



# GANDHI MEDICAL COLLEGE & HOSPITAL MUSHEERABAD, SECUNDERABAD.



## ☀ CITIZEN CHARTER ☀

► **OUR MOTTO – QUALITY HEALTH CARE TO ALL SECTIONS OF SOCIETY** ◀

### **CITIZENS CHARTER:**

**This charter seeks to provide a framework which enables our users to know Standards of Service:**

- Multispecialty patient care in all disciplines at Gandhi hospital. This is a Medical College and Hospital for teaching of MBBS (Under Graduate), MD/MS/Diploma (Post Graduate), Allied Subjects including B.Sc (MLT), Nursing & other Paramedical Courses.
- It provides medical care to all patients who come to the hospital;
- Standards are influenced by patients load and availability of resources;
- Yet we insist that all our patient/relative receive courteous and prompt attention.

### **Locations:**

It is located in Musheerabad, Secunderabad. This hospital has - Doctors: 315

Nurses: 460.

**Total number of beds: 905 (Teaching free beds – 900 & Paying beds: 05)**

- Doctors wear white aprons and nurses are in uniform.
- All Staff member wear identity cards.

### **General Information**

#### **Enquiry, Reception and Registration Services:**

- This counter is functioning round the clock.
- Location guide maps have been put up at various places in this hospital.
- Colour coded guidelines and directional signboards are fixed at strategic points for guidance.

Telephone enquiries can be made over telephone numbers:

040-27502742 & 27508388 Fax: 27502856.

#### **Casualty & Emergency Services:**

All Casualty Services are available round the clock.

- Duty Doctor is available round the clock.
- Specialist doctors are available on call from resident doctors.
- Emergency services are available for all specialities as listed in the OPD Services.
- Emergency Operations are done in-



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OT located on 3<sup>rd</sup> floor of B-Block building.

Elective Operation Theatres - 21  
Emergency Operation Theatres - 06

Elective Surgeries in all specialties are performed throughout the week.

Emergency Operation Theatre is functioned round the clock. In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

### OPD Services:

Various outpatient services available in the hospital are detailed below (as

### ♣ OutPatient Services (8:30AM to 11:30AM - Sunday Off)

					: Working			: Day Off	
<b>Ground Floor</b>									
	Department	Room No.	Mon	Tue	Wed	Thr	Fri	Sat	
1	General Medicine	175/184							
2	General Surgery	167/168							
3	Obstetrics & Gynecology	143							
4	Orthopedics	135							
5	TB&CD	181							
<b>First Floor</b>									
	Department	Room No.	Mon	Tue	Wed	Thr	Fri	Sat	
6	Cardiology	266							
7	Cardio-Thoracic Surgery	237							
8	Endocrinology	281/282							
9	Gastroenterology	279							
10	Nephrology	272							
11	Neurology	275							
12	Neurosurgery	239/240							
13	Pediatric Surgery	242							



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			: Working			: Day Off		
Ground Floor								
	Department	Room No.	Mon	Tue	Wed	Thr	Fri	Sat
14	Pediatrics	235						
15	Plastic Surgery	249/250						
16	Psychiatry	262						
17	Urology	245						
Second Floor								
	Department	Room No.	Mon	Tue	Wed	Thr	Fri	Sat
18	Dental	338						
19	Dermatology	366/358						
20	ENT	324						
21	Ophthalmology	326						

In OPDs specialists are available for consultation.

OPD services are available on all working days excluding Sundays and Gazetted Holidays from 8.00AM to 1.00 PM.

### Laboratory Services:

**Routine:** Laboratory Services are provided in the field of (as available):

- Bio-chemistry
- Microbiology
- Haematology
- Cytology
- Histopathology including FNAC

There is a Central Collection Centre for receiving and collecting various specimens for testing. The timings for receiving specimens are at OPD- 9:00 AM to 12:00 PM & IPD- Round the clock.

**Emergency:** Emergency Laboratory Services are available 24 hours for limited tests relating to clinical pathology and bio-chemistry.

### Radio Diagnostic Services:

**Routine:** These services include: X-Rays & Ultrasound

Routine X-Rays are done OPD- 9:00 AM to 2:00 PM & IPD-Round the clock.



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Registration is done from 9:00 AM to 1:00 PM.

Ultrasound examination is done Round the clock. C.T. Scan is done Round the clock.

**Emergency:** Emergency X-Ray services are also available round the clock. CT Scan services are also available round the clock.

## Indoor Patient Services:

- There are total of **19 Wards** providing free indoor patient care.
- Emergency **ward A** admits emergency cases for medical problems.
- Emergency **ward B** admits emergency cases for surgical problems.
- There is a **44 bedded Intensive Care Unit** for care of seriously ill patients.
- **A 5 Bedded Intensive Coronary Care** Unit takes care of heart patients requiring intensive treatment.
- In the **Burns Department**, there are 2 bedded Intensive Care Unit to treat seriously injured burns patients.
- There is 1 **labour rooms for conducting deliveries round the clock.**
- **22 Nurseries** provide necessary care to the new-borns – normal as well those born with disease.
- All indoor patients receive treatment under the guidance and supervision during office hours i.e. 9:00 AM to 4:00 PM.
- Outside office hours, treatment is given by doctor on duty and specialists are available on call.
- Free diet is provided to all patients in all the Wards.
- Every patient is given one attendant pass.
- Visitors are allowed only between 12.30 PM to 1.30 PM & 5:00 PM to 7:00 PM.
- Investigations like CT **scan, Barium-meal, ECHO, TMT** etc. are charged for as per Government approved rates.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

## Other Facilities:

Other facilities available include:

Cold Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty. 10 Ambulances are available to pick up patients from their places and also for discharged patients. Mortuary Van is available Round the clock. Public Telephone Booths are provided at various locations. Stand-by Electricity Generators have been provided. Chemist Shops are available outside the hospital. Canteen for patients and their



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attendants is available. Lifts are available for access to higher floors. Adequate toilet Facilities for use of patients and their attendants are available.

## **Complaints & Grievances:**

There will be occasions when our services will not be up to your expectations.

Please do not hesitate to register your complaints. It will only help us serve you better. Every grievance will be duly acknowledged. We aim to settle your genuine complaints within 10 working days of its receipt.

Suggestions/Complaint boxes are also provided at various locations in the hospital. If we cannot, we will explain the reasons and the time we will take to resolve.

Name, designation and telephone number of the nodal officer concerned is duly displayed at the Reception.



## **Dr. P. Dhairyawan, DM (Neurology)**

Professor of Neurology.

Designation: **Medical Superintendent.**

Tele: (O) 040-27505566, (M) 919848038877.

Meeting Hours **3.00 PM to 4.00 PM**

## **Responsibilities of the Users:**

The success of this charter depends on the support we receive from our uses.

Please try to appreciate the various constraints under which the hospital is functioning. On an average more than **5 lacs patients attend the OPD annually and more than 1 lacs** patients are attended annually in the casualty and emergency wards. Please do not inconvenience other patients. 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. The Hospital is a "No Smoking Zone" and smoking is a Punishable Offence. Please refrain from demanding undue favours from the staff and officials as it encourages corruption. Please provide useful feedback & constructed suggestions. These may be addressed to the Medical Superintendent of the Hospital.

- No Smoking Please"
- Don `t split here & there
- Use Dustbin
- Keep Hospital Clean
- Give regards to Ladies and Senior Citizens.



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