CITIZEN’S CHARTER

Dear Patient,

You are welcome to Adesh Medical College and Hospital, a multispecialty tertiary care hospital running under the aegis of Adesh Welfare Society.

Introduction

Adesh welfare society is a society registered under Societies Registration Act XXI of 1860 vides Registration No. 1125 of 1992-93. It was incorporated with the laudable objective of advancement of Education and Research & Development in North India. The society is running eleven institutions with mission and vision to provide services and opportunities with excellence in the area of education and research.

It gives us immense pleasure to state that the Society has taken up the Adesh Medical College & Hospital project at Mohri, Kurukshetra to serve the people of northern Haryana as well as adjacent districts of Punjab & Himachal Pradesh. The Hospital has been started with 375 beds which include teaching beds, emergency beds and critical care beds with vision to upgrade the hospital to 750 beds. The hospital is situated in the proximity of your residence and equipped with latest equipment of state of art technology with the aim to provide high quality of medical care and services at a fraction of the cost of the corporate hospitals.

Objective

This charter seeks to provide a frame work, which enables you to know:
- Rights for care and service you are entitled in Adesh Medical College and Hospital.
- The means through which complaints regarding denial or poor quality of service can be redressed.
- Your responsibilities to help us give you excellent care.
- The health care facilities available in the hospital

Vision

- To be a model of excellence in healthcare, medical education, research and community relationship.

Mission

- To provide medical care with compassion and competence and at a cost which is affordable to all
- To deliver highest standards of education in medical and allied fields.
- To continuously strive for quality improvement.
Rights of Patients:

- Be safe from physical, psychological abuse or neglect.
- Understand and give informed consent as well as participate in decisions about their healthcare.
- Be treated with dignity, respect and consideration of their individual values and belief as well as privacy during examination, procedures and treatment.
- Right to refuse treatment.
- Confidentiality of all records and communications as provided by law.
- Have eligible family member for all the above mentioned rights in case patient is unable to give informed consent.
- Right to have complete information about estimated costs of proposed treatment.
- Right to have access to his/her medical records.

Responsibilities of Patients:

- Provide accurate and complete information about previous illness with proper record.
- Provide information relating to health insurance or other sources of payment as well as their ability to pay for services in time.
- Follow the instructions and comply with the treatment plan as prescribed by the doctor.
- Participate and cooperate with health care professionals in decisions about health care which meets their medical and social needs.
- Accept responsibility for their actions if they refuse to take treatment.
- Follow the rules and regulations of the hospital including the “No-tobacco Campus Policy”.
- Accept responsibility for the safekeeping of their valuables and possessions.
- Respect the hospital staff and healthcare professionals and protect the property of Adesh Medical College and Hospital.
- Be considerate of the rights of other patient and hospital personnel by assisting with the control of noise, cleanliness and number of visitors.
- Provide useful feedback about services and policies.
- Treat all healthcare workers with respect.
Location

- Adesh Medical College and Hospital is located at NH1 vill.-Mohri(Near Ambala Cantt.), Teh.-Shahbad, Distt.- Kurukshtera (Haryana), 136135

Contact Us

<table>
<thead>
<tr>
<th>Help Desk</th>
<th>0174-4332000</th>
<th>Ambulance : 8222954101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Free</td>
<td>18002740512</td>
<td>Hearse : 9215741300</td>
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<tr>
<td>Emergency No.:</td>
<td>8222954101</td>
<td>Police : 01744241100, 7056700814</td>
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<tr>
<td>Blood Bank:</td>
<td>0174-4332021</td>
<td>CMO Office : 01744-290344</td>
</tr>
<tr>
<td>OPD Incharge:</td>
<td>8222954140</td>
<td>Email : <a href="mailto:adeshmsoffice@gmail.com">adeshmsoffice@gmail.com</a></td>
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<tr>
<td>IPD Coordinator:</td>
<td>8222954219</td>
<td></td>
</tr>
<tr>
<td>Public Relation Officer:</td>
<td>7082402801</td>
<td></td>
</tr>
<tr>
<td>Medical Superintendent:</td>
<td>8950666676</td>
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</tr>
</tbody>
</table>
Staff Uniform
- Doctors wear white aprons and nurses are in uniform.
- All staff wears a badge or an identification card of AMC & H

Enquiries:
- Directional signboards are fixed in each floor.
- Enquiry counter exists at the reception (at the main entrance).
- Public Relation officer helps the patient at the OPD entrance.

Casualty and Emergency Services:
- The casualty functions round the clock on all days.
- Casualty Medical officer and resident Doctors are available 24 hrs on all days. Duty Doctors are available round the clock in all specialties.
- There are 25 beds in the emergency room and 50 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 rather 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. Adequate staff is available in the operation theatre.
**Ambulance Services:**
The hospital has a fleet of one fully equipped critical care ambulance and one 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 for transportation of patients from homes to Adesh Medical College & Hospital. This facility is available 24 hours a day, on all days.
**Outpatient Departments:**

**Timings:** 9.00 am to 3.00 pm

Every outpatient seeking treatment at the hospital is registered prior to the consultation. For every new patient a Unique Hospital ID (UHID) number is allotted for the further follow up.

