



U. N. MEHTA
INSTITUTE OF
CARDIOLOGY &
RESEARCH CENTRE

PATIENT GUIDE TO **CARDIAC CARE**

UNDERSTANDING PATIENT
JOURNEY, TREATMENT AND RECOVERY

**U. N. MEHTA INSTITUTE OF
CARDIOLOGY & RESEARCH CENTRE**
(AFFILIATED TO B.J. MEDICAL COLLEGE, AHMEDABAD)

WELCOME TO YOUR CARE PARTNERSHIP

- Welcome to our hospital. We understand that dealing with a cardiac condition can be a stressful and uncertain time for you and your family. Please know that our entire team is profoundly committed to providing you with expert and compassionate care. Our primary goal is to support your well-being and make your healthcare journey as clear, smooth, and comfortable as possible.
- We believe that the best care happens when we work together as partners. This guide is designed to be your companion throughout your time with us. It will help answer your questions, explain what to expect, and give you the information you need to feel more in control of your health. Our hospital combines advanced technology with a dedicated team of cardiac experts, but our most important partner is you.
- Open communication is the foundation of our partnership. We promise to keep you informed about your care, including any unexpected delays, and to discuss all available options with you. We encourage you to ask questions at any time. No question is too small or unimportant. Understanding your condition and your treatment plan is essential for your health, and we are here to provide the answers you need every step of the way.



OUR VISION :

Our vision is to be recognized as World Class facility in quality cardiac care and as a centre of excellence in Cardiovascular Research.



OUR MISSION :

To Offer World Class Quality Care in cardiology at No cost or Concessional cost and to provide free super specialty higher education in Cardiology, Cardiovascular Thoracic Surgery & Cardiac Anaesthesia.

AVAILABLE FACILITIES AND PECULIARITY OF THE HOSPITAL

- Advanced Paediatric Neonatal and Adult Cardiac Modular Operation Theater (Heart and Lung Transplant and Minimally Invasive)
- Advanced Cardiac Cath Lab and Electrophysiology
- Advanced Pneumatic Tube Transport System (For Laboratory and Pharmacy)
- Special Room /Deluxe Room/Suite Room.
- GRIHA 4 Star Rating Hospital for Energy Conservation
- State of Art Advanced Cardiac ICCU on Wheels.
- Tele-Cardiology Mobile Application.



Beds

1251



**Cardiac
ICU Beds**

513



**Cardiac
Cathlab**

06



**Cardiac Modular
Operation Theatre**

15



YOUR GUIDE TO GOVERNMENT FINANCIAL AID SCHEMES

- Emergency Medical Cardiac Services (EMCS)
- Cardiac Treatment of Below the Poverty Line Patients (B.P.L.)
- Ayushman Bharat Pradhan mantri jan Arogya Yojana-Mukhyamantri Amrutum /Mukhyamantri Amrutum Vatsalya
- Scheduled Caste (S.C.)
- Scheduled Tribe (S.T.)
- Rashtriya Bal Swasthya Karyakram-(RBSK) (Free Cardiac School Health Program)
- Gujarat Shram Rojgar Kalyan Board
- Chief Minister's (CM) Relief Fund
- Prime Minister's (PM) Relief Fund
- Central Government Health Scheme (C.G.H.S.)

Note: Beneficiary patients of the above mentioned schemes are not eligible for the special room & all the schemes can be availed only after verification of required documents.



VARIOUS ACADEMIC PROGRAMS/COURSES AVAILABLE AT HOSPITAL

- All seats are free and on Merit basis at All India Level Through NEET



DM Cardiology
18 Seats per year



Mch Cardio Vascular Thoracic Surgery
12 Seats per year



DM Cardiac Anaesthesia
12 Seats per year

- 25 medical & paramedical courses recognized by Gujarat University.
- Super Specialty Cardiac Fellowship Programme.

YOUR FIRST STEPS: PREPARING FOR YOUR HOSPITAL VISIT

- Getting started on your care journey involves a few important first steps, this section will guide you on what to do and what to bring to make the process as smooth as possible.

CHECKLIST: WHAT TO BRING WITH YOU

- Being prepared can help reduce stress on the day of your visit. Please try to bring the following items with you. Having these ready will help our team provide you with faster and safer care.

ESSENTIAL DOCUMENTS FOR ALL PATIENTS:

- **Government-Issued Photo ID:** Please bring a valid photo identification card, such as an Aadhar Card, Driving License, Voter ID card, or passport.
- **All Your Medical Records:** It is very important to bring all your previous medical reports, test results (like old ECGs, echo, laboratory reports etc.) and any discharge cards from prior hospital stays.
- **A Complete List of Your Medications:** Please make a list of all the medicines you are currently taking. This includes prescription of medications, vitamins, and any herbal supplements.

FINANCIAL AID DOCUMENTS (IF YOU PLAN TO USE A SCHEME):

- If you are eligible for financial assistance, please bring any relevant documents you have. This helps our team guide you to the right scheme quickly.
- **Examples Include:** Ration Card, BPL (Below Poverty Line) list document, Caste Certificate (SC/ST), Income Certificate (with a photo), Sandarbh Card, CGHS Card, Ayushman Card.

FOR A FOLLOW-UP VISIT:

- If you have visited our hospital before, please bring your old OPD (Outpatient Department) case paper or the discharge card from your last admission. This helps us quickly access your history.

LANGUAGE ASSISTANCE: INTERPRETER SERVICES

- Clear communication between you and your healthcare team is essential for providing safe and effective care, and for you to make informed decisions. UNMICRC primarily uses Gujarati, Hindi, and English for communication.
- If you or your family members require language assistance for languages other than Gujarati, Hindi, and English, UNMICRC has an outsourced service provider for language interpreters available on request. Please inform the registration staff or your nursing team if you require an interpreter.

