



MASINA HOSPITAL TRUST

Your Health, Our Mission.



**INFORMATION
BOOKLET**
FOR PATIENTS & VISITORS

A legacy of care



SCOPE OF SERVICES

MEDICAL	SURGICAL	DIAGNOSTICS
■ ANESTHESIA AND PAIN MANAGEMENT ■ CRITICAL CARE (ICU) ■ CARDIOLOGY ■ CLINICAL PSYCHOLOGY ■ DERMATOLOGY ■ GASTROENTEROLOGY ■ INFECTIOUS DISEASES ■ INTERNAL MEDICINE ■ MEDICAL ONCOLOGY ■ NEPHROLOGY ■ NEUROLOGY ■ NEUROLOGY ■ PAEDIATRICS ■ NEONATOLOGY ■ PICU/NICU ■ PAEDIATRIC PSYCHOLOGY ■ PULMONARY MEDICINE ■ PSYCHIATRY ■ RHEUMATOLOGY	■ CARDIAC SURGERY ■ COSMETOLOGY ■ DENTISTRY ■ EAR, NOSE AND THROAT (ENT) ■ GENERAL AND MINIMAL ACCESS SURGERY ■ GYNAECOLOGY AND OBSTETRICS ■ HEAD-NECK ONCOLOGY ■ MAXILLO-FACIAL SURGERY ■ NEURO SURGERY ■ OPHTHALMOLOGY ■ ORTHOPEDICS ■ PAEDIATRIC SURGERY ■ PLASTIC SURGERY, BURNS ■ RECONSTRUCTIVE SURGERY ■ SURGICAL ONCOLOGY ■ THORACIC SURGERY ■ VASCULAR SURGERY	RADIOLOGY ■ BONE DENSITY ■ CT SCAN ■ COLOUR DOPPLER ■ MAMMOGRAPHY ■ ULTRA SONOGRAPHY (USG) ■ X-RAY LABORATORY ■ BIOCHEMISTRY ■ CLINICAL PATHOLOGY ■ HAEMATOLOGY ■ HISTOPATHOLOGY ■ MICROBIOLOGY OTHER TESTS ■ 2D ECHO ■ ECG ■ EEG/EMG ■ HOLTER MONITORING ■ SPIROMETRY (PFT) ■ STRESS TEST
HEALTH CHECK	REHABILITATION	SUPPORT
■ BASIC HEALTH CHECK ■ COMPREHENSIVE HEALTH CHECK (MALE) ■ COMPREHENSIVE HEALTH CHECK (FEMALE)	■ ADOLESCENT AND CHILD THERAPY ■ NEURO REHABILITATION ■ OCCUPATIONAL THERAPY ■ PHYSIOTHERAPY ■ SPEECH THERAPY	■ AMBULANCE (24X7) ■ BLOOD BANK CENTRE ■ NUTRITION & DIETETICS ■ PHARMACY ■ SKIN AND TISSUE BANK



GENERAL INFORMATION

- Thank you for choosing Masina Hospital. Established in 1902, Masina Hospital Trust is Mumbai's oldest private charitable hospital, serving patients for over 120 years. The 270+ bedded hospital is NABH accredited, ranked among the city's leading hospitals by Times of India and Mid-Day, with more than 48 specialized departments catering to every section of society.
 - We are committed to treating patients with dignity, privacy, and confidentiality. Staff members can be identified by name tags or ID cards.
 - Patients and relatives are encouraged to complete feedback forms to help us improve services.
- Our Emergency Department operates 24/7. For urgent assistance, call the casualty medical officer on 022-61841279. For ambulance services, contact 9821555528/808060888.
- Our OPDs are in the Heritage building & are open from 8AM to 9PM from Monday to Saturdays & closed on Sundays & designated holidays. Please reach out at our toll-free number 1800 266 0711 or info@masinahospital.com for appointments & enquiries.
- Patients with Mediclaim insurance must approach their insurer directly for reimbursement (For cashless insurance processes please read the TPA information section). Documents required for insurance reimbursements include in originals, the final bill, detailed bill, and discharge summary. These are provided by the cashier and ward nurse at discharge. For indoor case papers, contact the Medical Records Department.
- Please share with the front-office staff your patient registration number (UHID No.) if any, from previous OPD/Casualty visits or admission to expedite the registration process.
- Surgeries or procedures (including services like MRI & Doctor visits) performed on Sundays, Public Holidays, or outside regular hours (8 am–8 pm, Monday to Saturday) will attract an additional 30% emergency charge.
- Patients are required to pay an admission deposit based on estimated expenses. This is adjusted against the final bill (For TPA deposit please read TPA information section). Daily billing updates are sent by SMS on registered mobile number, and payments are to be made regularly.
- The hospital is not responsible for loss of valuables or cash. Please safeguard personal belongings, including mobile phones.



