

# *Sri Aurobindo Institute Of Medical Sciences*

INDORE-UJJAIN STATE HIGHWAY, SANWER ROAD, INDORE (M.P.)

## CITIZENS' CHARTER



## **CITIZEN'S CHARTER**

**SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCES (SAIMS)** continues to provide dedicated patient care and endeavours to improve its services on a constant ongoing basis.

We strive to provide:

- Total dedication to understanding and fulfilling patient's need;
- Total devotion to providing efficient and reliable patient care services;
- Efficient prompt and courteous service with dedication to integrity and fairness;
- Motivating the patient for helping themselves as well as the Institute to serve them better;
- Total commitment to providing challenging and rewarding career for every employee;
- Transparency of functioning;
- Periodic & regular monitoring of functioning.

### **"AADHUNIK CHIKISTA - SANKALP HAMARA - ADHIKAR AAPKA" (Advanced Medicine - Our Commitment & Your Right) :**

Our Founder Chairman, Dr. Vinod Bhandari envisioned creating a multispeciality hospital, where the poor could have access to advanced medical care in an atmosphere of love and compassion.

### **AIMS :**

Sri Aurobindo Institute of Medical Sciences (SAIMS) brings together a dedicated team of physicians, nurses, and other healthcare professionals to provide the highest standards of medical treatment.

Our extensive infrastructure comprises of 18 modern operating theatres, 1400 beds with more than 300 well equipped intensive care beds.

### **OBJECTIVE :**

This Citizen's Charter is an expression of our commitment towards improving services to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society. It provides 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.

### **MISSION :**

The institute's mission is to provide outstanding and affordable medical care in a patient friendly environment, regardless of race, caste, religion etc. SAIMS is a private unaided, self financed society, registered under the M.P. Registration of Societies Act, dedicated to establishing a Center of Excellence in health care and medical, nursing, allied health & paramedical education improving the well-being of the community through quality programmes of preventive medicine, medical education and research.

**LOCATION**

SAIMS hospital is located at, Indore-Ujjain State highway, Sanwer Road, Indore (M.P.).

**CONTACT US :**

Sri Aurobindo Institute of Medical Sciences (SAIMS)

Indore-Ujjain State Highway, Gram Bhanwarasla, Sanwer Road, Indore (M.P.), India

Phone: +91- 4231000

Fax: +91- 4231010-11-12

Email: help@saimsonline.com

Visit us at: www.saimsonline.com

**IMPORTANT TELEPHONE NUMBER :**

Help Desk - 4231000

Casualty - 4231202

Blood bank - 4231259

**STANDARDS OF SERVICE :**

- This is a private unaided, self-financed institution.
- It provides medical care to all patients who come to this institute and trains the medical students, nursing, allied health and paramedical students (both undergraduate and post graduates)
- Standards are influenced by patient load and availability of resources; it is aimed to give all courteous and prompt attention to our users.
- Committed to provide world-class treatment at an affordable rate.

**GENERAL INFORMATION :**

The institution has approx :

- Doctors : 554
- Nurses : 1195
- Beds : 1400

**STAFF UNIFORM :**

Doctors wear white aprons and nurses are in uniform. All staff wears a badge or an identification card of SAIMS.

**ENQUIRIES :**

- Location guide map is available and directional signboards are fixed in each floor.
- Enquiries counter exist at the reception (ambulatory entrance and main entrance)
- Telephone no. of central enquiry – 4231000.
- Public Relation officer helps the patient at the OPD entrance.
- Hospital enquiry hotline works round the clock. Its phone no: is 4231000.

**CASUALTY AND EMERGENCY SERVICES :**

- The casualty functions round the clock all days.
- Casualty direct no: 0731-4231202.
- Casualty Medical officer and resident Doctors are available 24 hrs all days.
- Duty Doctors are available on call round the clock in all specialties.
- There are 30 beds in the emergency room including 10 critical 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 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 all times.

#### **AMBULANCE SERVICES :**

- The hospital has a fleet of 4 fully equipped Intensive Care Units on wheels, 2 Emergency Intensive Care on wheels and 4 equipped ambulances.
- A team of trained and dedicated medical professionals, Emergency Technicians, Nursing & Paramedical personnel and trained drivers are always ready to handle all eventualities round the clock.
- The Ambulance services are available for transportation of patients from SAIMS.
- Ambulance service enquiry no: 0731-4231000
- This facility is available 24 hours a day, on all days.

