

# CITIZEN CHARTER

## GENERAL INFORMATION

### **LOCATION**

Shridevi Institute of Medical Sciences & Research Hospital, is situated on NH4, Sira Road, Tumkur – 572 106. Just 3 kms from Central Bus Stand and 4 Kms from Railway Station and Just 80 kms from Bengaluru International Airport

### **NUMBER OF BEDS, DOCTORS, NURSES ETC.**

The hospital has total of 750 beds (including casualty beds) There are 225 doctors (incl. Faculty members, Sr. and Jr. Residents) and 375 Nurses.

### **ENQUIRY AND INFORMATION ABOUT SIMSRH**

Central Enquiry & Registration and OPD Registration is located in main entrance of Hospital Building on Ground Floor. Casualty is also at the entrance of the hospital Telephone No.s of Central Enquiry—2211999

Principal ; 0816-2212193 Fax : 0816-2212195

Medical Superintendent :Dr.Ravi Prakash D

Office In charge – Dr.Raman M Hulinaykar Medical Director

Website : shridevimedical.org email : [principalshridevi@gmail.com](mailto:principalshridevi@gmail.com)

### **SIMSRH Helplines**

Casualty numbers – 2211888 (round the clock)

Blood Bank – 2211444

## **CASUALTY AND EMERGENCY SERVICES:**

These services are available **24 hour a day**, throughout the year.

Anyone with urgent medical problem can seek consultation/treatment in the Casualty.

Depending on the nature of Emergency which needs medical intervention, the patient will be registered at the casualty, registration counter, free of charge and proper medical care will be provided promptly.

In addition to Casualty Medical Officers, Casualty has team of doctors from major specialties of Medicine, Surgery, Orthopedics, Pediatrics, Obstetrics and Gynecology and resident doctors, nursing staff, paramedics and orderlies to provide urgent medical services.

All endeavors are made to provide better medical care including all possible investigations (available in the hospital) and prompt treatment. However, at times, when there is extreme workload, cases that are not so urgent may have to wait for some time.

The treating doctors will call any specialist, who are available on call for urgent consultation as and when required. In serious cases treatment/management gets priority over paper work like Registration/Medico-legal requirements.

Fully equipped Emergency Operation Theatre for urgent surgeries is to next Casualty. The Casualty is fully equipped with modern gadgets like monitors, ventilators, nebulizers, defibrillators, central oxygen and suction supply, etc.

All urgent investigations like Blood Biochemistry, Urine, Blood gas analysis, ECG, USG, X-ray are available for casualty patients round the clock.

Facilities for CT Scan and MRI are also available in the hospital campus on payment basis. All medicine and surgical items available. Pharmacy & Chemists is available very close to emergency Department.

Facilities like wheel chair and patient trolley are available at the entrance of Casualty.

Canteen facility is also available adjacent to hospital building.

## OUT PATIENT DEPARTMENT (OPD) SERVICES

	Registration Time	Consultation Time
<b>General OPD</b>	9:00 a.m. to 4:00 p.m.	9.00 a.m. to 4:00 p.m.
<b>Speciality Clinics</b>	1:00 p.m. to 2:00 p.m.	2:00 p.m. to 3:00 p.m.

OPD registration slip can be obtained by paying Rs. 10.00 at the OPD Registration counter located at the entrance of OPD Block of SIMSRH for consultation in general OPDs.

Referred cases from tertiary and other hospitals should also get registered for consultation in the OPDs.

The patient has the right to consult any doctor/consultant with any consultant on his/her OPD days.

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

Superspeciality services are provide after being endorsed by the specialty departments for the same

During OPD consultation, the consultant will fill up the requisition forms for various investigations and direct/guide the patient to the concerned lab/department. Sample collection services for blood, urine, stool etc are available in Central Lab block 24 x 7 which is very close to OPD block

Certain particular investigations are done on particular days only and sample may be taken according to the schedules and the details will be provided at the time of sample collection.

Patient should obtain the investigation report on the date/time given for collection of the same from the concerned lab/department and then report to central registration department for payment and then report to central collection lab for collection of sample.

All the investigations are done on payment of a nominal rate fixed by the Government/SIMSRH. Patient should remit the payment and obtain proper receipt from the cash counter.

Depending on the work load, for certain investigations patients will be called on future dates by the concerned department. However, these may be done out of turn in urgent situations on recommendation of the treating doctor.

Many facilities are provided at OPD level, such as ECG, Plaster, Injection and immunization, contraception and MTP services, minor surgical intervention, etc.

Physiotherapy, Endoscopy, and Bronchoscopy services are provided by appointment and are available in the separately designated areas

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

Patients requiring medical certificates should apply for the same to the HOD of the respective department.

Patient trolley/wheel chairs are freely available at the entrance of the OPD and Casualty.

Patients should park their vehicle in the parking area at the main hospital entrance of the hospital campus and in front of emergency department. Vehicles parked otherwise are likely to be towed away.

Medical shops are adjacent to the Casualty/Emergency department, main entrance

#### Facilities under National and state programmes

- 1 Tuberculosis treatment
- 2 Cataract Surgery
- 3 Yashwini
- 4 RSBY

## INDOOR SERVICES

Patient admitted in the general ward has no admission charges. Medicines, I.V. fluids and surgical items are to be purchased by patients.

Room in the private ward is allotted to the patient on the recommendation of the treating physician/surgeon, for which the patient should make a written request. The rates of room in private ward and other services are as follows:

Non-AC Room Charges Rs: 750.00 per day

Doctors Service Free Nursing care Free

Additional charges will be applicable for specific investigations, procedures, surgery, consumables, drugs and medicine etc.

All the inpatients will receive treatment by team of Resident doctors and Nursing staff available round the clock under the supervision and guidance of Faculty Members.

Hospital attendants are available in different wards to help inpatient care and related activities.

Special wards like ICU, SICU, NICU etc are equipped with modern gadgets and devices like ventilators, monitors, defibrillators, nebulizers, incubators etc to provide better quality medical care.

Hospital has generator back up

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

Food is served as per the provisions.

Operation theatres – The hospital has fully equipped modern operation theatres where all kinds of major and minor surgeries are performed using the latest techniques and technology.

Routine surgeries are done as per list maintained by the respective department(s).

Visitors are allowed only during visiting hours, i.e. from 4.00 p.m. to 6.00 p.m.

## Laboratory Services:

Available 24 hours, throughout the year, for all emergency investigations and Routine lab (On all days). All types of special investigations are done in the college building, including biochemical, microbiological, pathology and immunology.

**Blood Bank:** The hospital 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. Blood is issued on exchange basis and patient requiring blood should arrange healthy blood donor for exchange of blood.

## 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. A large number of patients attend the OPD daily number of patients seeking Casualty/Emergency medical care daily are also more.

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 passes when asked for and help to 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.

Do not indulge in any money transactions with touts and unauthorized persons. The hospital is a **NO SMOKING ZONE**. Please do not smoke in the hospital. Please refrain from demanding undue favors from hospital staff and officials. Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital