery which does not require overnight nursing care & stay in the hospital, patient can have the procedure/surgery & return home that same day, then the patient can have the benefit of availing facilities of AHD Day Care Unit.
• Proceed to the recovery room once informed by OT personnel regarding completion of the surgery.
• Sterile gown given by hospital authorities should be worn before meeting the patient in the recovery room.
• The patient would remain in the recovery room for a period of two hours depending upon his or her condition and type of surgery
• You are requested to clear the bill at the billing counter immediately after the receipt of the bill.
• A discharge intimation slip will be given to you on payment of bill.
• We would take care of your patient. Please help us keep your patient healthy. Please adhere to the checkpoints.

After the patient is stabilized
• Your concerned care provider (Doctor/Nurse) will explain to you the follow up medications and post operative care.
• Kindly ensure that all reports are handed over to you.
• Patients are advised not to drive any vehicle after the surgery or board any two wheels to go home.
• If any problem persists after leaving the hospital, you can contact your caregiver (doctor) on his/her mobile phone.

SAFE MEDICATION

Unfortunately medication errors happen. They happen in hospitals, in pharmacies, or even at home. And sometimes people get hurt because of these errors.
SAFE MEDICATION

At home:
- Make a list of medications you are taking now. Include the dose and how often you take them.
- Any time your medication changes, make a list of it.
- Keep medication in their original containers.
- Never take someone else’s medication.
- Read the label every time you take a dose to make sure you have the right drug and that you are following the instruction.
- Do not store medication in the bathroom cabinet or in the direct sunlight.
- Store medications where children can not see or reach them.
- Don’t chew, crush or break any capsules or tablets unless instructed.
- To take liquid medication, use only the cup or other measuring device that comes with it. Dosing errors can happen if you use a different cup or if you use the cup with other liquid medications, because the cups are produced of different sizes or have different markings.

In the hospital:
- Bring your medication list with you when you visit the hospital.
- Tell your doctor you want to know the name of each medication and the reason you are taking them.
- Look at all medications before you take them.
- Do not let anyone give you medication without checking your hospital ID wrist band every time. This helps prevent you from getting someone else’s medications.
- To avoid hazards of spurious medicines, buy quality medicines from Apollo Hospital Dhaka’s pharmacy.

INVESTIGATIONS
Apollo’s state-of-the-art diagnostic facilities ensure that all your tests are done with the correct reagents and supervised by experts. An instantly accessible online medical database ensures prompt re-verification of test results, which you can also receive over the phone. You will need to fill up an investigation slip available at the billing counter on each floor to pay for any investigation (e.g. blood test, X-ray etc) that you were advised by your Consultant. The Customer Care Officer of the doctor can arrange an appointment for any investigations needed. You will also be given a follow up appointment with your doctor to show your reports. Ext: 1313 (8.00 am to 9.00 pm)
SAMPLE COLLECTION
Your laboratory investigation samples are to be deposited in the sample collection room 1103 (Extn: 1346) located in the main lobby. The department is open everyday 7.00 am to 10.00 pm, Friday’s & Holiday’s from 7.00 am to 3.00 pm.

REPORT COLLECTION
Reports can be collected from the report collection room (Room no. 1212 in the Ground floor besides MHC Clinic) by showing the receipt of payment. The hospital shall not be responsible for the reports not collected within 30 days after the tests are done. The department is open everyday 8.00 am to 8.30 pm, Friday & holiday 9.00 am to 5.00 pm. Extn.: 1202

NUCLEAR MEDICINE
Nuclear Medicine Tests are done at the Department of Nuclear Medicine located on the ground floor near the Radiology Department. Some of the investigations require prior appointment. Special instructions may need to be followed for some tests. Extn.: 1295 (10.30 am to 9.00 pm)