If you have been registered previously, kindly quote your UHID number while taking an appointment.

All payments can be made at the Reception Billing Counter.

**Departments:**

- Medicine
- Cardiology
- Pulmonary Medicine
- Neurosurgery
- Plastic Surgery
- General Surgery
- Gynecology & Obstetrics
- Orthopaedics
- Anesthesiology and Critical Care
- Paediatrics
- Ophthalmology
- ENT
- Dermatology
- Radiology
- Neonatology
- Psychiatry
- Urology
- Paediatric Surgery
- Gastroenterology
- TB & Chest
- Dentistry
- Physiotherapy
Laboratory Services:
- Biochemistry
- Hematology
- Histopathology
- Cytology
- Microbiology
- Serology
- Central clinical laboratory
**Routine Investigations:** Available on all days (24X7)

**Collection of Specimens:**
All Days, 24 hours.
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.
Intensive Care units:
1. ICU (Intensive Care Unit)
2. ICCU (Intensive Coronary Care Unit)
3. RICU (Respiratory Intensive Care Unit)
4. NICU (Neonatal Intensive Care Unit)
5. PICU (Pediatric Intensive Care Unit)
6. SICU (Surgical Intensive Care Unit)
7. Burn Unit
All the intensive areas are well equipped with equipment of state of art technology i.e. ventilators, defibrillators, monitors, central oxygen and suction supply. An anesthesiologist and trained nursing staff is available for 24 hours in intensive units.
**Operation Theatres:**

The hospital has seven major operation theatres and seven minor operation theatres which are equipped with modern equipment of latest technology.
**Blood Bank and Component Therapy Unit:**
Open for 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.
All blood is tested as per the norms specified by competent authority.
Component separation facility is available.
Equipments and Facilities:
This hospital has the following services available:

- Physiotherapy and Occupational Therapy Unit
- Dialysis Unit
- 16 Slice CT
- MRI – 1.5 Tesla, 16 frame
- Digital X-RAY Machines- 2 static & 2 mobile
- Ultrasounds
- Mammography
- IITV Fluoroscopy
- Color Doppler
- Echocardiography
- Audiometry and Speech Therapy
- Mammography
- EEG
- ECG

Round the clock biomedical engineering department is operational.
All the equipments are calibrated periodically on regular intervals as specified.
**During Your Stay:**
We hope this information helps you to prepare for your stay as an inpatient in the institute. A skilled team of personnel, some of the working behind the scenes, will hopefully make your stay comfortable and pleasant.

**Category of Accommodation:**
General Ward. AMC & H general ward features separate male ward, female ward, Paediatric Ward and Psychiatry Ward.
Private rooms: A/C Single Room: These are individual air-conditioned rooms with attached washroom. The Room provides television, telephone and an attendant couch.
Non A/C Single Room and Non- A/c double rooms: These are individual rooms with attached washroom, Television, telephone and an attendant couch.

**Schemes / Empanelments:**
- ECHS
- Bharat Sanchar Nigam Ltd. Ambala Circle.
- Northern Railways Ambala Cantt.
- Shri Gurudwara Parbandhak Committee, Amritsar.
- Oasis commercial Pvt. Ltd., Jatwar, Distt.-Ambala
- Oasis Overseas Pvt. Ltd. Jatwar, Distt.-Ambala
- Parijat Industries (India Pvt. Ltd.) Khera Ghani, Distt. Ambala
- NRI Motels Pvt. Ltd., Mohra, Shahbad
- Countrywood Hotels and Resorts Pvt. Ltd., Mohri, Shahbad

**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.
Medicines & Consumables:
Medicines and surgical consumables required for the treatment can be procured from the in-house pharmacy which works 24 hours \( \times \) 365 days. A general pharmacy is located in outpatient department which functions 24×7.

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.

Food Services:
The hospital dietary department provides all meals for the patients. Our kitchen is well equipped to serve good balanced meals to meet the needs of all patients.

Canteen: The canteen is open to visitors daily for 24 hours.
Visitor Pass:
Attendant: Visitor pass facility is available. 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 patients. Female by standers is a must for female patients. By stander pass is issued from IP admission counter at the time of patient admission.

Visiting hours:
Visiting hours for the hospital are: 07 to 8 am and 5 pm to 7 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 on request at any point from Patient Movement Service Department.
Lifts are available for access to higher floors in each tower.
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.

Bank & ATM
The State Bank of India (SBI) has a full-fledged branch in the hospital premises for the convenience of the patients, staff and for the community as a whole. ATM Counter of SBI bank is existing by the side of the Bank.

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 inform the local police authorities.

Death Certificate: If a patient expires in the hospital, a death information report is issued to the family by the hospital to carry the body.
Mortuary Services: Mortuary provides Refrigerated storage of deceased patients.

Birth certificate: Parents of the newborn are issued birth registration certificate from the hospital.

Patient Services Department: Discount is given to the poor patients.

Employee Health Checkup:
An employee health checkup is carried out with all staff dealing with direct patient care.