

Maharishi Markandeshwar
(Deemed to be University) Mullana, Ambala)

CITIZENS CHARTER

Vision

Community based, cost effective healthcare to all and Research oriented medical education.

Our Hospital is committed to provide:

Mission

- 1) Quality health care at affordable cost to all sections of society
- 2) Research based undergraduate and postgraduate medical education to produce quality medical specialists to serve the community.
- 3) Our motto is to serve mankind, extend best medical facilities, and provide high quality & comprehensive health care to all patients at nominal cost.

Preamble

Everyone has the basic right to affordable quality health care. In this, our hospital fulfills its own role. This charter intends to provide guidelines which enables citizens to better understand:-

- 1) The services & facilities available in our institute,
- 2) The quality of care & services provided to our patients,
- 3) Complaint redressal system

So, this document is an expression of commitment & resolve of this hospital to provide information about the available services, standard procedures including cost for the convenience of patients.

General information

Maharishi Markandeshwar Institute of Medical Sciences and Research (MMIMSR) is 1100 bedded tertiary care hospital and medical college situated in Mullana, (Ambala) which is surrounded by many medium & small sized towns. (Important distances: Ambala-30 km, Jagadhri-30 km, Shahbad-30 km, Saharanpur-60 km). Patients of all these catchment areas are using medical facilities of this Hospital.

Services Available

- 1) 24 hours emergency services
- 2) Clinical services: OPD and IPD services
- 3) Diagnostic services: Laboratories: Pathology, Biochemistry and Microbiology Laboratories,
Radiological services: Digital X-rays, Ultrasound, CT scan, M.R.I.,
Intervention Radiology
- 4) All medical and surgical specialties and super specialties
- 5) Blood Bank

- 6) Ambulances
- 7) Pharmacy
- 8) Public utility services with market complex

1. Emergency services:-

The Hospital lays a lot of emphasis in providing prompt emergency services 24 hours all days of the week.

- a) 30 bedded Emergency Complex with comprehensive life-saving emergency medical facilities to deal with medical and surgical emergencies round the clock. The staff gives prompt and efficient services to the patients without waiting for any undue paper work
- b) The emergency room is equipped with Ventilators, Central Oxygenation and suction facilities, monitors, defibrillators & other life saving equipment. All emergency drugs are available in casualty.
- c) The treating doctor can call any specialist/super-specialist, which are available on call for urgent consultation as and when required while treating any patient.
- d) Emergency diagnostic facilities like ECG/ X-ray/Ultrasound and CT Scan are available
- e) Emergency labs for blood/urine investigations are available for casualty patients round the clock.
- f) Emergency Operation theatre (Minor and Major OT) work round-the-clock.
- g) Provision for disaster management.
- h) Facilities like Wheel chairs & Patient trolleys are available at the entrance.

2. Out Patient Services (OPD):

We have a large Air-conditioned OPD Block with a systematic registration counter, spacious waiting area and all specialties and super specialties OPDs.

- a) **Specialties:** i) Medicine ii) Surgery iii) Obstetrics and &Gynecology iv) Orthopedics v) Pediatrics vi) ENT vii) Eye viii) Dermatology ix) Respiratory Medicine x) Psychiatry. xi) Radiotherapy
- b) **Super specialty Services:** i)Cardiology ii)Gastroenterology iii)Nephrology iv)Urology v)Pediatric Surgery vi)Neurosurgery vii)Plastic Surgery viii) Oncology and Radiotherapy ix) Neurology x) Medical Oncology

Apart from the above OPDs, we have enquiry counters, registration counters, minor OT, plaster room, injection & dressing room, Dispensary, Pharmacy in the OPD complex.

- c) **Timings of OPD:** OPD facilities are available from 8:50am to 4:20pm on all days of the week except Sundays & holidays.

- d) **Registration:** Spacious registration area is located on ground floor & is covered from top & has ample counters for patients' convenience along with a seating arrangement for patients and their attendants. Registration procedure is computerized. Each patient is given an OPD card with a unique registration number and patient's details. With the help of this number patients' details can be traced in future too & sent to the same OPD. Senior Citizens & Disabled patients are given priority assistance by our help desk staff on the spot.
- e) **For BPL patients:** The hospital helps patients who are below poverty line. They are provided concessional treatment under our BPL insurance scheme.
- f) **Vaccination:** Vaccination to children is provided free of cost.