LABORATORY SERVICES
Lab Medicine Dept. is located on Level - 2 Block - C of the main building. Blood, urine or stool samples may be given at the sample collection area in the main lobby on ground level.
BLOOD BANK
Apollo Blood Bank does not sell blood or blood products and accepts same only for replacement from voluntary donors. It is open for 24 hours and blood collection time is from 9.00 am to 5.00 pm. Extn.: 1050

ENDOSCOPY PROCEDURE ROOM
Endoscopy procedures are done at the Endoscopy Room located on the 3rd floor of the main building. To reach the lab, one has to take the OPD elevator. The bill along with the investigation form should be produced at the OPD Billing counter when you reach the Endoscopy Lab. Extn.: 1299

BRONCHOSCOPY PROCEDURE ROOM
All Bronchoscopy procedures are done in the Bronchoscopy Room on the 3rd Level of the OPD. For appointment please call Extn.: 1299.

Please find the frequently asked questions about various Diagnostic Services at the end of this booklet.

RADIO-DIAGNOSTIC SERVICES
Radio-Diagnostic is a specialized medical branch in which, images of the internal organs are captured and the Radiologist interprets a disease process by studying these.

This includes X-ray, Ultrasound, MRI, CT, Nuclear Medicine and other special investigations. These are located on the ground floor near Emergency Department. The bill along with the investigation form should be produced at the billing counter. Most of the investigations require prior appointment, or special instructions like fasting, full bladder etc. You will be informed about these when you fix up an appointment.

Room Number: 1308. PABX Extn.: for appointment - 1313
MAGNETIC RESONANCE IMAGING (MRI)
MRI uses radio waves and magnetic field rather than X-ray to produce clear & detailed pictures of the internal organs.
Preparation & precautions: Because of strong magnetic field you will be asked to remove all metallic objects from your body including hairpins, jewelleries, eyeglasses, hearing aids, removable braces, eyehooks/mascara etc. PACEMAKERS, ANEURYSM CLIPS & COCHLEAR IMPLANTS are contraindications for MRI. Prosthetic implants, intrauterine devices, stents, surgical staples are not a contraindication. Patients with past injuries due to bullets & metal shrapnel should inform the technologist. MRI is completely harmless & painless but is restricted in patients with early pregnancy. No special preparation is required except for fasting for 4 hours in cases of MRI abdomen and MRCP (magnetic resonance choangio pancreatography) should be taken and no water should be taken for 4 hours prior to the test. Children & claustrophobic (persons who cannot stay in a closed area) adults may need sedation for the test as it takes 25-45 minutes. Ext.: 1307

ULTRASOUND
Ultrasound is an imaging procedure of the internal organs of the abdomen including the liver, gall bladder, spleen, pancreas and kidneys. The ultrasound machine sends out high-frequency sound waves, which reflect off body structures to create a picture. Live 3D pictures can also be observed.

How is the test performed?
You are asked to lie down and a clear-water based conducting gel is applied over the abdomen to help with the transmission of sound waves.

The ultrasound transducer (a hand held probe) is then moved over the abdomen. You may be asked to hold your breathe for short periods of time during the procedure.

How to prepare for the test?
Nothing by mouth for 4-6 hours and a full bladder may be required for specific cases.

How does it feel?
There may be a little discomfort as full bladder is required but the test is painless.

Risks?
No ionizing radiation is involved.
MULTI SLICE COMPUTED TOMOGRAPHY (MDCT)
CT Scan uses rotating X-ray tube to scan images from various angles around the body & then uses computer processing to show cross section of body tissues.

CT is the best tool to study chest & abdomen, staging of causes, assessment of trauma & conduct noninvasive heart & body angiography.

Preparation & special precautions
Patients should wear loose clothing & avoid any metallic object on the body. Due to ionizing radiation CT is avoided during pregnancy and for young children where directed by the physician radiologist.

