

PACIFIC MEDICAL COLLEGE AND HOSPITAL

Bhilo ka bedla Pratapura Udaipur, (RAJ) INDIA

Manual of Citizen's Charter



PACIFIC MEDICAL COLLEGE AND HOSPITAL

UDAIPUR, RAJASTHAN

Manual of Citizen's Charter

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Responsibility of Updating:	Assistant Medical Superintendent. Name : Signature :

CITIZEN'S CHARTER

OUR VISION

A total & ongoing commitment to understand patient needs and fulfill these through top of the line healthcare.

OUR KEY RESULT AREAS

- 1 Improve attitudes and mind set of medical & paramedical staff.
- 2 Improve patient care delivery areas.
- 3 Patient welfare activities.
- 4 Feedback from patients to improve services.
- 5 Transparency in functioning.
- 6 Infection control.
- 7 To provide challenging & rewarding career opportunities to all employees.
- 8 Medical education & research activities.
- 9 Staff welfare.
- 10 Environmental protection.

HEALTH CARE WITH A HEART:

Our founder Chairman Sri BR Agarwal envisioned creating a not-for-profit state of the art tertiary care hospital in Udaipur, India where the poor could have access to advanced medical care in an atmosphere of love and compassion.

ABOUT PMCH

Pacific Medical College and Hospital (PMCH) brings together a dedicated team of physicians, nurses, and other health care professionals to provide the highest standards of medical treatment across all basic specialties. Cardiology, Urology, Neurology, Neurosurgery, Nephrology and joint replacement centers are already functional. More super specialties will be added shortly. Major imaging facilities such as CT & MRI scans are available.

Our extensive infrastructure comprises of 9 modern operating theatres, 460 beds laid in wards, 25 casualty ward and 55 fully equipped intensive care beds. There are well furnished 45 private rooms available.

CITIZEN'S CHARTER

OBJECTIVE

This Citizen's Charter is an expression of our commitment to provide efficient, responsive & transparent service to our valued patients. It is an attempt to bring the institute closer to its patients & the society at large. The Charter is made to provide a framework, which will enable our users to know:-

- ❖ What services are available in this institute?
- ❖ The quality of services they are entitled to.
- ❖ To obtain feedback and suggestions.
- ❖ The means through which complaints regarding denial or poor Quality of service will be redressed.

MISSION

The institute's mission is to provide outstanding, yet affordable medical care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste, creed, sex, religion etc. PMCH is a non-profit organization dedicated to establishing a center of excellence in health care and improving the well-being of the community through quality programmes of preventive medicine, medical education and research.

LOCATION

Pacific Medical College & Hospital

NH 27 Bhilon ka bedla Pratappura
Udaipur, (RAJ) INDIA.

CONTACTUS

Pacific Medical College & Hospital
Bhilon ka bedla Pratappura
Udaipur, (RAJ) INDIA

CITIZEN'S CHARTER

Phone: 0294-3920000
0294-3920001
Mobile No: 09474161549
E-mail: pmchinfo@pacificmedical.ac.in
Web site www.pacificmedical.ac.in

IMPORTANT TELEPHONE NUMBER

Appointment - Mob – 7665017696
Casualty - 0294-3920000, 01
Blood bank - 0294-3920000,01

STANDARDS OF SERVICE:

- ❖ This is a non-profit charitable institution.
- ❖ Medical care to patients from all socio economic strata.
- ❖ Training medical, paramedical & nursing students
- ❖ Standards are at times influenced by patient load and availability of resources. It is our endeavor to be courteous and provide prompt attention to all our users.
- ❖ Commitment to provide world-class treatment at an affordable cost.

GENERAL INFORMATION:

The institution has:

- ❖ Doctor 222
- ❖ Nurses 305
- ❖ Beds: 460

STAFF UNIFORM

- ❖ Doctors wear white aprons and nurses are in color coded uniform. All staff members wear a badge or an identification card of PMCH.

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ENQUIRIES

- ❖ Location guide map is available and directional sign boards are fixed strategically on each floor.
- ❖ Enquiries counter at the reception.
- ❖ Telephone no's of central enquiry **0294-3920000, 01**
- ❖ Public Relation officer helps patients at the OPD reception.
- ❖ Hospital helpline **0294-3920000** works round the clock.

CASUALTY AND EMERGENCY SERVICES

- ❖ The casualty functions round the clock on all days (24h X 365).
- ❖ Casualty direct no: **0294-3920000**.
- ❖ Casualty Medical officer and resident Doctors are available 24hrs on all days.
- ❖ Specialist Doctors are available on call round the clock in all specialties.
- ❖ The casualty has 25 general beds and 4critical care beds.
- ❖ Emergency Cases are attended promptly.
- ❖ All the items required are made available during mass casualties.
- ❖ In serious cases, priority is given to treatment/management than paper work like registration and initiating medico-legal cases.
- ❖ The discretion to label a case medico legal is entirely that of the treating doctor.
- ❖ Emergency operation theatre is staffed and kept functional at all times.

