

# GIAN SAGAR MEDICAL COLLEGE & HOSPITAL



## Citizen Charter

### **PREMABLE:**

Dear Citizen.

Welcome to Gian Sagar Medical College and hospital.

This document is an expression of commitment of this institute to provide information about the services that are available, the quality and standards of service that you may expect, the facilities and procedures available. This Citizen Charter is an attempt to bring the institute closer to its patients and Public in general in the society

### ***Mission:***

The Institution's mission is to provide outstanding and affordable medical care to the public in a friendly environment and in a spirit of compassion to all, regardless of race, caste, religion etc.

### ***Location:***

Ram Nagar, Tehsil- Rajpura, Distt. Patiala, Punjab-140401  
16 K.M. from Rajpura Railway Station  
24 K.M. from Chandigarh International Airport.

### ***Contact us:***

Phone no : 01762-520000 Ext: 1406  
Email : principalmedical@giansagar.net  
Website : www.giansagar.net

**Important Telephone Numbers:**

- Telephone number : 01762-520000 Ext. 1400, 1401 & 1414
- Hospital helpline 01762-520000 works round the clock.
- PBX-Exchange - 01762-520000
- Emergency - Ext. 1453
- Blood Bank - Ext. 1128, 1060
- Security Control Room - Ext. 1036
- Medical Superintendent- Ext. 1422

**Enquires:**

- Location guide map is available at the entrance of OPD
- Directional signboards are fixed on each floor.
- Enquiry Counters exist at the Registration of Emergency & OPD.
- Telephone number : 01762-520000 Ext. 1400, 1401 & 1414
- Hospital helpline 01762-520000 works round the clock.

**Casualty and Emergency services:**

- Location : Ground floor
- Casualty direct no: 01762-520000 Ext. 1453
- Casualty Incharge: Dr. Dipesh Goyal Assistant Professor Surgery 01762-520000 Ext: 1428
- The casualty functions round the clock on all days (24h X 365).
- Casualty Medical Officer and Resident Doctors are available 24hrs on all days.
- Call days are fixed for Doctors in various specialties and are available round the clock stay in the hospital.
- Emergency operation theatres are staffed Equipped and kept functional the all times.
- The service of Ambulance is provided when required.

**Ambulance Services:**

- The hospital has two ambulances.
- Ambulance service enquiry No: 01762-520000 Ext 1400, 1401 & 1414
- This facility is available 24hours a day, on all days.
- A team of trained and dedicated medical professionals is available.
- Emergency Technicians, Nursing Staff and trained drivers are always ready to handle all eventualities round the clock.

### ***Out Patient Department:(OPD)***

- Location :
  - Surgery, Eye, ENT, Orthopedics, Dental on ground floor.
  - Medicine, Skin, Psychiatry, Chest & T B, Gynaecology & Obstetrics, Pediatrics OPD on first floor.
- OPD Timing 9:00 a.m. to 4:00 p.m.
- Every outpatient seeking treatment at the hospital is registered at the entrance of hospital prior to the consultation.

### ***Indoor Patient Departments: (IPD)***

- Location:
  - *First floor*:- Labour Room, Nursery, NICU, PICU & Dialysis unit
  - *Second floor*:- Obstetrics & Gynaecology, Pediatrics, Eye, ENT
  - *Third floor*:- Surgery, Orthopedics, Burn unit.
  - *Fourth floor*:- Medicine, Skin, Psychiatry, Chest & TB.
- Facilities Available:-
  - Qualified Doctors and nursing staff are available in all wards round the clock for patient care.
  - Facilities for major procedures in modern operation theaters are also available in the Hospital.
- Visiting Hours:-
  - Morning           :-7.00 AM to 8.00 AM
  - Evening           :-5.00 PM to 6.00 PM

### ***Intensive care units:***

- Name of IC unit:-ICU, ICCU, RICU, NICU, PICU, SICU, Obstetrics ICU and Burn Unit.
- Facilities Available:-
  - Facilities for the treatment of all life threatening conditions are available round the clock.
  - Qualified doctors nursing staff are available to provide patient care.
  - Facilities for non invasive & invasive monitoring & ventilators are available with every intensive care bed.

### **Diagnostic:**

- Radiology:
  - Location- Ground floor
  - Round the Clock (24x7)
  - Facilities available all type of X-ray, Ultrasonography, CT scan and MRI Scan.
- Laboratories are having latest equipments for various tests.  
Location of Lab. Hematology, Clinic Pathology, Cytopathology ,Immunopathology Microbiology, Pharmacology, Virology ,Sputum ,All Located on Ground floor.
  - Laboratory Timings:
    - All working days :Round the Clock (24x7)
    - Sundays and holidays : only Emergency Services are available
  - Sample Collection
    - Location : Ground floor near the reception
    - Timing All working days :Round the Clock (24x7)
    - Sundays and holidays : only Emergency Services are available
    - Reliability and promptness of laboratory results is ensured as tests are done by automatic machines.
  - Collection of reports and from where to collect: Reports to be collected from sample collection room on the ground floor
  - Timing : 3 hours after giving the sample.

### **Blood Bank:**

- Duly Approved Licensed Blood Bank is available in the hospital
- Location : Ground floor
- It is open Round the Clock (24x7).
- *Facilities available:* Whole blood and all blood components are available round the clock.

### **Physiotherapy:**

- Department of Physiotherapy is located on the ground floor of the hospital.
- It functions under orthopedic department.
- All major equipments are available to provide physiotherapy.

**Pharmacy:** The pharmacy is providing 24 hrs services to the patients.

**Parking:** Parking is located in the basement of the hospital & in front of the hospital.

**Food Services Location of Canteen: Ground floor (Hospital)**

- Diet for indoor patients is provided by the hospital.
- Diet charges are included in the bed charges.
- Food & snacks for patients attendants and staff are available in the Hospital canteen on payment

**Other services & facilities available:**

- Wheel Chairs and patient trolleys are available at the entrance of near the emergency (Casualty).
- Lifts, Stairs and ramps are available for access to higher floors of the Hospital.
- There is a stand-by generator to cater emergency services in case of breakdown of electricity.
- Adequate drinking water and washroom facilities are available.

**Complaints and Grievances:**

- Please do not hesitate to register your complaints
- Complaint cell:
  - Incharge name: Monika Sharma
  - PH No:- 01762-520000 Ext 1423
- Every grievance will be duly acknowledged.

**General Instructions:**

- Smoking
  - Gian Sagar Medical College & Hospital is a "No smoking zone"
  - Patients and their attendants are strictly prohibited from smoking in the hospital premises.
- Silence:
  - Silence is essential in a hospital.
  - Visitors are requested to speak softly and avoid unnecessary noise.
  - 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.

- No parking zone :
  - Please ensure that vehicles are not parked in “No parking zone “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