CITIZENS CHARTER

HEALTH DEPARTMENT

CHANDIGARH

ADMINISTRATION

CHANDIGARH
PREAMBLE:
The character seeks to provide a framework that enables our patients to know:

- What services are available in Govt. Multi Specialty Hospital, Sector-16, Chandigarh.
- The quality of services they are entitled to.
- The means through which complaints regarding denial or poor quality of service will be redressed.

Our Commitment

- We resolves to give our patients an efficient, courteous, caring and responsive health care.

Services Rendered

Broadly speaking we provide

- 24 hours casualty/maternity services.
- OPD services from 800 a.m. to 2.00 p.m. (In Summer)
- OPD services from 9.00 am to 3.00 p.m.( In Winter)
- Admission of critically ill patients in casualty/through OPD.
- Investigations of outdoor/indoor patients.
- Special Investigations like Echocardiography, TMT, EEG, ECG, Bronchoscopy, Dialysis, Dental Implant and Hair Transplantation.
- Minor/Major Operations as to outdoor/indoor patients.
- Immunization.

Patients/Beneficiaries

- Patients in their individual capacity.
- Society-representing collective interest of the patients.

Patients Right

- Where as the responsibility as to examination, diagnosis and treatment of the disease is on the doctor. The other tasks such as investigations,
attendance, follow up, timely intake of medicines etc. requires commitment of the patient.

Our cost for different facilities

- OPD Registration : Free
- Duplicate Card : Free
- Revisit Fee : Nil
- Impatient Charges : General Ward Pvt. Ward
  - Admission Fee : Rs. 15 Rs. 50
  - Daily Charges : Rs. 25 Rs. 50
  - Diet Charges : Rs. 25 Rs. 75
  - Extra diet for attendant : Rs. 25 Rs. 75
  - A.C. Room : Rs 450/day
  - Non A.C. Room : Rs 300/day
- The detail information as to the rates are available on the web site.

General Information

- Please take help from location guide map which is available near entrance for various services.
- This hospital is situated on Madhya Marg in Sec.16. It is 577 bedded and is well established.
- Doctor’s wear white aprons and Nurses are in uniform.
- All Staff members have identity cards.
- Directional sign boards are fixed at all strategic points for guidance.
- Enquiry exists near the Emergency wing and functions as a control room round the clock. The control room can also be assessed on phone No.:-
  - 102
  - 2782457
Hospital Exchange

- EPABX exchange exists in the hospital and can be contacted on Phone. Those who know the extension no. can add prefix of 275 before extension no. and can dial directly for the respective department/unit/ward etc. of the hospital.

Direct Numbers:

- Director Health Services = 2700255
- Medical Superintendent = 2700273
- Deputy Medical Superintendent = 2700260

Casualty and emergency Services: (Timings 24 hours all days)

- Casualty Medical officer and house surgeons are available 24 hours all days.
- Specialist Doctor's are available round the clock in Major specialties viz. Medicine, Surgery, Orthopedics, Gynecology and Pediatrics.
- Duty Doctor is available on call in Anesthesia, Pathology, Radiology, Dental, ENT, Eye, Psychiatry, Skin etc. etc.
- The decision to call a specialist is that of the treating doctor.
- Failure to respond to a call is regularly monitored by the Medical Superintendent of the hospital.
- Emergency cases are attended to promptly.
- In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements. The decision rests with the treating doctor.
- Emergency Operation Theatre is maintained on a regular basis to ensure that it is usable at all times.
- CCTV, Biometric Attendance.

**Medicine**

CVC (Cardio Vascular Clinic)  Wednesday Unit-I  
Thursdays Unit-II  
Friday Unit-I  
Saturday Unit-II

**Orthopedics**

Club Foot Clinic  Monday  
Intra Articular Injection  Saturday

**Surgery**

Anorectal Clinic  Wednesday

**ENT**

Allergy Clinic  Saturday

**EYE**

Glaucoma  
Uveitis  
Glaucoma  
Retina  
Squint
Indoor Treatment

- All patients admitted in General wards of the Hospital are treated on minimum user charges except for govt. Servants from U.T.
- Yellow card holders, Ex-serviceman, Freedom Fighters are provided free treatment.
- Diet is provided to all patients in the General Wards/Private Wards against payment of Rs. 25 for General Ward & Rs. 75 for Private Ward.
- All pregnant woman’s and children’s under one years are treated free under JSSK scheme.

Rights of Trauma Patient/complaints of the patients.

- Trauma patients or any other persons can bring the victim to the hospital casualty/labour room in case of pregnant women.
- Patient is attended promptly by the emergency medical officer.
- If required he seeks the consultation of specialist available round the clock.
- The patient is discharged if found fit after giving the treatment or is admitted if serious.
- The patient is assessed and police is informed in case it is of Medico Legal cases.

