Completion of FPP Treatment

- In order to obtain the prescribed medication or be given an appointment for follow up treatment later, you are required to make payment of all current outstanding bills.
- Receipt of payment will be issued after payment of all necessary fees has been made.

Exemption of Payment

There is NO exemption of payment under this FPP service.

Payment Disputes

Any dispute over payment shall be made in writing, after a full payment has been made for the treatment or procedure, if the verbal clarification is found to be inadequate.

Payment Method

- Cash
- Cheque (limited to companies which are registered with the Ministry of Health)
- Credit Card
- Debit Card
- Money Order
- Postal Order
- Banker’s Cheque/Banker’s Draft/Banker’s Order
- Cashier’s Order
- Guarantee Letter (for eligible patients including cashless card holders) accompanied with the Acceptance Agreement Form which has been endorsed by the company or insurance company

Specialist Services under FPP Service

Outpatient  Inpatient  Daycare

Scope of Services

- Internal Medicine (Paediatric and Adult)
- Endocrinology (Paediatric and Adult)
- General Surgery
- Endocrine, Breast and Bariatric Surgery
- Obstetrics and Gynaecology
- Orthopaedic (General, Arthritis, Joints, Foot and Sports)
- Spinal Surgery
- Ophtalmology
- Otorhinolaryngology (Ear, Nose and Throat)
- Rhinology and Sleep Medicine
- Dentistry and Oral Surgery
- Minimally Invasive Surgery
- Psychiatry
- Anaesthesiology and Pain Management
- Pathology
- Diagnostic Imaging
  (including MRI and CT Scan)

Registration into FPP Services

All patients opting for FPP service shall be required to sign an Acceptance Agreement Form to register into the FPP service.

For further information, please enquire at:
Specialist Outpatient Clinic Counter (SOC)
Hospital Putrajaya
Tel: 03-8312 4309/4371/4372
Email: hpj_info@hpj.gov.my
http://www.hpj.gov.my
Introduction

- Full Paying Patient (FPP) services was introduced in Hospital Putrajaya in 2007.
- You may receive treatment from a Specialist of your choice and enjoy additional facilities subject to availability.
- You will be charged for EACH treatment provided and procedure performed by the Specialists.
- The Hospital's policy including visiting hours, restriction of ward visits by children aged 12 years old and below, shall be adhered to by all FPP patients.

Patient Registration and Consultation

While undergoing treatment or procedures in Hospital Putrajaya, you will be charged the following registration and consultation fees:

Outpatient Fees

<table>
<thead>
<tr>
<th>Type of Cases</th>
<th>Clinic Hours</th>
<th>After Clinic Hours/Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Registration</td>
<td>Consultation</td>
</tr>
<tr>
<td>New</td>
<td>RM10</td>
<td>RM 100</td>
</tr>
<tr>
<td>Follow-up</td>
<td>-</td>
<td>RM 60</td>
</tr>
</tbody>
</table>

Daycare/Inpatient Fees

<table>
<thead>
<tr>
<th>Type of Charges</th>
<th>Clinic Hours</th>
<th>After Clinic Hours/Public Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td>RM 10</td>
<td>RM 10</td>
</tr>
<tr>
<td>Consultation</td>
<td>RM 60</td>
<td>RM 120</td>
</tr>
<tr>
<td>Consultation For Intensive Care</td>
<td>RM 90</td>
<td>RM 180</td>
</tr>
</tbody>
</table>

Hospitality Fees

You may choose the type of Room and Bed, depending on availability and eligibility. The charges for the said hospitality fees are as follow:

Inpatient Bed Fees

<table>
<thead>
<tr>
<th>Type of Room/Bed</th>
<th>Fee (Per Day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Room (Single/Double bedded)</td>
<td>RM 300</td>
</tr>
<tr>
<td>First Class Room (Single bedded)</td>
<td>RM 160</td>
</tr>
<tr>
<td>First Class Room (Double bedded)</td>
<td>RM 130</td>
</tr>
<tr>
<td>First Class Room (Four bedded)</td>
<td>RM 80</td>
</tr>
</tbody>
</table>

Daycare/Intensive/Critical Bed Fees

<table>
<thead>
<tr>
<th>Type of Bed</th>
<th>Fee (Per Day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daycare</td>
<td>RM 70</td>
</tr>
<tr>
<td>Intensive or Critical Care</td>
<td>RM 400 (max 14 days)</td>
</tr>
<tr>
<td>Coronary Care</td>
<td>RM 400 (max 14 days)</td>
</tr>
<tr>
<td>Neonatal Intensive Care</td>
<td>RM 200 (max 14 days)</td>
</tr>
<tr>
<td>High Dependency</td>
<td>RM 160 (max 14 days)</td>
</tr>
</tbody>
</table>

Others

<table>
<thead>
<tr>
<th>Type of Facility</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operation Room</td>
<td>RM 250 per hour/any part thereof</td>
</tr>
<tr>
<td>Labour Room</td>
<td>RM 250 per delivery</td>
</tr>
</tbody>
</table>

Note: Other fees such as procedure, investigation, medicine, immunisation and consumable fees may also apply.

Deposit

- Admission to ward/day care center for surgical/surgical purposes: RM5,000 or 50% of total charge for the entire cost of actual treatment, whichever is higher.
- Admission to ward for investigative purposes (eg: MRI, CT-Scan with sedation etc.): RM3,000 or 50% of total charge for the entire cost of actual treatment, whichever is higher.
- All deposits shall be reviewed daily to ensure adequate balance of not less than RM 1,000.
- A letter of notification for additional deposits (top-up) will be issued to you from time to time whenever your deposit balance falls to or below RM 1,000.
- This additional payment are to be made by you or your next-of-kin within 24 hours from the date of receiving the mentioned notification.

Termination from FPP Service

- In the event if the additional deposit is not received by 12 p.m. the following day, you are no longer entitled to the benefits from this FPP service.
- Following which, if you were admitted into the Executive Ward for FPP service, you will be transferred to the First Class Ward and continue treatment as any public patient.
- However, all outstanding bills for FPP service shall be settled in full by you or your next-of-kin before being converted into public patient for continuation of treatment in the First Class Ward.