AMBULANCE SERVICES

- ❖ The hospital has three ambulances.
- ❖ A team of trained and dedicated medical professionals,
- ❖ Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock.
- ❖ Then Ambulance services are available for transportation of patients from & to PMCH.
- ❖ Ambulance service enquiry no:**0294-3920000**
- ❖ This facility is available 24hours a day, on all days.

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APPOINTMENT HELP DESK

- ❖ Appointments for concerned departments are centralized.
- ❖ While taking an appointment please quote your name, concerned department to be consulted age, phone no and UHID if any, and the preference if any of doctor to be seen in the department.
- ❖ Working Hours–8.00am-7.00pmon week days.
- ❖ 8.00am–5.00pmon Sundays &Holidays.
- ❖ Appointments can be fixed telephonically on No **0294-3920000** or by email at-**pmchinfo@pacificmedical.ac.in**

OUT PATIENT DEPARTMENTS:

- ❖ Timings: 9AM to 3PM
- ❖ Every outpatient seeking treatment at the hospital is registered at front office prior to the consultation.
- ❖ A case sheet is generated electronically for recording history, symptoms, diagnosis and treatment being provided.
- ❖ For every new patient a Unique Hospital Identification (UHID) number will be generated.
- ❖ If you have been registered previously, kindly quote your HID number, while taking an appointment.
- ❖ In case, you are a non-appointment/walk-in patient, you are requested to wait for your turn to see the doctor.
- ❖ Appointment patients will be given a preference. Only emergency walk-inpatients will be seen out of turn.
- ❖ Payments for all specialties can be made at the OP Billing Counter.

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DEPARTMENTS AT THE HOSPITAL:-

Anesthesiology	Ophthalmology
Cardiology	Orthopedics
Dermatology	Pediatrics
Emergency	Pain and Palliative Medicine
Medicine	Physiotherapy
ENT	Psychiatry
General surgery	Pulmonary Medicine
Gynecology &Obstetrics	Radiology
Nephrology	Urology
Neonatology	Dental
Neurology	Neurosurgery

LABORATORY SERVICES

1. Hematology
2. Biochemistry
3. Clinical Pathology
4. Histopathology
5. Cytology
6. Immunology
7. Microbiology
8. Mycology
9. Serology
10. Parasitology
11. TB Culture
12. Blood Bank

ROUTINE INVESTIGATIONS:

- ❖ All working days
- ❖ On Sunday sand holidays only Emergency Services are available.

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COLLECTION OF SPECIMENS

- ❖ On all working days 08.00AM to 02:00PM.
- ❖ For urgent investigations round the Clock.
- ❖ On Sunday and Holidays only Emergency Services are opened.
- ❖ Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- ❖ Reports are made available within the shortest possible time, which will be specified.

BLOOD BANK

- ❖ A licensed blood bank is available in the hospital to cater to the requirements of the patients.
- ❖ The bank is open round the clock.
- ❖ All blood is screened for HIV, HBV, HCV, VDRL & malaria parasite.
- ❖ The bank provides whole blood as well as components. The facility of plasmapheresis (single donor platelets) is also available.

EQUIPMENT AND FACILITIES:

This hospital has the following services available:

- ❖ EEG
- ❖ EMG
- ❖ ECT
- ❖ TMT
- ❖ PFT
- ❖ ECHO
- ❖ ECG
- ❖ Ventilator's (Neonatal to Adult)
- ❖ Anaesthesia Work Stations
- ❖ Advance Microscopes for ENT, Ophthalmology & Neurosurgery.
- ❖ Endoscope
- ❖ Laparoscope
- ❖ Flexible & Rigid Bronchoscope
- ❖ Medical & Surgical Intensive Care Unit
- ❖ Intensive Coronary Care Unit.

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- ❖ Physiotherapy and Occupational Therapy Unit
 - ❖ Dialysis Unit
 - ❖ X-RAY (Fixed & Mobile)
 - ❖ Ultra Sound & Color Doppler
 - ❖ Neonatal Intensive Care Unit.
 - ❖ Pediatric Intensive Care Unit.
 - ❖ Coronary Care Unit
 - ❖ Cardiac Cath Lab
 - ❖ Coronary Angiography
 - ❖ Coronar Angioplasty including primary a angioplasty.
 - ❖ Cerebral Angiography
 - ❖ Neurological Interventions
 - ❖ Stroke Centre
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- ❖ Charges for various tests are available at the Financial Information Counter (FIC). For poor patients, the concerned Sr Medical Administrator along with the incharge of Patient Service Department can waive off part or total charges.
 - ❖ If any major/essential equipment is out of order, information regarding the same is conveyed to all departments through inter office notification on Intranet.
 - ❖ Indications of alternate arrangements are given wherever possible.
 - ❖ The likely date of the equipment being functional again will also be displayed.

