

Mr. S. C. Jain
General Secretary
All India Bank Retirees Federation (AIBRF)
D/1/1, Sector C, Scheme No 71,
Near Kasare Bazar School,
Indore - 452009

Mar 7th 2024

Sub: Service level agreement for the Members of AIBRF for Apollo ProHealth Programs / In-Patient & Out-Patient Services

Dear Mr. Jain,

Greetings from Apollo Hospitals, Chennai!

We take this moment to first thank you for having given us an opportunity to serve your organization.

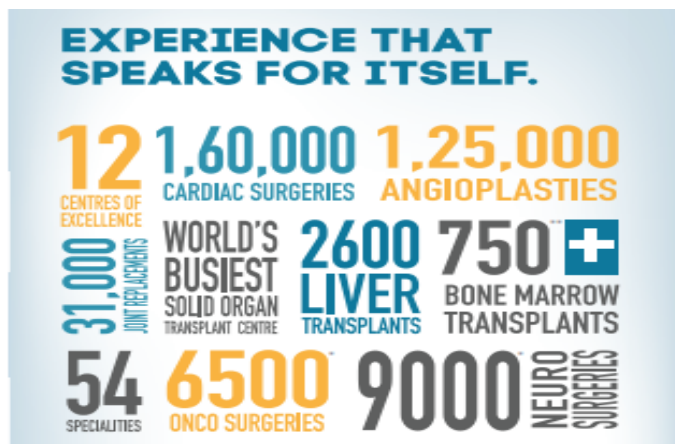
Apollo hospital is Asia's largest Healthcare group. It started as a 150-bed hospital, and today it has over 10000 beds across Apollo hospitals in India and overseas. Its growth is often set to be synonymous with India emerging as a major hub in global health care.

Apollo hospital is driven by a single thrust, to provide the best standards of patient care. It's the passion that has led to the development of unique centers of excellence across medical disciplines, within the Apollo hospitals network. Apollo hospital has JCI accreditations for 8 of its hospitals, the largest by any hospital group in the region.



Apollo Hospital is a trusted name for patients across the globe. Patients from over 55 countries come to Apollo every year for treatment across medical disciplines. The hospitals are multi-specialty tertiary care facilities with centers of excellence in medical disciplines which include the following:

Medical Milestones of Apollo Hospitals:

- 70 Hospitals with 10,000 beds
- Touched 60 million lives
- 20 million Preventive Health Checks
- Patients from 140 countries
- 181,500 Heart Surgeries
- Over 33000 Joint Replacements
- First Liver Transplant in Children & Adults and performed over 3100 Liver Transplants
- First Multi-Organ Transplant
- Over 18000 Kidney Transplants



DEPARTMENT	SERVICES OFFERED
 	<p>Angiography, Angioplasty, Electrophysiology Study & RF Ablation, Cardiac Surgeries, CABG, Valve Replacements, Permanent Pacemaker Implantation(PPI) & ICD implantation, Echocardiography, Colour Doppler, Transoesophageal Echo Cardiograph, Holter Monitoring, Stress Test, Lung Function Test, 640 CT Slice Angiography, Dobutamine Stress Echo, TAVI, TAVR, Mitra Clip, ECMO, Advance Echo Lab, Total Arterial Revascularisation, Minimal Invasive Cardiac Surgery (MICS), Cryo Ablation arrhythmia, Robotic Cardiac Surgery, etc.</p>
 	<p>21 Channel Colour Digital EEG, EMG, NCV, Evoke potential, VEP, SSEP, BAER. All kinds of advanced Neurosurgical procedures.</p>
 	<p>Apollo Cancer Institute at Apollo Hospitals Group, New is comprehensive, multidisciplinary, state-of-the-art facility with Bone Marrow Transplant unit, Linear accelerator, Novalis-Tx with Radio Surgery, Intensity Modulated Radiation Therapy (IMRT), Image Guided Radiation Therapy (IGRT), Stereotactic Radio Surgery (SRS), SRS Frameless, Stereotactic Radio Therapy (SRT) Stereotactic Body Radio Therapy (SBRT), Psycho-Social Counselling facility. Advanced Oncology surgeries.</p>
 	<p>Having established a reputation of being one of the leader in propagating solid organ transplant program in the World, Indraprastha Apollo Hospitals has been a leader in the field of organ transplantation. It's having a Liver Transplant, Kidney Transplant programme. These services are backed up by state-of-the-art Blood Bank services, allied Histopathology & Nephrology, Gastroenterology & Critical care Services.</p>
 	<p>Joint Replacement, Spine Surgeries, Trauma and Fracture management, Arthroscopic Surgery, Paediatric Orthopaedic Surgeries, Orthopaedic navigation system Computerized Aided Surgery (CAS), Robotic TKR, THR, Spine Surgery, Ergonomics, Sports Medicine (Shoulder, Elbow & Ankle)</p>
 	<p>24 X 7 world-class medical care for heart attack, stroke, trauma, and other life-threatening emergencies. Dedicated toll-free 1066. Ambulance are fully equipped hospital-on-wheels, fitted with life-saving equipment and technology for instant transmission of patients' medical conditions to the hospital. Standardised ED protocols to ensure evidence-based, high-quality care for all patients</p>
 	<p>Comprehensive Obstetrics & Gynaec care: Specialised services include Advanced Obstetrics & Gynaecology, Neonatology, Laparoscopic Surgery, Robotic Surgery & Reproductive / Fertility Medicine.</p>

