

# Frequently Asked Questions

## 1. How do I begin the process?

You or your loved one will have to be registered at AKU as a patient. As an inpatient you should

- Occupy a general ward bed
- Contribute towards treatment cost
- Request assistance prior to treatment/admission
- Have undergone a checkup by a doctor at AKUH
- Obtain medical advice and discuss financial costs for the entire treatment

Once you have been seen by a doctor and informed of the treatment and cost, the process can begin.

## 2. What if I am not able to pay for the finances for my treatment?

In such a case, you will be referred to our financial counsellor who will listen to your case and based on your eligibility, forward your name for assistance from welfare and *Zakat* funds.

In life-threatening cases, the patient is first provided treatment and subsequently undergoes the eligibility process.

## 3. What do you ask in the eligibility interview?

We will ask about you or your loved one's illness and review your medical documents and treatment advice given to you by the doctor. We will then ask you (in full confidentiality) about your financial condition, your obligations and responsibilities, and other factors that may influence your treatment costs.

We may ask for certain documents for verification purposes such as a salary slip, utility bills and any papers pertaining to financial liabilities.

We request your full cooperation during this stage as the number of patients who ask for our help are many and we can only speed up your application for consideration if all documentation is available.

## 4. What if my application gets accepted?

If you have been deemed eligible to benefit from *Zakat* funds, PBS will start providing you with financial assistance for treatment initiated at AKUH.

**5. Who will know of my receiving *Zakat* assistance?**

No one. Only the administrative staff of PBS holds this information. We never give out this information to any members of the staff involved in your direct care to prevent any discrimination in the quality of treatment. We protect your privacy at all times.

**6. Will I receive any help after my stay and treatment at AKUH?**

Yes. Patients are recalled after they are discharged from hospital for follow-up checkups if needed. In life threatening conditions, the patient will be given the treatment first and then follow-ups as per needed.

**7. Do I have to payback any amount that is used on my treatment?**

No. All *Zakat* funds utilised on the patient's treatment are not recovered from the patient. PBS provides this funding without any obligation on the patient to give back at any point of treatment.

**8. Are there others like me who have benefitted from you?**

We have many stories of people from all strata of life receiving the best quality treatment at AKUH with the help of PBS *Zakat* funds. Some of the patients' stories, which they graciously shared for others to see, can be read [here](#). \*(Link to 'Patient Stories')

**9. Where can I fill out the form?**

You can ask for the application form from the Patience Welfare Assistance office.