

GOVERNMENT MEDICAL COLLEGE SHAHDOL, M.P

CITIZEN CHARTER

This charter seeks to provide a framework which enables our users to know

1. The services available in this hospital
2. The quality of services
3. The means through which complaints regarding denial or poor quality of service will be redresses

Our mission is to ensure that all our users receive courteous and prompt attention.

Standards of Service:

- This is a Medical College and Hospital for teaching and multispecialty patient care hospital
- It provides medical care to all patients who come to the hospital;
- Standards are influenced by patients load and availability of resources;
- Our Mission is to Provide prompt and world –class health care at affordable rates

Locations:

Local Address: Kudri Road, Near New Bus Stand, Shahdol Madhya Pradesh 484001, India

Telephone: 8319980380

E-Mail: deanshahdol@gmail.com

Website: www.gmcshahdol.org

Associated Hospital:-

Shri Kushabhau Thakre District Hospital, Shahdol.

GENERAL INFORMATION

Doctors wear white apron and nurses are in their uniform. All staff members are in possession of identity cards.

Enquiries: Enquiry counter exists at the main reception and in the OPD hall.

CASUALTY AND EMERGENCY SERVICES:

Timing 24 hrs, 365 days:

- Casualty medical officers and residents available 24 hours on all days
- Call days are fixed for various Consultants and are available round the clock.

OUT PATIENT DEPARTMENT

Clinics

- General OPD (Medicine, Surgery, Gynaecology, Paediatrics, Eye, ENT, Orthopaedics and Dental) : 8 AM to 1 PM & 5 P.M to 6 P.M
- Speciality Clinics (Immunization & Well baby, High Risk New born Follow-up, Asthma,)
- Registration Counter open 24 hours

Diagnostics

Laboratory: Sample collection during OPD hours

Radiology: During OPD hours

Blood Bank:

Blood Bank facilities available in the Hospital round the Clock (24 x 7)

INDOOR TREATMENT

- All patients admitted in various wards of the hospital are treated as per the hospital policy.
- Diet provided to all indoor patients.
- Visitors are allowed only at notified visiting hours : 4 to 6 PM on all days, 10am-12pm on Sundays and holidays
- Facility of free treatment for Economically Weaker Section
- Staff nurses are on duty round the clock in the wards.
- Admitted patients should contact the staff nurse / Floor manager for any medical assistance they need

MISCELLANEOUS FACILITIES:

- Wheel chairs and stretchers are available for non-ambulatory patients.
- Ambulance available, on payment, round the clock.
- There is a standby generator to cater to emergency services in case of breakdown of electricity.
- Adequate drinking water and toilet facilities are available.

Pharmacy service is located on the ground floor .

COMPLAINTS AND SUGGESTIONS

- There may be occasions when our services may not be up to your expectations. Please do not hesitate to lodge your complaints with our MS.
- The Hospital is a no smoking and no alcohol zone

At Government Autonomous Medical College Shahdol & Associated Hospital, we respect the individuals and their personal and unique needs. We expect that the observance of patients' rights will support mutual cooperation and greater satisfaction for the patients and hospital staff alike.

As a patient you have the right to

- Know the name, identity and professional status of all the people providing services to you and to know the physician who is primarily responsible for your care.
- Receive complete and current information concerning your diagnosis, treatment and prognosis in terms that you can understand.
- Accept or refuse any procedure, drug or treatment, and to be informed of the consequences of any such refusal. If there is conflict between you and your parents/ guardian regarding your exercise of this right, you and parents / guardian may need to participate in conflict resolution procedure.
- Expect that all communications and records related to your care will be treated confidentially.
- Obtain supportive care, particularly in critical illness or terminal illness, in management of severe pain and in bereavement.
- Obtain consultation with another physician regarding your care. This consultation may result in additional cost to you or your family.
- Request consultation with the hospital Ethics Committee regarding ethical issues involved in your care.
- Be transferred to other facility at your request or when medically appropriate and legally permissible. You have a right to be given a complete explanation concerning the need for such transfer. The facility to which you will be transferred must first accept you as a patient.
- Know if your care involves research or experimental methods of treatment. You have the right to consent or refuse to participate.
- Examine your bills and receive an explanation of the charges regardless of the source of payment for your care.
- Be informed of any hospital policies, procedure rules & regulations applicable to your care.

As a Patient it is your responsibility

- To provide all personal and family health information needed to provide you with appropriate care. This includes reporting if you are in pain, or require pain relief.

- To participate to the best of your ability in making decisions about your medical treatment, and to comply with the agreed upon plan of care.
- To ask questions to your physician or other care providers when you do not understand any information or instructions.
- To inform your physician or other care provider if you desire a transfer of care to another physician, care giver or facility.
- To be considerate of others receiving and providing care.
- To comply with facility policies and procedures, including those regarding smoking, maintaining low noise level, and number of visitors.
- To accept financial responsibility for health care services and settle bills promptly

Responsibilities of the User

The success of this charter depends on the support we receive from our users.

Please help us in keeping the hospital and its surroundings neat and clean. Please use the facilities of this hospital with care.

The Hospital is a "No Smoking Zone" and smoking is a Punishable Offence. Please provide useful feedback & constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

- No Smoking Please"
- Don 't split here & there
- Use Dustbin
- Keep Hospital Clean
- Give regards to Ladies and Senior Citizens