- An "On Account Deposit" facility is available and can be utilized across OPD and IPD services.
 - Bed charges are calculated on a 24-hour cycle from 11 am to 11 am irrespective of the time of admission. If discharge occurs after 11 am but before 4 pm, half-day charges apply; after 4 pm, a full-day charge is levied.
 - All admitted patients must sign a declaration agreeing to payment as per hospital charges.
 - International rates are applicable to NRIs and foreign nationals. Passport copy, medical visa copy, Photo of patient, Form-C and residential proof is mandatory at the time of admission for both patient and attendant.
 - Payments can be made via Demand Draft/Pay Order in favour of "Masina Hospital Trust," or by Visa/Master Card. (American Express and Maestro cards are not accepted; cheques are not accepted for admission/discharge). Cash transactions up to ₹1,99,999 are permitted.
 - NEFT transfers are accepted Bank details:
 - Bank: HDFC Bank Ltd
 - Account Name: Masina Hospital Trust
 - Account No.: 50100670350251
 - IFSC Code: HDFC0000686
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- Please carry the bank acknowledgement slip with UTR number as a proof of payment.
 - Refunds are processed within 10 working days via NEFT, against submission of a cancelled cheque and NEFT form.
 - The hospital kitchen provides balanced meals including Jain meals, & complimentary meals for relatives in general wards through Seva Kitchen. For details refer meals section.
 - If a patient's family member chooses to occupy a room while the patient is in ICU, additional charges apply for the room, provided it is available. Written consent is required.
 - Investigation reports if pending, must be collected from their respective centers between 8 am–8 pm:
 - Pathology: OPD Room 01
 - X-Ray/CT/MRI: KMC Building, Ground Floor
 - USG: NH Building, Ground Floor
 - On request the reports can be sent via email or courier on payment.
 - Wi-Fi is available in all rooms and can be availed through special login vouchers. Same is also available for OPD patients if required. Contact the admission counter/Ward nurse/OPD reception for the same.
 - Children under 12 years are not allowed in patient areas.
 - Each patient is issued one attendant pass and one visitor pass on admission.

- Visiting hours (all days):
 - ICU –11 am–12 noon
 - Wards –5–7 pm.
- Passes are non-transferable and must be returned at discharge (₹100 penalty otherwise).
- One attendant must stay with the patient throughout admission and must always carry the attendant pass. In female and pediatric wards, only female attendants are permitted. For female patients in twin sharing rooms, a female attendant is mandatory.
- Consent forms must be signed at the time of admission and prior to surgery.
- All patients are encouraged to check all the bills and prescriptions for any medicine that is billed but not administered to you and kindly bring any discrepancy to the attention of the ward staff.
- Certain charges may not be added to bills on same day of service and may be reconciled together later during the stay and in such cases the amounts may seem higher sometimes on a particular day. Please do check with billing staff in such cases for any concerns.
- Please note the total amount of the bill for your records for future purpose and also check TPA/Corporate/Insurance approval copy as relevant.
- Submit all the medical documents including the lab reports, claim forms, discharge summary and final bill to the hospital before being discharged.
- For information related to meals, pharmacy, Housekeeping, patient clothes & linen, utilities like AC, TV, AC & complaints related queries please see 'Services' sections below.

Medical Insurance & TPA Services

Cashless hospitalization is available through paneled insurance companies and TPAs or the Third Party Administrators (List of companies tabled ahead). Bills are settled directly through them, reducing out-of-pocket expenses.

