

NIMRA INSTITUTE OF MEDICAL SCIENCES



CITIZENS CHARTER

4-90, NimraNagar, Jupudi, Ibrahimpatnam,
Krishna District, Andhra Pradesh. 521456

CITIZENS CHARTER



The main objective of the exercise to issue the Citizen's Charter of an organization is to improve the quality of public services. This is done by letting people know the mandate of the concerned Organization, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights. This website provides the details of Citizen's Charter of the Organization of Nimra Educational Society.

A Citizen's Charter represents the commitment of the Organization towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability.

OUR MOTTO—QUALITY CARE WITH HEALING TOUCH

This charter seeks to provide a framework which enables our users to know

Standards of Service

- ▲ This is a Medical College and Hospital for teaching and education and Multi-specialty patient care hospital.
- ▲ It provides medical care to all patients who come to the teaching hospital;
- ▲ Standards are influenced by patients load and availability of resources;
- ▲ Yet we insist that all our patient/relative receive courteous and prompt attention.

CITIZENS CHARTER

Locations

- ▲ It is located on Vijayawada to Hyderabad on Main NH 9. This hospital has-
Doctors: more than 125 (including residents).
- ▲ Nurses: 190 (Including supervisory staff).
- ▲ Beds: 350 Teaching Beds 25 Casualty Beds
- ▲ Doctors wear white aprons with hospital logos and nurses are in uniform.
- ▲ All Staff members wear identity cards issued by the hospital authorities.

General Information

Enquiry, Reception and Registration Services

This counter is functioning round the clock.

Location guide maps have been put up at various places in this hospital for easy accessibility to patient and their attendants.

Colour coded guidelines and directional sign boards are fixed at strategic points for guidance. Telephone enquiries can be made over telephone numbers 24 Hours: 0866-6545454 & 6500000 Fax: 0866-2882852.

Toll free: -180042500786

Casualty & Emergency Services

All Casualty Services are available round the clock.

- ▲ CMO and Duty Doctor is available round the clock.
- ▲ Specialist doctors are available on call.
- ▲ Emergency services are available for all specialties as listed in the OPD Services.
- ▲ Emergency Operations are done in

OT located on ground floor of I-Block building.

Emergency Operation Theatre is functioned round the clock. In serious cases, Treatment / management gets priority over paperwork like registration and medico-legal requirements. The decision rests with the treating doctor.

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OPD Services

Various outpatient services available in the hospital are detailed below.

OPD Place Time of Registration Time of OPD

- ▲ General Medicine
- ▲ Paediatrics
- ▲ Dermatology
- ▲ Psychiatry
- ▲ TB & Chest
- ▲ General Surgery
- ▲ Orthopaedics
- ▲ Ophthalmology
- ▲ ENT
- ▲ Dentistry
- ▲ Obstetric & Gynaecology.

In OPD specialists are available for consultation free of cost.

OPD services are available on all working days excluding Sundays, Government and Public Holidays from 9.00 AM to 5.00 PM.

Laboratory Services

Routine: Laboratory Services are provided in the field of

- ▲ Bio-chemistry
- ▲ Microbiology
- ▲ Haematology
- ▲ Cytology
- ▲ Histopathology including FNAC

There is a Central Collection Centre for receiving and collecting various specimens for testing. The timing for receiving specimens are at OPD - 9:00 AM to 4:00 PM & IPD Round the clock.

Emergency: Emergency Laboratory Services are available 24 hours for all tests.

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RadioDiagnosticServices

Routine:Theseservicesinclude

- ▲ X-Rays
- ▲ Ultrasound
- ▲ RoutineX-RaysaredoneOPD-9:00AMto4:00PM&Casualty,IPD-Roundtheclock.
- ▲ Registrationisdonefrom9:00AMto3:00PM.
- ▲ UltrasoundexaminationisdoneRoundtheclock.
- ▲ C.T.ScanisdoneRoundtheclock.

Emergency:EmergencyX-

Rayservicesarealsoavailableroundtheclock.CTScanservicesarealsoavailableroundtheclock.

IndoorPatientServices

- ▲ Thehospitalhasgeneratorbackupof750KVA
- ▲ Bedlinenischangedatthetimeofadmissionandthereafteroneveryalternatedayandalsowhenver required.
- ▲ Foodisservedthreetimesaday.
- ▲ Destitutepatientisprovideddrugsandsurgicalitemsfromthehospitalandallhospitalchargesarew aived.
- ▲ Operationtheatres–The hospitalhas8Major and2Minorfully equippedmodernoperation theatreswhereallkindsofmajorandminorsurgeriesareperformedusingthelatesttechniquesandt echnology.
- ▲ Routinesurgeriesaredoneasperlistmaintainedbytherespectivedepartment(s).
- ▲ **LaboratoryServices:**
EmergencyLab:24hours,throughouttheyear,forallemergencyinvestigations.
- ▲ **Routinelab(Onallworkingdays):**
Samplecollectiontimings:8.30a.m.to10.30a.m.

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Blood Bank

The hospital has a licensed, modern state-of-the-art Blood Bank that functions 24 hours a day and provides facilities for blood donation, storage, issue of blood and its components. Strict precautions are taken and the sting is done to prevent any borne infection. Blood is issued on exchange basis and patient requiring blood should arrange healthy blood donor for exchange of blood.

Responsibilities of Users

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. A large number of patients attend the OPD daily, number of patients seeking Casualty/Emergency medical care daily are also more.

- ▲ On an average more than 600 patients attend the OPD daily.
- ▲ Please do not cause inconvenience to other patients.
- ▲ Please follow the rules and regulations of the hospital while inside the hospital campus.
- ▲ Please do not cause inconvenience to other patients by crowding or making noise unnecessarily.
- ▲ Please help us in keeping the hospital and its surroundings neat and clean.
- ▲ Please don't argue with security guards, show your passes when asked for and help us maintain the order and peace inside the hospital premises.
- ▲ Please use the facilities of this hospital with care and do not damage hospital property.
- ▲ Do not indulge in any money transactions with outsiders and unauthorised persons.
- ▲ Beware of touts.
- ▲ The hospital is a "No Smoking Zone" and smoking here is a punishable offence.
- ▲ Please refrain from demanding undue favours from the staff and officials as it encourages corruption.
- ▲ Please provide useful feedback and constructive suggestions. These may be addressed to the Medical Superintendent of the Hospital.

Public Grievance

Mrs .P.Niharika
Public Relation
Officer 0866-
6500000

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Other Facilities

Other facilities available include

Mineral RO Cold Drinking Water, Wheel chairs and trolleys are available in the OPD and casualty.

4 Ambulances are available to pick up patients from their places (No charges) and also for discharged patients. Mortuary Van is available free, Round the clock. Public Telephone Booths are provided at various locations.

Stand-by Electricity Generators are provided. 24 hours pharmacy and Chemist Shops are available. Canteen for patients and their attendants is available and open 24 hours. Ramps and Lifts are available for access to higher floors. Adequate toilet Facilities for use of patients and their attendants are available.

Complaints & Grievances

Complain registers are kept at the reception and Please do not hesitate to register your complaints. It will only help us serve you better. Every grievance will be duly acknowledged. We aim to settle your Complaints within 3 working days from the date of the receipt. Suggestions/Complaint boxes are also provided at various locations in the hospital. Name, designation and telephone number of the nodal officer concerned is duly Displayed at the Reception.

