

# LORDS

*Quality Nursing Care...*



## Specialist in Home Healthcare



**A Unit of LHHS HEALTHCARE Private Limited**



Website: [www.lhhs.in](http://www.lhhs.in)

E-Mail : [contact@lhhs.in](mailto:contact@lhhs.in)



## *Our Satisfied Clients*



*Nitesh Shetty*  
Founder & Chairman  
**Nitesh Estates**



*Mr Irfan Razack*  
Chairman & M D  
**Prestige Group**



*Pavithra Shankar & Family*  
Daughter Of Githa Shankar  
**Brigade Group**



*Shankar Venkataraman*  
Director, Tanglin  
**CoffeeDay Group**



*Arvind Jadhav*  
Retired Chief Secretary  
**Karnataka State**



*Dr Latha Venkatraman*  
FRCOG (UK), MRCPI (Dublin)  
**Obstetrician and Gynaecologist**



*Deepa Krishnaswamy*  
**KNK Group**



*Dr. Ganesh K. Murthy*  
MBBS, MS, MCh  
**Neurosurgeon**



*Dr. Rajani Surendar Bhat*  
American Board Certified Pulmonary Medicine,  
**Pulmonologist Apollo Jayanagar**



*Mahesh Madan Bhat*  
Bengaluru Area, India  
**Law Practice (Sports Related)**



*Rags Ramanujam*  
Director, **Shahi Exports India**  
**Apparel & Fashion**



*Gowri Raj*  
**NRI**

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



Lunch Need To be Provided  
For The Day Shift Staff.

**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**



### Standard Charges

Day	Night	Per Day	15 Days	30 Days
Senior INR: 3,000/- Junior INR: 1,500/-	Senior INR: 3,000/- Junior INR: 1,500/-	INR: 9,000/-	INR 1,35,000/-	INR 2,70,000/-

Discount If Any:

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

3 Shift Method  
08 Hrs Shift

Case attended by  
3 Sr I.C.U Nurse



**Morning Shift**  
06:00AM to 02:00PM  
INR: 3,000/- per 8 Hrs



**Afternoon Shift**  
02:00PM to 10:00PM  
INR: 3,000/- per 8 Hrs



**Night Shift**  
10:00PM to 06:00AM  
INR: 3,000/- per 8 Hrs

### Standard Charges

Per Day	15 Days	30 Days
INR: 9,000/-	INR 1,35,000/-	INR 2,70,000/-

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



**Day Shift**  
08:00AM to 08:00PM  
**Senior ICU Nurse**  
INR: 3,000/- per 12 Hrs



**Night Shift**  
08:00PM to 08:00AM  
**Senior ICU Nurse**  
INR: 3,000/- per 12 Hrs

### Standard Charges

Per Day	15 Days	30 Days
INR: 6,000/-	INR 90,000/-	INR 1,80,000/-





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



### Day Shift

08:00AM to 08:00PM

#### Senior Nurse

INR: 2,500/- per 12 Hrs



### Night Shift

08:00PM to 08:00AM

#### Senior Nurse

INR: 2,500/- per 12 Hrs



#### Standard Charges

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

Per Day	15 Days	30 Days
INR: 5,000/-	INR 75,000/-	INR 1,50,000/-



### Geriatric Care

### 24 Hrs Single Nurse (Integrated)

### Stay In Duty (Stay in Home)

#### Duty Hour Pattern

Availability For : 24 Hrs

Effective Duty Hours : 16 Hrs

Resting Period : 08 Hrs

#### Category / Charges Nurse

Senior ICU Nurse : 3,500/-

Senior Nurse : 3,000/-

Medium Nurse : 2,500/-

Junior Nurse : 2,000/-



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

Note: Food need to be provided



## Baby Care / Mother Care / Neonatal & Paediatric Case



### Morning Shift

06:00AM to 02:00PM  
INR: 4,000/- per 8 Hrs



### Afternoon Shift

02:00PM to 10:00PM  
INR: 4,000/- per 8 Hrs



### Night Shift

10:00PM to 06:00AM  
INR: 4,000/- per 8 Hrs



3 Shift Method  
8 Hrs Shift

Case attended by  
3 Neonatal Nurse

Lunch Need  
To be Provided

#### Standard Charges

Case Attended By :