DURING YOUR STAY

- ❖ We hope this information helps you to prepare for your stay as an in-patient at the hospital.
- ❖ A skilled team of personnel including some who are working behind the scenes will hopefully make your stay comfortable and pleasant.

CATEGORIES OF ACCOMMODATION.

- ❖ Deluxe Room: The deluxe room is furnished with AC, TV, Telephone, Refrigerator, So fast, mechanized patient's bed, wardrobe be and a dining table, attached wash room.
- ❖ A/C Single Room: This is an individual air-Conditioned room with attached washroom. The Room is provided with TV, Telephone, Sofa set and an attendant couch.

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- ❖ Non A/C Single Room: This is an individual room with attached washroom, Television, telephone and an attendant couch.
- ❖ General Ward:-The hospital has 10 X 30 bedded modular general wards.
- ❖ Each general ward has 3 modules of 10 beds each.
- ❖ There are separate wards for males, females, children & psychiatric patients.

PAYMENTS

- ❖ An advance payment has to be made at the time of admission, which will not be refunded if patient does not get admitted. Final settlement of accounts will be done at the time of discharge.
- ❖ Payments can be made at the billing department round the clock. The hospital accepts payments in cash, by credit/debit cards and demand drafts. Please note that the hospital does not accept cheques at the time of discharge.
- ❖ Daily or alternate day bills are generated and sent to the patient/ by stander.

SURGERY PACKAGE

- ❖ For all planned surgeries, advance payment is required to be made in full as per the package specifications plus 10%. The additional 10 % is refundable provided the final bill does not over shoot the package charges.

MONEY & VALUABLES:

- ❖ It is not advisable to bring large sums of money or valuables to the hospital. The hospital does not accept any responsibility for loss or damage to your valuables such as money, mobile phone, laptop, tablet, jewelry etc.

MEDICINES & CONSUMABLES:

- ❖ Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy. A general pharmacy is located in the hospital premises which functions 24 X 7. There are satellite pharmacies working in different departments/ floors for convenience of patients.

HOUSE KEEPING & LINEN:

- ❖ Hospital provides linen to wear for all admitted patients. In case of any difficulty you may contact nurse in charge of the floor.

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CLOCK ROOM

- ❖ A special clock room is available for out station and foreign patient.

FOOD SERVICES

- ❖ **Diet.**
 - The hospital diet any department provides all meals for the patient. The Dietitian plans the diet based on the the rapeutic needs. Our kitchen is well equipped to serve whole some balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician advises the rapeutic and non-the rapeutic diet. By stander's food can be ordered from F and B department.
- ❖ **Cafeteria.**
 - The cafeteria is open to visitors daily from 8:00a.m.to 8:00 p.m. These Cafeterias are located in Lower Ground, first floor and Third Floor.
- ❖ **Canteen.**
 - PMCH canteen serves patients, visitors as well as the Staff.

BY STANDER PASS

- ❖ **Attendant:**
 - Patients require stand we do our best to provide patients with a quiet, peaceful and tranquil environment. In order to achieve this were strict the number of Attendants. Our infrastructure can support only one attendant per patient, but this may vary according to the category of the patient. Female by standers is a must for female patients.
 - By stander pass is issued from IP admission counter at the time of patient admission. By stander can utilize this pass 4 times in a day.
- ❖ **Visiting hours:**
 - Visiting hours for the hospital are: 3.00pm–5.00pm
 - Please ensure that visitor sad here to the visiting hours only and that they are restricted to the absolute minimum.
 - Restriction on visitors will go a long way in controlling infections.

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OTHER SERVICES & FACILITIES:

- ❖ Wheel Chairs and patient trolleys are available on request at any point from Patient Movement Service Department.
- ❖ Lifts are available for access to higher floors on each block.
- ❖ There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- ❖ Adequate drinking water and toilet facilities are available.
- ❖ TV and telephone facilities are available for in-patients and also in our patients waiting area.

PRAYER HALL

- ❖ A temple with a sprawling covered terrace is located between the hospital and college blocks where patients and their attendants find a very peaceful and serene environment.

ATM

- ❖ ATM Counter of Central Bank of India is available at the casualty.

GENERAL INFORMATION

- ❖ **Medico legal cases:**
 - On admission of a medico legal case, the hospital is legally bound to inform & help the law enforcing agencies such as local police & courts of the land.
- ❖ **Death Certificate:**
 - If a patient expires in the hospital, death information certificate is issued to the family by the hospital to carry the body. The hospital sends the Death registration form & Medical Certificate of cause of death to the Gram Panchayat Amberi. The family has to collect the final Death Certificate from the Gram Panchayat Amberi office.
- ❖ **.Birth certificate**
 - Parents of the newborn will be issued birth information certificate from the hospital as soon as they fill up the birth report form for registration. All births at this hospital require to be registered at Gram Panchayat Amberi.

