

CITIZEN'S CHARTER

A CHARTER OF PATIENTS' RIGHTS FOR APPROPRIATE INFORMATION TO THE BENEFICIARIES, GRIEVANCE REDRESSAL AND CONSTITUTION OF HOSPITAL MANAGEMENT COMMITTEE FOR BETTER MANAGEMENT AND IMPROVEMENT OF HOSPITAL SERVICES WITH INVOLVEMENT OF PANCHAYATI RAJ INSTITUTIONS (PRI) AND NGOS HAVE BEEN MADE AS A PART OF THE INDIAN PUBLIC HEALTH STANDARDS (IPHS).

STANDARDS ARE THE MAIN DRIVER FOR CONTINUOUS IMPROVEMENTS IN QUALITY. THE PERFORMANCE OF PUBLIC HEALTH FACILITIES CAN BE ASSESSED AGAINST THE SET STANDARDS. THIS WOULD HELP MONITOR AND IMPROVE THE FUNCTIONING OF THE HEALTH FACILITIES IN THE STATE.

IN TANDEM WITH THE GUIDELINE AND STANDARDS REQUIRED FOR PUBLIC HEALTH FACILITIES; EACH HEALTH FACILITY (FROM THE SCs TO THE DHS) DISPLAYS PROMINENTLY A CITIZEN'S CHARTER FOR THE PUBLIC INDICATING THE SERVICES AVAILABLE, USER FEES CHARGED, IF ANY, AND A GRIEVANCE REDRESSAL SYSTEM AS PER THE LEVEL OF FACILITY. LIKewise ONE OF SUCH MODEL CHARTERS IS AS OUTLINED BELOW:

MODEL CITIZEN'S CHARTER FOR DISTRICT HOSPITALS.

1. MISSION STATEMENT

2. ACCESS TO SERVICES

THIS IS A GENERAL HOSPITAL. IT PROVIDES MEDICAL CARE TO ALL PATIENTS WHO COME TO HOSPITAL. EMERGENCY SERVICES ARE AVAILABLE 24 X 7 WITHOUT ANY DISCRIMINATION. THE MANAGEMENT OF THIS HOSPITAL IS RESPONSIBLE FOR ENSURING THE DELIVERY OF SERVICES.

3. STANDARDS OF SERVICES

THIS HOSPITAL PROVIDES QUALITY OF SERVICE ON THE MINIMUM ASSURED SERVICES SET BY INDIAN PUBLIC HEALTH STANDARDS (IPHS).

4. YOUR RIGHTS IN THE HOSPITAL

1. RIGHT TO ACCESS TO ALL THE SERVICES PROVIDED BY THE HOSPITAL
2. RIGHT TO INFORMATION - INCLUDING INFORMATION RELATING TO YOUR TREATMENT
3. RIGHT OF MAKING DECISION REGARDING TREATMENT
4. RIGHT FOR PRIVACY AND CONFIDENTIALITY
5. RIGHT TO RELIGIOUS AND CULTURAL FREEDOM
6. RIGHT FOR SAFE AND SECURE TREATMENT
7. RIGHT FOR GRIEVANCE REDRESSAL
8. RIGHT TO EMERGENCY CARE

5. GENERAL INFORMATION

1. THIS IS SECONDARY CARE LEVEL MULTISPECIALTY HOSPITAL.

2. THIS HOSPITAL HAS

- A.BEDS
- B. DOCTORS
- C.NURSES
- D.AMBULANCES

6. SERVICES AVAILABLE

MULTI SPECIALITY OPD	INDOOR TREATMENT/WARDS	24 HRS EMERGENCY	MATERNITY SERVICES (INCLUDING HIGH RISK PREGNANCY)
RADIOLOGY (X-RAY, ULTRASOUND, CT-SCAN)	LABORATORY (PATHOLOGY, BIOCHEMISTRY, MICROBIOLOGY)	24 HRS PHARMACY	ICU (INTENSIVE CARE UNIT)
NURSE RY	DOT CENTRE	24 HRS BLOOD BANK	OPERATION THEATRE
FAMILY PLANNING SERVICES	MEDICO LEGAL AND POST-MORTEM SERVICES	24 HRS AMBULANCE	ICTC (INTEGRATED COUNSELLING AND TESTING

	(MORTUARY SERVICES AVAILABLE)		CENTRE)
AYUSH	IMMUNIZATION	ICU (INTENSIVE CARE UNIT)	DENTISTRY X
TELEMEDICINE	ARSH		

7. ENQUIRIES AND INFORMATION

ENQUIRY COUNTER IS LOCATED AT.....

TIMINGS FOR WORKING COUNTER ARE.....
PHONE NO. FOR TELEPHONIC ENQUIRY (24 HOURS SERVICE).....

LOCATION GUIDE MAPS AND DIRECTIONAL SIGNAGE HAVE BEEN PUT UP AT STRATEGIC POINTS IN THE HOSPITAL.

8. CASUALTY & EMERGENCY SERVICES

FACILITIES

- ALL EMERGENCY SERVICES ARE AVAILABLE ROUND THE CLOCK
- SPECIALIST DOCTORS ARE AVAILABLE ON CALL FROM RESIDENT DOCTORS.
- EMERGENCY SERVICES ARE AVAILABLE FOR ALL SPECIALITIES AS LISTED IN THE OPD SERVICES.
- MEDICO LEGAL SERVICES ARE AVAILABLE.