PLEASE INFORM THE RADIOLOGIST IF YOU ARE PREGNANT, ASTHMATIC, SEVERELY DIABETIC, HAVE RENAL PROBLEMS OR HAVE HAD ANY SIGNIFICANT ALLERGIES. Ext.: 1301

You may be injected with NONIONIC CONTRAST during the test through hand veins. This is iodinated contrast & may stimulate allergic reaction in a minority of patients. The attending physician could administer any medicine for recovery from the reaction. CONTRAST study requires fasting from solids for 4 hours & for liquids for 3 hours. The test results & film shall be available as per directions by the department.

Please note that Radiology procedures are scheduled as per appointment but they may have to be wait in case of emergency cases.

ECG
ECG records the electrical activity of the heart, used to measure the rate and regularity of heart beats as well as the size and position of the heart chambers.

How is the test done?
You are asked to lie down, and electrodes are affixed to each arm, leg and the chest. You are usually required to remain still and may be asked to hold your breath for short periods during the procedure. The results are recorded on graph paper.
**How to prepare for the test?**
- There are no restrictions for food or fluids. However, ingestion of cold water immediately before an ECG may produce changes in one of the waveforms recorded (the T wave).
- Exercising (climbing the stairs) immediately before an ECG may significantly increase your heart rate.
- Remove all jewellery.

**How does it feel?**
There may be pressure on your chest from the transducer. You must remain still during the test.

**Risks?**
There are no known risks associated with the test.

**Why is the test performed?**
Echocardiograms are performed to evaluate the status of the heart valves and chambers of the heart in a non-invasive manner.

Extn.: 1054

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**ECHOCARDIOGRAPHY**
Echo a test that uses sound waves to create a picture of the heart. The picture is more detailed than the X-ray image.

**How is the Echo performed?**
Conductive gel is placed on the chest. A transducer (an instrument that transmits high-frequency sound waves) is placed on your chest and directed towards the heart. The transducer picks up the echoes of the waves and transmits them into an electrical impulse and relays it to an echocardiogram machine where the impulse is displayed and recorded.

**How to prepare for the test?**
There is no special preparation for the test.
TMT (Tread Mill Test)
TMT is a recording of the electrical activity of the heart during physical stress to test the heart’s reaction to increased demand for oxygen.

How is the test performed?
Baseline measurements of heart rate and blood pressure will be taken before the exercise starts. Electrodes will be placed on your chest, arms and legs to record the heart’s activity. You will start walking on the Treadmill. The pace of the Treadmill will be increased after every 3 minutes.

A recording of ECG and Blood Pressure readings are taken when you walk, the test continues until you reach a target heart rate, unless complications such as chest pain or exaggerated rise in blood pressure develops with activity.

Monitoring continues after exercise for 10 to 15 minutes or until the heart rate returns to baseline.

How to prepare for the test?
Do not eat, smoke, or drink caffeine or alcohol-containing beverages for 3 hours before the test. Ext. : 1054

PFT (Pulmonary Function Test)
Pulmonary Function Tests are a broad range of tests. They measure how well the lungs take in and exhale air and how efficiently they transfer oxygen into the blood.
How the test is performed?
Spirometry: A person performs the test by breathing into the mouthpiece that is connected to an instrument called Spirometer. The Spirometer records the amount of air and the rate of air that is breathed in and out over a specified time. Some of the measurements are obtained by normal, quiet breathing, and other tests require forced inhalation or exhalation after a deep breath.
* Lung Volume is measured when a person breathes helium gas through a tube for a specified period of time. The concentration of the gas in a chamber attached to the tube is measured, allowing estimation of the lung volume.
* The diffusion capacity is measured when a person breathes carbon monoxide for a very short time (often one breath).

The concentration of the gas in the amount of Carbon monoxide inhaled and the amount exhaled allows estimation of how rapidly gas can travel from the lungs into the blood.

How to prepare for the test?
Do not smoke for 4 to 6 hours prior to the test.