ARRIVING FOR YOUR SCHEDULED APPOINTMENT (OPD)

If you have a scheduled appointment with one of our specialists, you will be visiting our **Outpatient Department (OPD)**.



Go to Registration: Your first stop is the **Main Registration Counters** (also called Case Windows), which are located on the **Ground Floor of Block A**. You may need to take a token from a machine and wait for your number to be Displayed.



Proceed to the Correct OPD :

After you register, the staff will direct you to the correct OPD for your consultation.

Please follow the signs carefully. The main cardiac OPDs are:

Cardiology OPD :
OPD No. 11,
Ground Floor, Block A

**Cardio Vascular & Thoracic
Surgery (CVTS) OPD :** OPD
No. 03, Ground Floor, Block A

Paediatric Cardiology OPD
OPD No. 101, First Floor
(you can get there via Block A).



Initial Nursing Check :

Before you meet the doctor, one of our nurses will perform a few basic but important checks. They will measure your height, weight, blood pressure, and pulse. They will also ask you about any known allergies, if you are in any pain, and check your nutritional status and risk of falling. This gives your doctor a valuable snapshot of your health before your consultation begins.



Meeting the Doctor :

During your consultation, the doctor will review your medical history, listen to your health concerns, and perform an examination. This is the most important time for you to share information and ask questions. The doctor will then explain their findings and discuss a proposed plan for your care.



Please Be Patient :

We see a large number of patients every day and make every effort to see you as quickly as possible. We appreciate your patience. **If you feel that your condition is getting worse while you are waiting, please alert our staff immediately.**

IN CASE OF A CARDIAC EMERGENCY

A cardiac emergency requires immediate action. To ensure you get the fastest possible care, the hospital has a dedicated and separate entrance for emergencies, which allows you to bypass the routine appointment queues.



Go Directly to the Emergency Department:

In an emergency, such as severe chest pain or shortness of breath, do **not** go to the main registration in Block A. Go directly to the



**Emergency Department (EMCS),
Ground Floor of Block B.**

This separate entrance is a critical part of our system designed to save precious time when your condition is serious.



All registration and initial assessment will be done right there in the Emergency Department by the on-duty team. If you need to be admitted to the hospital, that process will also start in the Emergency Department.



The "Golden Hour" and the EMCS Scheme:

The first hour after a heart attack is called the "golden hour" because getting treatment during this time is most effective.

We believe that financial concerns should never delay life-saving care.

For this reason, our hospital has a special

"Emergency Medical Cardiac Services (EMCS) Scheme".

Under this scheme, any patient admitted with a critical heart condition will receive all necessary immediate life-saving treatment — including tests, medicines, and even procedures/surgery like an angiogram with stenting —

without any advance payment for the first 24 hours.

This ensures that our team can focus on what matters most:

SAVING YOUR LIFE.



UNDERSTANDING YOUR HEART: A SIMPLE GUIDE TO COMMON TESTS

Your doctor may recommend several tests to get a clear picture of your cardiac's health. This can feel overwhelming, but these tests are essential tools that help us plan the very best treatment for you. This section explains some of the most common tests in simple terms, focusing on what the test is for and what you can expect to experience.

COMMON DIAGNOSTIC TESTS

Diagnostic tests are essential tools that give your doctor a detailed picture of your cardiac's structure and function. We are committed to performing these tests with the highest standards of safety.



- **ECG (Electrocardiogram):** A simple and painless test that records your heart's electrical activity using small sensors placed on your skin. It helps detect irregular heartbeats and other heart conditions.

- **Echocardiogram (Echo):** This test uses sound waves (ultrasound) to create moving pictures of your heart, showing its size, shape, and how well it is pumping blood.



- **Chest X-Ray:** A common imaging test that uses a small, safe amount of radiation to create a picture of your heart and lungs.

- **CT Scan (Computed Tomography):** This scan uses X-rays and a computer to create detailed, cross-sectional images of your heart. Sometimes, a special 'contrast dye' is injected to make blood vessels show up more clearly. We take special precautions if dye is used, including checking your kidney function and asking about allergies.



- **MRI (Magnetic Resonance Imaging):** An MRI uses a powerful magnet and radio waves to create highly detailed images without X-ray radiation. Because of the strong magnet, you will be carefully screened for any metal implants or devices in your body, such as pacemakers or certain stents, to ensure your safety.

- **Blood Tests:** Various blood tests help assess heart health. These can include tests for:

Cardiac Enzymes (Biomarkers): Substances released into the blood when the heart muscle is damaged, such as during a heart attack (e.g., Troponin).

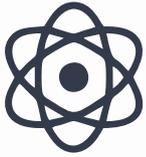
Cholesterol Levels (Lipid Profile): Measures different types of fats in the blood, which are risk factors for heart disease.

Blood Sugar: To check for diabetes, a risk factor for heart disease.

Kidney Function Tests: Important as kidney health can affect the heart and the choice of certain medications or dyes.

Other markers that indicate inflammation or other risks.





- **Nuclear Medicine Scans:** These tests use a tiny, safe amount of a radioactive substance (a 'tracer') and a special camera to see how well blood is flowing to your heart muscle. The radiation exposure is very low.

- **TMT (Treadmill Test or Stress Test):** A monitored exercise test where the patient walks on a treadmill while ECG and blood pressure are recorded. It evaluates how the heart performs under physical stress.



- **Holter Monitoring:** A portable device worn for 24 to 48 hours that continuously records heart rhythms. It helps detect irregular heartbeats not captured during a standard ECG.

- **EP (Electrophysiology) Study:** An advanced procedure to assess the electrical system of the heart. It identifies abnormal rhythms (arrhythmias) and helps guide treatment like ablation or device placement.



GETTING YOUR TEST RESULTS

We understand that waiting for test results can make you anxious. At UNMICRC, we do our best to complete your tests quickly and share the results without unnecessary delays.

How Long Does It Take to Start My Test?

