



Frequently Asked Questions (FAQ)

Where is MedCity located?

MedCity is located at a major "hospital hub" at Thellakom, Kottayam District, Kerala, India. Our main entrance is from the old M.C. Road with both close proximity to a major high way (M.C. Road is only 100 feet away) and the privacy of a sub-urban location.

What is the background of promoters?

Promoters have extensive experience and background in senior care and hospital administration in India and abroad. Principal promoter Dr. Kunnath has about 25 years of experience in this field in the USA.

What are the different levels of care and services offered at MedCity?

1. Independent living: For seniors who do not need assistance with activities of daily living, but who want to live a maintenance-free lifestyle in a community with social activities and others like them
2. Assisted living: For seniors who can no longer live on their own, but who do not need complex medical supervision—just friendly assistance with the activities of daily living, such as bathing and dressing, getting around, medication reminders, etc.
3. Skilled Nursing services: For seniors who need ongoing medical care and supervision (long term care) because of complex medical needs
4. Dementia care: For seniors who require close supervision related to memory loss, advanced Alzheimer's and dementia
5. Rehabilitation services: For anyone who needs short-term concentrated nursing or rehabilitation services such as physical, occupational and speech therapy while recovering from surgery or illness

Is living at a retirement community truly like living at home?

We design and operate MedCity in such a way to make you feel like you never left home. We stay away from the stigma of "living in an old age home." Our programs are designed to enjoy every precious moment of your retirement life. You will have the luxury of living in your own space in a community of togetherness and help is only a call away!

Can I buy an apartment at MedCity?

Yes, a limited number of independent living apartments are available for sale. Upon registration, you will have full ownership of the land/ property/ apartment.

Can I sell my apartment? What happens to it if my spouse and I pass away?

You can sell your apartment to another senior citizen, or MedCity could buy your apartment at the current market rate. You may assign a designee to receive the proceedings from the sale, if you wish.



What happens if I become sick while staying at MedCity?

MedCity offers periodic medical examination by a doctor at the facility. Nurses are available on a full-time basis. If you encounter any major health issues, we will transport you immediately to a nearby hospital. Ambulance services are available for this purpose.

Will MedCity take care of funeral arrangements?

Yes. We will make funeral arrangements based on your wish, optionally coordinating with your family members or next of kin.

Can a resident continue to live in Independent or Assisted Living when they need higher level of care?

As age advances, it is expected to decline in health condition and the need for extensive levels of care and services increases. At MedCity, we offer continuum of care and manage transition from independent/ assisted living areas to long term care (skilled nursing care). Supervision and staffing levels are adjusted according to the care needs.

Does MedCity have programs for seniors with Alzheimer's and other memory impairments?

Yes, MedCity is dedicated to the unique needs of residents with Alzheimer's and dementia. We focus on maximizing each resident's quality of life by understanding and meeting his or her social, emotional, spiritual, and physical needs. Our supportive environment promotes resident dignity, control and individuality. We also have a special dedicated dementia unit for seniors with memory impairments.

I need someone to take care of a loved one while I am unavailable. Does MedCity offer this service?

Yes, we are offering short-term respite services. Our short-term stay customers enjoy the same community amenities, dining programs, and customer service as residents. Our short-term stay program is a thoughtful solution when a caregiver is on vacation or needs a temporary break, a loved one requires a little extra attention following a medical procedure, or a caregiver is ill and unable to provide daily assistance.

What is the minimum age for moving into MedCity?

The minimum age for moving into the retirement community is 50 Years. This age restriction can be waived in cases of disability, illness, and other special circumstances.

I am over 50 years of age, but my spouse is aged less than 50. Can both of us live at MedCity?

Yes, you can.



Is the community meant for couples only or can singles also live here?

Singles are also welcome to live in MedCity as long as they meet the age criteria.

I am retired, but I want to work part-time while staying at MedCity. Can I do this?

MedCity has business centers and work areas for individuals who wish to work while enjoying retirement life. Our office is equipped with computers, Wi-Fi, and work desks. This is an ideal situation for accountants, engineers, call centers, tech support, etc.

Can I stay in the apartment for only part of the year?

Yes, you can stay away for part of the year; however, you would have to continue paying the monthly maintenance charges. During your absence all common amenities continue to function and services including cleaning and maintenance of your apartment are done regularly.

Can I have guests staying over?

