



Patient Admission Guide

YOUR GUIDE TO ROOM ORIENTATION, HOSPITAL FACILITIES,
VISITING HOURS AND THE DISCHARGE PROCESS.

Welcome.

Thank you for choosing Thomson Hospital Kota Damansara (THKD). This Admission Kit has been prepared to help you and your family feel informed and at ease throughout your stay — from the moment you are admitted to the day you go home. It covers your room orientation, hospital facilities, visiting hours, and the discharge process, so you always know what to expect and who to turn to.

Please keep this kit with you during your stay. If anything is unclear, our approachable staff are always happy to help.



Before You Are Admitted

WHERE TO GO

The Admission & Discharge Counter is located at the Ground Floor and operates daily from 7.00am to 10.00pm. Outside these hours, please proceed to our Emergency Department, which operates 24 hours.

Please note that at the Emergency Department, patients requiring immediate medical attention will be prioritised. As a result, you may experience a wait before being attended to for admission purposes. We appreciate your patience and understanding.

DOCUMENTS TO BRING

- Admission Order from your consultant
 - NRIC (Malaysian patients) or passport (foreign patients)
 - MyKid or birth certificate, if registering a child below 12 years of age
 - Your Guarantee Letter (GL) or insurance card, if applicable
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GUARANTEE LETTER (GL) PROCESSING

- On average, the initial GL is issued within 1–2 hours, though this may take longer depending on the complexity of your insurance assessment.
- You may choose to proceed with admission while waiting for GL approval, by paying an additional deposit. The security deposit is refundable upon discharge subject to the coverage issued by the insurance company via the Final Guarantee Letter.
- For planned admission, GL will be obtained and you will be notified of the status 1–2 days prior to your admission.



ROOM ALLOCATION

- Self-paying patients may choose their preferred room type, subject to availability.
- GL patients will be allocated a room based on their room/bed entitlement as stated on the GL, subject to availability. You may upgrade to a higher room type by paying the difference in room rate or applicable co-payment.
- If your entitled room type is unavailable, you may be temporarily allocated to another room type based on availability.

DEPOSIT

- Self-paying patients are required to pay the estimated cost of treatment at the point of admission.
- Patients with insurance or a Corporate Guarantee Letter will be charged a standard minimum deposit, the amount of which varies by provider.
- A higher deposit applies for room upgrades, GLs with limited coverage, or GLs with co-payment/co-insurance.
- Deposits may be paid by cash, debit card or credit card. (Bank transfers can be accepted too but must be transferred and credited into Thomson Hospital's account before or on the day of admission. Bank details can be obtained from our Front Office personnel)

Room Orientation

YOUR ADMISSION KIT

Upon admission, you will be provided with a Patient Admission Kit containing basic toiletries: bath towel, toothbrush, toothpaste, comb, shower gel and shampoo.



WHAT YOU MAY WISH TO BRING

For your comfort, you are welcome to bring your own toiletries and personal items, such as:

- A light jacket or cardigan as hospital rooms can feel cool, and this is something you may notice more when your body is recovering
- Extra bath towel
- Night attire and light, comfortable clothing (e.g. track pants, shorts, t-shirts)
- A pair of non-slip slippers
- Extra toiletries

A NOTE ON VALUABLES

A digital bedside locker is available for use in the room. However, we strongly recommend not bringing valuables to the hospital, including jewellery, cash, laptops or other items of high monetary value. While we exercise due diligence to safeguard our patients and their property, we are unable to accept liability for theft, loss or damage of personal belongings.



INTERIM BILLS

If you wish to check your bill during your stay, interim bills are available upon request — simply approach our Admission and Discharge Counter for assistance.

COMPANION STAY

For paediatric patients, one adult companion is permitted to stay overnight, regardless of room type (single, two-bedded or four-bedded). Charges for companion accommodation are reflected in our Hospital Rates and Charges. To arrange this, please approach any ward nurse.

Please note that companion arrangements may also depend on the patient’s condition. For patients being treated for infectious diseases, accompanying persons are generally not permitted to stay, as this helps protect both visitors and other patients. In exceptional circumstances where a companion is deemed necessary, our clinical team will advise on the precautions to be followed — which may include wearing the appropriate personal protective equipment (PPE), practising proper hand hygiene, and observing any isolation measures put in place. We appreciate your understanding and cooperation in keeping everyone safe.

Hospital Facilities & Amenities

THKD is designed to support not only your clinical care, but also your comfort, faith, family needs and daily convenience throughout your stay. Key amenities and their locations are listed below.



Facility	Location
Prayer Room	Block A, Level 1
Food & Beverage Outlets	Block A, Ground Floor Block B, Ground Floor & Level 1
Breastfeeding & Diaper Changing Room	Block B, Level 1 Block B, Level 2

PARKING

Parking is available on-site, with Valet Services and an Electric Vehicle Charging Station also provided.

