

CITIZEN'S CHARTER

NOOTAN GENERAL HOSPITAL - VISNAGAR

(AFFILIATED WITH: NOOTAN MEDICAL COLLEGE & RESEARCH CENTRE – VISNAGAR)

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PREAMBLE:

Nootan Medical College & Research Centre (NMCRC) aims to provide quality medical education and health services to the mankind.

The objective of NMCRC is to develop innovative curriculum and pedagogy of teaching in undergraduate and postgraduate education in all offered branches of Health care. The aim is to achieve a high standard of education and to bring together educational facilities of the highest order for the training of personnel in all important branches of healthcare under one roof.

To meet these objectives, NMCRC provides quality healthcare services through Nootan General Hospital. The details of hospital services are elucidated in this Citizen's Charter.

This Charter is published with an intention to make the Nootan General Hospital services more 'patient centric', and to ensure best practices in Medical Education at NMCRC.

Through this Charter the citizens are also informed about the services available, the quality of care provided and grievance redressal procedures at Nootan General Hospital.

ACCESS TO SERVICES:

NMCRC has an affiliated general hospital. It provides medical care to all patients who come to this hospital. Emergency services are available 24 x 7 without any discrimination of caste, creed or gender.

STANDARDS OF SERVICES:

This hospital provides quality services as set by Indian Public Health Standards (IPHS).

GENERAL INFORMATION:

This hospital has facility of 325 general beds, 20 ICU beds and 10 emergency beds. These hospital services are being provided by the total manpower of 225, including Specialists, Residents doctors, nurses, paramedical staff, technicians, administrative staff and others. The hospital has ambulance services for patient referral.

AVAILABLE SERVICES:

MULTI SPECIALTY OUTPATIENT SERVICES	INDOOR TREATMENT/ WARDS	24x7 EMERGENCY SERVICES	OPERATION THEATRES
INTENSIVE CARE UNITS	PATHOLOGY LABORATORY	RADIOLOGICAL SERVICES (XRAY, ULTRASOUND)	PHARMACY
PHYSIOTHERAPY	DIET SERVICES	BENEFIT OF SELECTED GOVT. SCHEMES	BLOOD BANK SERVICES
BURNS WARD	OUTREACH SERVICES	24 HOURS AMBULANCE FOR REFERRAL	PREVENTIVE HEALTH CHECKUP SERVICES

ENQUIRIES AND INFORMATION:

- Reception Cum Enquiry counter is located at central place on the ground floor of the hospital.
- For the convenience of the people, registration for all the departments is centralized and done at Reception Area, located on the ground floor.
- Various windows are functional for male-female patients, Senior citizens, govt schemes etc.
- How to Register: The registration process is computerized. You will be asked your name, age, address and other details at the registration counter. If you are eligible for any benefits of Government Schemes, you will have to inform at the time of registration. You may be asked to submit necessary supporting documents.
- Patients are requested to adhere to the queue system. However, a patient may bypass the queue in case of an emergency. Senior citizens and those with disabilities are provided appropriate assistance.
- Location guide maps and directional signage have been put up at strategic points in the hospital.

TIMINGS FOR REGISTRATION FOR OPD SERVICES (Free of cost):

Summer Timings (1st March To 31st Oct) : 8:30 a.m. to 12:30 p.m. & 3:30 p.m. to 5:30 p.m.

Winter Timings (1st Nov To 28th Feb) : 9 a.m. to 1 p.m. & 4 p.m. to 6 p.m.

MAJOR DEPARTMENTS OF HEALTH CARE:

GENERAL MEDICINE	GENERAL SURGERY	OBST & GYNEC	PEDIATRICS
EYE	EAR-NOSE- THROAT	ORTHOPEDIC	SKIN& VD
PSYCHIATRY	DENTISTRY	PHYSIOTHERAPY	TB – CHEST

N.B. for details about location of each OPD, kindly contact reception counter or use signage.

LABORATORY SERVICES:

Laboratory services are available round the clock for routine as well as emergency investigations. It is divided in sub branches like clinical pathology, histopathology, cytopathology, hematology, microbiology and biochemistry.

