

CITIZENS CHARTER
ADESH INSTITUTE OF MEDICAL SCIENCES AND RESEARCH, BATHINDA

General Information

1. AIMS R hospital is a 7 storey building plus a basement on the Bathinda Barnala highway. It is a multi-specialty hospital with 700 beds. The entrance foyer of the hospital has enough space to seat more than 1250 patients and their attendants. The emergency is conveniently located close to the main entrance from the highway for easy and quick access to the ambulances. The outpatient departments (OPDs) are provided with modern equipment. The ICU complex consists of medical Intensive Care Unit (ICU), Intensive Cardiac Care Unit (ICCU), Respiratory Intensive Care Unit (RICU), Surgical Intensive Care Unit (SICU), Pediatric Intensive Care Unit (PICU), Neonatal Intensive Care Unit (NICU) and a renal dialysis unit.

Enquiry Reception and Registration Services

2. Located in foyer of the main entrance of hospital which has enough space to seat more than 1250 patients and their attendants waiting for registration, buying medicines at the drug store or visiting their relatives.

- Two counters are OPD patients , One IPD counter , One counter for cash deposits and refunds. These counters function during working hours
- One emergency counter located with emergency functions after working hours
- One window is exclusively for six specially adopted villages .
- Location Guide Maps have been put up at various places in this hospital.
- Patient care executive are available near the counter to help and guide the patients
- Directional sign boards are fixed at strategic points for guidance.

Telephone enquires can be made over telephone nos.

Contact No. 0164-5055024, 0164-5055000, Mob 9465245893, Mob 918725010000

Emergency : 0164-5055100

Fax : 0164-5055255

Casualty and Emergency Services

3. Emergency medical services available 24X7 . Emergency Medical Officer and Resident available 24 hours all days. Emergency cases are attended to promptly.

- Duty Doctor is available round the clock in Major specialties viz. Medicine, Surgery, Orthopaedics and Paediatrics.
- Specialists in Medicine, Surgery, orthopedics, pediatrics and other specialties are available round the clock.
- Duty Doctor in superspecialties available on call in Neurosurgery, Paediatric Surgery, Urosurgery, Gastro surgery, gastroenterology, cardiology, Anesthesia and Radiology.

- In other specialties/superspecialities, they will be available on call. The decision to call a specialist / super specialist is that of the treating doctor.
- In serious cases, treatment/management gets priority over paper work like registration and medico legal requirements.
- Emergency Operation Theatre is maintained on a regular basis to ensure that it is usable at all times. Free telephone is available at the entrance of Casualty.

Ambulance Services:

4. The hospital has a fleet of 1 fully equipped cardiac ambulance and 1 equipped regular ambulance. A team of trained and dedicated medical professionals, Emergency Technicians, Nursing personnel and trained drivers are always ready to handle all eventualities round the clock. The Ambulance services are available on payment for transportation of patients from homes to AIMSRS or From AIMSRS to drop points. Ambulance service enquiry No **0164-5055000, 0164-5055024** . This facility is available 24 hours a day, on all days.

Out Patient Departments

5. Timings 9.00 a.m. to 1 p.m. (except Sundays & Holidays). Every Out Patient seeking treatment at the hospital is registered and issued a OPD printed slip for recording symptoms, diagnosis and treatment being provided. Boards indicating unit on duty on various days are displayed at receptions and in the main hall of OPD.

Ser	OPD	Floor	Remarks
1	General Medicine	Ground Floor	Daily from 09:00 to 04:00 PM (Except Sundays)
2	Gynae and Obs	Ground Floor	
3	Orthopaedics	Ground Floor	
4	General Surgery	First Floor	
5	Eye	First Floor	
6	ENT	First Floor	
7	Paediatrics	Second Floor	
8	Skin	Second Floor	
9	Psychiatry	Second Floor	
10	Chest and TB	Second Floor	

6. I P D services

Ser	IPD	Floor
1	Maternity Ward	Ground
2	Surgery and Orthopedic New ward	Second Floor
3	Surgery male and Surgery Female Ward	Third Floor
4	Orthopedic Male and Orthopedic Female ward	Third Floor
5	Medicine male and Medicine Female Ward	Fourth Floor
6	Paediatric and Gynaecology Ward	Fourth Floor
7	Obstetric and Pediatric ward	Fifth Floor
8	Chest and TB, Eye ward , ENT male and Female ward , Psychiatry male and Female ward , Skin male and Female	Sixth Floor

	ward	
9	20 Rooms special ward	Second Floor

7. In - patient Department (IPD) Services

Patients admitted to Adesh Hospital have to pay charges as per the charge list . This entitles free breakfast , lunch and dinner.