- REFERRAL SERVICES TO HIGHER CENTRE IN CASE FACILITIES FOR TREATMENT ARE NOT AVAILABLE IN THE HOSPITAL
- ROUND THE CLOCK AMBULANCE SERVICES WITH BASIC LIFE SUPPORT.
- IN SERIOUS CASES, TREATMENT/MANAGEMENT GETS PRIORITY OVER PAPER WORK LIKE REGISTRATION AND MEDICO-LEGAL REQUIREMENTS. THE DECISION RESTS WITH THE TREATING DOCTOR.

9. OPD SERVICES

OPD SERVICES ARE AVAILABLE ON ALL WORKING DAYS EXCLUDING SUNDAYS AND GAZETTED HOLIDAYS.

TIMINGS -

MORNING AM TO..... AM/PM
 EVENING PM
 TO.....PM.

VARIOUS OUTPATIENT SERVICES AVAILABLE IN THE HOSPITAL ARE DETAILED BELOW (AS AVAILABLE):

DEPARTMENT	ROOM No.	TIMINGS
GENERAL MEDICINE		
GENERAL SURGERY		

OBSTETRICS & GYNAECOLOGY		
PAEDIATRICS		
EYE		
ENT		
SKIN AND VD		
PSYCHIATRY		
ORTHOPAEDICS		
DENTAL OPD		

.....

AYUSH SERVICES:

HOMEOPATHIC
 AYURVEDIC
 OTHERS

MEDICAL FACILITIES NOT AVAILABLE:

1.....
 ...2.....
 3.....

10. DIAGNOSTIC SERVICES

LIST OF TESTS AVAILABLE WITH CHARGES ARE DISPLAYED AT RESPECTIVE DEPARTMENTS AND ENQUIRY COUNTER. TESTS ARE FREE FOR BELOW POVERTY LINE (BPL) PATIENTS. CHARGES CAN BE WAIVED ON SHOWING PROOF OF BPL

CATEGORY OR BY WRITTEN PERMISSION FROM DEPUTY MEDICAL SUPERINTENDENT, MEDICAL SUPERINTENDENT OR ROGI KALAYAN SAMITI.

I. LABORATORY SERVICES

TIMINGS -

ROUTINE TESTS ARE DONE IN FOLLOWING SPECIALITIES -

- A. BIO-CHEMISTRY
- B. MICROBIOLOGY
- C. HAEMATOLOGY
- D. CYTOLOGY
- E. HISTOPATHOLOGY INCLUDING FNAC
- F. CLINICAL PATHOLOGY

II. RADIO DIAGNOSTIC SERVICES

DEPARTMENTS	TIMINGS
X-RAYS	
ULTRASOUND	
CAT SCAN	
COLOR DOPLER	

III. CARDIOLOGY DIAGNOSTICS

ECG
 ECHO
 TMT

11. INDOOR PATIENT SERVICES

THERE ARE FOLLOWING WARDS IN THE HOSPITAL

GENERAL	BED	BED

WARD	ALLOCATED	AVAILABLE
MALE MEDICAL		
MALE SURGICAL		
FEMALE MEDICAL		
FEMALE SURGICAL		
MATERNITY WARD		
CHILDREN WARD		

.....

PRIVATE WARD

INTENSIVE CARE WARD
 ICU
 SNCU

FACILITIES FOR IPD PATIENTS

1. ALL PATIENTS ADMITTED IN GENERAL WARDS OF THE HOSPITAL ARE TREATED FREE OF COST.

3. FREE DIET 3 TIMES A DAY AS PER REQUIREMENT OF THE PATIENT.
4. 24 HOUR NURSING SERVICES.
5. 24 HOUR AVAILABILITY OF DUTY DOCTOR.

12. COMPLAINTS & GRIEVANCES

- EVERY GRIEVANCE WILL BE DULY ACKNOWLEDGED.
- WE AIM TO SETTLE YOUR GENUINE COMPLAINTS WITHIN.....DAYS OF ITS RECEIPT.
- SUGGESTIONS/COMPLAINT BOXES ARE ALSO PROVIDED
- AT ENQUIRY COUNTER AND..... IN THE HOSPITAL.
- IF WE CANNOT, WE WILL EXPLAIN THE REASONS AND THE TIME WE WILL TAKE TO RESOLVE.
- NAME, DESIGNATION AND TELEPHONE NUMBER OF THE NODAL OFFICER CONCERNED IS DULY DISPLAYED AT THE RECEPTION.

DR.

DESIGNATION.....

TELE (O) (R) (M)

MEETING HOURS..... TO

13. YOUR RESPONSIBILITIES

- PLEASE DO NOT CAUSE INCONVENIENCE TO OTHER PATIENTS.
- PLEASE HELP US IN KEEPING THE HOSPITAL AND ITS SURROUNDINGS NEAT AND CLEAN. BEWARE OF TOUTS. IF YOU FIND ANY SUCH PERSON IN PREMISES TELL THE HOSPITAL AUTHORITIES.
- THE HOSPITAL IS A “NO SMOKING ZONE” AND SMOKING IS A PUNISHABLE OFFENCE.
- PLEASE COOPERATE WITH THE HOSPITAL ADMINISTRATION FOR NORMALIZING THE SITUATION IN CASE OF AN EMERGENCY.
- PLEASE PROVIDE USEFUL FEEDBACK & CONSTRUCTED SUGGESTIONS. THESE MAY BE ADDRESSED TO THE MEDICAL SUPERINTENDENT OF THE HOSPITAL.