Parking rates applicable Monday to Sunday, inclusive of Public Holidays:



Category	Rate
First 5 Hours or part thereof	RM6.00
Subsequent Hour or part thereof	RM3.00
Maximum Per Day	RM20.00
Inpatients Per Day*	RM5.00
Valet Parking Per Drive (3 Hours)	RM20.00
Subsequent Hour (Valet)	RM5.00

Mode of Payment:

- Cash or cashless payment (DuitNow / e-wallets) — for ticket access only
- Debit card, credit card or TNG card — subject to a 10% surcharge

PARKING FOR INPATIENT

- If you are an Admission, Daycare, Dialysis or Chemotherapy inpatient, you are entitled to an Inpatient Parking Coupon at a flat rate of RM5.00 per day.
- Your coupon entitles you to a maximum of 3 entry-exits within a day, from 7.00am on the day of issue to 6.59am the following day.
- Vouchers may be collected at the following locations:

Counter	Operating Hours
Concierge Counter Block A and Block B, Ground Floor	Weekdays : 8.00am – 8.00pm Saturday : 8.00am – 4.00pm Sunday : 9.00am – 1.00pm Public Holidays : 9.00am – 5.00pm
Admission Counter Block B, Ground Floor (After Hours)	Daily : 7.00am – 8.00am 8.00pm – 10.00pm
Emergency Department Admission Counter Block B, Ground Floor (Overnight)	Daily : 10.00pm – 7.00am

- For each exit, you must validate your coupon at the Car Park Helpdesk / Valet Counter, located at Block A, Ground Floor, before proceeding to your vehicle. For your 2nd and 3rd validation (if applicable), no further payment is required.
- Please retain your parking ticket and present it together with your voucher at the payment station or exit gate.
- Additional vouchers beyond the daily entitlement, or parking for visitors, are chargeable at the prevailing hourly/daily rate.

ALSO AVAILABLE ON-SITE

- 24-hour Accident & Emergency Services
- ATM Machine
- Concierge Services
- Pharmacy
- Reading Corner
- Retail Outlets & Eateries
- Wheelchair Services
- WIFI Access
- Work and Charging Stations



Visiting Hours

Adherence to visiting hours helps ensure all patients receive the rest they need for a swift recovery.



Ward / Unit	Visiting Hours
General Wards	12.00pm – 2.00pm / 4.00pm – 8.00pm
Intensive Care Unit (ICU)	12.00pm – 2.00pm / 6.00pm – 8.00pm
High Dependency Unit (HDU)	12.00pm – 2.00pm / 6.00pm – 8.00pm
Paediatric Close Observation Unit (PCOU)	12.00pm – 2.00pm / 4.00pm – 8.00pm
Neonatal Intensive Care Unit (NICU)	24 hours

VISITOR ETIQUETTE

- For patients in shared rooms, please limit visitors to two individuals at any given time to maintain a peaceful environment for all patients.
- For the comfort of patients in dual/shared accommodation, visitors are not permitted to stay overnight unless prior approval has been obtained from the ward manager.
- It is not advisable to bring young children along for visits, as they are more susceptible to infection.
- Visitors may be required to wear masks during periods of heightened health advisory; please check current advisories on arrival.
- Food delivery: Riders are not allowed to deliver directly to the ward - visitors will need to collect deliveries from the entrance.

Discharge Process

We know how much it means to get home, and we will do our best to make your departure as smooth as possible. When your doctor visits and lets you know you are ready to go home, please note that the discharge process formally begins once the Fit for Discharge form has been signed — which usually happens after ward rounds are completed. There may be a short wait, as your doctor may be attending to other patients in the meantime. Our ward team will update you as soon as everything is ready.

BILLING TIMELINE

- Self-paying patients: final bill is typically ready within 1–2 hours of discharge being initiated.
 - Patients with a Guarantee Letter: an additional 2–3 hours is typically required to obtain final GL approval from your insurance or GL provider (may take longer depending on case complexity).
 - If you choose to be discharged before final GL approval is received, a deposit will be collected (amount varies by provider).
 - You will be informed once your bill is ready for settlement at the Discharge Counter.
 - A Discharge Release Slip will be issued upon settlement — please present this at the Pharmacy to collect your take-home medications.
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REFUNDS

- Once the final GL is received from your insurance/GL provider, your deposit will be applied to any uncovered amount.
 - Any remaining deposit or excess payment will be refunded to your bank account (cash transactions) or to the original debit/credit card used. Refunds take 7–14 working days.
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BEFORE YOU LEAVE, PLEASE CHECK THAT YOU HAVE:

- Collected all personal belongings and valuables
- Received your take-home medications (if prescribed)
- Received your Discharge Summary and Appointment Card for any necessary follow-up



For assistance, please
approach any ward nurse
or Patient Liaison team.

General Line : +603 6287 1111
Emergency : +603 6287 1999

 **THOMSON**
HOSPITAL
KOTA DAMANSARA