

SCOPE OF SERVICES

SUFIA HEALTHCARE PVT. LTD.

1. Overview

Sufia Healthcare Pvt. Ltd. provides comprehensive healthcare services through a multidisciplinary clinical and diagnostic setup. The organization is committed to delivering accessible, timely, coordinated, and quality healthcare services to patients across outpatient, emergency, inpatient, surgical, critical-care, pediatric, gynecological, urological, laboratory, and radiological services.

Key round-the-clock support services include Emergency, Diagnostic Radiology, and In-House Pharmacy services for both OPD and IPD patients.

2. Clinical & Medical Services

2.1 Obstetrics & Gynaecology

- Outpatient consultation and evaluation.
- Antenatal and postnatal care.
- Management of routine and high-risk pregnancies.
- Obstetric emergencies.
- Normal and assisted deliveries, as clinically indicated.
- Caesarean section and other obstetric procedures.
- Management of gynaecological conditions.
- Menstrual and hormonal disorder management.
- Infertility evaluation and related consultation.
- Preventive women's healthcare and counselling.
- Gynaecological surgical procedures, as clinically indicated.
- Post-operative and post-delivery follow-up care.

2.2 General Surgery

- General surgical consultations.
- Pre-operative assessment and preparation.
- Emergency surgical evaluation.
- Elective and emergency surgical procedures.
- Abdominal and gastrointestinal surgical conditions.
- Hernia and related surgical procedures.
- Appendicitis and other acute surgical conditions.
- Gallbladder and biliary tract conditions.
- Soft-tissue and minor surgical procedures.
- Wound management.
- Post-operative monitoring and care.
- Surgical follow-up and rehabilitation support.

2.3 Paediatric Care

- Paediatric OPD consultations.
- Evaluation and treatment of common childhood illnesses.
- Management of infections and acute illnesses.

- Growth and developmental assessment.
- Nutritional assessment and counselling.
- Newborn and infant care.
- Paediatric emergency care.
- Immunization-related consultation and guidance.
- Management and monitoring of paediatric patients requiring hospitalization.
- Referral and specialist coordination where required.

3. Emergency & Critical Care Services

3.1 Emergency Department

- 24×7 emergency medical services with round-the-clock assessment, stabilization, treatment, and coordination for medical, surgical, paediatric, and obstetric emergencies.
- Initial emergency assessment and triage.
- Stabilization of critically ill or injured patients.
- Management of medical and surgical emergencies.
- Emergency paediatric care.
- Emergency obstetric and gynaecological care.
- Emergency investigations and diagnostics.
- Coordination with ICU, NICU, PICU, OT, and other departments as clinically required.
- Referral and transfer coordination for cases requiring higher-level care.

3.2 Intensive Care Unit (ICU)

- Continuous monitoring of critically ill patients.
- Management of patients requiring intensive medical and nursing care.
- Critical-care support following major surgery or acute illness.
- Management of medical emergencies requiring intensive monitoring.
- Respiratory and hemodynamic monitoring and support.
- Coordination with specialist physicians and surgeons.
- Critical-care nursing and supportive services.
- Laboratory and radiology coordination for ICU patients.

3.3 Neonatal Intensive Care Unit (NICU)

- Care of premature and low-birth-weight newborns.
- Monitoring and management of sick neonates.
- Respiratory support as clinically indicated.
- Management of neonatal infections and other neonatal conditions.
- Newborn stabilization.
- Monitoring of vital parameters.
- Nutritional and supportive neonatal care.
- Coordination with Obstetrics & Gynaecology and Paediatric departments.
- Referral/transfer coordination for cases requiring advanced neonatal care.

3.4 Paediatric Intensive Care Unit (PICU)

- Continuous monitoring of critically ill paediatric patients.
- Management of severe infections and acute illnesses.
- Respiratory and supportive care.

- Post-operative paediatric critical care.
- Emergency stabilization.
- Coordination with Paediatric, General Surgery, Emergency, Laboratory, and Radiology departments.
- Referral and transfer coordination when advanced care is required.

4. Outpatient Department (OPD)

- New patient consultation.
- Follow-up consultations.
- Specialist consultations.
- Clinical examination and assessment.
- Prescription and treatment planning by qualified medical professionals.
- Preventive and health-related consultations.
- Referral to appropriate departments or specialists.
- Coordination of laboratory, radiology, and other investigations.
- Follow-up and continuity of care.

5. Urology Services

- Urology OPD consultation.
- Evaluation of urinary tract disorders.
- Management of kidney and urinary stone-related conditions.
- Evaluation of urinary infections and related disorders.
- Prostate-related evaluation and management.
- Male urinary and reproductive system-related consultation.
- Urological surgical procedures, as clinically indicated.
- Pre-operative and post-operative care.
- Coordination with Laboratory and Radiology services.
- Follow-up care.

6. Laboratory Services

The in-house laboratory provides diagnostic support for OPD, emergency, inpatient, surgical, ICU, NICU, and PICU services.

- Hematology investigations.
- Biochemistry investigations.
- Clinical pathology.
- Serology and related investigations.
- Routine blood and urine investigations.
- Pre-operative investigations.
- Emergency laboratory investigations.
- Monitoring investigations for ICU, NICU, and PICU patients.
- Other investigations as available within the laboratory's scope and applicable approvals.