Pre-Admission Requirements

For planned admissions, obtain prior approval for estimated expenses 4–5 days in advance from the TPA desk. For unplanned or emergency admissions, the TPA Help Desk (022-61841304/022-61841244) will guide you through pre-authorization during working hours (Mon-Sat 8 am-8 pm; Sun/Holidays 10 am-6 pm)

Insurance/TPA – Key points to remember;

The TPA department assists only as a facilitator for claim submission. The insurer has final authority on approval or rejection of your claims or cashless stay.

A refundable TPA security deposit of ₹25,000 is required at admission to adjust against any deductions made by Insurer/TPA after discharge. The deposit shall not be adjusted at the time of the final bill and will be refunded once the insurance company settles the bill.

Non-payable components (e.g., registration, food for relatives, unrelated investigations) are borne by the patient.

If a higher room category than entitled is opted by patient, then the cost difference applies across the entire bill & for all services. Policies with co-payment clauses will require the patient to pay their share. Expenses beyond the policy's sum assured must also be settled by the patient.

Pre-Authorisation Steps

1. Contact the TPA Help Desk (contact details mentioned above)
2. Present your original health insurance card.
3. Collect and fill in your TPA's pre-authorisation form (personal details by you, treatment details by doctor).
4. Return the completed form with required documents.
5. The desk verifies and uploads your form.
6. Await approval/denial, status updates sent to your registered mobile number.
7. At admission, pay any difference between deposit and TPA approval (refunded after final approval).
8. Pay the refundable ₹ 25,000 TPA security deposit (Refunded after final settlement by TPA - may take few weeks to several weeks depending on the TPA company)

TPA Discharge Process

TPA discharges are not processed on Sundays or public holidays. On working days, final approval may take 3–4 hours or more as the process depends on the TPA/Insurer for responses; patients are billed for the day until approval is received.

Original insurance cards are not retained by the TPA desk. Original bills are submitted by TPA desk to the insurer; attested copies are available for patients.

Please note that TPA typically only approves a part of the expenses of the treatment, and only after the hospital sends the final bill at the time of discharge along with the discharge summary and other reports does it approve the entire bill amount as per policy. At times the hospital will request the TPA to increase the amount approved if needed during the treatment as per the policy. Patients are requested to coordinate with their TPA RM or insurance agent to expedite these approval requests.

You may be required to settle the difference, if any, if your bill exceeds the designated insurance amount & pay for all non-medical expenses depending on your policy & approvals.

Deposit shall only be refunded after final settlement by your TPA which may take several weeks. You may coordinate with your TPA company to expedite this settlement.

Emergency admission for TPA / Insurance patients

In emergencies, patient care should be prioritized. The TPA desk expedites pre authorisation for emergency cases, usually within 4–6 hours on working days after all documents are submitted.

STEPS:

1. Show your health insurance card and fill pre-authorisation form.
2. If unable to wait, pay deposit upfront and seek reimbursement or TPA cashless approvals later.
3. Processing time may vary depending on insurer/TPA.

Empanelled TPAs and Insurance Companies

- Medi Assist Insurance TPA Pvt Limited
- MDIndia Health Insurance TPA Pvt Limited
- Paramount Health Services & Insurance TPA Pvt Limited
- Heritage Health Insurance TPA Pvt Limited
- Family Health Plan Insurance TPA Limited
- Raksha Health Insurance TPA Pvt Limited
- Vidal Health Insurance TPA Pvt Limited
- East West Assist Insurance TPA PVT Limited (VOLO HEALTH)
- Medsave Health Insurance TPA Limited
- Safeway Insurance TPA Pvt Limited
- Health India Insurance TPA Services Pvt Limited
- Ericson Insurance TPA Pvt Limited
- Health Insurance TPA of India Limited
- New India Assurance
- United Insurance
- Oriental Insurance
- National Insurance
- Go Digit Health Insurance company
- Royal Sundaram General Insurance
- Bajaj Health Insurance Company
- Aditya Birla Health Insurance Co Ltd
- Tata AIG
- Iffco Tokyo General Insurance Co
- SBI General Insurance
- Acko General Insurance
- Manipal Cigna Insurance
- Liberty General Insurance
- Zurich Kotak General Insurance Company (India) Limited
- Cholamandalam MS General Insurance Co Ltd
- Magma General Insurance company
- Universal Sompo General Insurance
- Future Generali Insurance company
- Navi General Insurance

