

CITIZENS' CHARTER

(As of Dr. R.M.L. Hospital)

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

What services are available in this hospital, the quality of services they are entitled to, the means through which complaints regarding denial or poor quality of service will be redressed.

Standards of Service:

This is a General Hospital.

It provides medical care to all patients who come to the hospital.

Standards are influenced by patient load and availability of resources, which are generally under strain.

Yet we insist that all our users receive courteous and prompt attention.

General Information:

This Hospital has

Doctors: 473 (including Residents-282)

Nurses: 789 (including supervisory staff)

Beds: 937

Doctors wear white aprons and Nurses are in uniform.

All Staff Members wear identity cards.*

Enquiries:

Location Guide Map is available near the main entrance of the old building of this hospital.

Smaller Sketch Maps are available at the Information Desk.*

Colour coded guidelines and directional sign boards are fixed at strategic points for guidance.

Enquiry counters exist in the OPD Hall and Nursing home during OPD hours.

A control room functions round the clock.

The control room can also be accessed over phone number 3348200.

Casualty and Emergency Services:

Timings 24 hours, all days.

Casualty Medical Officer and Resident available 24 hours all days.

Duty Doctor is available round the clock in Major specialities viz. Medicine, Surgery, Orthopaedics and Paediatrics.

Duty Doctor is available on call in Neurosurgery, Anesthesia and Radiology.

Specialists in medicine and Surgery are available round the clock.

In other specialities, they will be available on call.

The decision to call a specialist is that of the treating doctor.

Failure to respond to a call is regularly monitored by the HOD of the concerned discipline.

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.

Free telephone is available at the entrance of Casualty for patients and their attendants.

Out Patient Departments:

Timings 9.00 a.m. to 1.p.m. (Except Sundays & Holidays)

Every Out Patient seeking treatment at the hospital is registered and issued a Card for recording symptoms, diagnosis and treatment being provided.

Boards indicating unit on duty on various days are displayed at receptions and in the main hall of OPD.

Special Clinics:

Timings Mornings 9.00 a.m. to 1.00 p.m.

Evenings 2.00 a.m. to 4.00 p.m.

(Except Sundays & Holidays)

Special clinics are available for

Neurology	Neurosurgery	Head Injury
Cardiology	Respiratory	Gastroenterology
Burns & Plastic	Surgery	Antenatal
Leucoderma	Child Guidance.	

There is no facility for organ transplant, laproscopic surgery, trans urethral resection, cardiac surgery and maternity wards.

Indoor Treatment:

All patients admitted in General Wards of the Hospital are treated free of cost.

Free diet is provided to all patients in the General Wards.

Every patient is given one attendant pass.

Visitors are allowed only at notified visiting hours:

Summer 5 p.m. to 7 p.m. Winter 4 p.m. to 6 p.m.

Investigations like CAT Scan, Ultra Sound, Barium-meal, ECHO, TMT etc. are charged for as per govt. approved rates.

For poor patients, these charges can be waived partially or fully on the recommendation of the treating doctor by the Additional Medical Supdt.

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.

Laboratory:

Timings:

Emergency Lab. 24 hours all days

Routine Investigations

Week Days 9.00 a.m. to 4.00 p.m. Saturdays 9.00 a.m. to 1.00 p.m.
Sundays and Holidays closed.

Collection Timings:

Week Days 9.00 a.m. to 11.00 a.m. Saturdays 9.00 a.m. to 10.30 a.m.

Sundays and Holidays closed.

Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.

Reports are made available within the shortest possible time which will be specified.

Blood Bank

A Licensed Blood Bank is available in the hospital. It caters to the requirements of our patients. The Blood Bank is also the zonal testing centre for HIV.

Equipment and Facilities Available

This hospital has the following services available:

CATSCAN

TMT

EEG

ECHO

EKG

CARDIAC LAB

ICU

PHYSIOTHERAPY UNIT

HYPERBARIC OXYGEN CHAMBER

Charges for various tests are displayed at the place where the tests are conducted.

For poor patients, these charges can be waived partially or fully on the recommendation of the treating doctor by the Additional Medical Supdt.

The Hospital has its own Electrical & Mechanical Units for ensuring proper maintenance and working of its various equipment.

If any major/essential equipment is out of order, information regarding the same is displayed.

Indications of alternate arrangements are given wherever possible.

The likely date of recommissioning of the equipment will also be displayed

Miscellaneous Facilities:

Wheel Chairs and stretchers are available on request at the gate of OPD & Casualty for the facility of patients who are not in a position to walk.

Lifts are available for access to higher floors.

Twelve ambulances are available for use on payment, round the clock on all days (Phone Number 3348200)

One Mortuary Van is available from 9.00 a.m. to 4.00 p.m. (Phone Number 3348200)

There is standby generator to cater to emergency services in case of breakdown of electricity.

Public Telephone Booths are available at various locations in the hospitals.

Adequate drinking water and toilet facilities are available.

Extension counter of the Canteen functions round the clock near the Emergency Deptt. Rates are subsidized.

A chemist shop (Super Bazar) is located in the hospital premises which is open 24 hours on all days.

The hospital does not have any Sarai etc. for attendants.

Complaints and Grievances:

There will be occasions when our services will not be upto your expectations.

Please do not hesitate to register your complaint. It will only help us serve you better.

There is -a designated medical officer whose name and location is displayed in the hospital for attending to all grievances.

Every grievance will be duly acknowledged.

We aim to settle your genuine complaints within 10 working days of its receipt.

Suggestions/Complaint boxes are also provided at various locations in the Hospital.

If cannot, we will explain the reasons and the time we will take to resolve.

The hospital grievances committee meets on the first Monday of every month.

A public grievance committee exists in DGHS for issues which are not resolved within the hospital.

Name, designation and telephone number of the official concerned is duly displayed at the Reception,

Responsibilities of the User:

The success of this charter depends on the support we receive from our users.

Please try to appreciate the various constraints under which the hospital is functioning.

On an average, 3500 patients attend the OPD daily and about 450 patients are attended to daily in the Casualty and Emergency Wards.

Please do not inconvenience other patients.

Please help us in keeping the hospital and its surroundings neat and clean.

Please use the facilities of th/s hospital w/th care.

Beware of Touts.

The Hospital Is a No Smoking Zone.

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.

THIS CHARTER IS OUR FIRST EFFORT

PLEASE HELP US TO HELP YOU