



# **CITIZEN CHARTER**

## **HI-TECH MEDICAL COLLEGE & HOSPITAL**

### **PANDARA, RASULGARH, BHUBANESWAR-25**

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

- ❖ The services available in the hospital.
- ❖ The quality of services they are entitled to.
- ❖ The means through which complaints regarding denial or poor quality of services will be redressed.

We ensure that all our users receive courteous and prompt attention.

#### **AS A PATIENT**

##### ***Your Rights***

1. To receive medical advice and treatment which fully meets the currently expected standards of care & quality and know charges for the same?
2. To be given a clear description of your medical condition.
3. To accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.
4. To have a second medical opinion.
5. To have your privacy, dignity, religious and cultural beliefs respected.
6. To have information relating to your medical condition kept confidential.
7. To make complaints/ suggestions.

##### ***Your Responsibilities***

1. Give us as much information as you can about your present health, past illness, medication, allergies and any other relevant details
2. Follow the prescribed and agreed treatment plan, and comply with the instructions given.
3. Show consideration for the rights of other patients in the hospital by following the hospital rules concerning patient conduct.
4. Keep appointments that you make, or else notify the hospital as early as possible, if you are unable to do so.
5. Do not ask us to provide manipulated facts, fake receipts or certificates.

#### **INDOOR TREATMENT**

- ❖ All patients admitted in various wards of the hospital are treated as per the hospital policy.
- ❖ Diet is provided to all indoor patients.
- ❖ Visitors are allowed only at notified visiting hours ICU: 4 to 6 P.M.
- ❖ Facility of free treatment for Economically Weaker Section (OPD-10%; IPD-10%).
- ❖ Free Registration & Free Bed Charges for BPL category Patients.
- ❖ 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 stretcher are available for the facilities of patients.
- ❖ 3 Ambulances are available on payment basis round the clock on all days.
- ❖ There is standby generator to cater to emergency services in case of breakdown of electricity.
- ❖ .Physiotherapy Rehabilitation Centre
- ❖ Adequate drinking water and toilet facilities are available.
- ❖ Coffee shop is open for 06 AM TO 08 PM,; Cafeteria – 8 A.M. to 10 P.M.
- ❖ Pharmacy services is located on the ground floor (24 hours, 365 days)

### COMPLAINTS AND SUGGESTIONS

- ❖ There may be occasions when our services may not be up to your expectations. Please do not hesitate to register your complaints to our MS / MR / COO / CA / ADMINISTRATOR
- ❖ You may also fill up FEED BACK Form and drop the same in the “Suggestion Box” or send it to Administrator’s Office which is opened nearby / Verified by the Concerned Authority.

### THE HOSPITAL IS A NO SMOKING AND NO ALCOHOL ZONE

### GENERAL INFORMATION

Medical Superintendent:	Phone. No. (O):0674-9861018441
Management Representative	Phone: 150/9090952396
Chief Operating Officer	Phone-123/9090952401
Chief Administrator	Phone-126/9090952336
Administrator	Phone-135/9090952370
Nursing Superintendent-	Phone-161/9090952366

Emergency: 119 / 0674-2371406 / 07 / 08 - Reception: Extension - 141

*Doctors wear white apron and nurses are in uniform. All staff members wear Identity cards.*

**Enquiries:** *Location guide map is available near the main entrance of hospital. Enquiry counter exists at the main reception and in the OPD hall.*

### CASUALTY AND EMERGENCY SERVICES

*Timings - 24 hrs x 365 days*

- ❖ Casualty medical officers and residents available 24 hours 365 days.
- ❖ Call days are fixed for various doctors and are available round the clock.

## **OUT PATIENT DEPARTMENTS**

### **Timings:**

- ❖ **General OPD: 08 AM to 4 P.M.**
- ❖ **O&G/Pediatrics/Surgery/ENT/Medicine/Eye/Orthopedic/TB & Chest/SKIN/Psychiatry**
- ❖ **Superspeciality**  
(Neurosurgery, gastroenterology, Urology,): 10 AM to 03 P.M.
- ❖ **Nephrology-11 AM to 01 PM & Emergency On Call**
- ❖ **Paediatric Surgery & Plastic Surgery - OPD-09 AM to 04 PM**
- ❖ **Endocrinology- OPD-10 AM to 1 PM**
- ❖ **Neurology-OPD-Only Wednesday-12 Noon to 2 PM & Evening Call on Emergency**
- ❖ **Cardiology-10 AM to 05 PM & Emergency on call**
- ❖ **CTVS OPD-09 AM to 04 PM & Emergency On Call**
- ❖ **Oncology- OPD-07 AM to 04 PM (All Working Day)**
- ❖ **Urology- OPD-09 AM to 05 PM .All Working Days**
- ❖ **Haematology-02 PM to 04 PM .Manday/Thrusday/Friday**

**MEDICAL TESTING LABORATORY Timing:** Sample collection round the clock (24 x7)

**Pathology**

**Bio-Chemistry**

**Microbiology**

## **RADIO DIAGNOSIS**

Digital X-Ray (Round the Clock)

C T Scan-(Round the Clock)

Ultra Sound-09 AM to 05 PM & Emergency On Call

MRI-09 AM to 05 PM -All working Day

## **OTHER FACILITIES (09 AM TO 05 PM)**

Endoscopy

Echo

Colonoscopy

Angiogram/Angioplasty & Emergency

ERCP

TMT

ECG

Holter

EEG

Doppler Study

PFT

Uroflometry