Neonatal ICU Staff

Per Day

INR: 12,000/-

15 Days

INR 1,80,000/-

30 Days

INR 3,60,000/-



# *All Kind Of Medical Equipment*



**Home Ventilator  
Ventilator vivo 65**

Daily Rent	Monthly Rent
INR 1,500	INR 36,000



**BIPAP & CPAP Machine  
PHILIPS AVAPS**

Daily Rent	Monthly Rent
INR 300	INR 7,500



**Cardiac Monitor**

Daily Rent	Monthly Rent
INR 300	INR 7,500



**HOME MEDIX 10 Ltr  
Oxygen Concentrator**

Daily Rent	Monthly Rent
INR 300	INR 7,500



**PHILIPS 5 Ltr  
Oxygen Concentrator**

Daily Rent	Monthly Rent
INR 200	INR 4,500



**Oxy-Med 5 Ltr  
Oxygen Concentrator**

Daily Rent	Monthly Rent
INR 150	INR 3,500



**50 Ltr  
Oxygen Cylinder**

Daily Rent	Monthly Rent
INR 500	INR 3,000



**10 Ltr  
Oxygen Cylinder**

Daily Rent	Monthly Rent
INR 400	INR 2,000



**Double Jar  
Suction Machine**

Daily Rent	Monthly Rent
INR 200	INR 2,500



# All Kind Of Medical Equipment



**Five Function Electric  
Hospital Cot with Mattress**

Daily Rent	Monthly Rent
INR 500	INR 12,000



**Three Function Electric  
Hospital Cot with Mattress**

Daily Rent	Monthly Rent
INR 300	INR 7,500



**Two Function Manual  
Hospital Cot with Mattress**

Daily Rent	Monthly Rent
INR 200	INR 3,500



**Tubular Air  
Air Mattress**

Daily Rent	Monthly Rent
INR 300	INR 2,500



**Bubble Type  
Air Mattress**

Daily Rent	Monthly Rent
INR 200	INR 1,500



**Devon Cirona  
DVT Pump**

Daily Rent	Monthly Rent
INR 250	INR 6,500



**Reclining Wheelchair**

Daily Rent	Monthly Rent
INR 300	INR 3,000



**Regular Wheelchair**

Daily Rent	Monthly Rent
INR 200	INR 1,500



**Cardiac Table**

Daily Rent	Monthly Rent
INR 100	INR 1,000



## 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**



## Physiotherapy Rehabilitation



- 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.
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.**

## 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



## Account Details

Account Name : LHHS HEALTHCARE PVT LTD  
Account Type : Current Account  
Account Number : 100 70 500 1628  
Bank Name : **ICICI Bank**  
Branch Name : Bannerghatta Road Branch  
State : Karnataka  
IFSC Code : ICIC0001007



## 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 LORDS 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

*We Believe In Quality Nursing...*



**Leo Devasia**  
CEO & MD  
+91 9916 674 130



**Deepak Manuel**  
Director  
+91 888 4994 944



**Sreejith Sivanandhan**  
Quality Assurance  
+91 888 499 4747




**Dr. Sangita Sutradhar**  
MBBS, Fellowship in  
Emergency Medicine,  
MMED Family Medicine

## ABOUT LORDS

Leo Devasia is the founder and chairman of LORDS. Bangalore's leading reliable home health provider, has experience over a decade in the industry. After graduating in nursing from Rajiv Gandhi University of Health Sciences, he underwent extensive training & experience from top leading corporate healthcare providers in Bangalore. He was also attracted to the administrative facets.

Over the period of 10 years, LORDS has been providing its service to the society and in 25th Oct 2013, it was registered as a Private Limited Company LORDS HEALTH CARE PVT LTD. Lords is focused on making health care and nursing services easily accessible at your doorstep. Our specialty is Critical Care Nursing.

## 10 Reasons To Select LORDS

1. Well experienced Kerala Nurses , Multilingual & Flexible .
2. Customizing the Nursing service, depending on the Client's Need.
3. Selection of staff based on Client's & family 's Comfort.
4. Own Transportation system, to meet Punctuality & Regularity of the staff.
5. Back-up ICU Nurses, to meet emergency replacements.
6. Personalized Customer Care .
7. Emergency Management Team, ready to rush On Call 24/7.
8. **During an Emergency / Absence Of The Patient Relative**
  - ▶ Taking the Responsibility & Hospitalizing the Patient.
  - ▶ Making the Initial Deposit in the Hospital(Refund needed) .
  - ▶ Appointing a Manager on Behalf of the Client to coordinate Hospital Needs.
  - ▶ Trying all options to contact the Client and update the situation.
9. Customized  WhatsApp Groups to avoid Miscommunication.
10. All Medical Equipments Under One Roof ( Both Sale & Rent ).

### Corporate Office :

**LHHS Healthcare Pvt Ltd**

# 928, First Floor, Near Govt Hospital,  
Yallappa Reddy Layout, Arekere,  
Bannerghatta Road, Bangalore – 560076.



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E-Mail : [contact@lhhs.in](mailto:contact@lhhs.in)

Landline : 080 4851 4130