

Laboratory Timings:

Emergency Lab:	24 hours
Routine Investigations:	8.00 a.m. to 1.00 p.m. (Week days) Sundays and Holidays closed.

Special Investigation

- ❖ Special Investigations are available on prefixed dates, for which appointment is given by the Incharge of the department.
- ❖ Charges for various tests are displayed at the place where the tests are conducted.
- ❖ For poor patients, these charges can be waived partially or fully on the recommendation of the treating doctors by the Senior Medical Officer/DMS/MS/DHS.
- ❖ Reliability and promptness of laboratory results is insured as tests are done by semi automatic analyzers.
- ❖ Reports are made available within the shortest possible time which will be specified.

BLOOD BANK

- ❖ A licensed blood bank services are available round the clock in the hospital.
- ❖ All Mandatory tests are carried out for screening of the blood.
- ❖ Blood is made available to the private hospitals subject to the availability against fixed payment.

SPECIAL FACILITIES AND SPECIALITIES AVAILABLE

- | | | |
|---|--------------------|----------------------|
| 1. CCU/ICU | 2. Dialysis unit. | 3. Endoscopy |
| 4. Colonoscopy | 5. TMT | 6. Holter Monitoring |
| 7. EEG | 8. Physiotherapy | 9. E SERVICES: |
| 9. Audiometry | 2. Endoscopy. | |
| 3. Laproscopic Surgical Procedures (Gall Bladder, Appendix, Hernia) | | |
| 4. Trans Urethral Resection Prostrate & Bladder Tumor (T.U.R.) | | |
| 5. Uretero Renoscopy (Ureteric Stones) | | |
| 6. Per Cutaneous Nephro Lithotomy (P.C.N.L.) | 7. Ultrasonography | |
| 8. CT | 9. MRI | 10. Urionography |
| 11. Doppler | | |

AMBULANCE SERVICES:

- ❖ Round the clock ambulances are available for use on payment all days.
- ❖ Contact Phone Nos.
102 || 2768265 || 2768266 || 2782457
- ❖ Ambulances are also made available through Red Cross.

PUBLIC UTILITIES

- ❖ There is standby generator to cater the need of emergency services in case of electricity breakdown.
- ❖ Adequate drinking water and toilet facilities are available.

- ❖ Canteen Facility is available and the extension of the same is available near the Labour Room Complex.
- ❖ Special toilets for handicaps are available.
- ❖ Chemist shop is located in the hospital premises, 24 hours all days.

MORTUARY

- ❖ Mortuary services are available and post mortems are conducted from 9.00 A.M. to 5.00 P.M. on the request of the police and the body is handed over to relatives immediately thereafter.

GRIEVANCES REDRESSAL SYSTEM FOR COMPLAINTS AND GRIEVANCES

- ❖ There will be occasions when our services will not be up to your expectations.
- ❖ Please do register your complaint with EMO (Emergency Medical Officer) available in the casualty.
- ❖ It will only help us serve you better.
- ❖ Medical Superintendent: Phone no. 2781791(O) & 2662542
- ❖ Deputy Medical Superintendent: Phone no. 2781525 (O) & 2705509 are designated for attending to all the grievances and can be contacted round the clock.
- ❖ Every Grievance will be duly acknowledged.
- ❖ Suggestions/Complaint boxes are also provided at various locations in the Hospital.
- ❖ If we cannot, we will explain the reasons within 10 days or the time needed to resolve.

RESPONSIBILITIES OF THE USER

- ❖ The success of this charter depends on the support we received from our users.
- ❖ Please try to appreciate the various constraints under which the hospital is functioning.
- ❖ On an average 2500 patients attend the OPD daily and out 400 patients are attended to daily in the Casualty and emergency wards.
- ❖ Please do not cause inconvenience to other patients.
- ❖ Please help us in keeping the hospital and its surroundings neat and clean.
- ❖ Please use the facilities of this hospital with care.
- ❖ Please refrain from demanding undue favours from the Staff and Officials.
- ❖ Please provide useful feedback and constructive suggestions.
- ❖ These may be addressed to the Medical Superintendent of the Hospital.

THIS CHARTER IS OUR FIRST EFFORT, PLEASE HELP US TO HELP YOU.

The Hospital is a No Smoking Zone.
Do not blow horn in Hospital Campus.
We care for you.



