

Please find the refund policy as below:

**Refund Policy:**

1. At the time of patient's discharge if there is any refund due shall be processed with refund voucher in the name of patient within 48 working hours.
2. In case of patient is minor in such case refund is processed in favour of patient's next of kin.
3. In case patient wants refund in some other person's favour in such case patient has to fill up refund authorisation form available at In patient billing department.
4. Refunds shall be paid by Account Payee Cheque / NEFT / RTGS within 48 working hours. For which the patient relative have to give hard copy / mail / WhatsApp self-cancelled cheque.
5. Any online payment received before / after discharge which is not updated in patient's account, will have to update in patient's account and refund need to be process as point no.1.
6. Admission Deposit to be refunded in case of admission cancelled – Admission cancellation need to be approved by concern authorities and after approval refund will be processed as point no. 1.
7. In case after payment received before admission and due to any reason patient is not admitted in such case, patient need to write a letter / email which need to be approved by concern authorities and after approval patient's registration need to be done, generated receipt voucher against patient's registration number and later on refund will be processed as point no. 1.

**Refund Policy for TPA Cashless Patients:**

- 1) At the time of Pre authorisation patient / next of Kin has to submit cancelled cheque to TPA front office for the refund of Security Deposit which is paid at the time of availing cashless.
- 2) The Security deposit not adjustable against the bill at the time of final billing.
- 3) The security deposit is refunded only after complete claim settlement is done by the TPA / Insurance Co..
- 4) In case any short payment received from the TPA / Insurance Co. it is adjusted against the Security deposit and balance security deposit is refunded to the patient as mention in refund policy point No.1