Once you arrive at the testing department, you usually won't have to wait long:

**Lab tests
(Pathology/Microbiology)**
Start in about **30 minutes**

**Radiology tests
(X-ray, CT scan, Ultrasound)**
Start in about **30 minutes**

Nuclear Medicine scans
May take about
60 minutes to begin

Sometimes, there might be unexpected delays. If that happens, our staff will explain the reason and let you know what to expect or suggest other options if needed.

EXECUTIVE HEART CARE

- Executive Heart Care is a preventive and diagnostic cardiology program. It aims to detect early signs of cardiac disease and provide customized cardiac health assessments in a time-efficient manner. which is located in **Block A, First Floor, Room No. 112.**

- For more details and “**Health Check Up Plans**” please scan the QR code



PRAYER ROOM

- A peaceful Prayer Room is available for patients and families to pray. It offers a quiet space to support your spiritual need. which is located in **Block A, second Floor.**

CARDIAC REHABILITATION CENTER

- To support your heart health journey beyond diagnosis, we offer a dedicated **Cardiac Rehabilitation Center** which is located in **Block A, First Floor, Room No. 106.**
- Our team will guide you through personalized recovery plans that include safe exercise, heart-healthy nutrition, and lifestyle counseling.



UNDERSTANDING YOUR CONSENT FOR CARE

Before any procedure, we need your permission to proceed. It is important to understand the two different types of consent you will give.

General Consent

When you are admitted to the hospital, you will sign a General Consent form. This form gives our team permission to provide routine, low-risk care. This includes things like physical examination, nursing care, giving standard medications, and performing routine blood tests.

Informed Consent

For any procedure that is considered high-risk—such as surgery, anaesthesia, a blood transfusion, or the advanced procedures described in this section—we require Informed Consent. This is a much more detailed process. Your doctor will explain you and your family to have a thorough discussion.

They will explain:

- **Exactly what the procedure is and why it is being recommended.**
- **The potential benefits of the procedure.**
- **The possible risks and complications.**
- **Any alternative treatment options that are available.**

You will have the opportunity to ask as many questions as you need. You should only sign the Informed Consent form when you feel that you completely understand the plan and all your questions have been answered to your satisfaction. This process ensures that you are making a fully informed decision about your own healthcare.



YOUR HOSPITAL STAY: A GUIDE FOR PATIENTS AND FAMILIES

Once you are admitted to the hospital, you will be in our care in either an Intensive Care Unit (ICU) or a hospital ward. Our goal is to create a safe, healing environment for you. This section provides practical information for both patients and their families to help you navigate your hospital stay.

YOUR SAFETY IS OUR PRIORITY

- Your safety is the foundation of everything we do. We have many systems in place to protect you, and your participation is key.
- **Your ID Band : A Critical Safety Tool**
 - Upon admission, you will be given a patient identification (ID) band to wear on your wrist. Please wear this band at all times.
 - Before our staff gives you any medication, takes a blood sample, or performs any procedure, they are required to **check your ID band** and **ask for your full name**. This is a crucial safety check to ensure the right patient gets the right care every time.
 - **Understanding the Colors:** Our ID bands use a color-coded system to give staff important information at a glance:



White (for adults):

Standard IPD (Indoor patient Department) patient ID band.



Pink (for children):

Standard IPD (Indoor patient Department) patient ID band.



Fluorescent Green:

Indicates OPD (Outpatient Department) patients.



Maroon:

This alerts all staff that you have a known allergy.



Purple:

This tells our team that you may be at a higher risk (Vulnerable patient) of falling, so they can take extra precautions to keep you safe.

Instruction for Indoor Patients:

- **Nursing staff** and **Medical Clinical Coordinator** will daily update about the bill to patient /relative (for paid patients only)
- Pay the bills at the hospital billing counter only, and do not forget to get the receipt for the same. Billing amount up to 2 lakhs will be accepted in cash, more than 2 lakhs will be accepted through credit card, debit card, RTGS and NEFT.
- **Only one relative** will be allowed in the ward. No relative will be allowed to stay with the patient in ICU. Seating arrangement for such relatives is available the ICU waiting area.
- You may nominate one responsible person to meet the doctor to know about the treatment, during the doctor's round. Many relatives meeting the doctors at different times make it difficult for the doctor to render efficient medical care to all his/her patients.
- The nominated person should inform all other family members and other well-wishers regarding your treatment and progress.
- **Clothing**= While in the hospital, you will be required to put on the hospital dress. Only at the time of discharge you will be allowed to change into your own clothing.
- **Blood Bank**= in certain situations, if blood is required for operation or treatment, please arrange for donors through friends and relatives. Blood from professional donors shall not be accepted.
- **Help & Travel Desk:** Please contact **A Block Ground Floor, Counter no.2, Window no. 15**, in case you need assistance for Transportation/Accommodation, Please contact **A Block Ground Floor, Counter no.2** for any **Government scheme** related Assistance.
- Please do not bring following items at hospital
- Valuables, such as jewellery, watches, electronic devices, video cameras or other recording devices, · weapons, tobacco, Pan masala, cigarette etc. · Cooking utensils, Large amount of cash · The Hospital will not be liable for any loss of your valuables.
- Our hospital is **no smoking zone**.

Your Admission Checklist

The admission process involves several important steps. Use this checklist to help you and your family keep track during this busy time.

Your Admission Checklist Status	(For Patient Reference)
IPD (Inpatient) registration completed	<input type="checkbox"/>
General Consent Form signed and understood	<input type="checkbox"/>
Advance payment made or Scheme documents submitted/verified	<input type="checkbox"/>
Patient ID Band received and worn correctly	<input type="checkbox"/>
Visitor passes received (if applicable)	<input type="checkbox"/>
Aware of the initial plan of care (as discussed with doctor)	<input type="checkbox"/>
Know who the primary consulting doctor/unit is	<input type="checkbox"/>

A Guide for Visitors

We understand how important the support of family and friends is to your recovery. To ensure the comfort and safety of all our patients, we ask your visitors to follow these important guidelines. These rules are in place to help you get the rest you need and to allow our doctors and nurses to provide care efficiently.

