# CITIZEN'S CHARTER

Mahatma Gandhi Medical College & Hospital, Jaipur

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

- What services are available in the Medical College & Hospital,
- the quality of services they are entitled to,
- the means through which complaints regarding denial or poor quality of services will be redressed.

**Our Mission**

To develop a “dynamic, independent medical institution dedicated to provide high quality medical education & world class health services to the community”. The students are admitted on merit based on principle of fairness without any discrimination of race, colour, sex, non-disqualifying disability, religion, creed or caste and national or ethnic origin.

**Standard of services:**

- This Medical College has associated teaching hospital Mahatma Gandhi Hospital – 750 Bedded with comprehensive medical services under one roof.
- It provides medical care facilities to all patients who come to the hospitals.
- We insist that standards of services provided to the users must be of quality and prompt. Hospital staff best clinical must be courteous to the patients.

**General Information**

- The Associated Hospital of Medical College has 750 beds with facilities of different specialties other than this 100 beds are also there providing Intensive Care services, Labour Room etc.
- Doctors wear white aprons and nurses are in uniform.

**Enquiries**

- Reception is located at the entrance of the hospitals.
- Different sign boards, directional signs are fitted at the strategic points for guidance of the public.
- Illumination boards indicating different areas of hospital are on display.
- The telephonic enquiries can be made over the following telephone Nos. –

  Ph. No. : 0141-2771777, 2771001-2-3, Fax : 0141-2770900, 2770303
- The list of faculty members of the college and hospital is displayed on boards at the entrance lobby of the institution and detailed information about the Medical College and its associated hospital of the faculty members are also available on the website of the institution i.e www.mgmch.org.
  e-mail: principal.medical@mgmch.org, info@mgmch.org
- The duty rosters for the faculty members & resident doctors is displayed on the notice boards of all the departments.
- Inquiry & Reception counter functions round the clock in the emergency of Mahatma Gandhi Hospital.
- The staff members from Medical Record Section provide patient related information and also prepare the medical record (OPD cards/Admission case sheets).

- The location guide maps of hospital is displayed not only at the entry of the hospital but also at the different locations within the hospital.

**Emergency services**

| | |
|---|---|
| Accident, Trauma, Medical and Surgical Emergencies | Round the clock, all days |
| Pediatric &Gynae Emergency | Round the clock, all days |

- Casualty Medical Officers Available round the clock, all days.
- Medical Superintendent, I/C Casualty for supervision and coordination is available in hospital during working hours
- Sr. Residents/Registrar is available round the clock in major specialties like General Medicine, General Surgery, Orthopedics, Obstetrics & Gyane, Pediatrics & Anaesthesiology department etc..
- Emergency cases are attended to promptly.
- In serious cases, treatment/ management gets priority over paper work like registration and medico legal requirement. The decision rests with the treating doctor. Required record is completed once patient management crisis is over.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable at all times.

**Outpatient Departments**

OPD Registration Timings - 9:00 a.m. to 5:00 p.m.

