

CITIZEN'S CHARTER

Swaminarayan Institute of Medical Sciences and Research (AFFILIATED WITH: SWAMINARAYAN UNIVERSITY, GANDHINAGAR)

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PREAMBLE:

Swaminarayan Institute of Medical Sciences and Research (SIMSR) aims to provide quality medical education and health services to mankind.

The objective of SIMSR is to develop innovative curriculum and pedagogy of teaching in undergraduate and postgraduate education in all offered branches of Health care. The aim is to achieve a high standard of education and to bring together educational facilities of the highest order for the training of personnel in all important branches of healthcare under one roof.

To meet these objectives, SIMSR provides quality healthcare services through PSM Hospital. The details of hospital services are elucidated in this Citizen's Charter.

This Charter is published with the intention to make the PSM Hospital services more 'patient centric', and to ensure best practices in Medical Education at SIMSR.

Through this Charter, the citizens are also informed about the services available, the quality of care provided, and grievance redressal procedures at PSM Hospital.

ACCESS TO SERVICES:

SIMSR has an affiliated general hospital. It provides medical care to all patients who come to this hospital. Emergency services are available 24 x 7 without discrimination of caste, creed, or gender.

STANDARDS OF SERVICES:

This hospital provides quality services as set by Indian Public Health Standards (IPHS).

GENERAL INFORMATION:

- This hospital has a facility of 720 general beds, 60 ICU beds, and 30 emergency beds.

AVAILABLE SERVICES:

MULTI SPECIALTY OUTPATIENT SERVICES	INDOOR TREATMENT/ WARDS	24x7 EMERGENCY SERVICES	OPERATION THEATRES
INTENSIVE CARE UNITS	PATHOLOGY LABORATORY	RADIOLOGICAL SERVICES (XRAY, ULTRASOUND)	PHARMACY
PHYSIOTHERAPY	DIET SERVICES	BENEFIT OF SELECTED GOVT. SCHEMES	BLOOD BANK SERVICES
OUTREACH SERVICES		24 HOURS AMBULANCE FOR REFERRAL	PREVENTIVE HEALTH CHECKUP SERVICES

COMPLAINTS AND GRIEVANCES:

We try our best to provide quality healthcare services to patients visiting the PSM Hospital. However, if these services do not meet your expectation or satisfaction, please do not hesitate to register your complaint with the Medical Superintendent. The suggestion book/feedback register is available at the reception counter.

You can also e-mail your complaints to us at info@swaminarayanuniversity.ac.in

PATIENTS'S RIGHTS:

1. Right to access to all the services provided by the Hospital.
2. Right to information –including information relating to the treatment being done.

3. Right to know choices of treatment available and take an informed decision.
4. Right for safe and secure treatment.
5. Right for grievance redressal.
6. Right to Emergency care.
7. Right for privacy and confidentiality.
8. Right to religious and cultural freedom.

RESPONSIBILITIES OF PATIENTS & RELATIVES:

The success of the Citizen's Charter outlined above depends on the support of all visitors and patients.

We request you to understand the various constraints under which the Hospital functions and cooperate by adhering to the guidelines stated below:

1. Please do not create inconvenience to other patients by making crowds or talking loudly.
2. Please try to keep the hospital and its surroundings clean.
3. Please use the facilities of the hospital with due care and concern.
4. The hospital is a non-spitting and non-smoking zone. Fines can be imposed by Administration on visitors found violating this clause.
5. Please refrain from demanding undue favors from the staff and officials.
6. Kindly contact the reception counter for any clarifications.
7. Though we take due care and administer the latest therapies, sometimes death of a patient can take place. Please maintain calm during such an event.

Please cooperate with the department staff who are there to help you in case of problems/ queries. In case of any query, please feel free to contact the designated Head of the department.

CONTACT INFORMATION:

Hospital helpline Number: +91-9638052525
Nodal Officer: Dr. Mahesh Rajpura
Designation: Incharge Medical Superintendent
Contact No: +91-8980559109
ms.psm@swaminarayanuniversity.ac.in
Meeting hours: 12.00 noon to 1.00 pm