

**INSTITUTE OF MEDICAL SCIENCES & SUM
HOSPITAL**

**(Faculty of Medical Sciences)
SIKSHA 'O' ANUSANDHAN UNIVERSITY**

K-8, Kalinga Nagar, Bhubaneswar

CITIZEN'S CHARTER

MISSION:-

To provide high standard health care service, education & research by qualified personnel with leadership in entire healthcare delivery system with better patient satisfaction and fulfilling the healthcare need of common people at an affordable cost.

VISION:-

- a. Qualified health service to all at affordable cost.
- b. Education for enlightenment.
- c. Research for development.

STANDARDS OF SERVICE:-

This is a multispecialty tertiary care teaching hospital .It provides medical care to all patients who come to the hospital without discrimination among caste, creed and religion. We insist that all our users receive courteous and prompt attention.

ENQUIRIES & INFORMATION:-

- a. There is a dedicated enquiry counter available at front office area for attending enquiry and providing information.
- b. Phone no. for telephonic enquiry (24 hours service) – 06742386293 / 2386281
- c. Floor directory and scope of Service of the hospital is available at the front office.
- d. Unit wise and directional sign boards have been put up at strategic points for guidance.

CASUALTY AND EMERGENCY SERVICES

- a. Timings 24 hours, all days.
- b. Casualty Medical Officer and Resident available 24 hours all days.
- c. Duty Doctor is available round the clock in major specialties viz. Medicine, Surgery, Orthopaedics, Paediatrics & Neonatology,

Obstetrics and Gyanecology, Radiology, Anesthesiology.

- d. Super Specialist doctors are available on call.
- e. Emergency cases are attended promptly. Emergency Operation Theatre is maintained on a regular basis to ensure that it is usable at all times.
- f. Medico legal services are available.

OUT PATIENT DEPARTMENTS

- a. Timings 9.00 a.m. to 5 p.m. everyday.
- b. Every Out Patient seeking treatment at the hospital is registered and issued an OPD ticket 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 in respective department.

INDOOR TREATMENT

- a. No bed charges are charged to patient those are admitted in General Wards of the Hospital
- b. 24 hour nursing services.
- c. 24 hour availability of duty doctor.

LABORATORY TIMINGS

- a. Emergency and Indoor patient: - Open 24 hours all days for Emergency and Indoor patient.
- b. For Routine Investigations: _ Everyday 7.00 a.m. to 8.00 p.m. for OPD patients.
- c. Reliability and promptness of laboratory results is ensured as tests are done by automatic machines and NABL Accredited..
- d. Reports are made available within the shortest possible time.
- e. Routine tests are done in following specialties -
 - I. Bio-chemistry
 - II. Microbiology
 - III. Hematology
 - IV. Cytology
 - V. Histopathology including FNAC
 - VI. Clinical Pathology

BLOOD BANK

- a. A licensed Blood Bank is available in the hospital
- b. It caters to the requirements of blood and blood components of our patients.

MISCELLANEOUS FACILITIES:-

- a. Wheel Chairs and stretchers are available on request near the OPD registration area of Ground floor & Casualty for the facility of patients who are not in a position to walk.
- b. Lifts are available for access to upper floors. ACLS and BLS ambulances are available for use on payment, round the clock on all days
- c. There is standby generator available to cater to the need in case of breakdown of electricity.
- d. Adequate drinking water and toilet facilities are available.
- e. Canteen facility available in the hospital for the visitors.
- f. Pharmacy facility is available in the hospital premise which is open 24 hours on all days.
- g. Snack and coffee corner is available to cater the need of the visitors
- h. ATM facility is available inside hospital premises.

COMPLAINTS AND GRIEVANCES:

- a. 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.
- b. There is a designated Public relation officer whose name and location is displayed on the suggestion boxes. He can be approached for attending to all grievances. Prompt corrective action shall be taken by the appropriate authority once notified.
- c. Every grievance will be duly acknowledged. We aim to settle your

genuine complaints within 10 working days of its receipt.

- d. Suggestions/Complaint boxes are also provided at various locations in the Hospital. If we cannot, we will explain the reasons and the time we will take to resolve. The hospital grievance committee meets in every month to review the grievance and suggestion of patient/visitors.

YOUR'S RIGHTS AND RESPONSIBILITY AS A HOSPITAL'S PATIENT

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, 2000 patients attend the OPD daily and about 150 patients are attended to daily in the Casualty.

Your rights as a hospital's patient:

1. Right to considerate and respectful care.
2. Right to information on diagnosis, treatment and medicines.
3. Right to obtain all the relevant information about the professionals involved in the patient care.
4. Right to accept that all the communications and record pertaining to his/her case be treated as confidential.
5. Right to every consideration of his/her privacy concerning his/her medical care programs.
6. Right to accept to prompt treatment in an emergency.
7. Right to **refuse to any form of treatment**, participate in human experimentation, research, project affecting his/her care or treatment.
8. Right to **get copies or access to clinical records as per the rules of the hospital.**
9. Right to know what hospital rules and regulation apply to him/her as a patient and the facilities obtainable to the patient.
10. Right to get details of the bill & **information on expected cost**

11. right to seek second opinion (**seek additional opinion regarding clinical care**) about his/her disease, treatment, etc.
12. Right to follow spiritual and cultural beliefs until it does not jeopardize the treatment or investigation.
13. Right to be protected against **physical abuse or neglect**.
14. Right to give informed consent after proper explanation and **informed consent before any procedure**
15. Right for grievance redressal

24 hrs Emergency	24 Hrs Pharm acy	24 Hrs Blood bank Service	24 Hrs Ambul ance
Radiology (X-Ray, Ultrasound, CT-Scan, MRI)	Laborat ory (pathol ogy, biochemi stry, microbio logy, hematology)	General and superspecial ty OPDs	ICU (Intensive Care Unit)
Maternity Service s (includi ng High Risk Pregna ncy)	Family Planni ng Services	Immunizatio n Center	Modular Operation Theatres

Your responsibilities as a hospital's patient:

1. To faithfully undergo the agreed therapy.
2. To follow the doctors instructions diligently.
3. To take necessary prevention measures in case of infectious diseases as per the doctors instructions.
4. To be aware that doctors and nurses are also human beings and are amenable to mistake and lapses.
5. To respect the sovereignty of the doctors and nurses.
6. To treat doctors and nurses with respect.
7. To be punctual to attend the hospital for the treatment at the given time.
8. To preserve all the records of one's illness.
9. To keep the doctor informed if the patient wants to change the hospital/ doctors.
10. To ensure timely payment of all charges incurred during hospitalization.
11. To provide useful feedback & constructed suggestions.