

Patient and contact details

Complete the form digitally or in clear block letters. Only provide details needed to arrange assistance.

1 Patient details

Patient full name

Hospital name

City

Planned / current admission date

Hospital patient reference (optional)

2 Person arranging assistance

Patient representative / applicant name (if different)

Relationship with patient

Applicant mobile number

Email for service and refund communication

3 Updates and preferences

Nominated WhatsApp contact name

Nominated WhatsApp mobile number

Preferred language

Preferred callback time

Check that the nominated contact is authorised to receive operational updates. Do not attach original medical records to an initial enquiry. This form is not an emergency request.

Package and consent

Confirm the service scope, availability and final charges with Hospital Saathi before payment.

4 Select one package

☐ Express - INR 2,999 + GST

☐ Up to 3 days - INR 7,500 + GST

☐ Up to 5 days - INR 11,500 + GST

☐ Up to 8 days - INR 15,000 + GST

Requested service start date

Expected stay / service duration

Agreed inclusions, comfort benefits and follow-up scope (team to confirm)

5 Payment details

Service fee (INR)

Applicable taxes (INR)

Total payable (INR)

UPI / NEFT transaction reference

Pay by UPI / NEFT only, using instructions confirmed by Hospital Saathi. Service starts after payment is credited; a digital or physical bill will be provided.

6 Authorisation and acceptance

☐ I understand that this is non-clinical assistance, not medical or emergency care. Hospital, insurer and TPA outcomes or timings are not guaranteed.

☐ I am the patient or an authorised representative. I authorise the coordination, necessary document handling and limited information sharing described in the terms, including updates to the nominated contact.

☐ I have read the Terms & Conditions on page 3 and the full service terms. I agree to the confirmed package, fee, payment and cancellation conditions.

Patient / authorised representative signature: _____

Name: _____

Date: _____

Terms & Conditions

Concise service terms covering all 24 clauses. Read the full terms before signing page 2.

1 Purpose. Hospital Saathi provides non-clinical administrative, logistical and navigation assistance. It does not replace hospitals, clinicians, insurers, TPAs, pharmacies or diagnostic providers.

2 Assistance. Depending on package, staff help with admission documents, bed/room follow-ups, department navigation, test scheduling and reports. Accompaniment requires hospital permission and feasibility. No medical transport, nursing or clinical care is provided; beds and timelines are not guaranteed.

3 Comfort services. Benefits depend on package: one welcome kit at admission for one family member (socks, eye mask, fruit and dental essentials; substitutes may vary), parking assistance, lounge, printing/scanning and refreshments. Vouchers follow package/operator rules; parking is not guaranteed. Lounge access: 8 am–8 pm, subject to capacity/rules. Phone assistance only after 8 pm until 11 pm. No accommodation or clinical care.

4 Billing. Staff assist with billing documents and administrative follow-ups, but cannot set, waive or approve hospital charges without authority. Families pay applicable third-party charges. Earlier billing or TPA clearance is not guaranteed.

5 Pharmacy. Staff coordinate pharmacy requirements but do not prescribe, recommend, change or substitute medicines, interpret prescriptions, make clinical decisions or provide medicine discounts.

6 Insurance and TPA. Staff organise documents, coordinate submissions and follow up. Insurers, TPAs and hospitals decide claims, cashless approvals, payable amounts and authorisations. No approval or processing/discharge time is guaranteed.

7 Documents. Available hospital records may be collected, organised and digitised. They are not independently verified or clinically interpreted. Consult qualified clinicians for medical decisions.

8 WhatsApp tracker. Updates cover initiated, completed and pending tasks, follow-ups, documents and next steps. This is not clinical monitoring or an emergency channel. Response times depend on hospital operations and third parties.

9 Discharge. Staff assist with billing/TPA, documents, pharmacy, exit navigation and gate passes. Only the treating doctor and hospital authorise discharge.

10 Role. Personnel are not clinicians, insurers, TPAs or emergency personnel, nor hospital employees unless separately and expressly contracted as such.

11 No guarantees. No priority, acceleration, influence or bypass of hospital/insurer/TPA processes is promised. Availability, approvals and timings for beds, clinicians, appointments, tests, reports, medicines, billing and discharge remain outside the provider's control.

12 Responsibilities. Provide accurate, timely information, documents, authorisations, payments and signatures; respond to requests; follow hospital rules and clinical instructions; report changes. Delays caused by incomplete, inaccurate or late information are not the provider's responsibility.

13 Authority. Coordination is limited by law and hospital policy. It does not permit medical decisions, treatment consent, altered records, approved financial obligations, impersonation or insurance decisions without separate authority. Required consent remains with the patient/authorised representative.

14 Privacy. Necessary personal, contact, identity, financial, insurance and medical data is used for legitimate service purposes with reasonable safeguards. Necessary sharing with authorised hospital, TPA, diagnostic, pharmacy and relevant personnel requires consent and compliance with Indian law.

15 Communication. Updates may use WhatsApp, calls, SMS, email or other digital channels. Provide correct, accessible contact details. The provider is not responsible for delays from connectivity, platform, network, device or other third-party technology failures.

16 Payment. Fees/taxes are communicated before service. Pay by UPI/NEFT only; service begins after credit and a digital/physical bill is supplied. Hospital, doctor, diagnostic, pharmacy, insurance, parking and other third-party charges are separate unless expressly included.

17 Cancellation and refund. Eligibility follows the package and cancellation policy shared at purchase. Confirmed refunds take 7 working days from email confirmation. If services are substantially provided, 50% of the service fee is retained for services/costs, subject to law. The supplied terms specify New Delhi courts, subject to mandatory law.

18 Responsibility. Reasonable care is required. The provider is not responsible for losses, costs, delays or outcomes primarily beyond its control, including third-party decisions, shortages, technical failures, inaccurate information, government action or force majeure. Non-excludable legal liability is preserved.

19 Emergencies. Contact the hospital's emergency/clinical team or appropriate emergency services immediately. Any navigation or communication assistance does not replace urgent medical intervention.

20 Medical advice. No staff communication constitutes medical advice, diagnosis, treatment recommendation or clinical opinion. Decisions remain with patients, authorised representatives and qualified healthcare professionals.

21 Availability. Package hours and coverage apply, subject to hospital operations, staffing and policies. Reasonable delivery-method changes must maintain the overall nature of the agreed service.

22 Hospital rules. Patients, representatives and staff must follow security, visitor, infection-control and other hospital rules. Mandatory hospital policies prevail on the premises.

23 Feedback. Use the designated feedback channel. Anonymised, aggregated information may support quality improvement, service development and analysis, subject to privacy requirements.

24 Acceptance. Signing/electronic acceptance confirms understanding of scope, limitations, responsibilities, absence of third-party guarantees, necessary data processing/sharing, and agreement to fees and payment terms.

Full service terms: hospital website footer > Terms & Conditions

Terms version: 4 October 2026. Keep all three pages together.