RADIO-DIAGNOSTIC SERVICES:

X-ray and Ultrasonography services are available round the clock. Portable X-ray/ Sonography/Colour Doppler services can be availed by the indoor patients.

OTHER DIAGNOSTICS: ECG AND TMT TEST

INDOOR PATIENT DEPARTMENT SERVICES (IPD):

The registration for indoor patients is done at main Reception Counter. All patients admitted in General wards of the hospital are treated free of charge or at an affordable cost as per hospital policy. Free food 3 times a day, as per requirement of the patients, is served by the hospital kitchen. 24 hours nursing care and services of duty doctor are available in the hospital.

OPERATION THEATRES:

The Hospital has 6 Operation Theatres, out of which 4 are for major surgeries and 2 are for minor surgeries. The operations are scheduled as per the requests of various surgical departments. Emergency surgery can be taken up any time of the day.

EMERGENCY/CASUALTY SERVICES:

- Located at the main entry, easily accessible place.
- The emergency rooms are equipped with suction machines, defibrillators and with other life-saving equipment; to save the life of a serious patient.
- All emergency drugs are available in Casualty.
- Duty doctors and nursing staff are available round the clock.
- The patient will first be seen by the duty doctor, who may call for the concerned department; after administering first aid and settling the patients' condition.
- Specialist doctors are available on call from resident doctors.
- Wheel chairs and attendants are available to assist you in shifting the patient.
- In critical/serious cases, management of patient gets priority over registration and medico legal formalities.
- Referral is done by ambulance service, if required.
- We request relatives to avoid crowding the casualty area and refrain from making unnecessary phone calls. This will help us in proper management of the patients. We request relatives to maintain cleanliness in the hospital.
- Our hospital is a tobacco free zone. A penalty may be imposed for smoking and spitting in the premises.

BLOOD BANK SERVICES:

Blood bank services are available round the clock. The blood bank aims for 100% voluntary blood donation.

SUPPORTING SERVICES:

1. Hospital Kitchen / Canteen
2. Central Sterilization and Services Department (CSSD)
3. Central Pharmacy

COMPLAINTS AND GRIEVANCES:

We try our best to provide quality health care services to patients visiting the Nootan General Hospital. However if these services do not meet your expectation or satisfaction, please do not hesitate to register your complaint with the Medical Superintendent. Suggestion book / feedback register is available at reception counter.

You can also e-mail your complaints to us at nootanhospital@gmail.com / nmcvisnagar@gmail.com

PATIENTS'S RIGHTS:

1. Right to access to all the services provided by the Hospital.
2. Right to information –including information relating to the treatment being done.
3. Right to know choices of treatment available and take an informed decision.
4. Right for safe and secure treatment.
5. Right for grievance redressal.
6. Right to Emergency care.
7. Right for privacy and confidentiality.
8. Right to religious and cultural freedom.

RESPONSIBILITIES OF PATIENTS & RELATIVES:

The success of the Citizen's Charter outlined above depends on the support of all visitors and patients.

We request you to understand various constraints under which the Hospital functions and co-operate by adhering to the guidelines stated below:

1. Please do not create inconvenience to other patients by making crowds or talking loudly.
2. Please try to keep the hospital and its surroundings clean.
3. Please use the facilities of the hospital with due care and concern.
4. The hospital is a non-spitting and non-smoking zone. Fines can be imposed by Administration on visitors found violating this clause.
5. Please refrain from demanding undue favors from the staff and officials.
6. Kindly contact the reception counter for any clarifications.
7. Though we take due care and administer the latest therapies, sometimes death of a patient can take place. Please maintain calm during such an event.

Please co-operate with the department staff who are there to help you in case of problems/ queries. In case of any query, please feel free to contact the designated Head of department.

CONTACT INFORMATION:

Hospital helpline Number:	9081223100
Nodal Officer:	Dr. Nilesh A. Shah
Designation:	Medical Superintendent
Contact No:	9825067627
Mail Id:	nootanhospital@gmail.com
Meeting hours:	12.00 noon to 1.00 pm