

Citizen's Charter

Service Name	Citizen's Charter
Date created:	01.10.2014
Approved By:	Dean /Principal Name: Dr. Suresh Babu. M.T
Reviewed By:	Medical Superintendent Name : Dr. Venkata Shiva reddy. N
Responsibility of Updating:	Associate Dean Name : Dr. Narayamurthy. C

The citizen charter of Basaveshwara Medical College and Hospital provides a framework to enables the users of services to know:

1. The services delivered by the hospital.
2. The quality of services which the patients are entitled to receive.
3. The right of denial of poor quality of services and the proper mechanism to complaint in case of such services.
4. All the patients attending the hospital are ensured to receive the empathetic services and prompt attention.

GENERAL INFORMATION

Principal: 08194 - 227937

Emergency: 08194-222054

All the doctors working in BMCH & RC were white long apron with their name and emblem of the institution. All the nurses were respective uniform dresses in different areas of the hospital along with identity card. All other staff members are in possession of identity cards.

Enquiries: Help desk & Enquiry counters are in existence at the main reception counter and in the OPD hall.

CASUALTY AND EMERGENCY SERVICES:

Timing: 24 hrs, 365 days:

Casualty medical officers and residents available 24 hours on all days

Call days are fixed for various Consultants are available round the clock on call.

OUT PATIENT DEPARTMENT

Clinics

1. General OPD(Medicine, Surgery, Gynecology , Pediatrics, Eye, ENT, Orthopedics and Dental) :9 AM to 1 PM and 3 PM to 5 PM.
2. Speciality Clinics and Services (Infertility, Cardiac, Urology, Cancer Detection, Immunization & Child Guidance clinic, NICU, PICU, Asthma clinic, Pain Management clinic, Stone clinic, Pigmentation clinic etc) : 9 AM: 5 PM on respective days
3. Registration Counter functions round the clock

Diagnostics

Laboratory :Sample collection round the clock (24 x 7)

Phone number – 08194 – 226742, Intercom Extension number - 330

Radiology: Round the clock (24 x 7).

Phone number – 08194 222054.

Blood Bank:

Blood Bank facilities available in the Hospital round the Clock (24 x 7)

Phone number – 08194 226742, Intercom Extension number - 337

INDOOR TREATMENT

All patients admitted in their respective wards of the hospital are treated as per the hospital's inpatient policy.

Visitors are allowed only at notified visiting hours : 1 to 3 PM & 4 – 6 PM on all the days, 10 am - 12pm on Sundays and holidays

Facility of free treatment for Economically Weaker Section (Subjected to permission from higher authorities)

Staff nurses are on duty round the clock in all the wards.

Admitted patients should contact the staff nurse / Floor manager for any medical assistance if they need

MISCELLANEOUS FACILITIES:

- 1. Wheel chairs and stretchers for non-ambulatory patients.**
- 2. Ambulance services (Paid), round the clock.**
- 3. There are three standby generators in high dependency units and Online UPS to cater to emergency services in case of breakdown of electricity.**
- 4. Adequate drinking water (Basava Jala) and toilet facilities are available.**
- 5. Cafeteria – 7AM. To 10 P.M**
- 6. Pharmacy service is located on the ground floor and Casualty Block (24 hours , 365 days)**

COMPLAINTS AND SUGGESTIONS

- 1. If the services provided in the hospital does not meet the expectations of the patients can complain to MS/ AMS/ NS/ HRM/ Manager.**

2. Suggestion forms are available in each ward on request with the staff nurse. The patient/ Patient Attenders can avail them and filled forms can be dropped in to the “Suggestion Box”. The Hospital is a no smoking and no alcohol zone

At Basaveshwara Medical College Hospital and Research Centre, we respect the individuals and their personal and unique needs. We expect that the observance of patients’ rights will support mutual cooperation and greater satisfaction for the patients and hospital staff alike.

As a patient you have the right to

- ❖ **Get admitted irrespective of race, color, religion, country/ state origin and income status.**
- ❖ **Be considerate and respectful to obtain care at all times and under all circumstances with recognition of personal dignity**
- ❖ **Within law, to personal and informational privacy as manifested by the right to**
 - Refuse to talk with or see anyone not officially connected with the hospital, including visitors; persons officially connected with the hospital but who are not directly involved in his care.
 - Wear appropriate clothing and religious or other symbolic items, as long as they do not jeopardize safety or interfere with diagnostic procedures or treatment.
 - Be interviewed and examined in surroundings designed to assure reasonable privacy. It is the patient’s right to wish to have a person of one’s own gender present during physical examination, treatment, or procedure performed by a health professional; and the right not to remain disrobed any longer than is

required for accomplishing the medical purpose for which the patient was asked to disrobe.

- Expect that any discussion or consultation involving his / her case will not be conducted in public and that individuals not involved in direct care will not be present without permission of the patient.
 - Have his/ her medical record read only by individuals directly involved in treatment or monitoring of quality, and by other individuals only on authorization by the patient or that of his / her legally authorized representative.
 - Patient education include method of preventing infections. Patients are told about proper hygienic condition to be maintained for avoiding infection and the result disease.
 - Expect that all communications and other records pertaining to his care, including the source of payment for treatment, be treated as confidential.
 - Expect that information given to concerned family members or significant other legally authorized person, be delivered in privacy and with due consideration of confidentiality.
- ❖ Expect the reasonable safety in so far as the hospital practices and environment are concerned. To address the needs of patient, visitor and staff regarding safety and security, the hospital security personnel are present round the clock. Other safety and security measures include limited access to the facility, and the use of employee identification badges that are to be conspicuously displayed.
- ❖ Know the identity and professional status of individuals providing service to him / her and to know which Consultant is primarily responsible for his / her care.

❖ Information and education

- o obtain information from the Consultant responsible for coordinating his / her care, complete and current information concerning his / her diagnosis (to the degree known), treatment ,nutritional requirements and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand.
 - o seek information about disease process, expected complications, mitigation strategies and prevention techniques.
 - o seek the required information in the language they understand provided it is possible for the hospital to provide appropriate interpreter for the same.
 - o the formal right of access to his / her medical records which will be provided as per existing policy and procedure.
 - o information on the expected cost of treatment. This information is communicated to the patient relative by the treating consultant. Patient is also informed about any additional cost (if any) to be incurred due to sudden change in the physical condition of the patient.
- ❖ When the patient does not speak or understand the predominant language of the community, the hospital will make efforts to ensure that proper interpretation is done if it is possible to provide appropriate interpreter for the same.

As a Patient it is your responsibility

Patients have the responsibility to:

- i. Provide accurate information about their health, including past illnesses or health problems, hospitalizations, allergies and the current or past use of medication.

- ii. Read all medical forms including consents thoroughly and ask to have the information explained to them prior to signing if they do not understand.
- iii. Follow the treatment plan recommended by their health care provider.
- iv. Observe facility policies and procedures, including those regarding smoking, noise and visitors.