How it feels?
Since the test involves some forced breathing and rapid breathing some temporary shortness of breath or lightheadedness may be experienced.

Special Considerations
Cooperation from the patient performing the test provides accurate result.

PAP SMEAR
A pap smear is a microscopic examination of cells scraped from the cervix of uterus to detect cancerous and precancerous cells of the cervix.

How is the test performed?
You will be asked to lie on your back. A pelvic examination will be done, and a speculum (an instrument used to open the walls of the canal in order to examine the interior) will be inserted into your vagina and opened slightly.

A sample of the cells from the outside and the canal of the cervix are taken by gently scraping the outside of the cervix with a spatula.

How to prepare for the test?
You should avoid douching, using tampons, having intercourse, and tub bathing 24 hours before the test. You should avoid scheduling for your pap smear while you are menstruating because blood and cells from the endometrial cavity may obscure the accuracy of the Pap smear. Empty your bladder before the test.

How it feels?
There may be discomfort and a feeling of pressure during the procedure. A small amount of bleeding may occur after the test.

Risks?
There are no risks involved.
MAMMOGRAM

A mammogram is an X-ray picture of the breasts. Approximately 90 to 95% of breast cancers are detected with mammography.

How is the test performed?
One breast at a time is rested on a flat surface which contains the X-ray plate, and a device called a compressor will be pressed firmly against the breast to flatten out the breast tissue. You may be asked to hold your breath during the picture.

How to prepare for the test?
Deodorant, perfume, powders and ointments under the arms or on the breasts may cause the pictures to be obscured and should not be worn on the day of the mammogram. Remove all the jewellery from the neck.

How it feels?
When the breast is compressed, there may be some discomfort or mild pain.

Risks?
The level of radiation is low.

Why is the test performed?
Mammography is a screening test to detect cancer before you can feel them with your fingers. The American Cancer Society recommends mammogram screening every year for all women age 40 and older.
WHAT IS AN EEG?

An EEG (electroencephalogram) is a test that records the electrical activity of your brain. (The nerve cells in your brain work by carrying tiny electrical charges)

When is it used?

An EEG can help your doctor diagnose medical problems such as epilepsy, sleep apnea, encephalitis (infection in the brain), dementia, and brain tumors. This test is sometimes used during surgery to check the effect of anesthesia. It may be used to test for brain death in cases of severe injury or illness. Level 3, Extn: 8401661-5, 1124

How do I prepare for an EEG?

Your head doesn’t need to be shaved for an EEG. EEG lab wants your hair to be clean and free of hair products such as hairspray or mousse. Ask your doctor if there are any special instructions you need to follow. Also ask if there are any substances or medicines that you should avoid before the test.

Sometimes a sedative is given just before the test to help you relax during the EEG.

In case this happens, plan to have someone take you home after the test.

COMPLAINTS, QUERIES AND SUGGESTIONS

We at Apollo Hospitals Dhaka invite you, the public, to let us know should our service not be up to standard. We furthermore value your input as to how we can improve our service. Positive feedback is also requested in order to boost staff morale and increase productivity. If the complaint is not handled to your expectations, the relevant Departmental head or complaints manager can be approached. If you are still not satisfied, GM Operations could be approached who will make the necessary arrangement for you.

If you have any comment or suggestion please do not keep it to yourself!

NOTE: Management will not accept any responsibility for any loss of, or theft of, valuables.
Dear Sir / Madam,

We would greatly appreciate your taking the time to answer and return the questionnaire. Your inputs are very important to us. Apollo Hospitals Dhaka is dedicated to continuous improvement of the quality of our services. We can only improve by receiving your feedback.

