

CITIZEN'S CHARTER

SERVICE TO THE MANKIND IS SERVICE TO GOD

Dear citizen,

You are welcome to Hind Institute of Medical Sciences (HIMS), the premier Medical Institute of Uttar Pradesh and India. HIMS is committed to provide quality services and medical care & medical education to each and every citizen coming to HIMS. In line with our mandate, we, at HIMS, strive hard to provide comprehensive, high quality tertiary care services (specialty and super-specialty services) to our users. All the facilities such as stay, food, laboratory investigations, radiological investigations, cancer treatment & even medicines provided in this hospital are nominal of charge.

This charter seeks to provide a frame work, which enables our users to know:-

- The services available in this hospital.
- The quality of services they are entitled to and the means through which complaints/grievances regarding services will be redressed.

SALIENT FEATURES OF HIND INSTITUTE OF MEDICAL SCIENCES

General Information

Casualty & Emergency Services

Out- Patient Services

In- Patient Services

Complaint & Grievances

Responsibility of users

Cashless Treatment Facility (TPA)

General Information

HIMS Hospital is located at Lucknow-Ayodhya Road , Safedabad , Barabanki.

- » There are about 300 doctors (incl. Faculty members, Sr. and Jr. Residents)
- » There are about 480 Nurses and 200 Paramedical staff.
- » Central Enquiry & Registration office is located on Ground Floor.
- » Telephone No.s of Central Enquiry—.....
- » Ground Floor – OPD, Pharmacy, Casualty Wards, Radio Diagnosis, LAB etc.Department and MAY I HELP YOU Counter available.
- » ICUs- Second floor onwards
- » Website – www.himsup.com
- » Emergency numbers – (24*7)
- » It is located in Ground floor.
- » Control Room functions round the clock, under the Dept. of Hospital Administration and managed by Duty Officers, who deal with any administrative problem, provide assistance and listen to public grievances with regard to patient care.

EMERGENCY MEDICINE

- » **Phone Number of Emergency :-**(24*7)
- » **Location:-** Ground floor, easily accessible from entrance.
- » Anyone with urgent medical problem can seek consultation/treatment in the Emergency.
- » If Doctors decide that you need urgent medical intervention, you will be registered at the Emergency registration counter and proper medical care will be provided promptly.

- » Emergency has dedicated team of **Senior Residents** from major specialties (i.e. Emergency Medicine, Surgery & Pediatrics) and Junior Residents, Nurses, Paramedics and Hospital Attendants etc. to provide urgent medical services.
- » We endeavor to provide medical care (incl. Investigation & treatment) at the earliest possible time. Triage will be followed in case of mass casualty.
- » The treating doctors will call any specialist/super-specialist, who is on call for urgent consultation as and when required.
- » **In serious cases treatment/management gets.**
- » Emergency has fully equipped **Operation Theatre** for any urgent surgery etc.
- » The Emergency is **fully equipped with all modern gadgets** like monitors, ventilators, nebulizers, defibrillators, central **O2** and suction supply etc.
- » **All urgent investigations** like Haemogram, Blood Biochemistry, Urine toxicology, Cardiac Biomarker, Blood Gas Analysis, ECG, USG, X-ray, C.T. Scan, MRI, 2D Echo etc. are available for casualty patients round the clock.
- » For any guidance/ assistance including financial help for poor and indigent patients, Social Guides and Marketing Managers are available should be approached.
- » Facilities like patient stretcher are available at the entrance of Emergency.
- » Public utilities like toilets, waiting area with Tea/Coffee/Snacks, fans, chairs etc. are available.

OUT PATIENT DEPARTMENT SERVICES

OPD Schedule

Location:- OPD services are provided in Ground Floor OPD Block – Orthopaedic, General Surgery, Obs. & Gynae., ENT, Ophthalmology Room, Sample Collection and Physiotherapy.

1st Floor OPD Block – General Medicine, Paediatrics, Injection, Neurology, Dermatology, dental, Respiratory Medicine, Dermatology, Psychiatry.

	Registration Time	Consultation Time
General OPD	8:00 a.m. to 4:00 p.m.	8.00 a.m. to 4:00 p.m.

OPD Card is generated from main counter, OPD ground floor. After registration a patient is registered for respective departmental OPD's. You have right to consult any doctor/ consultant. For seeking appointment with any consultant on his OPD days, you may contact at registration counter.

Patients are seen on first come first serve basis. However, out of turn consultation may be provided in case of emergency/senior citizens.

» **Investigations:** After OPD consultation, the treating doctor will fill up the requisition forms on software for various investigations & direct/guide you to the concerned lab /dept.

» **Sample collection centre** for Blood, Urine, and Stool for all

investigations is available at **Ground Floor**

» **OPD Sample Collection Timings are:- 8:00 a.m. to 04:00 p.m.**

» The report normally distributed from the sample collection counter on the next OPD day.

» Certain investigations are done minimal of charge while others are charged as per the prevailing norms. Patients should deposit the money only at the designated hospital Cash Counters and obtain the proper receipt.