#### **ON SPOT REGISTRATION :**

- 9.00 am – 4.00 pm every day except holidays.
- 24 hours in emergency / casualty.

#### **OUTPATIENT DEPARTMENTS :**

- Timings: 9 AM to 4 pm.
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- For every new patient a unique OPD registration number will be generated.
- If you have been registered previously, kindly bring your OPD slip in your next visit.
- Payments for all specialties can be made at the OPD Billing Counter.

#### **SPECIALITY DEPARTMENTS :**

- |                                 |                              |
|---------------------------------|------------------------------|
| • Anesthesiology                | • Nuclear Medicine           |
| • Cardiology                    | • Medical Oncology           |
| • CVTS                          | • Surgical Oncology          |
| • Dermatology                   | • Ophthalmology              |
| • Emergency Medicine            | • Orthopedics                |
| • ENT                           | • Pediatrics                 |
| • G I Surgery                   | • Pediatric cardiology       |
| • Gastroenterology              | • Pediatric Surgery          |
| • Surgical Gastroenterology     | • Pain Clinic                |
| • Bariatric & Metabolic Surgery | • Psychiatry                 |
| • Geriatrics                    | • Pulmonary Medicine         |
| • General surgery               | • Radiology                  |
| • Gynecology & Obstetrics       | • Urology                    |
| • Head & neck Surgery           | • Physiotherapy              |
| • Internal Medicine             | • Occupational Therapy       |
| • Reproductive Medicine         | • Audiology & Speech Therapy |
| • Neonatology                   |                              |
| • Nephrology                    |                              |
| • Neurology                     |                              |
| • Neurosurgery                  |                              |

### **LABORATORY SERVICES :**

1. Pathology
2. Biochemistry
3. Blood Bank
4. Cytogenetics
5. Hematology
6. Histopathology
7. Cytology
8. Analytical Toxicology
9. Metabolic Research
10. Microbiology
11. Molecular Biology
12. Serology
13. Genetics

### **ROUTINE INVESTIGATIONS :**

- All working days
- Sundays and holidays closed (Except emergency / casualty)

### **COLLECTION OF SPECIMENS :**

- All Days 09.00 A.M. to 04:00 P.M. for OPD patients & round the clock for Emergency & indoor patients.
- Sundays and other Holidays closed except for emergencies & hospitalized cases.
- 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 :**

- Opens 24 hours and caters to external request also.
- A licensed blood bank is available in the hospital to cater to the requirements of the patients.
- Whole blood & components are available in blood bank.
- All blood is tested for HIV, HBV and HCV, VDRL, In addition.

### **EQUIPMENT AND FACILITIES :**

This hospital has the following services available:

- |                           |                             |
|---------------------------|-----------------------------|
| • CATH LAB                | • GAMMA CAMERA              |
| • VIDEO EEG / EMG         | • ULTRAFAST 3T MRI SCAN     |
| • ECG                     | • DIGITAL X-RAY             |
| • ENDOSCOPY               | • INTERVENTIONAL RADIOLOGY  |
| • 4D/3D/2D COLOUR DOPPLER | • CTVS SURGERY              |
| • CRITICAL CARE UNIT      | • NEURO INTENSIVE CARE UNIT |
| • ICCU ON WHEELS          | • TRAUMA CARE               |
| • 128 SLICE CARDIAC CT    | • JOINT & KNEE REPLACEMENT  |
| • LINEAR ACCELERATOR      | • TRANSPLANT SURGERIES      |
| • PET SCAN                | • ONCO SURGERY              |

- HIGH RISK PREGNANCY UNIT
- DIALYSIS INTENSIVE CARE UNIT
- NEONATAL INTENSIVE CARE UNIT
- PAEDIATRIC INTENSIVE CARE UNIT
- SURGICAL INTENSIVE CARE UNIT
- GASTRO INTENSIVE CARE UNIT
- MEDICINE INTENSIVE CARE UNIT
- LABOUR INTENSIVE CARE UNIT
- RADIOTHERAPY
- PHYSIOTHERAPY
- OCCUPATIONAL THERAPY UNIT

#### **DURING YOUR STAY :**

- We hope this information helps you to prepare for your stay as an inpatient at SAIMS.
- A skilled team of personnel will hopefully make your stay comfortable and pleasant.