7. Radiology & Diagnostic Imaging

- CT Scan facility available to support emergency, inpatient, ICU, NICU, PICU, OPD, surgical, gynaecological, paediatric, and urological diagnostic requirements.
- 24×7 CT Scan availability for urgent and emergency diagnostic requirements, subject to clinical indication and operational availability.

- 24×7 diagnostic radiology services to support emergency, inpatient, ICU, NICU, PICU, OPD, surgical, gynaecology, paediatric, and urology patients.
- X-ray examinations.
- Ultrasonography (USG).
- Other imaging services available at the facility.
- Emergency diagnostic imaging.
- Pre-operative investigations.
- Imaging support for OPD and admitted patients.
- Imaging support for ICU, NICU, PICU, Emergency, Surgery, Gynaecology, Paediatrics, and Urology departments.
- Reporting and interpretation by appropriately qualified professionals.

7A. Hospital Infrastructure & Support Facilities

- In-house food and dietary services for IPD patients, including meals according to prescribed dietary requirements and hospital protocols.
- Three modular operation theatres (OTs) to support elective and emergency surgical procedures.
- Dedicated PICU facilities for paediatric patients requiring intensive care.
- Dedicated NICU facilities for neonatal patients requiring specialized intensive care.
- Dedicated ICU facilities for patients requiring intensive and critical care.
- Dedicated wards and inpatient facilities for the respective clinical services.

7B. In-House Pharmacy Services

- Coordination with treating departments for timely availability of prescribed medicines.
- Pharmacy support for emergency, inpatient, ICU, NICU, PICU, surgical, and outpatient services.
- Dispensing of prescribed medicines and healthcare products as per applicable requirements.
- 24×7 in-house pharmacy facility available for both OPD and IPD patients.

8. Inpatient & Hospitalization Services

- Food and dietary services are provided to IPD patients in accordance with prescribed dietary requirements and hospital protocols.
- Dedicated wards are available to support the respective clinical and inpatient services.
- Patient admission and registration.
- Inpatient medical and nursing care.
- Monitoring of hospitalized patients.
- Medication and treatment administration as prescribed.
- Coordination with treating doctors and specialists.
- Nursing care and vital monitoring.
- Laboratory and radiology investigations.
- Pre-operative and post-operative care.
- Discharge planning and documentation.
- Follow-up coordination after discharge.

9. Surgical & Operation Theatre Services

- Three modular operation theatres (OTs) are available to support elective and emergency surgical procedures.

- Pre-operative patient assessment and preparation.
- Elective and emergency surgical procedures.
- Obstetric and gynaecological procedures.
- General surgical procedures.
- Urological procedures.
- Anaesthesia support as clinically required.
- Post-operative monitoring.
- Recovery and nursing care.
- Coordination with ICU/PICU/NICU where required.

10. Integrated Emergency & Critical-Care Support

- Rapid clinical assessment.
- Diagnostic support through Laboratory and Radiology.
- Specialist consultation.
- Surgical and procedural support.
- Critical-care monitoring.
- Interdepartmental coordination.
- Stabilization and referral/transfer where clinically required.

11. Patient-Centric Healthcare Coordination

- Registration and consultation.
- Diagnostic investigations.
- Specialist consultation.
- Admission and inpatient care.
- Surgical and procedural care.
- Critical-care services.
- Discharge planning.
- Follow-up consultation.
- Coordination with patients and authorized attendants.

12. Insurance & TPA Coordination

- Pre-authorisation documentation.
- Submission of required medical and billing documents.
- Coordination regarding insurance queries.
- Enhancement requests.
- Discharge authorization.
- Claim-related documentation.
- Coordination for cashless and reimbursement processes, subject to the terms and conditions of the relevant insurance policy and TPA.

Insurance approval or claim settlement remains subject to the decision of the concerned insurer/TPA.

13. Quality, Safety & Confidentiality

- Patient safety.
- Clinical documentation.
- Infection prevention and control.
- Patient privacy and confidentiality.

- Medical record management.
- Professional conduct.
- Appropriate healthcare waste management.
- Compliance with applicable laws, regulations, and statutory requirements.

14. Scope Limitation

The availability of any particular procedure, investigation, treatment, specialist, equipment, or facility shall be subject to the hospital's infrastructure, staffing, applicable licences/registrations, clinical requirements, and availability at the relevant time.

Medical diagnosis, treatment decisions, surgical procedures, prescriptions, and clinical management shall be undertaken by appropriately qualified and authorized healthcare professionals.

15. Objective

The primary objective of Sufia Healthcare Pvt. Ltd. is to provide comprehensive and coordinated healthcare services under one integrated healthcare setup, covering:

OPD → Diagnostics → Emergency → Inpatient Care → Surgery → ICU/NICU/PICU → Discharge & Follow-up

Through its multidisciplinary services, Sufia Healthcare Pvt. Ltd. aims to provide timely, accessible, safe, and patient-focused healthcare to the community.

Authorization

Authorized Signatory: _____

Name: _____

Designation: _____

Date: _____

Place: _____