Visiting Hours:

Visiting hours are strictly **from 4:00 pm to 6:00 pm** every day.

Visitor Pass:

Entry into the patient areas is not allowed without a valid visitor pass.

Keep Visits Brief:

Please ask your visitors to stay for only a short period (**about 15 minutes**). This helps you get enough rest.

Avoid Overcrowding:

To maintain a peaceful healing environment, please avoid having too many visitors in the room at one time.

Health of Visitors:

For your protection, please ask friends and family not to visit if they are feeling unwell (e.g., if they have a cold, cough, fever, or stomach upset).

Young Children and Elderly Visitors:

It is advisable that very young children and elderly individuals avoid frequent visits to the hospital to protect their own health.

Cleanliness:

Please help us maintain a clean environment. Do not spit, chew pan masala, or smoke in the hospital premises. Please do not wash clothes or utensils in the hospital.

Outside food/home food is not allowed inside the hospital for hygiene and patient safety.

Hospital diet will be provided as per the doctor's or dietician advice.

Self-administration of medication is strictly not permitted.

PREVENTING INFECTION, FALLS AND MANAGING PAIN

Infection Control : A Shared Responsibility

Preventing infections is a collaborative effort between hospital staff, patients, and visitors.



Hand Hygiene

This is the single most important way to prevent the spread of infections. Patients and visitors are strongly encouraged to practice good hand hygiene. Hand sanitizers are available throughout the hospital.



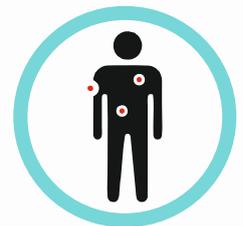
Fall Prevention : Staying Safe on Your Feet

On admission and throughout your stay, our nurses will assess your risk of falling. If you are identified as being at high risk, you may be given a special purple ID band to alert all staff. We take several measures to prevent falls, such as keeping the call bell within easy reach in washroom, ensuring pathways are clear, using bed rails when appropriate and assisting you when you need to get out of bed.



Pain Management : Keeping You Comfortable

Your comfort is a priority. We will regularly assess your pain using an age-appropriate scale (like a 0-10 number scale for adults or a faces scale for children). Please report your pain promptly, before it becomes severe, so we can manage it effectively.



THE ROAD TO RECOVERY: PREPARING FOR A HEALTHY LIFE AT HOME

Transitioning from the hospital to your home is a very important step in your recovery. Our goal is to make sure that you and your family feel confident and well-prepared to continue your healing process at home. This section provides the practical information you need for managing your medications, lifestyle, and long-term health.

Getting Ready for Discharge

Discharge is not just a single event; it is a process that we plan for with you, often starting soon after your admission. Your doctor will decide you are ready for discharge when you are medically stable and you understand your ongoing care plan.

Your Discharge Summary: Your Roadmap for Recovery

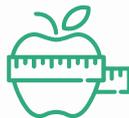
On the day you leave the hospital, you will receive a very important document called a **Discharge Summary**. This document is your personalized guide to recovery at home. It summarizes your **hospital stay**, including your **final diagnosis**, details of any **procedures** you had, and the **results of important tests**.



Most importantly, it will contain a clear plan for your follow-up care, including:



A detailed list of your medications, with doses and times.



Instructions on your diet and exercise.



Information on when to see your doctor for a follow-up visit.

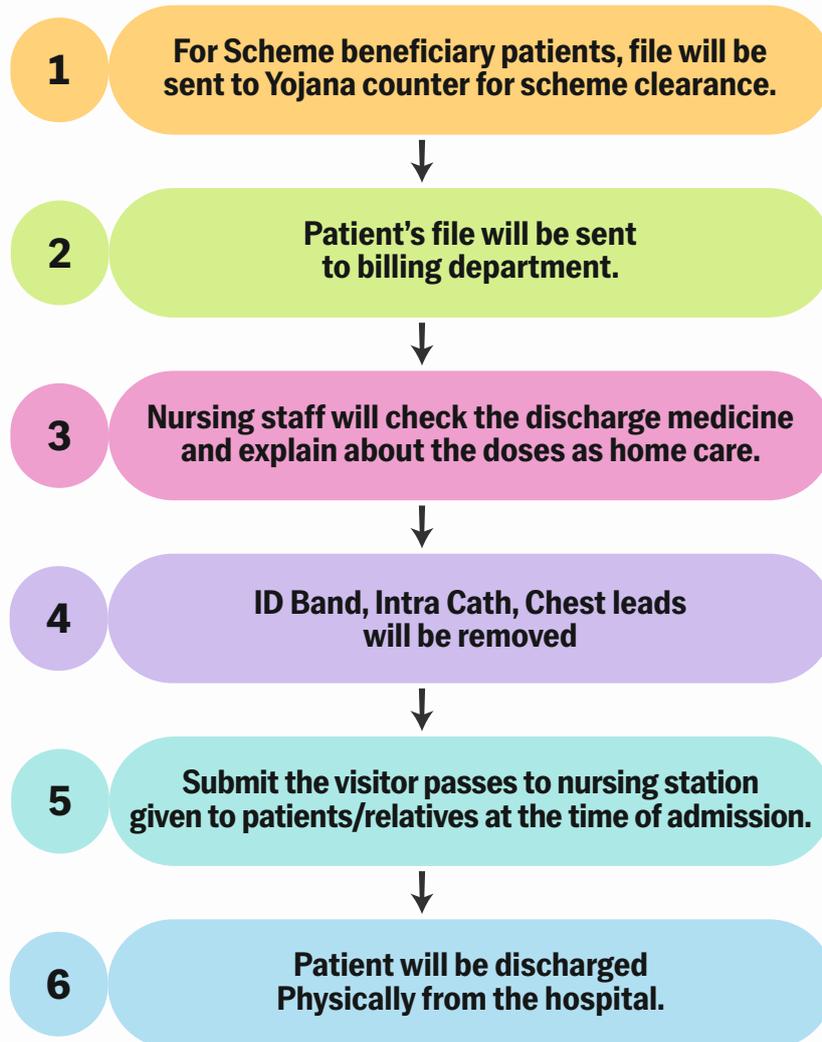


Warning signs that tell you when to seek urgent medical help.

