evercare
HOSPITAL LEKKI
Transforming Healthcare

Frequently Asked Questions (FAQ)

1. General Information

- **Are you open 24/7?**
  The Outpatient Department is open daily from 7:00 AM to 10:00 PM. The emergency unit operates 24 hours a day, seven days a week.
- **What medical services and specialties do you offer?**
  We offer a wide range of medical services and specialties to meet your healthcare needs. For a complete list, please visit the Evercare website.
- **What is the difference between a General Practitioner and a Family Physician?**
  A GP provides general medical care for common health issues, while a Family Physician is a consultant who provides comprehensive, continuous care for patients of all ages, including chronic disease management and prevention.
- **Which insurance companies and health plans do you accept?**
  We accept most local and international insurance providers. Please contact us to confirm your insurance eligibility.
- **What does a walk-in appointment mean?**
  A walk-in appointment means you do not have a scheduled time. The doctor will see you when available.
- **How do I get a medication refill?**
  You can request a refill online through our website by visiting the Services section, selecting Pharmacy, and clicking Medication Re-order. Alternatively, you can visit the hospital in person to process your refill.
- **Do I have to see a doctor before getting a medication refill?**
  In some cases, yes. If your prescription has expired or your condition requires review, you will need to see a doctor before a refill is approved. Otherwise, eligible refills can be processed directly through the billing department or online.

2. Registration & Appointments

- **Can I see a doctor or run tests without registering?**
  No. Registration is required to ensure accurate medical records and proper billing.
- **Why do I need a unique patient ID?**
  A unique patient ID ensures your medical records are accurately linked to you,

preventing mix-ups and making it easier for healthcare providers to access your complete history quickly and safely.

- **Can I register online before coming to the hospital?**
  Yes. You can complete the registration form online before your visit. Upon arrival for check-in, your details will be officially recorded in our hospital system.
- **Can I book an appointment online?**
  Yes. You can book online, call our call center, or visit the front desk.

3. Billing & Accounts

- **Can I access my payment history or account balance on the patient portal?**
  The patient portal allows you to view your visit history and test results. For payment history or account balance, please visit the hospital or email billingexecutives@evercare.ng.
- **Why do I need to visit the hospital to generate or save my bill after paying online?**
  Currently, bills can only be generated or saved by our billing officers.
- **What happens if my insurance company refuses to cover my treatment?**
  If coverage is declined, you will be notified immediately. You may pay directly, and we will provide a detailed bill and treatment summary to help you follow up with your insurer. for reconsideration or reimbursement.
- **Can I pay in foreign currency at the hospital?**
  We do not accept cash in foreign currency, but international cards are accepted.

4. Clinical Care & Follow-Up

- **When should I schedule my next review appointment?**
  - For GP or Family Physician visits, return once your results are ready (check the patient portal for updates).
  - For specialists, book the next available appointment.
- **Can I receive treatment if my insurance is pending?**
  Yes, but you will need to pay out-of-pocket until your insurance coverage is confirmed.
- **What infection prevention measures are in place?**
  We follow international safety standards, with regular disinfection, mandatory PPE, fresh-air ventilation, hand hygiene stations, and clinical protocols to prevent infections.
- **Are home care services available?**
  Yes, we provide medical care and support in the comfort of your home.
- **Do you provide ambulance services?**
  Yes. Please call our emergency line at 0201 700 2273.

5. Medical Records & Results

- **How do I access my test results?**
  You can access your test results online via Evercare patient portal. Log in at myevercare.evercare.ng, using your UHID (hospital number) and registered phone number. Click on Diagnostic History to download results. Alternatively, you may also email medicalrecords@evercare.ng to request copies of your results.
- **How do I know when my results are available?**
  You will receive an email notification once your results are available. You can also check the portal.
- **What is the turnaround time for my lab test results?**
  Routine tests usually take 24–48 hours. For specific timelines, please confirm with the phlebotomy team.
- **Is it possible to view my medical history online?**
  Yes. You can access your medical history through the patient portal.
- **How can I get my medical report for official purposes?**
  Send an email to medicalrecords@evercare.ng stating the purpose. The report is typically available within 3 – 5 working days after the request was made.
- **How can I get my discharge summary?**
  Your discharge summary will be provided 24 hours after discharge from the hospital.
- **How do I request a sick leave certificate?**
  You must visit the hospital and see your physician. After evaluation, the doctor will issue the certificate if needed. For further assistance, please contact the medical records department.
- **Is the birth notification the same as a birth certificate?**
  No. The birth notification provided by the hospital serves as an acknowledgement of birth, while a birth certificate is an official government document issued by the Local Government after the child is registered.
- **Can I view documents attached to my profile online?**
  No. Attached documents are only accessible to your doctors.

6. Facilities & Amenities

- **Is there a pharmacy at the hospital?**
  Yes. We have a fully equipped pharmacy on-site.
- **Does the hospital have a café?**
  Yes. Guests can enjoy coffee, snacks, and light meals at our cafeteria.

7. Wellness Appointments

- **How do I schedule a wellness check appointment?**
  You can book online, call our call center, visit the front desk, or simply send an email to wellness@evercare.ng.
- **What are the available packages?**
  Please visit the Evercare website to see our wellness packages.
- **Does my insurance cover wellness packages?**
  Confirm directly with your insurer. We can also request approval on your behalf.
- **How long does a wellness check take?**
  The duration varies by package. The highest package can take 6 – 7 hours.
- **Will I get a reminder before the appointment day?**
  Yes. You will receive an email and SMS reminder with instructions a day before your appointment.
- **Will I get to review my results on the same day?**
  No. Review appointments are usually scheduled 2 weeks after screening to ensure that all results are available.
- **Do I have to pay for a wellness review?**
  No. Wellness reviews are included in the package.

8. Admission

- **Can I come with relatives?**
  Only one attendant is allowed to stay with you during admission. Friends and family may visit during visiting hours.
- **What are the visiting hours?**
  - Wards: 10:00 AM – 12:00 PM and 4:00 PM – 8:00 PM
  - ICU: 12:00 PM – 1:00 PM and 4:00 PM – 5:00 PM
- **What should I bring when coming for admission?**
  Please bring your personal belongings for your stay. For safety reasons, electrical appliances (e.g., kettles, hot plates, heaters, etc.) are not allowed.