#### **CATEGORY OF ACCOMMODATION :**

- Deluxe Room : SAIMS deluxe room comprises of air-conditioned room with television, telephone, refrigerator, sofa set, mechanized patient's cot, wardrobe and a dining table.
- A/C Single Room : This is an individual air-conditioned room with attached washroom. The Room provides Tele- vision, telephone, sofa set and an attendant couch.
- Non A/C Single Room : This is an individual room with attached washroom, Television, telephone and an attendant couch.
- Semi-Private Room : Room with two beds separated by a screen and has a common washroom. The room is also provided with television, telephone, and a couch.
- General Ward : The general wards of SAIMS matches the requirement prescribed for the distance between the beds, provision of side trolley, stool, linen etc. Separate male & female wards are maintained.

#### **CHARGES :**

- Being a Medical College Hospital, the OPD is free of charge.
- There are no ward charges for General ward patients and free investigation facility is also provided, except specialized investigations. In other wards also the charges are highly subsidized.
- In IPD final settlement of accounts will be requested when patient is to be discharged.
- Daily or alternate day bills are generated and sent to the patient.
- Payments can be made at the billing department round the clock.

#### **TPA AND CASHLESS SERVICES :**

- We entertain TPA and cashless transactions. SAIMS have got tie up with various TPAs.
- TPA desk is placed at the main counter.
- Our computerized billing system will consolidate all charges for medicines/ consumables/ services availed by you during hospitalization.

#### **SURGERY PACKAGE :**

For all the planned surgeries, No fee is charged for General Ward patients. In case of Deluxe ward / Pvt. ward / Semi Private ward patients, minimal fee is charged or as applicable as per the fixed surgery packages.

#### **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 24x7. There are around 4 - satellite pharmacy working in different departments for the convenience of patients.

#### **HOUSEKEEPING & LINEN :**

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

#### **CLOCK ROOM :**

- A special clock room should be made available for out station and foreign patient

#### **FOOD SERVICES :**

- **Diet** - The hospital dietary department provides all meals for the patient. The Dietitian plans the diet based on the therapeutic needs. Our kitchen is well equipped to serve good balanced vegetarian meals. Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and non-therapeutic diet. The food is provided free to all IPD patients.
- **Cafeteria** - The cafeteria is open to visitors daily from 9:00 a.m. to 8:00 p.m. These 4 Cafeterias are located in different floors.
- **Canteen** - SAIMS provides with canteen for visitors as well as for Staff. A Juice stall is located near main gate of the hospital.

#### **BYSTANDER PASS :**

- **Attendant** : Patients require rest and we do our best to provide patients with a quiet, peaceful and tranquil environment .In order to achieve this we restrict 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. Bystander can utilize this pass 4 times in a day.
- **Visiting hours** : Visiting hours for the hospital are : 4.00 pm – 6.00 pm. Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.

#### **OTHER SERVICES & FACILITIES :**

- Wheel Chairs and stretchers are available at any point from Patient Movement Service Department.
- Lifts are available for access to higher floors.
- There is a stand-by generator to cater to emergency services in case of breakdown of electricity.
- Public Telephone Booths are available at various locations in the hospitals.
- Adequate drinking water and toilet facilities are available.
- TV and telephone facilities are available for in-patients and also in all out patients waiting area.

#### **STAY FACILITY :**

It is a temporary lodging facility for By-Standers of inpatients. Located on the SAIMS Hospital campus, provides free housing with easy access to the hospital.

#### **TRAVEL DESK :**

This facility help patients and bystanders travel and also provides you with all information to any destination.





**CAR POOL :**

Transportation services are provided by SAIMS through hospital car pool, on request.

**TEMPLE :**

Temple is located next to Casualty Entrance. Every day Bhajans, Satsungs are carried out from evening 7.00 pm to 8.30 pm.

**BANK & ATM :**

The State Bank of India has a fully-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. An ATM is also located near the main gate of the Hospital.

**GENERAL INFORMATION :**

**Medico legal cases:** - On admission of a medico legal case, the hospital has to mandatorily honor the rules of the Indian Govt. and informs the local police authorities.