Please **keep this document in a safe place** and bring it with you to all your future medical appointments.

The Discharge Process

- Once your doctor has decided you are ready to go home, the formal discharge process begins.
- This involves finalizing your summary, preparing your take-home medications, and completing any billing formalities.
- Please be aware that this process can take a minimum of 2 to 6 hours after the doctor informs the nursing staff.
- We appreciate your patience as we ensure everything is in order for your safe departure.



Obtaining Your Medicines (Scheme-Related Provisions):

UNMICRC has provisions for discharge medications for patients under certain government schemes:

- For patients under the **Ayushman Bharat Scheme**, **10 days of discharge** medicines and **₹300** will be provided.
- For patients under the **School Health Scheme**, **30 days of discharge** medicines will be provided, along **with bus fare** if the patient **resides more than 100 km away** from the hospital.

INSTRUCTIONS AFTER DISCHARGE :

- **For beneficiary** of any Government scheme, medicine and travel allowance will be **given from the hospital as per Government rules.**
- Discharge process may take minimum **2 to 6 hours after intimation** of Doctors to nursing staff.
To know and process your refund amount:
- Kindly contact **billing department** at the time of billing process.
- You need to **fill-up the application form. Photo-copy of ID proof and bank passbook** will be required to initiate refund.
- Amount **more than Rs. 5000 (Five thousand only)** will be refunded digitally in given account number. The process of **refund may take 7 to 15 days.**
- **Visit your doctor for follow-up** on the day of OPD as mentioned in discharge card.
- Please fill in the **patient feedback form** to help us serve better in the future and to make our vision of world-class cardiac care meaningful.
- For any medical certificate/ process of Insurance (Medi-claim)/ or any other query please contact **Reception Desk.**

Managing Your Medication Safely

- Taking your medications correctly at home is absolutely essential for your recovery and long-term cardiac health.
- **The Golden Rule** : Never stop taking any of your prescribed medications or change the dose without consulting to your treating doctor. Suddenly stopping some cardiac medications can be dangerous.
- **Be Aware of Interactions** : To keep you safe, you must tell your doctor about all medications and supplements you take. Some foods and substances can interact with heart medications and cause harmful effects.



Caring for Your Surgical Wound

If you have had surgery, proper care of your surgical site is vital to prevent infection and help it heal well.

Keep the surgical site Clean and Dry

- Always wash your hands thoroughly with soap and water before and after touching your surgical site.



Showering and Bathing:

- You can usually take quick showers (no longer than 10 minutes) if your surgical site is healing well and not draining fluid.
- For the first two weeks after chest surgery, stand with your back to the shower spray. It is okay for soap and water to run over surgical site, but do not let the powerful spray hit it directly to surgical site.
- Use warm water, not very hot or cold. Gently wash the surgical site with normal soap and water in an up-down motion. Do not scrub.
- After showering, gently pat the area dry with a clean towel.



Dressings and Lotions:

- Do not cover the wound with a bandage or dressing unless it is draining. If you see any drainage, call your consultant.
- **Do not apply any lotions, creams oils, or powders** to the surgical site until it is fully healed and all scabs have fallen off, unless your doctor has specifically instructed you to do so.



Clothing and Sun Protection:

- Wear loose-fitting, comfortable clothing made of breathable fabric (like cotton) to avoid irritating the surgical site.
- Protect your surgical site from direct sunlight for at least one year. Sun exposure can make the scar darker and more prominent.



CRITICAL: Signs of Infection to Report Immediately to your treating doctor or the hospital right away if you notice any of these signs:

- Increased drainage, oozing, or pus from the surgical site.
- The surgical site line opening up or pulling apart.
- Increased redness, warmth, or swelling around the surgical site.
- A fever (temperature greater than 101 For 38.4C).



A Cardiac-Healthy Lifestyle

Adopting a cardiac-healthy lifestyle is one of the most powerful things you can do to ensure a long and healthy life after your procedure.

Nutritional counselling in OPD:

- Proper diet is essential for cardiac patients. We offer personalized dietary counselling to manage cholesterol, blood pressure, weight, and blood sugar levels effectively.
- Nutritional counselling in OPD = **Block A, Ground Floor, Room No.4**
- **Diet and Nutrition:** Your Dietitian will give you personalized advice. The general principles are to eat a diet rich in **fruits, vegetables** and **whole grains**. Choose **lean sources of protein** like fish and beans. A very important step is to **limit your intake of salt**, as this helps to control blood pressure. Reading food labels to check for sodium content is a great habit to start.



Returning to Physical Activity: A gradual return to activity is key.

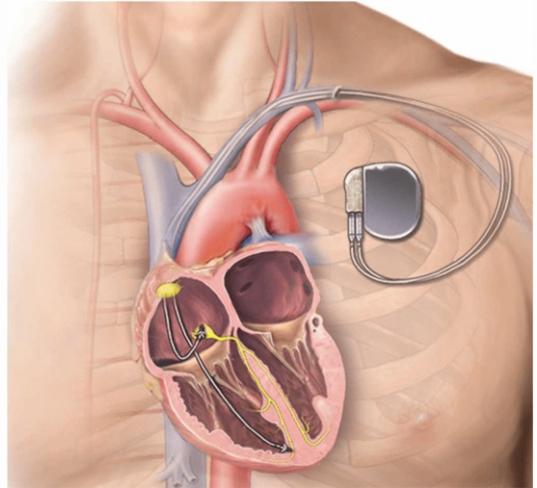
- **Walking is an excellent form of exercise.** Start with short, slow walks and gradually increase your pace and how long you walk for.
- **Lifting Restrictions:** Follow the doctor's advice.
- **Cardiac Rehabilitation:** Your doctor may recommend you join a formal Cardiac Rehabilitation program. This is a medically supervised program of exercise and education that **helps you recover safely and effectively**. We highly recommend participating if it is offered to you.