GOVERNMENT MULTI-SPECIALTY HOSPITAL
SECTOR-16, CHANDIGARH

CITIZEN'S CHARTER



HEALTH DEPARTMENT
CHANDIGARH ADMINISTRATION, CHANDIGARH

PREAMBLE:

This charter is a document which provides a framework that enables our patients to know about:

The services available in Govt. Multi Speciality Hospital, Sector-16, Chandigarh.

The quality of services that they are entitled to.

Grievance Redressal System - The means through which complaints regarding denial or poor quality of service will be redressed.

Our Commitment

We resolve to give our patients a Systematic, Efficient, Courteous, Caring and Responsive Health Care System.

Location:

Government Multi Speciality Hospital, Sector-16, Chandigarh earlier known as General Hospital, is the oldest hospital in the city. The hospital is situated on Madhya Marg of the city and is very near to Rose Garden, Chandigarh.

General Information

Please take help from location guide map which is available near entrance for various services.

It is a well established 500 bedded hospital which includes general wards, private wards and ICU.

Doctors wear white aprons and Nurses are in uniform.

All Staff members have identity cards.

Directional sign boards in Hindi, English and Punjabi are fixed at all strategic points for guidance.

Enquiry exists near the Casualty Department and functions as a control room round the clock.

Hospital Exchange

EPABX exchange exists in the hospital and can be contacted on Phone. Those who know the extension no. can add prefix of 2768 before extension no. and can dial directly for the respective department/unit/ward etc. etc. of the hospital.

Direct Numbers:

2549523 2549524 2549525 2549526 2549527 2549528 2549529

MultiSpeciality OPD <small>(24 Hrs/24 hours/24 Hrs)</small>	Indoor Treatment/ Wards	24hrsEmergency	Maternity Services <small>(Including High Risk Pregnancy)</small>
Radiology <small>(X-Ray/ Ultrasound/ CT Scan)</small>	Laboratory <small>(Pathology/ Biochemistry/ Microbiology)</small>	24 Hrs Pharmacy	ICU <small>(Intensive Care Unit)</small>
Nursery	DOT Center	24 Hrs Blood Bank	Operation Theatre
Family Planning Services	Medicolegal and Post-mortem Services <small>(Medical Social Work)</small>	24 Hrs Ambulance	ICTC <small>(Integrated Counselling and Treatment Centre)</small>
AYUSH	Immunization	Counselling Services <small>(Medical Social Work)</small>	Dentistry
Telemedicine			

SERVICES RENDERED:

24 hours Casualty services

Patients/Beneficiaries

- ❖ Patients in their individual capacity.
- ❖ Society-representing collective interest of the patients.

Patient's Rights:

- ❖ Where as the responsibility as to examination, diagnosis and treatment of the disease is on the doctor. The other tasks such as attendance, investigations, timely intake of medicines, follow up etc. requires commitment on part of the patient.

CASUALTY AND EMERGENCY SERVICES: (Timings 24 hours all days)

- ❖ Casualty Medical officer and House Surgeons are available 24 hours round the clock on all days.
- ❖ Specialist Doctors are available round the clock in Major specialties viz. Medicine, Surgery, Orthopedics, Gynecology and Pediatrics.
- ❖ Duty Doctor is available on call in Anesthesia, Pathology, Radiology, Dental, ENT, Eye, Psychiatry, Skin etc. etc.
- ❖ The decision to call a specialist is that of the Attending/ Treating doctor.
- ❖ Failure to respond to a call is regularly monitored by the Medical Superintendent of the hospital.
- ❖ Emergency cases are attended to promptly.
- ❖ In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements. The decision rests with the Attending/ Treating doctor.
- ❖ Diagnostic facilities like X-ray/ Ultrasound/ ECG, CT Scan & MRI.
- ❖ Emergency labs for blood/ urine investigations are available.
- ❖ Emergency Operation Theatre is maintained on a regular basis to ensure that it is usable at all times.
- ❖ Facilities like Wheel Chairs & Patient trolleys are available at the entrance.
- ❖ CCTV installed for stringent monitoring.
- ❖ Biometric Attendance to ensure punctuality.

Rights of Trauma Patient/complaints of the patients.

Trauma patients or any other persons can bring the victim to the Hospital Casualty / Labour Room in case of pregnant women.

Patient is attended to properly by the Emergency Medical Officer.

If required, he seeks the consultation of specialist available round the clock.