ADMISSION

BEFORE ADMISSION

- Reservation is required for Operation Theatre or Day Care Bed.
- Confirm surgery date with your consultant. OT slots must be pre-booked.
- Patients must sign a declaration for payment as per hospital charges.
- Choose your room type and inform the Admission & Billing team.
- For Day-Care (7 am–8 pm), call 022-61841246 / 022-61841278 (Day care caters to procedures not requiring overnight stay)
- A reservation deposit must be paid to confirm the surgery; forfeited if patient does not report.
- Bring any previous X-Rays or reports. Inform staff of any allergies.
- Carry basic toiletries and footwear. Keep some cash for emergencies.
- Only consultants can cancel or postpone surgery on medical grounds; refund requests are routed via Admission counter.



- On admission day, if no call is received, call 022-61841238 / 022-61841217 after 1 pm to confirm bed.
- Reservation does not guarantee a specific bed/class; allocation depends on availability.
- If transferred to ICU/NICU/PICU, the previously occupied room must be vacated.



- If requested deposits are not cleared, hospital reserves right to transfer/discharge.
- Keep visitors and noise to a minimum. Only one attendant pass shall be provided for all class of beds.
- Respect hospital and personal property.
- Use mobile phones sparingly.
- Alcohol, smoking, and tobacco strictly prohibited.
- Patients may be transferred to another hospital for non-payment, administrative reasons, or if only nursing care is required.
- Discharge is authorised by the treating doctor.

AT ADMISSION

- Submit ID proof (PAN/Aadhaar/Voter ID/Passport).
- Submit an active phone number for registration to receive billing alerts.
- Provide OT booking form/doctor's note (for planned cases).
- For unplanned admissions or deliveries please report to Casualty
- Provide the prescription note of your family doctor if any.
- Please carry all previous medical files including discharge summary if any.
- Pay reservation deposit and balance advance via cash, DD, NEFT, UPI, or accepted cards.
- Credit/corporate patients admitted to higher classes must pay differential costs until shifted to entitled class.
- Admission number will be issued after all formalities are completed; please quote the same for all enquiries.
- Bed as per choice is allotted on best effort basis. There may be delay in allotment depending on the rush & previously waiting patients. We thank you for your patience & understanding.
- You shall be required to sign general consent forms including financial counselling. Please discuss the same in detail with the admission staff.

AFTER ADMISSION

- Transfer to higher/lower classes are allowed depending on availability; higher class charges apply retrospectively from day one.
- Daily SMS updates show billing position. Payments must be cleared within 24 hours.
- All deposits are recorded in patient's name.

- Patients should share accurate medical history and inform staff of changes.
- For surgery, obtain OT clearance slip after clearing dues.
- One relative should remain with the patient during admission (Please refer to the policy above in General Information section).
- Patient Registration Form, Consent for Admission in the Hospital, Hospital Instruction form and other consent forms are to be read, filled and signed by legal representative or patient.

DISCHARGE

- Discharge is authorised by the treating doctor.
- Discharges are processed round-the-clock.
- Bills should be settled before 10:30 am to avoid extra charges (half-day until 4 pm; full-day thereafter).
- On Sundays or holidays, provisional settlement may be required with an on-account payment; final bills will be prepared on next working day. Please produce a settlement slip in such cases received earlier.
- One relative should be present for discharge formalities.
- SMS updates are sent to registered numbers with instructions.
- After final settlement, billing staff will issue final bill, detailed bill, and discharge slip for ward staff.
- Nurses will hand over discharge summary, pending report slip, and medicines. For insurance/corporate cases, original documents are sent to the respective company.
- A NOC discharge slip is required to exit the hospital. To be handed over to security.
- Refunds above ₹10,000 or those paid via debit cards are processed via cheque/NEFT within 10 working days. Credit card refunds are reversed to the same card. Cash refunds up to ₹10,000 may be issued at the counter.
- Please vacate the bed promptly after settlement to accommodate other waiting patient.
- For follow-up appointments, call 1800-266-0711.