Living with a Pacemaker or Implanted Device

If your treatment included a **pacemaker** or an **Implantable Cardioverter-defibrillator (icd)**, you will receive detailed instructions from your care team. Here are the key points to remember:

- Always **carry device identification card** with you.
- Be aware of potential **electro-magnetic interference (EMI)**. For example, it is advised to keep mobile phones at least 6 inches away from your device and to use the ear on the opposite side of your body from your implant when talking on the phone.



- Report any symptoms like **dizziness, fainting** or if your **ICD delivers a shock** to your doctor **immediately**.
- Attending all your **follow-up appointments** is crucial. At these appointments, we check your **device's function** and **battery life** and make any necessary adjustments to keep you safe.

Supporting Your Emotional Wellbeing

Living with and recovering from cardiac condition can be emotionally challenging. It is completely normal to feel stress, anxiety, sadness, or even anger. Acknowledging these feelings is an important part of the healing process.

Talk About It:

Sharing your feelings with family, friends, or your care team can be very helpful. You are not alone in this experience.

Coping Strategies:

Gentle physical activity (as approved by your doctor), relaxation techniques like deep breathing or meditation, and making time for hobbies you enjoy can significantly improve your mood and reduce stress.

When to Seek More Help:

If these feelings of sadness or anxiety become overwhelming, last for a long time, or interfere with your daily life, it is important to seek professional help. Please talk to your doctor. They can provide support or refer you to a mental health professional who can help you develop coping strategies. Your emotional health is just as important as your physical health for a full recovery.



URGENT: KNOW THE WARNING SIGNS AND ACT FAST

This section is one of the most important in this guide. It is designed for quick reference in a crisis. **Knowing these warning signs** and acting quickly **can be life-saving** for you or a loved one. Please review this section with your family members.

Critical Warning Signs — Get Help Immediately

If you or a loved one **experiences any of the symptoms** in the table below, you must seek **medical help** without delay. **Do not "wait and see"** if they go away. **Time is critical.**



How to Act Fast in an Emergency

If you experience symptoms of a heart attack or stroke, follow these steps:

Recognize the Symptoms:

Use the table above.



Act Fast: Call for Help Immediately.

Call your local **Emergency Number** (e.g., **108** in India).
Time is critical. **Do not wait to see if the symptoms go away.**



Take Aspirin or Nitroglycerin (If Advised): Only if your doctor has **previously told you** to do so in this situation, you may be advised to chew an aspirin or take your prescribed nitroglycerin while waiting for help to arrive. **Do not delay calling for help to do this.**



Wait for the Ambulance: The emergency medical team can begin treatment on the way to the hospital.
Do not drive yourself unless there is absolutely no other option.

Your health journey is a partnership, and we are here to support you every step of the way. Please **use this guide as a reference**, ask questions freely and **be an active participant** in your care. Your health and your understanding are our shared priorities.

Symptom Category	Warning Signs	Action
Possible Heart Attack	<p>Possible Heart Attack Warning Signs:</p> <p>Chest pain that is retro-sternal and may spread to both sides of the chest, often more on the left side, typically feels like a constricting, heavy, or squeezing sensation. The pain may radiate to the left arm (especially along the ulnar side), back, neck, jaw, epigastrium, or even the occipital area, but never below the umbilicus. It may last more than 30 minutes and is often accompanied by symptoms such as shortness of breath, nausea, vomiting, cold sweats, dizziness, weakness, anxiety, or unusual fatigue.</p>	<p>Call Emergency Services (e.g., 108) IMMEDIATELY.</p> <p>Do not try to drive yourself.</p>
Worsening Heart Failure	<p>Increasing shortness of breath, especially when lying down</p> <ul style="list-style-type: none"> - Sudden weight gain (e.g., more than 1–1.5 kg in a day) from fluid retention - New or worsening swelling in the legs, ankles, or abdomen - A persistent cough or wheezing - Increased fatigue or weakness - Needing more pillows to breathe comfortably at night 	<p>Contact your doctor or UNMICRC urgently. May require emergency attention if severe.</p>
Signs of Stroke	<p>Face drooping</p> <p>Arm weakness</p> <p>Speech difficulty</p> <p>Time to call for help</p> <p>Sudden confusion or severe headache</p>	<p>Call Emergency Services IMMEDIATELY.</p>
Surgical Wound Infection	<ul style="list-style-type: none"> - Increased redness, warmth, swelling or pain around the incision - Pus or foul-smelling discharge from surgical site - Fever (temperature > 101 F or 38.4 C) 	<p>Contact your doctor or UNMICRC immediately.</p>
Other Serious Symptoms	<ul style="list-style-type: none"> - Sudden fainting or loss of consciousness - New, persistent, or severe palpitations (racing or fluttering heart) - Unusual or severe bleeding (if on blood thinners) 	<p>Call Emergency Services IMMEDIATELY for fainting or severe bleeding. For other symptoms, contact your doctor urgently.</p>

SCOPE OF SERVICES

SPECIAL SERVICES CARDIOLOGY

- High-END state of art Cardiac Cathlab
- Fractional Flow Reserve (F.F.R.)
- Intra Vascular Ultra Sound (I.V.U.S.)
- Rotational Atherectomy (ROTA)
- Optical Coherence Tomography (OCT)
- 3D Mapping System for EP study
- Tilt Table Test (T.T.T.)
- Tele Cardiology
- Virtual Simulation Cardiac Cathlab