3. IPD (In-Patient) Services:

We have 1096-bedded indoor facilities with general wards, private wards and intensive care units for patients. The details of the wards and there bed strength is given below:

S. No	Departments	UNITS	No of Teaching Beds	Location*
1	Medicine	6	225	Second floor & Superspeciality Block
2	Surgery	6	200	First floor Second floor & Superspeciality Block
3	Gynaecology& Obstetrics	4	125	Second Floor
4	Pediatrics	4	125	First floor
5	Orthopaedics	3	100	Ground Floor & Superspeciality Block
6	Eye (Ophthalmology)	1	30	Ground Floor
7	ENT (Otorhinolaryngology)	1	30	First floor
8	Respiratory Medicine	1	40	Ground floor
9	Dermatology, Venereology and Leprology (Skin)	1	16	Third Floor
10	Psychiatry	1	25	Ground Floor
11	Radiation Oncology	1	8	Ground Floor
12	Cardiology	1	16	Super-Speciality Block
13	Medical Gastroenterology	1	16	Super-Speciality Block
14	Neuro Surgery	1	16	Super-Speciality Block
15	Urology	1	16	Super-Speciality Block
16	Neurology	1	16	Super-Speciality Block
17	Medical Oncology	1	16	Super-Speciality Block
18	Nephrology	1	16	Super-Speciality Block
19	ICU	-	30	Super-Speciality Block
20	Emergency Medicine	1	30	Super-Speciality Block
Total		37	1096	

All in-patients receive treatment by team of Resident Doctors and Nurses, available round the clock, under the constant supervision and guidance of Faculty Members and Consultants.

4. Intensive Care Units (ICU):

We have various well-equipped intensive care units for the management and treatment of critically ill patients. These ICUs have dedicated staff and residents doctors under the supervision of senior faculty members are available round the clock to take care of any emergency situation.

S No	ICU	Beds	Location
1	Medical ICCU	5	Superspeciality Block
2	Medical ICU	35	Second floor
4	Surgical ICU	25	Superspeciality Block
5	Gynecology ICU	10	Second Floor
6	Neonatal ICU	15	First floor
7	Pediatric ICU	15	First floor
8	Respiratory ICU	5	Second Floor
9	Burns ICU	5	First Floor
10	Cardiology ICU	5	Superspeciality Block
11	Neuro-Surgery ICU	5	Superspeciality Block
	Total	125	

Super-specialty services:

1. **Cardiology:** Cardiology Deptt with state of art equipment is available with latest Cardiac catheterization Unit, Digital Subtraction Angiography (DSA), Echocardiography, Stress test (TMT) etc. Cardiac diagnostic and therapeutic procedures like angiography, angioplasty, pacing etc. are being done by a team of experts headed by senior cardiologists at very nominal rates.
2. **Gastroenterology:** Facility for all gastroenterology procedures like endoscopy, colonoscopy, stent placements and all gastrointestinal interventions is available under a team of expert headed by senior gastroenterologists.
3. **Urology:** Facility for all urology Procedures like TURP, PCNL, URS, LASER removal of stones and all other interventional procedures are available with team of experienced Urologists & technical staff.
4. **Neurology:** All therapeutic and diagnostic services for Neurology Patients are available
5. **Medical Oncology:** Chemotherapy facility is available for all Cancer Patients.
6. **Neurosurgery:** We have a team of experienced Neuro-surgeons in our hospital with separate OT for Neurosurgery to perform all types of Spine Surgeries, Brain tumors, Trauma, Pediatric and other neurosurgical procedures. The department of neurosurgery also runs a pain clinic.
7. **Radiotherapy and Oncology:** Chemotherapy facilities with separate ward are available for cancer patients at nominal rate. State of the art machines like linear accelerator, CT Simulator and brachytherapy are available for all types of radiotherapy under supervision and guidance of senior Radiation Oncologist.
8. **Cardiothoracic and vascular surgery:** Cardiothoracic and Vascular surgery department is performing all cardiac by-pass surgeries, valvular surgeries, paediatric cardiac surgeries and all vascular surgeries.
9. **Nephrology and Dialysis:** Nephrology facilities with a dialysis unit under care of a senior
10. **Plastic Surgery:** Facilities for plastic Surgery with a Burns Unit under care of a senior consultant.
11. **Oncosurgery:** Oncosurgery Facilities are available for cancer patients.
- 12.

6. **Operation Theaters:**

We have fully equipped state-of-the art 14 major & 8 minor operation theatres. All OTs' are well equipped with modern gadgets & having state of art facilities.

All types of laparoscopic surgeries, superspeciality surgeries, routine and advance surgeries and cancer surgeries are routinely performed by excellent team of surgeons with the support of anesthetists and well trained nursing and paramedical staff.

Pre-anaesthetic check up, pre operative and postoperative ward facilities are available for quality care of the patients.

7. **Labour Room:**

We have a well equipped labour Room with 2 labour units and 25 beds.

a) **Free Maternity Care:** MM Trust provides for all Deliveries and Caesarean sections free of cost. These patients are provided free treatment including medicines, investigation facilities, transportation and food. Free medical care including medicines is also provided to their newborn neonates.

8. **Diagnostic services:**

a) **Laboratory services:** These are available round the clock for routine as well as for emergency investigations. Specialized tests are conducted in various departments like Pathology, Microbiology & Biochemistry. Facility for all routine and specialized Haematology biochemistry, histopathology, and cytology, microbiological investigations, and cancer markers is available. Central hospital Laboratory is available for conducting all tests. Separate facility for sample collection and delivering reports is available.