	<p>Available on Request</p>
	<p>The Apollo Pro Health Program is the path to wellness tailored sent for you.</p> <p>Apollo ProHealth is India's first personalized, predictive preventive health screening program curated just for you to guide targeted intervention, continuum of care, and a path to wellness.</p> <p>Apollo ProHealth integrates personalized health screening, predictive risk scores, and cutting-edge diagnostics with clinical evaluations from a dedicated team of medical experts to steer you towards a healthy tomorrow.</p> <p>45+ vital Tests, AI-Powered Assessment, Personalized Health Evaluation, Expert Doctor Consultations & Follow up by Health Coach.</p>
<p>General Surgery</p>	<p>Lap-Chole, Lap-Hernia, Lap-Appendectomy, General Surgeries, Gynaec Surgeries, ENT, Dental, Gastro, Bariatric Surgeries & Urological Surgeries, IOL</p>
<p>Advance Paediatrics</p>	<p>World-class healthcare for children: All paediatric super specialities including Paediatric Cardiology, Paediatric Orthopaedics, Paediatric Neurology, Paediatric Urology, General Paediatrics etc under one roof. Facilities include 24 x 7 Emergency with specialised Paediatric Ambulance, Level IV NICU, PICU, CTICU, ECMO Heart Lung support system and Exclusive Paediatric Cath Lab.</p> <p>Other super speciality services include Specialised Endoscopy Services - Video Capsule Endoscopy, Liver / Renal Transplants (On site liver transplants), Complex Cardiac Procedures, Haemo-oncology / Bone Marrow Transplantation, Neonatal Surgeries / Robotic Surgeries and Cochlear Implants</p>
<p>Physiotherapy</p>	<p>Short wave Diathermy, US Therapy, Stimulation, Infra-Red, Traction, Paraffin Wax Bath, Interferential Therapy, Exercises.</p>
<p>Radiology & Imaging</p>	<p>3 Tesla MRI, 640 Slice CT Scan, USG, X-Ray (Routine, Procedural) Endoscopy, Colonoscopy, Capsule Endoscopy, ERCP, Bronchoscopy, Stenting etc.</p>
<p>Pathology</p>	<p>Hematology, Biochemistry, Microbiology, Immuno-Serology, Histo-pathology. All laboratory services are accredited by NABL.</p>
<p>Nuclear Medicine</p>	<p>Whole Body Bone Scan, Thallium / TC-Sestamibi Scan, MUGA Scan, Renal Scan, Brain Spect, Liver Scan, Hepato - Biliary Scan, Thyroid Scan & I-131 Therapy, WBC Scan, Venography, PET Scan, CT Scan to name just a few.</p>

 	<p>Laparoscopy provides a magnified view, small cuts in the abdomen, quicker recovery, reduced post-operative pain, and less blood loss. But, laparoscopy has limitations include; 2D vision and a limited range of movements of the instruments. In order to overcome the limitations of laparoscopy and open operations, but take into good aspects of this technique, the surgical robot was introduced.</p> <p>Robotic surgery has distinct advantages: It gives the surgeon a magnified 3D vision of the part requiring the operation and allows surgeons to do the procedure with great precision. This advantage is gained by the fact that the robotic instruments have great freedom of movement, or even more than a human wrist (laparoscopic instruments lack this advantage). As the instruments as much smaller than a wrist, but has the advantage of a great amount of movement, highly precise operations become feasible. And for the same reason, blood loss in robotic surgery is far less, recovery of patient's bodily function is much quicker and the post-operative pain is much less. Overall, robotic surgery allows the surgeon to perform a high quality operation for their patients. The operation is performed by the surgeon through the robot (and not by the machine itself!).</p>
	<p>The Proton Cancer Centre at Apollo Hospitals, Chennai will be the first proton cancer centre in South East Asia to identify priority areas for Research & Development and related areas and will carry out basic and applied research. It will develop cancer control strategies which will include newer modalities of prevention, early diagnosis and treatment of cancer.</p> <p>The Proton Cancer Centre will focus on organ specific cancer management and will have a dedicated Apollo Oncology Team. Proton Beam Therapy provides an advanced radiation treatment option for the oncologists.</p>

