



Specialist in Home Healthcare



I.C.U Care / Ventilator Cases / Tracheostomy Cases



Day Shift
08:00AM to 08:00PM
Senior ICU Nurse
Junior ICU Nurse

Night Shift
08:00PM to 08:00AM
Senior ICU Nurse
Junior ICU Nurse



I.C.U Care / Ventilator Cases / Tracheostomy Cases

3 Shift Method 08 Hrs Shift Case attended by 3 Sr I.C.U Nurse













I.C.U Care / BIPAP & CIPAP / Tracheostomy Case / 2 Senior I.C.U Nurse





Day Shift
08:00AM to 08:00PM
Senior ICU Nurse



Night Shift 08:00PM to 08:00AM Senior ICU Nurse



Dedicated 24 Hrs / 12 Hrs Day Shift & 12 Hrs Night Shift Method



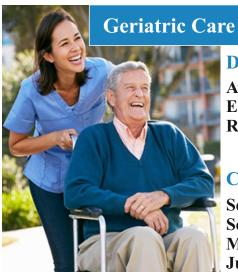


Day Shift
08:00AM to 08:00PM
Senior Nurse



Night Shift 08:00PM to 08:00AM Senior Nurse





24 Hrs Single Nurse (Integrated)

Duty Hour Pattern

Availability For : 24 Hrs Effective Duty Hours: 16 Hrs Resting Period : 08 Hrs

Category / Charges Nurse

Senior ICU Nurse : Available Senior Nurse : Available Medium Nurse : Available Junior Nurse : Available

24 Hrs To 48 Hrs Paid Trail Depending On the Package.

Stay In Duty (Stay in Home)



Note: Food need to be provided

Baby Care / Mother Care / Neonatal & Paediatric Case





Morning Shift
06:00AM to 02:00PM



Afternoon Shift
02:00PM to 10:00PM



Night Shift 10:00PM to 06:00AM



3 Shift Method 8 Hrs Shift

Case attended by 3 Neonatal Nurse

Lunch Need To be Provided

All Kind Of Medical Equipment



Home Ventilator Ventilator vivo 65



BIPAP & CPAP Machine PHILIPS AVAPS



Cardiac Monitor



HOME MEDIX 10 Ltr Oxygen Concentrator



PHILIPS 5 Ltr
Oxygen Concentrator



Oxy-Med 5 Ltr Oxygen Concentrator



50 Ltr Oxygen Cylinder



10 Ltr Oxygen Cylinder



Double Jar Suction Machine

All Kind Of Medical Equipment





Five Function Electric Hospital Cot with Mattress



Three Function Electric Hospital Cot with Mattress



Two Function Manual Hospital Cot with Mattress



Tubular Air Air Mattress



Bubble Type Air Mattress



Devon Cirona DVT Pump



Reclining Wheelchair



Regular Wheelchair



Cardiac Table

Standard Operating Procedure

Assessment by Case Manager.



If the Patient is Hospitalized:

Transition Period One to Two days nursing service at hospital prior to the discharge.

To make sure that the Proper Handover & the staff is familiar with the case.

If the Patient is in Home or Already Discharged:

The Quality Manager will do a Home Visit and understand the case condition.

The case will be started with the advice & instructions of the Quality Manager.

Registration Process

The Case Manager will decide and suggest a category of the Nursing. In accordance with the Client's comfort level & Family atmosphere staff will be finalized either Male or Female Nurse.

Client need to fill the registration Form.

Consent form need to be signed and given.

Valid ID & Address Proof to be given to the company.

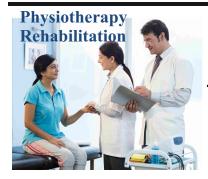
Company will keep the confidentiality of the documents & information. One time Registration charges of INR 5,000/- applicable.

Medical Equipment

- ➤ The Case Manager will suggest the list of Medical Equipments
- ➤ Case Manager can give the Guidance of Buyable & Rentable
- ► Client can Directly contact Our Medical Equipment Team.
- ➤ Client can directly deal the Payment & Tariff of Medical Equipments.
- Nursing Charges & Medical Equipment charges are two Different zone.

Trial Period

- ➤ 24 Hrs to 48 Hrs Paid Trial Period to understand the quality
- After the trial period, we will take the feedback from the client:
 - About the quality of the nursing service.
 - Character & Attitude of the staff.
 - If necessary an option to change the staff.
- ▶ Depends on Patient condition, category of the nursing service will be redesigned, on various aspect
- Paid Trial Period / Exempted only in case of quality drawback



- Conducted at Home comfort.
- Timings can be customized
- Charges: Based on the Distance.
- Usual Price Range INR 750 To 1500.

Doctor Visit Based on Prior Appointment Charge based on Distance.

Based on the category of the Doctor. Usual Price Range INR 2,500 To 3,500.







Doctor

Visit

Payment Policy & Minimum Service Period

Minimum Service Period

- 1. Minimum Service Period will be 15 days (Minimum Lock-In),
- 2. In special Critical Cases Lock-In will be 7 Days, No Trial & Payment Up-front.

Payment Policy:

- 1. Strictly Pre Paid Mode of payment.
- 2. First bill cycle Payment should be made, the very next day, after the Trial Period.
- 3. The minimum billing will be done for the initial 15 days period.
- 4. If there is any confusion regarding the category of the service a lump sum amount collected as a Security Deposit, later this amount will be adjusted to the invoice.

For Long Time Packages

Maximum possible Discounts will be applicable. Package period payment should be made one shot as prepaid.

Payment Mode:

- 1. Online Bank Transfer 2. Cheque Payment
- 3. Cash Payment

GSTIN: 29AAHCN9515H1Z2

CIN : U85190KA2021PTC155019

- 5. If the service is extending or continuing:
 - a) The next invoice will be generated 2 Days prior to the next bill cycle.
 - b) Will be sending the Invoice, either through the registered mail id, by post or by hand.
 - c) The payment should be made on or before of the first day of next bill cycle.
 - d) In case of delay in payment, service will be suspended or terminated.

Account Details

Account Name: NOVAC HEALTHCARE PVT LTD

Account Type : Current Account Account Number : 50 2000 6192 7831 Bank Name : HDFC Bank

Branch Name : Vijaya Bank Layout

State : Karnataka IFSC Code : HDFC0002841

HDFC BANK

Regular Quality Visit

Periodic Quality visit and assessment by Quality Manager and Team.

Assess Medications, Checking Vitals & Proper Documentation.

Assess patient's physical and psychological condition.

Personal Hygiene maintenance & Cleanliness of the patient.

Collect the feedback from Patient and Relative:

- ➤ Regarding the Attitude & behavior of the staff.
- ➤ Punctuality & Regularity of the staff.
- ➤ Grooming standards of the staff.
- ➤ Patient's & Client's comfortable level with the Nursing Staff.
- ➤ Staff's on duty Alcohol & Substance abuse etc.

After collecting the feedback, Management will rectify the issues ASAP...

In Emergency Case

- A. Assess the emergency situation.
- B. Preparing the patient to shift to the hospital
- C. Informing the Management, the entire Team is available 24/7 365 days.
- D. Shifting the patient to hospital and stabilizes the patient.
- E. Initial financial deposit to the hospital taken care by NOVAC later.

In Worst Case Scenario

- A. Doctor will visit and confirms death.
- B. Death Certificate will be issued (Charges will be separate.)
- C. Freezer box and other arrangements will be done by company.
- D. Non-utilized days rather than lock in period will be refunded to the client on the very next working day.



Management Team



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