Rooms in Private Wards are made available on recommendation by the treating doctors, if vacant room is available. The hospitalization charges of private room are as under:

- AC: Rs 1800/day (Two Bedded)
- AC: Rs 2000/day (Three Bedded)

Facilities provided in private ward include attached toilets & bathroom, 1 or 2 beds for attendant, a chair and a table , Cable TV ,Refrigerator , Geyser and room heater during winters .

All in-patients receive treatment by team of resident doctors and nurses, available round the clock, under the supervision and guidance of faculty members of AIMSRS .

Hospital attendants are available in different wards to help in patient care and related activities.

Inpatient services have portable X-ray machines, ECG services, Generator back up, emergency lights, internal telephone, chairs for attendants etc.

Waste disposal is done as per the established rules (Biomedical waste management and handling rules, 1998 modified 2016) and utmost care is taken to keep the premises neat and clean.

Visiting Time

Visitors are allowed only during notified visiting hours i.e. 4:00 PM to 6:00 PM .

All investigations are charged as per rate decided by the appropriate authorities time to time.

8. Specialty Clinics : 02:00 PM to 04:00 PM

S No	OPD	Floor	Clinics	Days/Time
1	General Surgery	First Floor	Tumor Clinic and Urology clinic Paediatric Surgery and Neurosurgery Cardio thoracic and Vascular Surgery Surgical Gastroentrology Plastic surgery Piles Clinic	Monday Tuesday Wednesday Thursday Friday Saturday
2	Orthopedics	Ground Floor	Club Foot clinic Fracture Clinic Low Backache Clinic	Wednesday Friday Monday
3	General Medicine	Ground Floor	Cardiology Clinic Diabetes Clinic Rheumatology Clinic	Daily Daily Daily

			Nephrology Gastroenterology Clinic Neurology	Tuesday & Friday Monday & Friday Monday & Thursday
4	Gynae and Obs	Ground Floor	Family Welfare Clinic Oncology Clinic Infertility and Endocrinology Clinic Menopause Clinic	All days Monday Wednesday Friday
5	Pediatrics	Second Floor	Immunisation Clinic Well Baby/ Child Welfare Clinic Child Guidance Clinic Rehabilitation Clinic (Including facilities for speech therapy and Occupational Therapy)	Daily Friday Wed and Sat 2 nd and 4 th SATURDAY
6	ENT	First Floor	Neuro-otology Clinic Otology Tumor Clinic	Tuesday Thursday Friday
7	Eye	First Floor	Squint Clinic Glaucoma Clinic Retina Clinic	Tuesday Thursday Saturday

9. SUPPORTIVE SERVICES

a. Diagnostic Services: Central Lab 1st Floor

S. No.	Services		Charges
1	Pathology	Hematology	Available with reception at Central laboratory
		Clinical Pathology	
		Cytology	
		Histopathology	
		Biochemistry	
		Bone Marrow Aspiration	
2	Microbiology	Grams Staining, AFB, Stained Smear Diphtheria, Blood for MP and MF, Blood for VDRL, Aldehyde, Stool for Microscopy (Ova/Cyst), Widal Test, Culture & Sensitivity, Blood Culture, Culture for Tb. Bacilli/Drug Sensitivity testing for TB, Culture for Anaerobes, Culture for Fungus, ELISA-I for Antisperm-Antibody, ELISA (IgG) for Tuberculosis, ELISA (IgM) for Tuberculosis, PCR for tuberculosis, PCR for Typhoid fever.	Available with reception at Central laboratory
3	Immunology	C Reactive protein, Widal , IgG , Rheumatoid factor , ASO ,Pregnancy test ,VDRL/RPR	
4	Virology	HIV, HCV, HAV, HeV, Dengue , HbSAg	
5	Parasitology	Malaria parasite , Stool examination for ova , cyst , cryptosporidium Vaginal swab	

		for Trichomonas	
6	Mycology	Koh examination for skin, nail , hair . Fungal culture and its identification .	
7	Myco - bacteriology	ZN Stain , modified ZN stain , Sputum for Nocardia , Mycobacterial culture	

Collection of Specimens: All Days 09.00 A.M. to 04:00 P.M. Reliability and promptness of laboratory results is ensured as tests are done by automatic machines which are regularly calibrated Reports are made available within the shortest possible time, which will be specified depending on the nature of the investigation.

