

**PEACE Senior Living Private Limited**  
**MEDICAL AND HEALTH CARE FOR PEACE RESIDENTS**  
**EFFECTIVE MAY 2024**

PEACE residents are required to bring all available existing medical records at the start of living in PEACE. While checking the resident for the first time, if the Doctor recommends any blood or pathological or other diagnostic test (such as X-ray, ECG etc.) during his first visit of the resident, then these tests are to be carried out. The costs of the tests are extra. PEACE trained nursing Staff maintains the medical folder of each resident. This medical folder is maintained at the PEACE facility and will be available for review by the resident or authorized representative (i.e children). The medical folder is updated with any new records as provided by general physician Dr. Suranjan Sanyal during routine medical care, as detailed below. The cost for General Physician monthly monitoring visit is included in the PEACE Monthly service. The emergency and phone advices are extra and are to be included in the invoice.

Along with the General Physician we have Dr. Arijit Bose, MBBS(Cal), M.Sc(UK), MRC(UK), CCT(UK), Psychiatrist help PEACE as visiting Consultant Psychiatrist and monitor our residents who are suffering from Dementia, Depression, Anxiety and that related mental illness.

The cost for Dr. Bose involvement is extra. We coordinate with the resident and family before we involve Dr Bose.

Dr. Bose is also excited that he will be able to participate in this program. We are also very excited that with the help of Dr. Sanyal, our house physician and Dr. Bose and our Nursing Staff, we will be able to provide better support to our residents.

**PREVENTIVE AND ROUTINE MEDICAL CARE**

The nursing trained professionals (Trained Nurse) are present in the PEACE facility. Monthly medical checkup of all residents are carried out by the PEACE Medical Officer, a general physician. This checkup cost is included in the monthly service fee. However, if the general physician prescribes specific tests (such as X-ray, ECG, or any diagnostic or pathological tests), then the PEACE nursing staff coordinates and arranges those tests and their costs are extra.



**MEDICINE:**

The cost of medicine is extra. PEACE provides the service to procure medicines for the residents. PEACE staff along with trained nurses maintains and monitors the medication of the residents.

If the resident or authorized person opted to supply the medicine then they need to keep and maintain the inventory of the medicines. They will supply the medicines to PEACE on time to be administered. If the resident or the authorized personnel requests PEACE Nursing staff to monitor the inventory and the list to procure then there will be a service charge of Rs500/- which will be included in the monthly invoice.

**NURSING MONITORING:**

The Nursing staff routinely monitors all residents of PEACE. If necessary they discuss with the House Physician and obtain Phone Advice. The Nursing staff then communicates with the resident and or their siblings for their advice and authorization. The Nursing staff then executes the advice. The Doctor's phone advice fee is extra and included in the invoice.

If any resident needs extra nursing monitoring then the Management will decide the extra nursing cost and will be communicated with family and or siblings.

**Emergency Medical Service**

PEACE manages an emergency medical condition in two steps.

**First step:**

We contact our Medical Officer and explain the medical condition of the resident. The doctor may visit the resident on an "EMERGENCY CALL" for checkup and subsequent advice. If necessary, additional tests may be carried out upon the recommendation of the doctor's diagnosis. The costs of these activities are extra and will be included in the monthly invoice. If the Doctor decides to transfer the resident to a Hospital Emergency, then we follow the second step.

**Second step:**

PEACE maintains its own Ambulance and driver in the premises. Per Doctor's advice and family consent, PEACE will move the resident to "Medica Super



Specialty Hospital (MEDICA) which is WELL equipped with ICU and ITU facilities and is located in Mukundapur, Kolkata.

Alternately we can move the resident to "Hindusthan Health Point" (HHP) which is equipped with ICU and ITU facilities and is located in Garia., as per family's consent.

The cost of Ambulance and Nurse Escort for admission is extra and included in the invoice.

As soon as we move the resident to the hospital, we will inform the resident's authorized personnel (e.g sibling and/or contact person). The resident and/or their authorized personnel will decide where to continue the treatment and if needed, will transfer to any hospital of their choice. The resident's family is required to take decisions regarding treatment.