SUPER SPECIALITY SERVICES (ADULT & PEDIATRIC)

- Cardiology
- Cardio Vascular & Thoracic Surgery
- Cardiac Anaesthesia
- Critical Cardiac Care
- Cardiac Physiotherapy
- Cardiac Rehabilitation
- Preventive Cardiology
- Cardiac Emergency Services

RADIO IMAGING SERVICES

- Digital X-Ray
- Portable DR X-ray
- Ultra Sound / Doppler
- CT Scan (Whole Body)
- CT Angiography (Coronary, Pulmonary & Peripheral)
- Thallium Scan (Nuclear Medicine)
- Cardiac M.R.I. (3 Tesla)

LABORATORY DIAGNOSTIC SERVICES

- Clinical Pathology
- Clinical Biochemistry
- Clinical Microbiology & Serology
- Cytopathology
- Haematology
- Histopathology
- Electrocardiogram (E.C.G.)
- Echocardiography (ECHO) 2D & 3D (Adult / Paediatric / Neonatal)

- Trans-Thoracic Echo (T.T.E.)
- Trans-oesophageal Echo (T.E.E.), Dobutamine Stress ECHO, Foetal ECHO
- Continuous Haemodynamic Trans-oesophageal 2D ECHO
- Tread Mill Testing (T.M.T.)
- Holter Monitoring, Ambulatory BP Monitoring
- Electro Physiology Study (EP Study)
- Spirometry / P.F.T.
- Sleep Study – Polysomnography
- Electroencephalogram (E.E.G.)
- Electromyography (E.M.G.)

OTHER SPECIAL SERVICES

- Pneumatic Tube Transport System (P.T.T.S.)
- Executive Health Check-Up
- State of the art Auditorium
- Special Room / Suite Room / Deluxe Room

PROFESSIONS ALLIED TO MEDICINE

- Pharmacy Services
- Dietetics and Nutrition

SUPPORT SERVICES

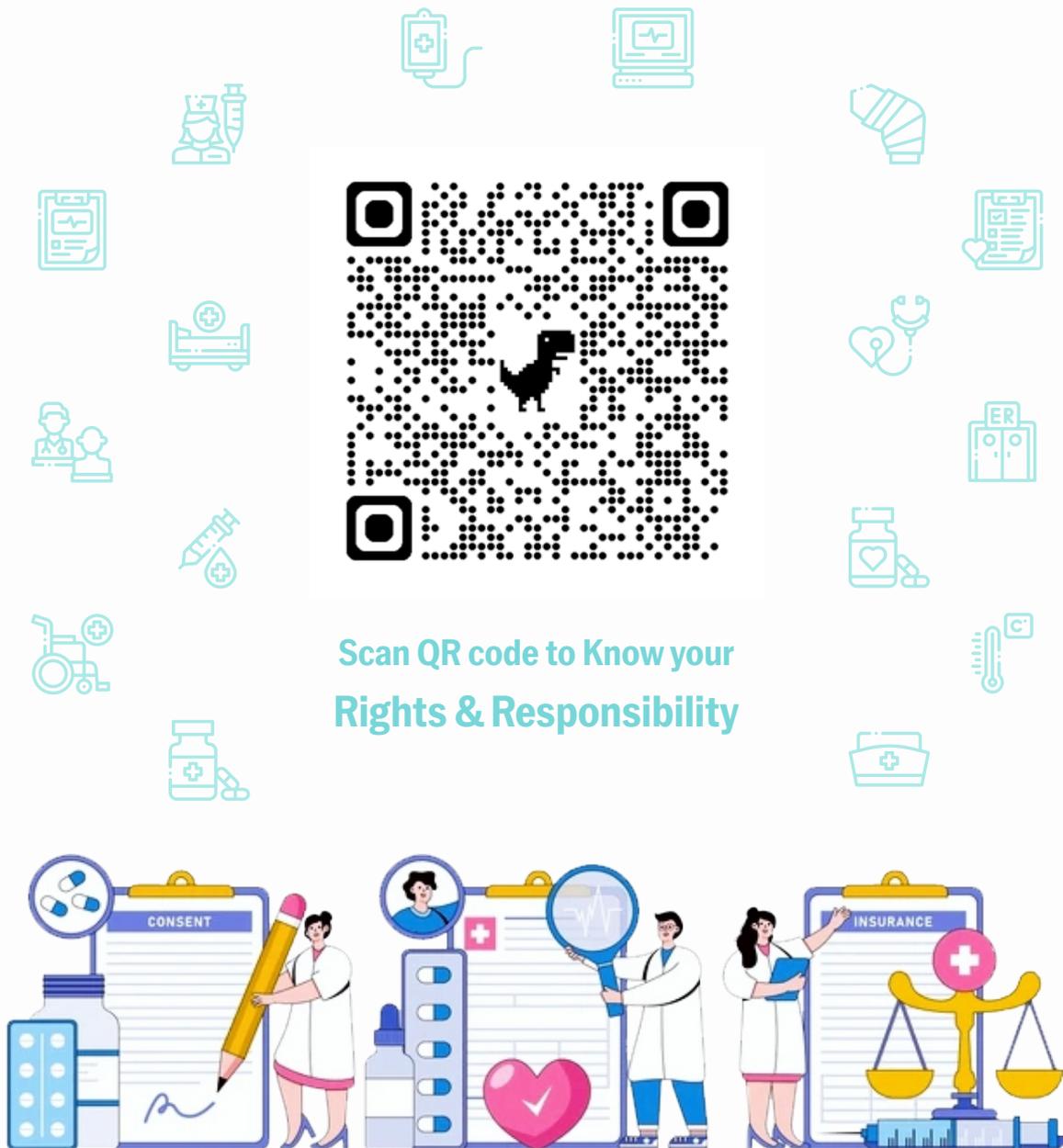
- Canteen Services
- Advance Cardiac Ambulance
- Mother milk bank
- Blood Centre

