

# Citizens' Charter

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

- what services are available in this Institute,
- the quality of services they are entitled to,
- the means through which complaints regarding denial or poor quality of service will be redressed.

## **Standards of Service:**

- This is a Tertiary health care centre
- It provides medical care to all patients who come to this Institute and trains the undergraduate medical students and also gives training to nursing, B.Pharm, MLT, Physiotherapy students from Mother Theresa Institute which is Government of Puducherry.

Despite our increased patient load, with available resources, courteous and prompt attention are provided to our users. When and where our necessary our patients are referred to Government Hospital for super specialty care.

## **General Information:**

This Institution has

Doctors: 250 (including Residents)

Nurses: 165 (including Supervisory staff)

Beds: 700

Doctors wear white aprons and Nurses are in uniform. All staff wear a badge or Identification Card.

## **Enquiries:**

- Location Guide Map is available and directional signs boards are fixed in each floor.
- Enquiries counter exists at the Reception Counter.
- The Reception Counter functions round the clock; its phone number 0413 2277545 (10 lines).

### **Casualty and Emergency Services:**

- The Casualty functions round clock all days.
- Casualty Medical Officer and Resident doctors are available 24 hours all days.
- Duty Doctors are available round the clock in major specialities viz. Medicine, Surgery, Orthopedics, Paediatrics and Obstetrics & Gynaecology.
- Duty Doctors are available on call in Anaesthesia, Radiology, Plastic Surgery, Ophthalmology, ENT and in other specialities.
- Consultants in Medicine, Surgery, Orthopedics Surgery, Obst. & Gynecology and other specialities are available on call.
- The decision to call a consultant is that of the treating doctor.
- The Head of the Department of concerned speciality monitors the responses of the call on emergencies.
- 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 medico-legal cases. The decision rests with the treating doctor.
- Emergency operation theatre is maintained on a regular basis to ensure that it is usable at all times.

### **Outpatient Departments:**

- Timings: 8 AM till the last patient is seen (except Sundays and Holidays)
- Every Out Patient seeking treatment at the hospital is registered and issued a case sheet for recording history, symptoms, diagnosis and treatment being provided.
- Boards indicating unit on duty on various days are displayed at the reception.

### **Laboratory:**

A Central Laboratory is located in O.P.D.

Timings: 8.30 AM to 12.00 noon

Emergency laboratory (Clinical Biochemistry, Haematology and Microbiology) 24 hours all days.

**Routine Investigations:**

Week Days 9.00 A.M. to 4.30 P.M.

Saturdays 9.00 A.M. to 1.00 P.M.

Sundays and Holidays closed.

**Collection of Specimens:**

Week Days 9.00 A.M. to 11.00 A.M.

Saturdays 9.00 A.M. to 10.00 A.M.

Sundays and other Holidays closed.

Reports are made available within the shortest possible time.

Blood Bank:

A Blood Bank is available in the hospital to cater to the requirements of the patients.

All blood is tested for HIV, HBV and HCV, in addition.

**Equipment and Facilities Available:**

This hospital has the following services available:

ECG

CRITICAL CARE UNIT

PHYSIOTHERAPY UNIT

All tests are under taken free of cost. Any special test required are done at GH on referring the patients.

**Miscellaneous facilities:**

- Wheel Chairs and stretchers are available on request at the gate of OPD & Casualty for use of patients who are not in a position to walk.
- Lifts are available for access to higher floors.

- There is a stand-by generator to cater to emergency services in case of break-down of electricity.
- Public Telephone Booths are available in the hospital.
- Adequate drinking water and toilet facilities are available.
- Hospital provides linen to wear for all admitted patients.

### **Complaints and Grievances:**

There will be occasions when our services will not be upto your expectations.

Please do not hesitate to register your complaint. It will only help us serve you better. There is a designated medical officer whose name and location is displayed in the hospital for attending to all grievances. The Deputy Medical Superintendent is the Grievance Officer. We aim to settle your genuine complaints within.

### **Responsibilities of the User:**

1. The success of this charter depends on the support we receive from our users.
2. Please try to appreciate the various constraints under which the hospital is functioning.
3. On an average, 2000 patients attend the OPD daily and about 300 patients are attended to daily in the Casualty and Emergency Wards.
4. Please do not inconvenience other patients.
5. Please help us in keeping the hospital and its surroundings neat and clean.
6. Please use the facilities of this hospital with care.
8. Please refrain from demanding undue favours from the staff and officials.
9. Please provide useful feedback and constructive suggestions.