SERVICES

MEALS & FOOD SERVICES

- The hospital kitchen provides nutritious, balanced meals planned by dieticians.
- Special diets, including Jain meals, are available.
- Home food may be allowed on medical grounds.
- Meals for relatives can be arranged at extra cost.
- Complimentary meals for relatives in general wards are supported by Seva Kitchen

CLOTHES & LINEN

- Patients must wear hospital-issued clothing, which is sterilised as per protocol.
- Outside clothes, pillows, and blankets are not permitted.
- Mattresses for relatives are available on rent.
- Please contact the ward nurse in case of any inconvenience.

PATIENT RELATIONS EXECUTIVE (PRE)

The PRE cell assists with grievances, feedback, or appointments.
Contact +91-8657049028.

PHARMACY & MEDICINES

- All medicines for inpatients are provided by hospital pharmacy.
- Outside medicines and consumables are not permitted.

HOUSEKEEPING

- Cleanliness is essential. Please support us keeping your surroundings clean.
- Please keep toilets dry, use dustbins
- Avoid tipping staff

UTILITY MAINTENANCE

- Report electrical or equipment faults to nursing staff.
- Do not tamper with medical equipment or AC settings.

ENTERTAINMENT

Televisions with various News & Entertainment channels are available in Suite, Special, and Twin rooms. Please be courteous to the other patient in the shared room. Avoid loud TV noise etc. Please contact the ward nurse in case of any inconvenience.



SPECIAL FACILITIES

- Modern outpatient & inpatient **NABH** accredited facilities and access to Mumbai's top doctors.
- 128-slice **CT scanner** capable of CT angiography & radio ablation related procedures, 3D vessel studies and more.
- **48 specialised** departments with focus on quality and transparency.
- **Health check** packages (basic, comprehensive for men/women).
- **Skin Bank** : Donor skin collected within 8 hours of death, used for burn/wound care. Enables quicker recovery with minimal disfigurement. Supplies extend across Mumbai and beyond at low cost.
- **Pulmonary Function Testing (PFT)** : Evaluates lung function to diagnose / manage respiratory conditions.
- **Electromyography (EMG)** : Diagnosis of Neuromuscular disorders such as dystrophy, polymyositis and myasthenia gravis.
- **Blood Bank**: Ensures safe, continuous supply. Encourages voluntary donations through drives. Register your contact number with blood bank to stay allotted through SMS for blood donation requirements.



- **Rehabilitation & Sports Medicine** : Aqua therapy, robotic spinal decompression, active/passive trainers, shoulder CPM, shockwave therapy, and neurological rehabilitation.
- **Repetitive Transcranial Magnetic Stimulation (rTMS)** : Non invasive therapy for psychiatric disorders.
- **Obstetrics & Gynaecology** : Full spectrum of women's health services, from pregnancy to menopause.
- **Other**: Mamography for breast cancer detection, Bone-densometer (Dexa) for whole body bone density evaluation specially for post menopause related calcium depletion and fracture risks, Lithotripsy machine for non-surgical removal of kidney stones and much more.

ACCOMMODATION

Bed Category	Room Tariff	ICU Tariff	Admission Deposit	ICU Deposit	Facilities Available
General	2,000	7,750	50,000	1,00,000	Ward with common bath in the wing, each bed separated by curtain, Chair for patients relative.
Triple Sharing	3,500	7,750	60,000	1,00,000	A triple sharing room with Cable TV and attached bathroom. Applicable for Psychiatry care only.
Twin sharing	4,000	7,750	70,000	1,00,000	A twin sharing room with attached bath, Couch for patient's relative, Cable TV, Night Lamp, Wifi.
Deluxe	8,000	9,500	1,00,000	1,00,000	An exclusive air conditioned private room with attached bath, Couch for patient's relative, Cable TV, Night Lamp, Wifi.
Suite	12,000	13,000	1,50,000	1,00,000	A elegant air condition room (for patient & relative) with attached bath, Recliner chair, Comfortable sofa cum bed for patient relative, Closet, two cable TV, Mini Fridge, Night Lamp, Wifi.
Day Care	2,000		20,000		Patient admitted and discharge same day
NICU	4,000		Class wise		NICU/PICU room tariff same for all classes. NICU/PICU deposit 1 Lac to 2.5 Lacs as per room class
PICU	5,000				