**Mahatma Gandhi Medical College & Hospital**

**Sitapura Institutional Area, Jaipur**

| S. No | Department | Day wise unit distribution of Clinical Departments | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| 1. | General Medicine | Unit-1<br>Dr. V.D. Maheshwari | Unit-2<br>Dr. D.D.Deol | Unit-3<br>Dr. R.P. Kothari | Unit-4<br>Dr. Kunal Kothari | Unit-5<br>Dr. Suresh Meratwal | Sat 1st -Unit- 1<br>Sat 2nd -Unit-2<br>Sat 3rd –Unit-3<br>Sat 4th Unit- 4<br>Sat 5th - Unit-5 | Sun 1st Unit- 5<br>Sun 2nd Unit-3<br>Sun-3rd Unit-4<br>Sun 4th -Unit-2<br>Sun 5th – 1 |
| 2. | Chest & T.B | 1 Dr. V.K Goel | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 |
| 3. | Skin & V.D | 1 Dr. Dinesh Mathur | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 |
| 4. | Psychitary | 1 Dr. Madhu Nijhawan | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 |
| 5. | General Surgery | Unit-1<br>Dr. K.M Garg | Unit-2<br>Dr. K.K. Dangayach | Unit-3<br>Dr. B.K. Sharma | Unit-4<br>Dr. S.C. Dutt | Unit-5<br>Dr. Sanjay Singhal | Sat 1st -Unit- 1<br>Sat 2nd -Unit-2<br>Sat 3rd –Unit-3<br>Sat 4th –Unit-4<br>Sat 5th - Unit-1 | Sun 1st Unit- 5<br>Sun 2nd Unit-4<br>Sun-3rd Unit-3<br>Sun 4th -Unit-2<br>Sun 5th Unit-1 |
| 6. | Orthopedics | Unit-1<br>Dr. Rajeshwar Kalla | Unit-2<br>Dr. Naveen Goyal | Unit-3<br>Dr.A.K. Mathur | Unit-1 | Unit-2 | Unit-3 | Sun 1st –Unit-1<br>Sun 2nd Unit-2<br>Sun-3rd Unit-3<br>Sun 4th -Unit-2<br>Sun 5th Unit-3 |
| 7. | Gynae Ante Netal | Unit-1<br>Dr. Swati Garg<br><br>Unit-2<br>Dr. Veena Acharya | Unit-2<br>Dr. Veena Acharaya<br><br>Unit-3<br>Dr. Manju Maheshwari | Unit-3<br>Dr. Manju Maheshwari<br><br>Unit-1<br>Dr. Swati Garg | Unit-1<br><br>Unit-2 | Unit-2<br><br>Unit-3 | Unit-3<br><br>Unit-1 | Sun 1st Unit- 1<br>Sun 2nd Unit-2<br>Sun-3rd Unit-3<br>Sun 4th -Unit-1<br>Sun 5th Unit-2<br><br>Sun 1st –Unit-1<br>Sun 2nd Unit-2<br>Sun-3rd Unit-3<br>Sun 4th -Unit-1<br>Sun 5th Unit-2 |
| 8. | ENT | 1 Dr. Tarun Ojha | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 |
| 9. | Ophthalmology | 1 Dr. Indu Arora | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 | Unit-1 |
| 10. | Paediatrics | Unit-1<br>Dr. A.K.Malhotra | Unit-2<br>Dr. P.P. Gupta | Unit-3<br>Dr. Madhu Mathur | Unit-1 | Unit-2 | Unit-3 | Sun 1st –Unit-1<br>Sun 2nd Unit-2<br>Sun-3rd Unit-3<br>Sun 4th -Unit-1<br>Sun 5th Unit-2 |

Note : Super specialty OPD services in Nephrology, Urology, Reconstruction Surgery, Neuro Surgery and Breast Surgery - On all Working days.

**Super specialty Clinics**

| Consultant | Sections | OPD/Follow up days |
|---|---|---|
| Dr. Rohin Bhatia | Neuro Surgery | All days |
| Dr. Pankaj Beniwal | Nephrology | All Days |
| Dr. H.L. Gupta | Urology | All Days |
| Dr. Uttam Jain | Breast Surgeon | All Days |
| Dr. Sunit Soni | Plastic Surgery | All Days |

**Others Special Clinics**

- HIV Clinic
- Oncology
- Pain Clinic
- Drug-Addiction
- Immunization Clinic Daily
- Diabetes Clinic
- Diabetic & Endocrinology
- Cardiology
- Neurology
- Obesity
- Otology
- Rhinology
- Vertigo
- Head & Neck Cancer
- Fertility
- Menopause
- Osteoarthritis
- Arthoscopic Surgery
- Cornea

**Details of other Diagnostic & Support Services in the Hospital**

Pathology, Biochemistry, Microbiology, Transfusion Medicine, Forensic medicine, Hospital stores, CSSD, Laundry, Dietary Services, Medical Record Department, Engineering section, AC Plant, DG sets etc., Maintenance cell etc.

## VISITING HOURS FOR THE PATIENTS IN HOSPITAL

**MORNING** : 7.00 A.M. to 8.00 A.M. **EVENING** : 6.00 P.M. to 7.00 P.M.

- All patients admitted in General Wards of the Hospital are treated free of cost. Patient has to purchase drugs & disposables.
- Free diet is provided to all patients in the General Wards.
- Visitors are allowed only during notified visiting hours.
- The diagnostic facilities like MRI, Spiral CT and Cardiac Cath Lab., Echo, TMT etc are charged as per hospital rules, discounted rates.
- For poor patients, these charges can be waived on the recommendation of the treating doctors by the Medical Superintendent.
- Staff nurses are on duty round the clock in the wards.
- Admitted patients should contact the staff nurse for any medical assistance they need.

## Laboratory

- About 1500 tests (Pathology/Bio-Chemistry/Micro-Biology) are conducted in various labs.
- Central Collection Lab. has been established to provide facilities for collection of various samples at a single point in the hospitals.
- The various samples are collected in Central Collection lab from 09.00 a.m. to 4.00 p.m.
- The samples are then sent to respective labs for testing and the reports are also issued from the report issuing window of the central collection lab in the next morning.
- The quality control of the various laboratory tests is also ensured and various automatic and semi-automatic analyzers are used in the various laboratories.
- Reports are made available within the shortest possible time.
- Emergency lab. : Round the clock, all days.