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PATIENT SERVICES DEPARTMENT

- ❖ Free/ Subsidized treatment facility is provided to patients according to their financial status.
- ❖ The hospital also organizes totally or partially free medical camps from time to time towards fulfilling its social responsibility.

INSURANCE:

Pacific Medical College & Hospital Technical Excellence for Better Health Care
Cashless treatment facilities available to Private and Government insurance companies and T.P.A.

Hospital Tie-up List

1. New India Insurance Company LTD.
2. National Insurance Company LTD.
3. United India Insurance Company LTD.
4. Oriental Insurance Company LTD.
5. Star Health and Ailed Insurance Company
6. Bajaj Allianz General Insurance Company
7. Chola mandalam MS General Insurance Company LTD.
8. Religare Health Insurance Company LTD.
9. Cigna T T K Health Insurance Company LTD
10. HDFC Ergo General Insurance Company LTD
11. Paramount health services T P A PVT. LTD
12. Universal sompo General insurance Company LTD
13. Raksha TPA Pvt Ltd (Binani Cement Ltd.)
14. Vidal Health Insurance TPA Pvt Ltd
15. UTI Asset Management company Ltd
16. Asia Medical Assistance
17. Axa Assistance india Pvt Ltd

BHAMASHAH SWASTHYA BIMA YOJANA

- ❖ It is a scheme to provide cashless facility to the IPD patients.
- ❖ For the identified families covered under National Food Security Act (NFSA) and Rashtriya Swasthya Bima Yojana (RSBY).

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- ❖ By the Government (Medical and Health Department)
- ❖ Through an Insurance Company “New India Assurance Company”
- ❖ On a fixed premium per family per year on floater basis

Salient features of BSBY

- Beneficiaries will be covered for secondary and tertiary illness according to the pre decided package rates.
- Pre-existing conditions or diseases will be covered from beginning of the scheme.
- Transportation allowance of INR 100 in cash to be given during discharge of the beneficiary with an annual ceiling of INR 500 and shall be a given only for Cardiac & Poly trauma cases.
- Transportation allowance is included in the package cost.
- Pre hospitalization of 7 days and post hospitalization of 15 days to be covered under the scheme.

COMPREHENSIVE HEALTH CHECKUP

- ❖ PMCH have developed special health check up programs that consist Of detailed medical assessment and counseling on health awareness. Each package has been designed to study the function in go fall the vital organism our body for any symptoms of major illness and also pin point potential area of risks as to prevent future health problems.

PACKAGES:

- ❖ Basic Health Check
- ❖ Master Health Check
- ❖ Executive Health Check
- ❖ Diabetic Health Check
- ❖ Comprehensive Health Check
- ❖ Packages for Adolescents & Children-Life Style Clinic

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EMPLOYEE HEALTH CHECKUP

- ❖ A employee health check up Is carried out in respect of all staff dealing with Direct patient care.

FLOOR-TO-FLOOR SERVICE–PHARMACY

- ❖ The clinical pharmacy department of Pacific Medical College and Hospital is providing 24hrs services to the patients. For convenience of the patients, extension counters have been setup on first and third floors of the hospital.

COMPLAINTS AND GRIEVANCES:

- ❖ There might be occasions when our services may not be up to your expectations.
- ❖ Please do not hesitate to register your complaint/suggestions. It will only help us serve you better.
- ❖ There is a redressal forum that functions in association with the Quality & Standards Dept to attend to all grievances.
- ❖ The complaints/ suggestions can be made on 0294-3920000 Extn 2217, from the hospital intercom.
- ❖ Every grievance will be duly acknowledged.

GENERAL INSTRUCTIONS

- ❖ **Smoking**
 - PMCH is a “No smoking zone”. Patients and their attendants are strictly prohibited from smoking in the hospital premises.
- ❖ **Silence:**
 - Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well.
 - Visitors are requested to speaks of tly and avoid unnecessary noise.
 - Attendants are advised to keep down the volume on their television sets.
 - Patient’s relatives are advised not to crowd the area out- side the patient

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rooms. Hospital staff is under instruction to take necessary steps to prevent noise and crowding.

❖ **Parking:**

- Please ensure that vehicles are not parked in “No parking zone “and they do not hinder emergency cases from immediate and quick access to the emergency department.

RESPONSIBILITIES OF THE USER:

- ❖ 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.
- ❖ Please help us in keeping the hospital and its surroundings neat and clean.
- ❖ Please use the facilities of this hospital with care.
- ❖ Beware of Touts.
- ❖ Please refrain from demanding undue favors from the Staff and officials
- ❖ Please provide useful feedback and constructive suggestions.