» According to diagnosis, waiting period may exists for certain investigations like **CT, USG, MRI** etc.

Patients are given future dates by the concerned departments. However, these may be done out of turn in urgent situations, on recommendation of the treating doctor.

Medical fitness / Medical examination and other such certificates are issued as per Institution norms. For this purpose contact the central registration office, ground floor OPD.

The decision to admit a patient rests with the treating doctor. The patient will be admitted only if a vacant bed is available. But, in case of emergency, out of turn admission may be done.

Wheel chairs, patient stretcher etc. are available free of charge at the entrance of OPD.

OPDs have waiting hall with chairs, public utilities like drinking water & toilets etc. at each floor.

You should park your vehicle in the designated parking area only.

To meet day-to-day needs of patients, there is canteen and grocery shops, medical stores, general store available in College Campus.

INDOOR SERVICES

Patients admitted in **General Ward** of HIMS This entitles them for doctors

consultations, certain basic investigations, life saving medicines and surgical items, diet, linen, I.V. fluids etc. After recommendation by the treating doctor, patient should contact the Medical Superintendent Office

All in-patients receive treatment by team of **Resident Doctors and Nurses**, available round the clock, under the supervision and guidance of **Faculty Members** of HIMS.

Hospital Attendants are available in different wards to help in patient care and related activities.

All the wards are fully equipped with modern gadgets & equipments e.g. ventilators, monitors, defibrillators, nebulizers, central O₂ & suction supply etc. to provide top quality medical care.

Indoor services have central air conditioning, hot and cold water, toilets, portable X-ray machines, ECG services – (2nd floor, C2 ward), Generator back up, emergency lights, internal telephone, chairs for attendants etc.

Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 1998) and utmost care is taken to keep the premises neat and clean.

Every inpatient is provided with two attendant passes.

Visitors are allowed only during notified visiting hours i.e. **4:00 p.m. to 6:00 p.m.**

Special Investigations like **USG, CT**, etc. are charged as per the rates approved by Government and revised from time to time.

For very poor patients, on recommendation of treating Doctor, the hospital charges may be given discount by Med. Superintendent/ his nominee and costly drugs/surgical items may be provided by the hospital.

Bed linen is changed at the time of admission, thereafter on every day and also whenever required.

Food is served as per Hospital norms.

Day care facility is available for certain types of operations. e.g. laparoscopic surgery; day care chemotherapy; blood transfusion, dialysis, endoscopies and similar interventions.

Operation Theatres

The institute has fully equipped modern Operation Theatres, where all kinds of major and minor surgeries are performed using the latest

techniques and technology.

For routine surgeries, the respective departments maintain waiting list. Patients are called and operated upon as per the waiting list. But, in case of emergencies/ urgencies, the out of turn surgeries are also performed, at the discretion at the treating doctors.

The patient should get his Pre-Anaesthetic check up done in PAC OPD Block

during afternoon before getting admitted for operation and follow the instructions given by the treating Doctors.

ICUs The hospital has fully equipped Main ICU provides expert ICU care.

Laboratory Services

Emergency Lab – 24 hours, throughout the year, for all emergency investigations

Routine Lab – Sample Collection Timings:- Weeks Days – 8:00 a.m. to 4:00 p.m.

All type of routine and special investigations incl. Biochemical, microbiological, pathology, immunology and genetic studies are done at HIMS.

Blood Bank:- HIMS has a licensed modern, state of the art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and testing is done to prevent any borne infection. If your patient requires blood transfusions, then you are requested to arrange healthy blood donors for donating blood in order to reduce shortage of blood.

Miscellaneous Facilities

Ambulance facility is available to transfer patients to other hospitals or meet any exigency/disaster situation.

COMPLAINTS & GRIEVANCES

- » There will be occasions when our services will not be up to your expectations.
- » Please do not hesitate to register your complaints. It will only help as serve you better.
- » You may lodge your complaints to the Duty Officer in Police Control Room. Every complaint will be duly acknowledged and sincere attempt will be made to solve your problem.

RESPONSIBILITIES OF USERS

- » 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, 1200 patients attend the OPD daily.
- » *Please follow the rules and regulations of the hospital while inside the hospital campus.*
- » Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- » Please help us in keeping the hospital and its surroundings neat and clean.
- » Please don't argue with security guards, show your ID/passes when asked for & help maintain the order and peace inside the hospital premises.
- » Please use the facilities of this hospital with care and do not damage/spoil hospital property.
- » *Beware of Touts & unauthorized persons.* Don't indulge in any money transactions with them.
- » The Hospital is a **No Smoking Zone**.
- » Please refrain from demanding favours from the staff and officials.
- » Please provide useful feedback and constructive suggestions. These may be addressed to the Chairman / Chairperson /Principal / Medical Superintendent of the Institution.

Cashless Treatment Facility (TPA)

PMJAY Ayushman Bharat Yojna
Pandit Deendayal Upadhyay Rajya Karmchari Cashless Chikitsa
Yojana