- ❖ The patient is discharged if found fit after giving the treatment or is admitted if serious.
- ❖ The patient is assessed and police is informed in case it is of Medico Legal cases.

NEW OPD BLOCK: (OUT PATIENT DEPARTMENTS - OPD):

Time of Registration: 07:00 a.m. to 01:00 p.m.

Time of OPD: 08:00 a.m. to 02:00 p.m. (Except Sundays and Holidays).

- ❖ It is a six storey building housing the OPDs of all Specialties.
- ❖ Consultation is being provided to approximately 2500 patients everyday.
- ❖ Registration counters are available with separate facility for Senior citizens/Freedom fighters/Handicapped and Females.
- ❖ Diagnostic and Therapeutic services are being provided comprehensively under one roof.
- ❖ Signages in Hindi, English and Punjabi for public convenience.
- ❖ Every outpatient seeking treatment at the hospital/dispensary is registered and issued a Computerized Card for recording symptoms, diagnosis and treatment being provided.
- ❖ Boards indicating units on duty on various days are displayed outside each OPD.
- ❖ Medicines are made available free of cost to the poor patients as per the inventory available.
- ❖ Senior Citizens are provided priority on all days, and special day is kept on every Thursday.
- ❖ ICTC (Integrated Counselling & Treatment Centre) for HIV/AIDS patients.
- ❖ A Day Care Centre.
- ❖ Wheel Chairs and Trolleys are available free of charge at the entrance of the OPD building.
- ❖ OPDs have waiting hall with chairs, lifts, ramps and public utilities like drinking water & toilets etc. at each floor.

Paid parking facility for vehicles.

Indoor Treatment

- ❖ All patients admitted in General wards of the Hospital are treated on minimum user charges except for Govt. Servants from Punjab/Haryana/U.T.
- ❖ Yellow card holders, Ex-serviceman, Freedom Fighters are provided free treatment.
- ❖ Diet is provided to all patients in the General Wards/Private Wards against payment of Rs. 15 for General Ward & Rs. 50 for Private Ward.
- ❖ Every patient is given one attendant pass.
- ❖ Visitors are allowed only at notified visiting hours.
- ❖ A staff nurse is on duty round the clock in the ward.
- ❖ Admitted patients should contact the Staff Nurse for any medical assistance they need.

Visiting Hours for attendants of patients admitted in hospital.

Summer (April to September)

Winter (October to March) 07:00 a.m. to 8:00 a.m. (Morning)

7:00 a.m. to 8:00 a.m. (Morning) 1:00 a.m. to 2:30 p.m. (Afternoon)

1:00 p.m. to 2:30 p.m. (Afternoon)- 5:00 p.m. to 7:00 p.m. (Evening)

The costs for different facilities available in the Hospital:

OPD Registration :Rs. 2/- (Valid for one year i.e. Jan-Dec.)

- ❖ Duplicate Card : Rs. 2/-
- ❖ Revisit Fee : Nil
- ❖ Inpatient Charges : General Ward/Pvt. Ward
- ❖ Admission Fee : Rs. 15/- 50/-
- ❖ Daily Charges : Rs. 05/- 50/-
- ❖ Diet Charges : Rs. 15/- 50/-
- ❖ Extra diet for attendant : Rs. 15/- 50/-
- ❖ A.C. Room
- ❖ Non A.C. Room

❖ The detail information as to the rates are available on the web site.

SPECIAL CLINICS:

Various special clinics are being run to provide specialized services:-

Department	Specialty/ Clinic	Days	Time
Paediatrics	New Born baby	Wednesday	12 Noon – 2 p.m.
	Adolescent Clinic	Saturday	12 Noon – 2 p.m.
Medicine	CVC (Cardio Vascular Clinic)	Wednesday Unit-I	12 Noon – 2 p.m.
		Thursday Unit-II	12 Noon – 2 p.m.
		Friday Unit-I	12 Noon – 2 p.m.
		Saturday Unit-II	12 Noon – 2 p.m.
Orthopedics	Club Foot Clinic	Monday	12 Noon – 2 p.m.
	Intra Articular Injection	Saturday	12 Noon – 2 p.m.
Surgery	Anorectal Clinic	Wednesday	12 Noon – 2 p.m.
ENT	Allergy Clinic	Saturday	12 Noon – 2 p.m.
EYE	Glaucoma	Uveitis	
		Glaucoma	
		Retina	
		Squint	