* Rates and deposits differ for Psychiatry care

Doctor Fees	General	Triple Sharing	Twin Sharing / ICU Basics	Deluxe	Suite
Prof Fees					
First/Reference Visit	1,800	2,200	2,800	5,800	6,400
Routine Visit	1,500	2,000	2,500	4,000	5,000
Routine Visit (ICU)	3,000	3,000	3,000	4,500	5,500
Emergency / Holiday Visit (ICU)	3,500	3,500	3,500	5,800	6,400

CONSULTANT FEES MAY VARY FROM CONSULTANT TO CONSULTANT

OBGY – NORMAL DELIVERY AND LSCS PACKAGES – 10/07/2025

	PATIENT CLASS	GENERAL	TWIN SHARING	DELUXE	SUITE CLASS
Normal Delivery	Deposits	70,000	1,00,000	1,50,000	2,00,000

	PATIENT CLASS	GENERAL	TWIN SHARING	DELUXE	SUITE CLASS
LSCS	Deposits	1,30,000	1,87,000	2,45,000	3,15,000

PSYCHIATRY BED CHARGES & DOCTOR FEES

BED CHARGES	Triple Sharing	Twin Sharing	Deluxe	Suite
	3,500	4,800	10,000	15,000

DOCTOR FEES	Triple Sharing	Twin Sharing	Deluxe	Suite
First / Reference Visit	3,000	3,500	7,000	8,000
Routine Visit	2,500	3,000	5,000	6,000

IMPORTANT

- Schedule of deposits & Tariff are subject to change without prior notice.
- Hospital rooms are designed for patient comfort across categories.
- All beds are equipped with Airconditioning, multiparameter monitoring & oxygen lines.
- Suites offer enhanced comfort with amenities for relatives & a separate niche area with refrigerator & TV for relative.
- ICU beds are fully equipped for advanced care, including dialysis facilities.



DEPOSITS FOR SURGERY AND CARE

DEPOSIT	DAY CARE	GENERAL	TRIPLE SHARING	TWIN SHARING/ ICU BASICS	DELUXE	SUITE
GRADE – I SURGERY	20,000	18,000	22,000	27,000	42,000	60,000
GRADE – II SURGERY	33,000	27,000	33,000	40,000	63,000	90,000
GRADE – III SURGERY	50,000	40,000	50,000	60,000	95,000	1,35,000
GRADE – IV SURGERY	85,000	70,000	82,000	1,05,000	1,60,000	2,20,000
GRADE – V SURGERY	1,42,000	1,12,000	1,35,000	1,80,000	2,70,000	3,60,000
GRADE – VI SURGERY		1,55,000	2,00,000	2,45,000	3,65,000	5,00,000
GRADE – VII SURGERY		2,15,000	2,60,000	3,20,000	5,20,000	6,95,000
GRADE – VIII SURGERY		2,60,000	3,10,000	3,90,000	6,40,000	8,00,000
BURNS DEPOSIT		2,00,000	3,00,000	4,00,000	5,00,000	6,00,000

EXCLUSIONS & EXTRAS

- Extended Stay / Surgery / Procedure
- Any cross Referrals To Any Other Speciality
- Diagnostics does not include tests like CT, MRI, USG, 2D Echo, Stress Test or High-End Lab tests
- Implant, Stent, Valve, Mesh, Etc And Any Other Special Consumables Are Not A Part Of Estimate deposit
- Emergency Charges (30% Extra) Will Be Applicable As Per Hospital Policy
- Blood And Blood Products To Be Charged As Per Actuals
- Surgery Deposit (Estimated Amount) To Be Paid At The Time Of Admission / Before Surgery
- Note : deposits are not indicative of final bill, which may vary as per actuals
- All International Patient Will Be Charged As Per The International Tariff
- Please get a financial counselling done from admission staff as rates may vary as per condition of patient or procedure
- Any surgery or medical procedure that was not initially anticipated at the time of admission.
- If the patients condition requires ICU/NICU/PICU care or specialised monitoring that was not initially predicted



Scan for Healthcheck packages



EXPLORE OUR STATE-OF-THE-ART LABORATORY SERVICES

MASINA HOSPITAL INTRODUCES the best in diagnostic procedures.

