

# Citizen Charter

Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital, Chandkheda, Ahmedabad continues to provide dedicated patient care and endeavours to improve its services on a constant ongoing basis. We strive to provide:

- Total dedication to understanding and fulfilling patient's need.
- Total devotion to providing efficient and reliable patient care services.
- Efficient prompt and courteous service with dedication to integrity and fairness.
- Motivating the patient for helping themselves as well as the Institute to serve them better.
- Total commitment to providing challenging and rewarding career for every employee.
- Transparency & regular monitoring of functioning.

## **Mission:-**

Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital, Chandkheda, Ahmedabad is mandated to

- Provide high quality Patient care.
- Attain Self-Sufficiency in graduate and postgraduate medical education and to meet the country's need for highly qualified medical teachers in all medical and surgical disciplines.
- Provide Educational facilities for the training of personnel in all important branches of health activity.
- Undertake Basic Community based research.

## **Preamble:-**

The Charter is a statement that acknowledges the right to health, right of self-determination, the right to information, the right to respect for privacy, the right to religious and philosophical freedom.

Everyone has a basic right of access to an organized and structured health care system, in which the hospital, along with other services, fulfils its own role.

This charter intends to provide guidelines which enables citizens to better understand:-

- The services & facilities available in Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital as a part there of.
- The quality care & quality of services user are entitled to,
- Complaint redressal system through which complaints regarding denial or poor quality of services can be redressed.

## **Quality of services:-**

Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital, a constituent faculty of the Sumandeep Vidyapeeth at Piparia, Vadodara, Gujarat, India - is a Deemed University (U/S 3 of UGC Act 1956), is an autonomous institution striving to be a premier tertiary care institution of national importance.

Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital is committed to provide high quality services & medical care (preventive, promotional, diagnostic, & therapeutic) to every citizen.

Comprehensive, best multispecialty tertiary care services are provided here without any discrimination. Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital staff asserts that all our users receive gracious & prompt attention.

**Location:-**

Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital, Chandkheda, Ahmedabad is located 7 km from Sabarmati railway station and 10 km from RTO bus station and 10 km from the Ahmedabad Airport at Opposite Akshar -111 Complex, Near Tapovan Circle, Visat-Gandhinagar Highway, Chandkheda, Ahmedabad. (Pin: 382424).

**Contact us:-**

Medical Superintendent

Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital, Opposite Akshar -111 Complex, Near Tapovan Circle, Visat-Gandhinagar Highway, Chandkheda, Ahmedabad. (Pin: 382424).

Email: deanmksmc@gmail.com

Website: www.mkshahmrc.org

**Important telephone number:-**

Casualty/Emergency: 7573949631

General Enquiry Number (OPD/IPD and Laboratory Services):- 7573949408

**General information:-**

The institution has 720 Beds with 285 Doctors as faculties & 180 nurses.

**Casualty and emergency services:-**

- The casualty functions round the clock all days with Casualty Medical officer and resident Doctors
- Casualty direct no: 7573949631
- There are 15 beds in the emergency room & 2 beds for obstetric casualty.
- Emergency Cases are attended promptly.
- In serious cases, priority is given to treatment/ management 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.

**Ambulance services:-**

- The hospital has 2 ambulances.
- 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 Smt. SMS Multi specialty Hospital or to Smt. SMS Multi specialty Hospital.

- This facility is available 24 hours a day, on all days.

#### **Outpatient departments:-**

- Timings: Morning 9 AM to 1 PM and Evening 2 PM to 5 PM (Monday to Friday) and Morning 9 AM to 1 PM (Saturday)
- Every outpatient seeking treatment at the hospital is registered prior to the consultation.
- A case sheet is generated electronically for recording history, symptoms, diagnosis and treatment being provided.
- For every new patient a Unique OPD number will be generated.
- If you have been registered previously, kindly quote your OPD Number, while taking an appointment or show previous OPD case papers at registration counter.

#### **Laboratory services:-**

Laboratory services are available for Biochemistry, Microbiology, Serology, Parasitology, Haematology, Histopathology & Cytopathology. Routine investigations are carried out on all working days while Sundays and holidays closed.

#### **Collection of specimens:-**

- All Days 09.00 A.M. to 05:00 P.M. (Sundays and other Holidays closed) Emergency collection is 24 Hour available.
- Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
- Reports are made available within the shortest possible time, which will be specified.

