

CITIZEN'S CHARTER

HIND INSTITUTE OF MEDICAL SCIENCES, SAFEDABAD, BARABANKI

SERVICE TO MANKIND IS SERVICE TO GOD

WELCOME MESSAGE

Dear Citizen,

Welcome to Hind Institute of Medical Sciences (HIMS), a premier private medical institution in Uttar Pradesh and India. HIMS is committed to delivering highest-standard, NABH-accredited healthcare with deep benevolence, compassion, and warmth toward every patient.

In line with our mandate, we strive hard to provide comprehensive, high-quality tertiary care services, including specialty and super-specialty departments. Essential facilities such as inpatient stays, nutritional food, clinical laboratory investigations, advanced radio diagnostics, cancer treatment, and medications are provided at highly nominal charges.

OUR DUAL MISSION: EXCELLENCE IN CARE AND HOLISTIC EDUCATION

World-Class Patient Care and Advanced Diagnostics: HIMS houses state-of-the-art investigation facilities, high-end ICUs, modern operation theatres, and round-the-clock emergency care, blending scientific precision with compassionate patient care.

Holistic Medical Education: We cultivate exceptional future healthcare leaders through a well-rounded academic environment. Our curriculum combines scientific rigor with literature, philosophy, and ethics. Students benefit from frequent CMEs, academic debates, clinical demonstrations, group teaching, and national conferences, alongside physical wellness through

Yoga, sports, and modern fitness facilities. We instill high discipline, polished professional conduct, and fluent English communication in all our graduates.

PURPOSE OF THIS CHARTER

This Citizen's Charter provides a clear framework to help patients, guardians, and citizens understand:

1. The comprehensive medical services and academic infrastructure available at HIMS.
2. The high standards of care to which patients are entitled.
3. The official channels for guidance, financial assistance, and grievance redressal.

SALIENT FEATURES AND CAMPUS AMENITIES

Location: Lucknow-Ayodhya Road, Safedabad, Barabanki, Uttar Pradesh, 225003.

Medical Staff: Over 500 qualified doctors, including faculty members, senior residents, and junior residents.

Nursing and Paramedical Staff: Over 480 registered nurses and 200 paramedical staff.

Campus Banking and ATM: Bank of Baroda, Safedabad Branch, with a 24/7 ATM facility located directly inside the campus.

Accreditation: NABH accredited healthcare standards, along with NMC, INC, and PCI recognitions.

Public Utilities: 24/7 Pharmacy, canteen, grocery store, general stores, waiting halls with drinking water, restrooms, and designated parking areas.

1. GENERAL INFORMATION AND HELPLINES

Central Enquiry and Registration: Located on the Ground Floor.

Central Telephone Helplines: 0522-4927272, 0524-8223224, 226671, 227787

Official Website: www.himsup.com

Control Room: Located on the Ground Floor and functioning 24/7. Managed round-the-clock under the Department of Hospital Administration by Duty Officers who deal with operational issues, administrative assistance, and public grievances regarding patient care.

2. Bank of Baroda nationalised bank situated in HIMS Safedabad, Barabanki campus

3. CASUALTY AND EMERGENCY SERVICES (24/7)

Location: Ground Floor, easily accessible from the entrance gate.

Triage System: Strictly followed to prioritize critical medical cases and mass casualties.

Dedicated Team: Senior Residents in Emergency Medicine, Surgery, and Pediatrics, alongside Junior Residents, Nurses, Paramedics, and Hospital Attendants.

Modern Support Equipment: Fully equipped with multi-parameter monitors, mechanical ventilators, defibrillators, nebulizers, central oxygen, and suction lines.

24/7 Diagnostic Backup: Hemogram, Blood Biochemistry, Urine Toxicology, Cardiac Biomarkers, Arterial Blood Gas Analysis, ECG, USG, 2D Echo, X-Ray, CT Scan, MRI, and PET-CT Scan.

Surgical Preparedness: Fully equipped Emergency Operation Theatre for immediate surgical procedures.