Chief Executive Officer

নতুনের মতুখান মতামত অনেকের কাছে অসহ্য ও ব্যক্তিগত অসুস্থান। এটাই হাসপাতাল দিকে সহায়তা করে অনেকের মন উন্নত ও অসুস্থান। আপনার মতামত আমাদের দেবার মন উন্নত সহায়তা করার জন্য বিশ্বাস অনুযায়ী ফাইলিং।

পরিষেবার নিয়ন্ত্রণ অর্থনীতি

Please turn over / অনুরূপ পৃষ্ঠ বাঁকা করুন
### A. APPOINTMENT CALL CENTRE / অডিভিশনের মাধ্যমে চিকিৎসকের সাথে যোগাযোগ
1. Response in answering call
   - Immediate
   - Prompt
   - Average
   - Delayed
   - Excellent

2. Courtesy of operator
   - Excellent
   - Good
   - Fair
   - Poor

3. Communication - Usefulness of information
   - Excellent
   - Good
   - Fair
   - Poor

### B. REGISTRATION PROCESS / নির্ধারণ প্রক্রিয়া
1. Information and assistance
   - Pleasant
   - Friendly
   - Warm
   - Inefficient

2. Registration process
   - Quick and simple
   - Average
   - Long
   - Delayed

### C. CUSTOMER CARE OFFICER / গ্রাহকের সেবা কর্মকর্তা
1. Attitude
   - Excellent
   - Good
   - Fair
   - Poor

2. Information and assistance
   - Excellent
   - Good
   - Fair
   - Poor

### D. PHYSICIAN'S CARE / চিকিৎসকের সেবা
1. Friendliness and politeness
   - Excellent
   - Good
   - Fair
   - Poor

2. Information and explanation about diseases, treatments & other concerns
   - Detailed
   - Poor

3. Addressing concerns
   - Excellent
   - Good
   - Fair
   - Poor

### E. BILLING AND CASH COUNTER / বিলিং এবং প্রাইমারি ব্যাংক
1. Attitude, Courtesy and helpfulness
   - Excellent
   - Good
   - Fair
   - Poor

2. Payment process
   - Quick and simple
   - Average
   - Long
   - Delayed

### F. INVESTIGATION / SAMPLE COLLECTION / পরীক্ষা এবং প্রজ্ঞান প্রক্রিয়া
1. Information & explanation
   - Excellent
   - Good
   - Fair
   - Poor

2. Investigation / Sample collection procedure
   - Quick and simple
   - Average
   - Long
   - Delayed

3. Report delivery
   - Excellent
   - Good
   - Fair
   - Poor

### G. ENVIRONMENT / পরিবেশ
1. Cleanliness, hygiene and tidiness
   - Excellent
   - Good
   - Fair
   - Poor

2. Facilities, decor, signage, directions
   - Excellent
   - Good
   - Fair
   - Poor

3. Temperature, comfort and sitting arrangement
   - Excellent
   - Good
   - Fair
   - Poor

4. Cleanliness of washrooms
   - Excellent
   - Good
   - Fair
   - Poor

### H. PHARMACY / ফার্মাসিয়াটিক্স
1. Attitude - Courtesy and helpfulness
   - Excellent
   - Good
   - Fair
   - Poor

2. Communication by pharmacist/ pharmacy staff
   - Excellent
   - Good
   - Fair
   - Poor

3. Medicine delivery time
   - Excellent
   - Good
   - Fair
   - Poor

4. Availability of medicines
   - Excellent
   - Good
   - Fair
   - Poor

### I. OVERALL EXPERIENCE / সামগ্রিক অভ্যন্তর
1. Overall experience of service
   - Excellent
   - Good
   - Fair
   - Poor

### J. HOW HAVE YOU COME TO KNOW ABOUT APOLLO HOSPITALS DHAKA?
(গ্রাহকরা এর প্রাক্তন প্রয়োজন অভ্যন্তর)
- My friends/relatives
- Internet
- Recommended by community physician
- Other

### K. RECOMMEND THIS HOSPITAL TO OTHERS
(গ্রাহকরা এই হাসপাতালকে অন্যান্যের কাছে পরামর্শ দিলাম/না)
- Yes
- No