#### **Blood bank:-**

This hospital has a round the clock fully functional blood bank with component separation facility. It has a license by Food and Drugs Control Administration (FDCA), Gujarat State with License No – 179 with a validity certificate.( FDA for renewal inspection done, result awaited)

Products' List:

1. Whole blood
2. Packed cell volume (PCV)
3. Fresh Frozen plasma (FFP)
4. Platelet rich concentrate
5. Cryoprecipitate

HOD & Professor of Pathology & Incharge blood bank (Quality Manager): Dr. Falguni Patel (M.D. Pathology)

Doctor Staff: (1) Dr. Maulik Vova (M.D. Pathology)      (2) Dr. Urvi Prajapti (M.D. Pathology)

Technicians: (1) Ms. Minal Mahida      (2) Mr. Chirag Suthar

(3) Ms. Jinal Patel

(4) Mr. Paresh Trivedi

Counsellor: Ms. Anupama

- Following Transfusion transmitted infections (TTI) screening is done for blood component before dispatch
  - a. HIV
  - b. HBsAg
  - c. HCV
  - d. Syphilis
  - e. Malaria

**Instruments:**

- Refrigerators for storage of PCV temperature range = 0 to - 2 °C)
- Refrigerators for storage of FFP, temperature range = ≤ - 30°C)
- Refrigerators for storage of Cryoprecipitate temperature range= ≤ - 30°C)
- Platelet agitator (Platelet agitator, temperature range = 22 ± 2°C)
- Refrigerated Centrifuge for separation of blood components
- Gel Cards for blood grouping and cross match
- ELISA reader and washer for Transfusion transmitted infections (TTI)
- Donor Couch and automatic Blood collection mixer.

Regular Voluntary and replacement blood donation going on.

**Facilities:-** This hospital has the following services available:

- ECG
  - Intensive Care Unit
  - Intensive Cardiac Care Unit
  - Surgical Intensive Care Unit
  - Neonatal Intensive Care Unit
  - Paediatric Intensive Care Unit
  - X-RAY
- Ultra Sonography

**Medicines & consumables:-**

- All required Medicines and surgical consumables are provided free of cost.
- Hospital provides required linen 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 patient. The Dietician plans the diet based on the therapeutic needs.
- Our kitchen is well equipped to serve good balanced vegetarian meals.
- Dietician takes rounds of all patients and in consultation with treating physician and advice the therapeutic and non-therapeutic diet.

**Canteen:-**

The cafeteria is open to visitors/patients/staff daily from 8:00 a.m. to 9:30 p.m.

**Visitors pass:-**

- 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 patient.
- Visitors pass for patient admitted in ICU is issued from IP admission counter at the time of patient admission. One pass per patient will be given.

**Visiting hours:-**

- Visiting hours for the patient admitted in ward are: 10.30 am–12.30 pm, & 4.00 pm to 6.00

pm

- Visiting hours for the patient admitted in ICU are: 11.00 am–12.30 pm, & 4.00 pm to 5.30 pm
- Please ensure that visitors adhere to the visiting hours only and that they are restricted to the absolute minimum.
- Children visitors are not allowed inside hospital premises, only children who are dependent on patient mother/father are allowed (Eg:- Breastfed infant).

**Other services & facilities:-**

- Wheel Chairs and stretchers are available on request at any point from Reception.
- 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.

**General information:-**

- **Medico legal cases:**
  - On admission of a medico legal case, the hospital has to mandatorily honour the rules of the Indian Govt. and informs the local police authorities.
- **Death Certificate:**
  - If a patient expires in the hospital, a death certificate is issued to the family by the hospital to carry the body.
  - The hospital sends the Death registration form & Medical Certificate of cause of death to the Corporation.
  - The family has to collect the final Death Certificate from the Corporation office.
- **Birth certificate:**
  - Parents of the newborn will be issued birth certificates from the hospital as soon as they fill up the Birth report form for registration.
  - This is made possible through the networking of the hospitals with the corporation.

**Complaints and grievances:-**

- There will be occasions when our services will not be up to your expectations.
- Please do not hesitate to register your complaint. It will only help us serve you better.
- There is a redressal forum that functions in association with the Quality & Standards Department to attend to all grievances.
- The complaints can be informed on **7573949408** to Ms. Daxa Parmar.
- Every grievance will be duly acknowledged.

**General instructions:-**

- **Smoking:**
  - Dr M. K. Shah Medical College & Research Centre and Smt. SMS Multispecialty Hospital, Chandkheda, Ahmedabad is a “No smoking zone”.
  - Patients and their attendants are strictly prohibited from smoking in the hospital premises. It is a punishable offence.

- **Silence:**
  - Silence is essential in a hospital. Even minor noises can disturb people who are not feeling well.
  - Visitors are requested to speak softly and avoid unnecessary noise.
  - Attendants are advised to keep down the volume on their mobile phone sets.
  - Patient's relatives are advised not to crowd the area outside the patient rooms.
  - Hospital staff is under instruction to take necessary steps to prevent noise and crowding.
- **Parking:**
  - Please ensure that vehicles are not parked in "No parking area" and they do not hinder emergency cases from immediate and quick access to the emergency department.

**Responsibilities of the user:-**

- 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.
- 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.
- Please refrain from demanding undue favours from the Staff and officials
- Please provide useful feedback and constructive suggestions.