OUT PATIENT DEPARTMENTS (OPD):

Timings 8.00 A.M. to 2.00 P.M. (Except Sundays and Holidays)

- Every outpatient seeking treatment at the hospital/dispensary is registered and issued a Card for recording symptoms, diagnosis and treatment being provided.
- Boards indicating units on duty on various days are displayed outside each OPD.
- Medicines are made available free of cost to the poor patients as per the inventory available.
- Senior Citizens are provided priority on all days.
Special Clinics:

Various special clinics are being run to provide specialized service

<table>
<thead>
<tr>
<th>Name</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Born Baby</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Adolescent Clinic</td>
<td>Saturday</td>
</tr>
</tbody>
</table>

- Every patient is given one attendant pass.
- Visitors are allowed only at notified visiting hours.
- A staff nurse is on duty round the clock in the ward.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

Visiting Hours for attendants of patients admitted in hospital.

<table>
<thead>
<tr>
<th>Summer (April to September)</th>
<th>Winter (October to March)</th>
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<tbody>
<tr>
<td>7.00 A.M. to 8.00 A.M. (Morning)</td>
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</tr>
<tr>
<td>1.00 P.M. to 2.30 P.M. (Afternoon)</td>
<td>1.00 P.M. to 2.30 P.M. (Afternoon)</td>
</tr>
<tr>
<td>5.00 P.M. to 7.00 P.M. (Evening)</td>
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Laboratory

Emergency Lab : 24 hours

Routine Investigations :

Week days 8.00 P.M. to 1.00 P.M. Sundays and Holidays closed.

Special Investigation

- Special Investigations are available on prefixed dates, for which appointment is given by the Incharge of the department.
- Charges for various tests are displayed at the place where the tests
are conducted.
- For poor patients, these charges can be waved partially or fully on
  the recommendation of the treating doctors by the Senior Medical
  Officer/DMS/MS/DHS.
- Reliability and promptness of laboratory results is insured as tests
  are done by semi automatic analyzers.
- Reports are made available within the shortest possible time which will
  be specified.

**BLOOD BANK:-**

- A licensed blood bank services are available round the clock in
  the hospital.
- All Mandatory tests are carried out for screening of the blood.
- Blood is made available to the private hospitals subject to the
  availability against fixed payment.

**Equipment & Special Facilities available:-**

1. CCU/ICU
2. Dialysis unit.
3. Endoscopy.
5. TMT
7. EEG
8. Physiotherapy
10. Laproscopic Surgical Procedures (Gall Bladder, Appendix, Hernia)
11. Tans Urethral Resection Prostrate & Bladder Tumor (T.U.R.)
12. Uretro Renoscopy (Utetric Stones)
13. Per Cutaneous Nephro Lithotomy (P.C.N.L.)
14. USG
15. CT
16. MRI
17. Urionography
18. Doppler
19. New OPD
20. Emergency
Miscellaneous Facilities:

- Wheel Chairs and Trolleys are available at the entrance of the Casualty.
- Lifts are available for access to higher floors in the multistory building.

Ambulance

- Round the clock ambulances are available for use on all days,
  Contracted Phone No.
- 108
- 102
- 2782457
- 2752043
- 2752042
- Ambulances are also made available through Red Cross.

Public Utilities

- There is standby generator to cater the need of emergency services in case of electricity breakdown.
- Adequate drinking water and toilet facilities are available.
- Canteen Facility is available and the Extension of the same is available near the Labour Room Complex.
- Special toilets for handicaps are available.
- Chemist shop is located in the hospital premises, 24 hours all days.
- State Bank of Patiala facility is available along with ATM
- The hospital does not have any sarai etc. for attendant.

Mortuary

- Mortuary services are available and post mortems are conducted from 9.00 A.M. to 5.00 P.M. on the request of the police and the body is handed over to relatives immediately thereafter.

Complaints and Grievances

- There will be occasions when our services will not be up to
your expectations.
- Please do register your complaint with EMO (Emergency Medical Officer) available in the casualty.
- It will only help us serve you better.
- Medical Superintendent/Deputy Medical Superintendent are designated for attending to all the grievances and can be contacted round the clock.
- M.S.no. 2700273 (gmsh.ms@gmail.com)
- D.M.S. no 2700260 (gmsh.dms@gmail.com)
- Every Grievance will be duly acknowledged.
- Suggestions/Complaint boxes are also provided at various locations in the Hospital.
- If we cannot, we will explain the reasons within 10 days or the time needed to resolve.

Responsibilities of the User
- The success of this charter depends on the support we received from our users.
- Please try to appreciate the various constraints under which the hospital is functioning.
- On an average 3200 patients attend the OPD daily and out 700 patients are attended to daily in the Casualty and emergency wards.
- Please do not cause inconvenience to other patients.
- Please help us in keeping the hospital and its surroundings neat and clean.
- Please use the facilities of this hospital with care.
- Beware of touts.
- Please refrain from demanding undue favours from the Staff and Officials.
- Please provide useful feedback and constructive suggestions.
- These may be addressed to the Medical Superintendent of the Hospital.

The Hospital is a No Smoking Zone. Do not blow horn in Hospital Campus. We care for you.

THIS CHARTER IS OUR FIRST EFFORT, PLEASE HELP US TO HELP YOU.