## Blood Banks

- Licensed Blood Banks is available.
- It caters to the requirements of our patients.
- HIV testing & Counseling services are available at ICTC Centre on regular basis.

**Equipments and facilities Available**

- The department of Medicine has come up with super specialty care in Nephrology, Gastroenterology, the Department of Surgery is providing super speciality care in Urology, Neuro-Surgery and Plastic Surgery. Over the period, Mahatma Gandhi Medical College Jaipur. has established a coronary care unit with Echocardiography, Holter, TMT, Image Intensifier and facilities for regular implantation of temporary and permanent Pace makers. A Dialysis unit with latest Haemodialysis machines; EEG machines for Neurology patients; An air-conditioned ward for critically burnt patients; A Neurosurgery unit with back up of Spiral CT Scan and ICU for Head injury cases; Image Intensifier and Endourological operations facilities are available; A spinal ward for spinal injury cases and facilities for Arthoscopy in Orthopaedics Department; An Endoscopy section with facilities for upper and lower G.I. Endoscopy for the Gastroenterology Department; An Endocrinological Lab for Hormonal study; ICCU, SICU, PICU, NICU, RICU & Obst. & Gynae ICU services are available round the clock.
- The hospitals has its own Electrical & Mechanical and Civil Engineering wings for ensuring proper maintenance and working of its various equipments. Carpenter / Gardener etc. services are also available for maintenance.
- The full fledged engineering wing also available for running the various hospital services round the clock. The DG sets, AC plant on all the floors, Sewerage Treatment Plant, Manifold services, lifts, etc. are some of the important services under their control. For Bio Medical waste a collaboration has been done with Instromadix company as per direction of Govt. of Raj.
- If any major/essential equipment is out of order, information regarding the same is displayed.
- Indications of alternate arrangements are given wherever possible.
- The likely date of recommissioning of the equipment will also be displayed.

**Miscellaneous services**

- Having mechanized kitchen from where diet of patients is prepared, fully mechanized laundry with modern equipments and gadgets.
- The Central Sterile Supply Department for providing sterilized supplies to various sections and operation theatres of the hospital is also available.
- A electric sub-station for uninterrupted power supply.All the hospitals are connected to stand by generators in case of electricity break down. Adequate water and toilet facilities are available. Separate canteen

facilities for staff and the attendants of the patients are available at various points.

- Wheel Chairs and stretchers are available on request at the main reception of the hospital for the facility of patients who are not in position to walk.
- Lifts are available for access to higher floors.
- Ramp is available near ICU/Surgical wards.
- Ambulances are available for use, round the clock for transfer of patients to other hospital.
- Canteen for visitors and out patients is open round the clock.
- Pharmacy services are available in the Mahatma Gandhi Hospital premises which are open 24 hrs on all days.

**Grievance Redressal /complaints**

- There will be occasions when you will not be satisfied by our services and please do not hesitate to register your complaint. It will help us to come to your expectation and serve you better.
- The letters are processed, the complaints are attended and feed back is given to the persons who have given their addresses.
- Grievances Redressal Committees are constituted by Principal MG Medical College for hospital with Medical Superintendent as chairman and representatives of various clinical specialities/Matron etc. as members.
- The members maintain a log book and attended to referred complaints within period of one week with specific recommendations/suggestion and action report in particular case.
- The name and address of committee members is displayed in OPD block indoor and emergency of every hospital.

**Responsibility of users**

- The success of this citizen charter depends upon the support, we will receive from our users.
- The hospitals are working under various constraints and are over crowded most of the times.
- It is not possible to cater the individual needs of all the patients, so some of the patients always go unsatisfied. Please do not hasitate in conveying us the shortcomings of the hospitals.
- Help us to keep the hospitals and its surroundings neat and clean by using different coloured bins placed at various points in the hospital.

- The hospitals are no smoking zones, please do not smoke or chew pan or tobacco in the hospital and avoid spitting on the walls of the hospital. Please refrain from demanding undue favours from hospital staff and officials. These hospitals belong to you.
- Please provide feedback of the services by putting your constructive suggestions in the suggestion/complaint boxes or directly approaching the Medical Superintendent of the hospital.

In case of any complaint or suggestions please contact the office of Dean, Principal & Controller in Medical College, Timing : 9 A.M. to 5.00 P.M. / Medical Superintendent office in the Hospital, Timing : 9.00 A.M. to 5.00 P.M.

Contact No. : Principal – 9413384302

E-mail : principal.medical@mgmch.org

Medical Superintendent – 9314518334

Email : ms@mgmch.org

Fax : 0141-2770900