Your guests can certainly be accommodated in guest accommodation. Food is also provided as per order basis at an additional cost. There are fully furnished two and three bedroom apartments available within a mile for family vacation and extended stay at an additional cost.

Are small children allowed to visit and how long can they stay in the Community?

Children are more than welcome to visit their grandparents; they can stay at the guest suites available for any number of days at an additional cost.

What are the visiting hours at a retirement community?

We are a gated community with 24 hour security. However, there are no set visiting hours. It's just like living at home. You and your guests are free to come and go as you please. You need to notify the security desk or the security will ask your permission when a visitor enters the community.

What are the features available within each apartment?

Each apartment is bright, cheerful, fully furnished, and air conditioned. Fans are provided for those who don't want to use the A/C. All apartments have special non-slippery floor tiles in the bath; they are also fitted with guide rails. Additionally, there is a kitchenette for light cooking.

What kinds of activities do you have?

We offer a wide range of lively programs and events for residents based on their functional and cognitive status. Some of our activity program includes music, movie nights, excursions to local attractions and tourist centers, board games, chess, card games, yoga, meditation, club activities, religious programs, gardening, exercise programs, etc.



What are some of the services and amenities offered at MedCity?

We have a large variety of services and amenities, such as medical care, Wi-Fi and Internet cafés, daily housekeeping and laundry, gym/ fitness center, religious services, walking trails, and more.

Do you provide transportation to/ from the airport?

Yes. We will provide transportation services at an additional cost for you and your guests.

Can I smoke within the community?

MedCity is a smoke-free building. Residents are not allowed to smoke inside their apartments. Designated smoking areas are available for smokers.

Can I bring my pets?

No, pets are not allowed.

What kind of food is served in the dining room?

We try to accommodate religious and cultural needs of our residents. Both vegetarian and non-vegetarian meals are available. We also offer therapeutic meals such as low-sodium, low-cholesterol, diabetic, and cardiac diets.

Can I have meals in my room?

Yes, meals can be served in your room with an additional cost.

Are the kitchen/dining rooms open round the clock?

The kitchen will be open from 6.00 A.M. to 9.00 P.M.

Morning coffee: 6-7 AM

Breakfast: 8-10 AM

Lunch: 12-2 PM

Evening coffee/snack: 4-5 PM

Dinner: 7-9 PM



Can I bring my furniture/ personal effects?

You can expect your apartment to be reasonably well-furnished. Each apartment has a Queen-sized bedroom set, single settee sofa/ chairs, dining table, mirror, and storage space. Electrical equipment provided includes a microwave, fridge, air conditioner, fans, TV, and lights. You would practically not need any additional furniture, but you are welcome to bring appropriate furniture.

How do I safeguard my jewels, valuables and documents?

We provide every resident with a safety locker upon request to keep all their jewels, valuables, and documents.

What are the monthly charges and will it remain the same in the years to come?

Please refer to the current rates enclosed in the application form and refer to covered services. It is subject to annual revisions based on the cost of living index, inflation levels, and actual expenses of the community.

How do I pay for community accommodations and services?

These expenses are either paid for privately, or through a third-party source such as a long-term care insurance policy, depending on health care requirements. U.S. Social Security benefits and other pension plans should be sufficient to cover your expenses. Please contact our office for the current payment schedule.

Can I pay a one-time payment upfront and avoid monthly payments?

You can pay a one-time payment upfront, calculated based on your age and health condition, and live free for the rest of your life.

Can I entrust MedCity with my property in India or abroad and stay for free?

MedCity is not a licensed real estate agency. However, we will contact the licensed agencies in the area that the property is located and make sale arrangements. The proceedings of the sale shall be used for your stay.

Can I use my own car daily to drive around for shopping, visiting friends, etc.? Is there parking available?

Yes, you can use your own car. Open reserved car park is available within the community.

Is there an alternative transport available in case I don't own a car?

Cars are available at a competitive rate. We will also provide transportation to local places.



Are there places of worship available nearby?

There are several churches within walkable distance. Ettumanoor temple is located within 3 miles. Additionally, we have a chapel/ worship place for all denominations within the facility.

Are there any major hospitals nearby?

Yes, there are several. Matha Hospital and Caritas Hospital are within walkable distance.

Is there a bank, post office, etc. available nearby?

Yes, there is a nationalized bank and post office within walking distance.

Is there backup power available?

Yes there is round the clock backup power (for elevator, lights and fans) available within the community.