

CITIZEN CHARTER

Service Name: Citizen's Charter
Date created: 20.11.2017
Approved By: Dr. S.T. Kalsad (Director/Dean)

This Charter seeks to provide a framework which enables our users to know:

The service available in the hospital.

The quality of services they are entitled to.

The means through which complaints regarding denial or poor quality of services will be attended to.

We ensure that all our users receive courteous and prompt attention.

GENERAL INFORMATION

Principal: 0831-2421464

Doctors wear white apron and nurses are in their uniform. All staff members are in possession of identity cards.

Enquiries: " May I Help You" & Enquiry counter exists at the main reception and in the OPD hall.

CASUALTY AND EMERGENCY SERVICES

Timing 24 hrs, 365 days.

- **Casualty medical officers and residents available 24 hours on all days.**

Call days are fixed for various Consultants and are available round the clock.

OUT PATIENT DEPARTMENT

Clinics

- General OPD(Medicine, Surgery, Gynecology , Pediatrics, Eye, ENT, Orthopedics and Dental)
9 am to 4 pm
- **Registration Counter open from**
9 am to 4 pm

Diagnostics

Laboratory: Sample collection round the clock (24 x 7)

Radiology: Round the clock (24 x 7)

CT Scan

Blood Bank

Blood Bank facilities available in the Hospital round the Clock (24 x 7)

INDOOR TREATMENT

- All patients admitted in various wards of the hospital are treated as per the hospital policy.
- Diet provided to all indoor patients.
- Visitors are allowed only at notified visiting hours :4 to 6 PM on all days, 10am-12pm on Sundays and holidays

MISCELLANEOUS FACILITIES

- Wheel chairs and stretchers are available for non-ambulatory patients.
- Ambulance available, on payment, round the clock.
- There is a standby generator and Online UPS to cater to emergency services in case of breakdown of electricity.
- Adequate drinking water and toilet facilities are available.
- Cafeteria – 7AM. To 10 P.M
- Generic Medicine Store
- In home Pharmacy Service

COMPLAINTS AND SUGGESTIONS

- There may be occasions when our services may not be up to your expectations. Please do not hesitate to lodge your complaints with our Director/ Dean
- You may also fill up Response card and drop the same in the secure "Suggestion Box" The Hospital is a no smoking and no alcohol zone

AS A PATIENT YOU HAVE THE RIGHT TO

- Know the name, identity and professional status of all the people providing services to you and to know the physician who is primarily responsible for your care.
- Receive complete and current information concerning your diagnosis, treatment and prognosis in terms that you can understand.
- An explanation is given which you can understand of any proposed procedure, drug or treatment; the possible benefits; the serious side effects, risks or drawbacks which are known; potential costs; problems related to recovery; and the likelihood of success. The explanation should also include discussion of alternative procedures or treatments.
- Accept or refuse any procedure, drug or treatment, and to be informed of the consequences of any such refusal. If there is conflict between you and your parents/ guardian regarding your exercise of this right, you and parents / guardian may need to participate in conflict resolution procedure.
- Expect that all communications and records related to your care will be treated confidentially.
- Obtain supportive care, particularly in critical illness or terminal illness, in management of severe pain and in bereavement.
- Obtain consultation with another physician regarding your care. This consultation may result in additional cost to you or your family.
- Request consultation with the hospital Ethics Committee regarding ethical issues involved in your care.
- Be transferred to other facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for such transfer. The facility to which you will be transferred must first accept you as a patient.
- Know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
- Examine your bills and receive an explanation of the charges regardless of the source of payment for your care.

Be informed of any hospital policies, procedure rules & regulations applicable to your care.