

# Start-to-End Process

## Ishaan's Surgical Journey at Jivi Healthcare: A Step-by-Step Overview



### Doctor Consultation & Evaluation

Ms. Sona contacted the surgeon and scheduled a consultation for her 1-year-old son, Ishaan.

### Pre-Surgery Counselling

The surgeon explained the condition (hypospadias), the surgical plan, and reassured them about the routine nature of the procedure with the safety of anesthesia in children. Dietary restrictions, allergy disclosures, and pre-op instructions were shared.

### Visit to Jivi Healthcare

Ms. Sona requested a visit to Jivi Healthcare, which was immediately arranged for the same day. A surgery date was confirmed for the next day. Flexible pricing packages and insurance details were discussed with the support team, and a suitable plan was selected.

### Admission

The family arrived an hour before surgery. The advance payment was already made online the day prior. Details of parking, WiFi, and food were already shared with them beforehand, which is why they settled easily.

### Paperwork

While Ishaan was being prepped for surgery, his family began the admission process, filled out consent forms, and completed other formalities.

### The Procedure

Ishaan underwent a 45-minute surgery under general anesthesia. A catheter was placed to support healing. Parents waited comfortably in their room.

### Post-Surgery Recovery

Ishaan was monitored in recovery and rejoined his parents shortly. He was groggy but pain-free.

### Discharge & Aftercare Instructions

By afternoon, Ishaan was stable. The team guided the parents on wound care, activity restrictions, emergencies and answered all their questions. A follow-up visit was scheduled.

### Insurance & Support

The Jivi Healthcare support team helped the family file for insurance with all necessary documentation.

From start to finish, Ishaan's care was seamless and centered on comfort