Haematology

Testing of blood counts to blood cancer diagnosis

Biochemistry

Testing of blood sugars and cholesterol levels to testing the functions of various organs-heart, liver, kidney

Immuno Assay

Testing the levels of vitamins, Hormones to cancer detection markers

Clinical Pathology

Testing of urine, faeces to Semen analysis, Testing of drug levels

Microbiology

Diagnosis of various infections of bacteria, Fungus, Virus to TB testing at molecular level

Histopathology

Testing of FNAC, biopsy to cancer detection in a jiffy (Frozen section) and at molecular level (BRCA testing)

UNLOCKING A UNIVERSE OF CLARITY THROUGH MODERN RADIOLOGY FACILITY

Whole-body High-end Bone Density Machine (DEXA Scan) for Elderly and Post Menopausal Bone Fracture Studies

CT Guided Procedures

including Radio Ablation Procedures, CT Guided Biopsies, CT guided Aspiration and more

Mammography for Breast Cancer Detection

Ultra Sono Graphy (USG)

Colour Doppler

High End Digital X-Ray Services

128 Slice CT Scanner (GE Evolution)

Our high end 128-slice CT scanner is capable of Cardiac CT, CT angiography, 3D vessel reconstruction studies and more



PATIENT RIGHTS:

- Right to be informed about the anticipated cost of treatment
- Right to be aware of the Hospital's rules and regulations
- Right to get necessary information to make informed consent
- Right to get considerate and respectful care
- Right to seek a second opinion on clinical care
- Right to decline treatment and know the medical outcomes
- Right to get information and education on care plan, progress, and healthcare needs
- Right to know who's providing care
- Right to confidentiality and privacy
- Right to have special preferences, spiritual and cultural needs respected
- Right to be protected from neglect and abuse
- Right to raise a complaint and get it addressed



PATIENT RESPONSIBILITIES:

- Give complete and accurate details about identity and medical condition
- Give correct contact information for next-of-kin or emergency contacts
- Follow prescribed treatment and ask for clarifications if needed
- Don't take medication without doctor's knowledge
- Respect others' rights, hospital staff, and property
- Respect priority for emergency patients
- Don't smoke, chew tobacco, or drink alcohol in hospital
- Pay hospital bills promptly
- Give information to insurance company for claims processing
- Keep appointments and tell hospital if rescheduling/cancelling
- Abide by Hospital's rules and regulations





Celebrating the Legacy of

DR. HORMUSJI MANEKJI MASINA & MASINA HOSPITAL TRUST

Dr. Hormusji Manekji Masina, the visionary founder of Masina Hospital, was a trailblazer - only the third Indian to achieve the prestigious **Fellowship of the Royal College of Surgeons** in 1898. Driven by a profound vision of **compassionate care**, he transformed the iconic "Sans Souci" Palace, once owned by businessman David Sassoon, into **Masina Hospital Trust** in 1902, made possible through generous donations from the Parsi community.

With a rich history spanning **123+ years**, Masina Hospital has been at the forefront of numerous milestones:

- **First X-ray Machine:** Pioneering diagnostic advancements
- **First Open Heart Surgery:** A landmark in cardiac care
- **NICU & PICU in Mumbai:** Setting benchmarks in critical pediatric care
- And several other groundbreaking accomplishments

Recent accolades, including recognition from **ET NOW**, **CII**, **IGHM**, and rankings among top hospitals in Mumbai & Western India by leading publications like **Times of India & MIDDAY**, stand testament to the enduring vision of our founder, **Dr. Hormusji Manekji Masina**.

We are deeply grateful for the unwavering support of our **patrons, patients, doctors, nursing staff, and entire team**. Their dedication fuels our commitment to excellence.

We Value Your Feedback : Please scan the QR code or reach out with your thoughts and suggestions at info@masinahospitaltrust.com or call our toll-free Number : 1800 266 0711.



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24/7 AMBULANCE



24/7 PHARMACY



24/7 BLOOD CENTRE



24/7 LAB & RADIOLOGY



AMPLE PARKING

WE ACCEPT INTERNATIONAL PATIENTS AS WELL



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