Patient Assistance: Social Guides and Marketing Managers are available at the Emergency Desk to assist poor and indigent patients with financial guidance and administrative navigation.

Free stretchers and wheelchairs are situated at the entrance.

3. OUT-PATIENT DEPARTMENT (OPD) SERVICES

OPD Schedule and Timings

Registration Hours: 8:00 a.m. to 4:00 p.m.

Consultation Hours: 8:00 a.m. to 4:00 p.m.

OPD Block Layout

Ground Floor: Orthopedics, General Surgery, Obstetrics and Gynecology, ENT, Ophthalmology, Sample Collection, and Physiotherapy.

First Floor: General Medicine, Pediatrics, Dermatology, Psychiatry, Respiratory Medicine, Neurology, Dental, and Injection Room.

Key OPD Guidelines

1. OPD Registration Cards are issued at the main ground-floor counters. Patients may request specific consultants on their designated clinical days.
2. Consultations follow a first-come, first-served order. Senior citizens and acute emergency cases receive priority access.
3. The Sample Collection Centre for Blood, Urine, and Stool is located on the Ground Floor from 8:00 a.m. to 4:00 p.m. Reports are generally distributed from the sample collection counter on the next OPD day.
4. Complex investigations such as CT, MRI, USG, and PET-CT scans are scheduled by respective departments. Urgent requests can be expedited upon recommendation by the treating doctor.
5. All diagnostic fees must be deposited exclusively at designated hospital Cash Counters against an official receipt.

IN-PATIENT DEPARTMENT (IPD) AND INDOOR SERVICES

Comprehensive Care: Admission to General Wards entitles patients to doctor consultations, basic laboratory work, essential life-saving drugs, surgical items, IV fluids, dietary meals, and clean linen.

Specialist Oversight: Round-the-clock care by Resident Doctors and Nurses under the direct supervision and guidance of HIMS Faculty Members.

Ward Amenities: Central air conditioning, hot and cold water, portable X-Ray and ECG units, generator power backup, emergency lights, internal telephones, and attendant seating.

Hygiene and Bio-Medical Waste: Strict adherence to Bio-Medical Waste Management Rules to maintain a clean, infection-free environment.

Attendant Passes and Visiting Hours: Two attendant passes are issued per inpatient. Visiting hours are restricted to 4:00 p.m. to 6:00 p.m.

Day Care Facilities: Available for same-day procedures including laparoscopic surgeries, chemotherapy, blood transfusions, dialysis, and endoscopies.

Licensed Blood Bank: A modern, state-of-the-art 24/7 Blood Bank providing facilities for blood donation, component separation, storage, and cross-matching under strict infection prevention standards.

5. CASHLESS TREATMENT FACILITIES (TPA)

HIMS provides cashless and subsidized treatment under major government welfare schemes and TPAs:

Ayushman Bharat - PMJAY

Pandit Deendayal Upadhyay Rajya Karmchari Cashless Chikitsa Yojana

Janani Suraksha Yojana

6. COMPLAINTS AND GRIEVANCE REDRESSAL

We welcome constructive feedback to help us continuously improve our standards of care:

Duty Officer or Control Room: Located on the Ground Floor to receive and acknowledge verbal or written complaints 24/7.

Formal Submissions: Constructive suggestions or grievances may be addressed directly to the Chairman, Chairperson, Principal, or Medical Superintendent.

7. RESPONSIBILITIES OF PATIENTS AND VISITORS

To ensure a safe and harmonious environment, we kindly request all citizens to:

1. Respect hospital rules, maintain quietness, avoid unnecessary crowding in wards, and adhere strictly to visiting hours.
2. Protect hospital property and handle equipment, furniture, and facilities with care.
3. Cooperate with security personnel and display attendant passes or ID cards when requested.
4. Help maintain cleanliness by using designated bins and keeping the premises hygienic.
5. Avoid touts or unauthorized persons and refrain from any financial transactions with them.
6. Observe the strict No-Smoking Policy across the entire hospital campus, which also extends to alcohol and tobacco consumption.