Timing: Sample Collection: 8:30am to 3:30pm. Emergency investigations are done round the clock. *(List of available investigations and charges is attached.)*

b) **Radio diagnostic services:** We have a very well equipped radiodiagnosis department with a team of highly qualified radiologists and technicians. Facilities for the following radiological investigations are available at nominal cost.

Digital radiography with facility for all types of special investigations

Ultrasound of all body parts with 3D and 4D ultrasound

Color Doppler of all body parts

Obstetrics ultrasound

CT of all body parts with CT angiographies, HRCT, Dentascan etc.

MRI of all body parts with facility for MRCP, whole body MRI, MR angiographies,

Diffusion and perfusion MRI, Musculoskeletal MRI

Mammography

CT and USG guided interventions like drainage procedures, FNAC, Biopsy.

Cath LAB and DSA with angiography and vascular interventional procedures

Portable radiography for sick patients

24 hrs emergency services

9. Other Important Facilities:

- a) **DOTS Center:** Facilities for sputum examination for patients of tuberculosis are available at the DOTS center from 8:30 am to 3:30pm on the 1st floor. Patients if tested positive are registered and provided with the DOTS therapy through the respective PHCs. Tests for Malaria (slide for malarial parasite) is available round the clock.
- b) **ICTC &ART Center:** Voluntary HIV testing & counseling is available from 8:50am to 4:20 pm. Results are kept strictly confidential.
- c) **Blood Bank:** We have licensed blood bank in our Hospital with 24 hrs services. Blood bank is equipped with all ultra modern gadgets for separating blood components like packed cell, frozen plasma, platelet concentrate, cryoprecipitate, etc. All blood units are screened for HIV 1& 2, Malaria, Hepatitis B, Hepatitis C, & Syphilis before transfusion.
- d) **De-addiction Centre:** We have a de-addiction center with 10 beds attached to the psychiatry department.
- e) **Pharmacy:** We have our own pharmacy with 3 retain / outlets. The pharmacy in emergency deptt that remains open round the clock. All medicines at concessional rates are provided to patients.
- f) **Dental check up and treatment:** Dental treatment is provided in the dental college by highly qualified dental staff of all dental specialties.
- g) **Post mortem:** Post mortises conducted by expert of forensic medicine on personal request of family members & as per requirement of cost.
- h) **Mortuary:** Mortuary is available in the institute with storage capacity of 8 bodies in separate chambers.
- i) **Health centers:** We have 1 Rural health centers at Adhoya & 1 Urban health center at Ambala Cantt. These Health Centers are well equipped to provide primary health care to the local population Rural Health delivery system. They also provide training to our fresh Doctors undergoing internship. Cases requiring specialized investigations and management are referred to our Medical College hospital.

Miscellaneous Information

1. Public Utility Services :-

Lift facilities: We have adequate number of lifts at various places for the convenience of patients and their attendants in the Hospital.

- a) **Canteen:** 3 canteens are available in the hospital building and provide hygienic beverages and snacks to the patients, their attendants and visitors.
- b) **Shopping complex:** Shopping complex with facilities for all day to day needs and groceries is available.
- c) **Banks and ATM facility:** There is a bank in the shopping complex with AT facility.

2. Responsibility of the relatives:

- a) Please help in maintaining cleanliness of the hospital
- b) Do not crowd the wards in the interest of your patients
- c) Do not disturb other patients.
- d) Do not make any hindrance in hospital functioning.
- e) Wait in queue, except in emergency.
- f) Use facility provided with care.
- g) Please do not misuse or waste electricity & water.
- h) Contact Enquiry or Reception for any queries and clarifications.
- i) Hospital is No spitting and No smoking zone.
- j) Please refrain from demanding undue favours from the staff & officials.
- k) Do not tip any hospital staff for services provided.

3. Grievance Redressal:

We try our best to provide quality services to our patients. However if you find these services insufficient & not meeting your expectations; please do not hesitate to register your suggestion and complaints. Suggestion and complaint boxes are available at various locations in the hospital and we redress grievance as soon as possible.

- a) Suggestions and complaints are regularly examined and prompt actions taken as appropriate
- b) A grievance redressal committee is available to address all grievances. In addition, the following officers are available to address any issues not resolved satisfactorily.

CMO in Emergency

Nursing

superintendent

Medical

superintendent

4. Important telephone numbers:

Sr. Number	Contact Person	Number
1	Principal	8059931302
2	Medical Superintendent	9418300888
4	Nursing Superintendent	9729469005
5	Helpline (Enquiry and Complaints)	8059932001
6	Ambulance	8059932713
7	Emergency	8059931600
8	Radiology	8059931200
9	Cardiology	8059932081

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