b . Diagnostic Services : Radio diagnosis Ground Floor

S. No.	Services
1	1.5 Tesla MRI
2	16 Slice C T Scan
3	Ultra Sono Graphy Machines
4	X- Ray
5	Mammography
6	Colour Doppler
7	Digital X-ray (C R System) for teleradiology,

c. Diagnostic Services : Neurology and Psychiatry

S. No.	Services	Floor
1	EEG	Second Floor
2	EMG	
3	NERVE CONDUCTION STUDIES	
4	VEP , BAER	
5	Biofeedback Psychological instruments and ECT machine	

d. Diagnostic Services : Medicine Ground Floor

S. No.	Services
1	ECOCARDIOGRAPHY
2	TMT
3	ECG

e. Therapeutic and counseling Facilities

S.No.	Services	Floor	Days	Remarks
1	Physiotherapy	Basement	Daily	
2	ICTC	First Floor near Central Lab	Daily	Free

f. Prophylactic

S. No.	Services	Floor	Days	Remarks
1	Immunization	Second	Daily	Free (vaccine under National Programme)
2	Other Vaccination	Second	Daily	

Operation Theaters

10. The institute has fully equipped 12 modern Operation Theatres where all kinds of major surgeries are performed with latest state of art equipments viz four C Arms, four HD Cameras(Spies from Karl Storz) , Lap Chole sets , harmonic scalpel and so on .

For routine surgeries, patients are called and operated upon as per the waiting list. But, in case of emergencies/urgencies, the out of turn surgeries are also performed, at the discretion at the treating doctors.

The patient should get his Pre-anaesthetic check up done in PAC Room in ICU Complex before getting admitted for operation and follow the instructions given by the treating doctors.

Blood Bank

11. The hospital has fully equipped, licensed, state-of-the-art Blood Bank for whole blood & component processing facilities which works round the clock under the Department of Transfusion Medicine. Each single unit of Donor Bleeding (including charges for Blood Donor Bag + HIV + HBsAg + VDRL Testing + Grouping & Cross Matching), Fresh Frozen Plasma (FFP) per unit, Platelet Poor Plasma (PPP) per unit, Platelet Concentrate or Cryoprecipitate per unit, Blood Grouping (Per Case), Screen for Thalassemia and component therapy facilities available

Maternity & Nursery Services

12. Clean & Septic labour rooms available and are well equipped. Maternity services along with well equipped Nursery are available round the clock. The department is licensed for medical termination of pregnancies upto 12 weeks and upto 20 weeks pregnancies as per the stipulations under the act . Department also provides free counseling on maternal and child welfare schemes.

ICU

13. The hospital has fully equipped more than 30 beds ICU (MICU, SICU , RICU, CCU and PICU) equipped with ventilators, multi para-monitors, infusion pumps, defibrillators, central oxygen suction and air. The ICU is manned by residents and trained nurses and is supervised by consultants. Patients requiring urgent ICU care are admitted to ICUs at the discretion of treating doctors.

Hemodialysis Unit

14. The hospital has three haemodialysis machines and one CRRT Machine located in ICU. Patients are given appointments for their maintenance haemodialysis.

Other Services & Facilities:

15. Wheel Chairs and stretchers are available on request at any point from Patient Movement Service Department. Lifts are available for access to higher floors in the hospital. There is a stand-by generator to cater to emergency services in case of breakdown of electricity. 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

- a. **Bank & ATM.** The State Bank of India has a full-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. ATM Counters of four banks exist by the side in the premise of Adesh University .
- b. **Money & Valuables:** It is not advisable to bring large sums of money or valuables into the hospital. The hospital does not accept responsibility for loss or damage to your possession.
- c. **Medicines & Consumables:** Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy which works 24 hours × 365 days
- d. **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.
- e. **Food Services: Diet:** The hospital dietary department provides all meals for the patient free of cost. Our kitchen is well equipped to serve good balanced vegetarian meals
- f. **Cafeteria:** The cafeteria is open to visitors daily for 24 hours Canteen : Adesh Hospital provides breakfast, Lunch, Dinner, tea, coffee, snacks and juices .

Responsibilities of User

16. 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. On an average, 1500 patients attend the OPD and Casualty daily.
 - Please follow the rules and regulations of the hospital while inside the hospital campus.
 - Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
 - Please help us in keeping the hospital and its surroundings neat and clean.
 - Please don't argue with security guards, show your passes when asked for & help maintain the order and peace inside the hospital premises.

- Please use the facilities of this hospital with care and do not damage/ spoil hospital property.
- The Hospital is a No Smoking Zone.
- Please refrain from demanding undue favors from the staff and officials.
- Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

Complaints and Grievances

17. There will be occasions when our services will not be up to your expectations. Please do not hesitate to register your complaint/suggestions. It will only help us serve you better. You may drop your complaint/suggestions in complaint boxes which are placed at user friendly locations and are opened daily or may lodge your complaints/suggestions at the Medical Superintendent's Office. Every complaint/suggestion will be duly acknowledged and sincere attempt will be made to solve your problem.