PEACE will make the arrangement for initial payment for admission to the MEDICA or HHP hospital. The amount of initial payment and other expenses (ambulance, medicine, oxygen etc.) will be included in the monthly invoice. The residents or their relatives are requested to arrange the payments to the hospital directly. MEDICA will raise the invoice on the resident directly. As per agreement between MEDICA and PEACE, MEDICA will provide 10% discount to the PEACE Residents. Please note that the HHP will not provide any discount.

An alternate arrangement could be made by the family and or siblings for admission to any other hospital of their choice. They are fully responsible for making admission charges by themselves and continue make the payment to that Hospital.

As soon as we move the resident to the hospital, we will inform the resident's authorized personnel (e.g sibling and/or contact person). The resident and/or their authorized personnel will decide where to continue the treatment and if needed, will transfer to any hospital of their choice. The resident's family is required to take decisions regarding treatment.

If PEACE makes the payment to MEDICA or HHP on behalf of the family then there will be a 10% processing and service charge on the total bill.

This payment to the Hospital must be paid to the Company within 72 hours of payment.



The sibling or authorized personnel of the resident is required to take the "DISCHARGE" from the hospital and provide to the PEACE Staff with the discharge records. Per authorization of the family, PEACE can take the discharge with additional escort fee, Ambulance and any other incidental expenses which will be included in monthly invoice.

Any medical insurance claim must be processed by the resident and/or their legal delegate who will coordinate with hospital and medical insurance company.

In the event the resident's death during the stay within the premises of the company or during treatment in the hospital, the guardian/local contact of the resident shall make all arrangements for cremation. If they are unable to do then the company shall make all such arrangements on behalf of the guardian/local contact and for all such acts and deeds, both the guardian/local contact hereby ratify and approve of the same (cremation process) to be performed by the company. Provided that the company shall make arrangement on the account of the occupant, all such expenses including expenses for preserving the dead body for such duration not exceeding 72 hours as may be decided by the guardian/local contact on intimation to the company.

The company (PEACE) will make payments as against all cost and expenses to be incurred by the company as stated above and in case of such payments by the company will be replenished by the occupant within 10 days of the payment by the Company.

### **SPECIFIC MEDICAL REQUIREMENT FOR RESIDENT**

Based on authorization from the resident, the following arrangements are possible:

1. If Doctor advises for routine monitoring activities such as Insulin or any other Injection, routine blood sugar tests, routine Blood Pressure measurements or routine nursing care, PEACE could arrange these activities at an extra cost which will be communicated to the resident or authorized personnel.
2. If after Hospital discharge the resident needs 24 hour dedicated trained nursing care, PEACE could arrange the dedicated nursing care at an extra cost which will be communicated to the resident or authorized personnel.
3. If Doctor advises physiotherapy or ultrasound, PEACE could arrange at an extra cost which will be communicated to the resident or authorized personnel.



4. If Doctor advises for consultation with specialist physician, Peace could arrange at an extra cost which will be communicated to the resident or authorized personnel.
5. If Family advises for Consultation with Eye, ENT, Cardiologist, Orthopedic or any other Physician for consultation, PEACE could arrange Extra Cost.
6. PEACE can arrange the discharge from hospital with proper authorization and extra service cost which will be communicated to the resident or authorized personnel.
7. PEACE can arrange the insurance process with proper authorization and extra service cost which will be communicated to the resident or authorized personnel.
8. If any other services are deemed necessary, PEACE would try to arrange based on their ability at an extra cost which will be communicated to the resident or authorized personnel.
9. PEACE can use MEDICA OPD or any other Clinic OPD for any specialist consultation with family authorization with additional extra cost.
10. PEACE can utilize MEDICA or any other diagnostic Pathological Laboratory for any tests with additional cost.

**\*\* ONCE THE AUTHORIZATION AND PAYMENT IS RECEIVED IN ADVANCE PEACE WILL MAKE THE ARRANGEMENTS.**

**Medical Support to PEACE Residents (PEACE Exercises this support when needed)**

A Medical Tie Up has been established between "PEACE" and "Tribeca Care". This tie up provides PEACE and Tribeca Care to work together and provide Peace residents an affordable solution of preventive and emergency healthcare. The Tribeca Care Pvt Limited is a specialized company providing Elder Care Services at Home.

**PEACE will have an option to exercise Tribeca Care services such as-**

- Escort of the discharged patient by a Care Manager
- Skilled Nursing Care
- Medical devices for rent or sale
- Mental Health Services - Psychological Counseling