CARDIO VASCULAR & THORACIC SURGERY

- High-END Modular Cardiac Operation Theatre
- Coronary Graft Flowmetry with Colour Imaging
- Endoscopic Graft Harvesting System
- Cell Saver System
- Minimally Invasive Cardiac Surgery
- Video Assisted Thoracic surgery (VATS)
- Extracorporeal Membrane Oxygenation (ECMO)
- Intra-Aortic Balloon Pump (IABP)
- Homograft valve bank
- Heart & Lung transplant
- Robotic cardiac surgery

UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES

To create the most effective healing environment, we believe in a strong partnership between you and your healthcare team. This partnership is built on a foundation of mutual respect and clear understanding. It is defined by your **rights as a patient** and your **responsibilities as an active participant** in your care. These are not just lists of rules; they are the two halves of a collaborative relationship, where each side empowers the other to achieve the best possible health outcomes.



Medical Consent

Patient Rights

Healthcare Regulations

YOUR VOICE MATTERS: PATIENT RIGHTS AND FEEDBACK

We believe that a strong partnership between you and your healthcare team is built on mutual respect and clear communication. This includes respecting your rights as a patient and hearing your voice. Your feedback is incredibly valuable to us as we strive to improve our care.

If you have a suggestion, a compliment, or a concern about your care, we want to hear it. Here are the simple ways you can share your thoughts:

- **Speak to Your Care Team:** The easiest and often quickest way to resolve an issue is to speak directly with any member of the team involved in your care, such as your nurse, doctor, or the department head.
- **Use a Feedback Form or Suggestion Box:** You can fill out a patient feedback form, which helps us understand what we are doing well and where we can improve. You can also place a written note in one of the suggestion boxes available in the departments.
- **Contact the Hospital Control Room:** For any urgent concerns, you can contact our hospital's Control Room, which is available 24 hours a day, 7 days a week. The contact numbers are listed in the final section of this guide.



What Happens When You Raise a Concern?

We take all feedback very seriously. Our process is designed to be responsive and fair.

Immediate Action:

When a concern is raised, our team will listen carefully and try to resolve the issue on the spot whenever possible.

Escalation:

If the issue requires more attention, it will be escalated to the head of the department or the hospital's official grievance committee for a thorough review.

Timely Response:

We are committed to responding to your concerns in a timely manner. For example, we aim to address any safety-related issues within 24 hours, handle minor complaints within a week, and develop a clear action plan for major complaints within 15 days.



All feedback is treated with strict confidentiality and is used as a vital learning opportunity to improve our systems and ensure we are providing the world-class cardiac care that is our mission.

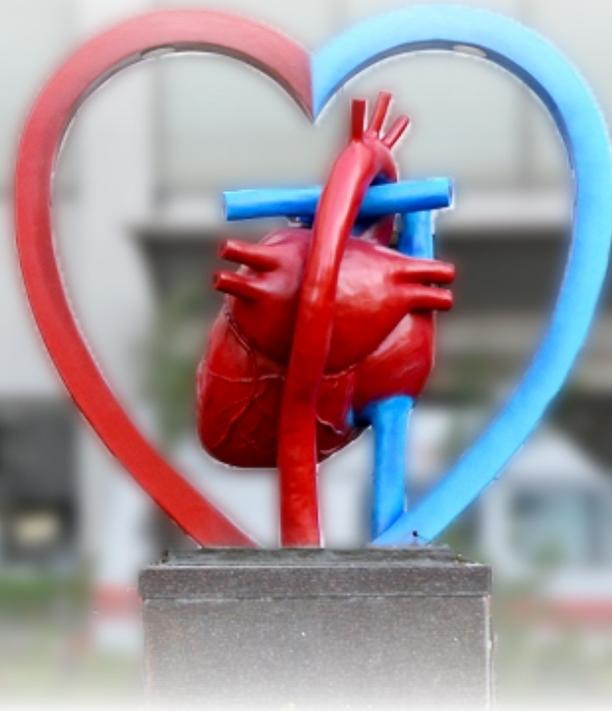
QUICK REFERENCE GUIDE

- This section contains key practical information in one easy-to-find place.
- **Key Locations in the Hospital**

	Service	Location (Primary Access Point)
	Main Registration (Case Windows)	Block A, Ground Floor
	Cardiology OPD	Block A, Ground Floor, OPD No. 11
	CVTS (Surgery) OPD	Block A, Ground Floor, OPD No.3
	Paediatric OPD	Block A, First Floor, OPD No. -101
	Emergency Department (EMCS)	Block B, Ground Floor
	Billing / Scheme Verification	Block A, Ground Floor, Room No.2
	Help Desk / Travel / Govt. Scheme Assist.	Block A, Ground Floor, Room No. 2, Window No.15
	Canteen (for relatives)	Block A, First Floor & Hostel Block, First Floor
	Main Reception / Patient Navigator Desk	Block A, Ground Floor
	Nutritional counselling in OPD	Block A, Ground Floor, Room No.4
	Cardiac Rehabilitation Center	Block A, First Floor, Room No.106
	Blood Bank	Block A, First Floor, Room No.110
	Prayer Room	Block A, Second Floor
	Executive Heart Care	Block A, First Floor, Room No.112

*Your health and well-being
are our priority.
Wishing you a
safe and steady recovery*





IMPORTANT CONTACT INFORMATION

HOSPITAL CONTROL ROOM (AVAILABLE 24X7)

90999 55247 | 90999 55248 | 90999 55249 | 90999 55250

For your convenience, you can scan the QR codes below
with your smart phone to get driving directions to our hospital.



From Sardar Vallabhbhai Patel
International Airport
(Ahmedabad Airport)



From Ahmedabad
Railway Station
(Kalupur - Main Station)



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