With reference to our discussion please find below our proposal:

Annexure – I

PREVENTIVE HEALTH CHECKS

- **25% discount on all Apollo ProHealth (Health Check) packages.**

The packages shall include Clinical Examination, Medical summary and advice by one of the Senior Consultant Physician or Surgical Consult for men and Gynec Consult with Papsmear for Women.

Annexure – II **Offer for AIBRF**

Services - PAN INDIA
1. 15% discount on OP Investigations at Apollo Hospitals
2. 15% discount on Room Rent & IP Investigations on full payment in cash/out of pocket at Apollo Hospitals. Not applicable for insurance coverage guests.
3. 25% discount on ProHealth (Standard Health Programs) for self & family at (Apollo Hospitals, Apollo Clinics & Apollo Spectra).

4. Package AIBRF1 : Especially customized for your members in discounted price of INR 3600

AIBRF1 Package Inclusions

- Hemogram
- Blood sugar
- Urea & Creatinine
- Uric Acid
- Hba1C
- Lipid Profile
- Liver Function Tests
- Complete Urine analysis
- Stool test (Optional)
- E.C.G. (Resting)
- X-Ray (Chest)
- Ultra-sonogram of the abdomen - (Screening only)
- Pulmonary function test (PFT)
- Diet Counselling
- Echo Cardiogram
- P.S.A for Men & Mammogram for Women (When Indicated)
- Geriatric Consult

Terms and Conditions:

- This proposal and the discounted rates are valid for Cash payment only.
- The discounted rates offered for services covered under the proposal shall be applicable and valid at all Apollo Hospitals PAN INDIA.
- This offer cannot be clubbed with any other promotions, discounts, or discount vouchers.
- Discount is applicable only for the **AIBRF** members & their dependents post validation/confirmation of their valid **AIBRF** membership via ID Card or **AIBRF** Member Letter Head with a valid Govt Photo ID.
- The discounts will be applicable only if the amount is settled directly by cash.
- **AIBRF** member ID card or **AIBRF** Member Letter Head should be produced along with valid Government ID Proof at the time of billing to avail of the discount at the hospital during discharge.

Price:

Special price is applicable only on above mentioned packages and cannot be clubbed with any other packages/tests/offers. Dependents (parents, parents-in-law, spouses, and children, till the

age of 21) can also avail of the packages. However, the charges need to be settled, at the time of availing the service by the employee/dependent.

- Doctor Consultation Charges/pharmacy (Hospital Pharmacy)/Disposables/Consumables/Additional Nursing Assistance / Hospital Preferred Charges / Implants – **Shall be as per actuals.**

Billing and Payment:

SELF PAYMENT - (CASH OR CARD)

Report Details:

Annual Health Checkup reports and a medical summary will be handed over to the individuals unless specified by the organization.

Important Information:

- Discount is applicable only for Cash patients only. The discounts will not be applicable if the patients are covered under medical insurance / TPA.
- Discounts on investigations are not applicable for any outsourced tests @ Apollo Hospitals, (many locations do have it).
- No Discount applicable for Proton Therapy and TOMO Procedures only @ Apollo Proton Cancer Centre
- We request you to share the offers/forwards sent by us with your association`s employee`s & colleagues.
- Kindly let us know in case any other association/company/organization is interested in signing the proposal with Apollo to avail the benefits.

Validity:

The offer is valid till Mar 31st 2025.

Operational Procedure:

- Individuals should carry an Association ID Proof to avail of the discount.
- For any information or clarification please contact our relationship manager.
- Please report on an empty stomach (No Tea, Coffee, Milk, or Water exempted) by 7.30 a.m. at the AHC (Apollo Health Check) Registration Counter.
- If you are an old patient (i.e., already registered with Apollo), please remember to bring the Registration Number.
- Fixing up an appointment 1-2 days in advance, will reduce your waiting time at the Registration Counter on the day of Checkup.
- Remember to bring your earlier medical reports, if any.
- Dress up in loose/casual clothes, avoid wearing tight clothes.

Warm Regards

Accepted

Apollo Hospitals Enterprise Limited

AIBRF