**Death Certificate:** - If a patient expires in the hospital, a death 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 Cochin Corporation. The family has to collect the final Death Certificate from the Cochin Corporation office.

**Embalming Services :** - Those bystanders who want to get embalming done, the facility is provided at AIMS. Except for MLC cases. This facility is also available for international patients. Embalming & Hermetic sealing Certificate provided by the Hospital Authorities.

**Mortuary Services :** - Mortuary provides a Refrigerated storage of deceased patients.

**Birth certificate :** - Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration. This is made possible through the networking of the hospitals with the corporations. The beneficiaries will have to pay a service charge of Rs.15 for the certificate.

**PATIENT SERVICES DEPARTMENT :**

Free/ Subsidies treatment facility is provided for patients.

**COMPREHENSIVE HEALTH CHECK UP :**

SAIMS have developed special health checkup programs that consist of detailed medical assessment and counseling on health awareness. Each package has been designed to study the functioning of all the vital organs in our body for any symptoms of major illness and also pinpoint potential areas of risk so 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

**EMPLOYEE HEALTH CHECKUP :**

An employee health check up is carried out with all staff dealing with direct patient care.

## **INTERNATIONAL PATIENT - MEDICAL TOURISM :**

- International Patient Care at SAIMS is a complete service for international patients visiting the hospital.
- The International Healthcare Services team coordinates all aspects of patient visits to the hospital, including managing medical consultations, coordinating hospital admissions, accommodating special food requirements, and assisting with travel and hotel arrangements.
- Our exceptional medical expertise is matched by our commitment to provide personalized care. From the patient's initial inquiries through their follow-up medical care back home, our International Healthcare Services Team acts as a single point of contact.

## **TEACHING & TRAINING PROGRAMMES :**

### **DOCTORAL PROGRAMMES**

SAIMS offers Ph.D. in General Surgery, Physiology & Biochemistry subjects.

### **POST GRADUATE SUPERSPECIALITY PROGRAMMES**

SAIMS offers the following DM/ M.Ch. programmes :

- DM - Neurology
- DM - Gastroenterology
- DM - Medical Oncology
- DM - Nephrology
- DM - Endocrinology
- DM - Cardiology
- M.Ch. - Neurosurgery
- M.Ch. - Surgical Oncology
- M.Ch. - Urology

### **POST GRADUATE MD/MS PROGRAMMES**

SAIMS offers the following DM/ M.Ch. programmes :

- MD - Anaesthesiology
- MD - Bio-Chemistry
- MD - Forensic Medicine
- MD - General Medicine
- MD - Microbiology
- MD - Paediatrics
- MD - Pathology
- MD - Skin & VD
- MD - Pharmacology
- MD - Physiology
- MD - Psychiatry
- MD - Radio Diagnosis/Radiology
- MD - Radiotherapy
- MD - Emergency Medicine
- MD - Community Medicine
- MD - Tuberculosis & Respiratory Diseases
- MS - Anatomy
- MS - General Surgery
- MS - Orthopaedics
- MS - ENT
- MS - Ophthalmology
- MS - Obstetrics & Gynaecology

### **UNDERGRADUATE PROGRAMMES**

- MBBS
- BDS
- B.Sc. Nursing / M.Sc. Nursing
- BPT / MPT
- BASLP / MASLP

### **RESEARCH INSTITUTION :**

SAIMS has partnered with the Indian Council of Medical Research (ICMR), the Department of Science and Technology, the Department of Science and Industrial Research (DSIR) as

well as other agencies.

In addition to participation of the institute in various clinical studies, SAIMS is a recognized centre for Medical Education Technology (MET) by Medical Council of India. It has established Central Research Lab facility and a Centre for Cellular and Molecular Biology.

#### **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 redressal forum that function in association with the Quality & Standards Dept. to attend to all grievances.
- The complaints can be informed on #1000 from the hospital intercom or through the direct phone line 4231000.
- Every grievance will be duly acknowledged.

#### **GENERAL INSTRUCTIONS :**

**Smoking** - SAIMS 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 speak softly 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 outside the patient 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 area” 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 favours from the Staff and officials.
- Please provide useful feedback and constructive suggestions.

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